



Annual Report of the Independent Monitoring Board at HMP Coldingley

**For reporting year
1 August 2020 – 31 July 2021**

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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 resettlement and training prison, originally built in 1969. The certified normal accommodation (CNA) is 493 and the operational capacity 521. (The CNA in use as at 20 July 2021 was 426.)

During the 11 months ending June 2021, 113 prisoners were released.

There are five main accommodation wings (A-E), a small enhanced wing (F), which was not in use at the end of the reporting period, and G wing, which comprises 60 accommodation pods, each containing a shower, toilet and basin. These pods have removed the need for prisoners to share cells.

There are eight main workshops, an education block and a range of administrative areas.

The main services are provided by:

Healthcare/mental health care	Central and North West London NHS Trust
Social care	Surrey County Council
Learning and skills	Weston College
Resettlement	Community Rehabilitation Companies Purple Futures, Catch 22
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 pandemic has continued to 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 continue to be found in the prison are of great concern to the Board. Large quantities of alcoholic liquid ('hooch') are also frequently found. Inevitably, the availability of these illicit items gives rise to increased levels of violence and bullying.

Significant positive efforts are made by staff, prison orderlies, Listeners, the chaplaincy, the restorative justice organisation, Belong, and representatives of voluntary organisations to support prisoners and deal with the consequences for prisoners' safety. It is to be hoped that the installation of a body scanner in May 2021 will improve the situation.

There are a number of health and safety issues, the most important of which is the absence of in-cell sanitation (see below).

In addition, the fabric of the four older wings and the flooring on the newer (E) wing are in an extremely unsatisfactory state and repairs are still taking far too long to be implemented.

It is to the credit of the Governor and staff that the Covid-19 outbreak in the prison in September 2020 was effectively contained.

How fairly and humanely are prisoners treated?

The Board's view of staff-prisoner relations is a positive one. The supportive approach to prisoners is shared by non-uniformed staff, including workshop instructors.

Prisoners with complex needs are assigned a case manager and reviewed fortnightly. Assessment, care in custody and teamwork (ACCT) reviews are given due time and priority. Throughout the Covid-19 outbreaks prisoners have been able to attend their ACCT reviews.

The absence of in-cell sanitation impacts significantly on any assessment of how fairly and humanely prisoners are treated. No amount of humane treatment by staff can overcome the basic indignity for grown men, many of whom are elderly, having to ring a bell and wait in a queue to use the lavatory.

How well are prisoners' health and wellbeing needs met?

A restricted regime operated throughout much of the reporting period, but the Governor and staff are to be congratulated on organising prisoners into 'household bubbles' on a landing basis in January 2021, so that for the greater part of the lockdown, prisoners were out of their cells for five hours or more. Throughout, daily welfare checks were maintained.

Social visits were suspended in line with lockdown requirements, but video calls (Purple Visits) gained in popularity with the distribution of laptops to all wings. Several prisoners commented that they had never before seen their children opening their Christmas presents.

Healthcare provision continued to be largely well-regarded by prisoners and the Covid-19 vaccination programme was effectively handled, with efforts made to allay concerns that prisoners expressed.

How well are prisoners progressed towards successful resettlement?

Unsurprisingly, this area of activity has suffered as a result of infection control restrictions.

The lack of face-to-face education provision has impacted significantly on prisoners. This is particularly regrettable in view of the time that was available while prisoners were not engaged in their usual work activities, but which was effectively wasted.

The Board would however wish to commend the efforts made by the head of learning and skills to fill the gap left by the education providers by distributing in-cell packs, running competitions and inspiring the establishment of a library in the education department. The prison orderly responsible for organising this resource has done an excellent job. The main prison library remains closed at the end of the reporting period, but the librarian is delivering books to prisoners on request.

Work opportunities have of necessity been restricted during the pandemic.

Parole hearings by phone 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

As recorded in last year's annual report, the Board was delighted to be advised of the significant planned investment to improve conditions at the prison, including the provision of in-cell sanitation in the older accommodation blocks. The Board has been informed that major refurbishment, including the provision of in-cell sanitation, will commence in January 2022.

The Board is delighted to note the Minister's continuing commitment to this vital work.

Indeterminate sentences for public protection (IPP)

The Board continues to be concerned about the number of IPP prisoners serving many years beyond their tariff. Last year there were nine IPP prisoners at HMP Coldingley. As at 24 June 2021 there were five IPP prisoners, of whom two have served 11 years beyond their tariff date.

Would the Minister please advise the Board what the current plans are for addressing this issue?

TO THE PRISON SERVICE

Violence and bullying

There is continuing evidence in the daily reports of bullying and unexplained injuries which do not seem appropriate in a category C training prison. The Board is interested to hear of the 'Cuckooing' guidance and accepts that efforts are being made to combat this damaging behaviour. 'Cuckooing' is the term used to describe the taking over of a cell by a more dominant prisoner, usually for the storage of illicit items.

Would the Prison Service please confirm that priority will be given in terms of resource allocation (such as effective CCTV) to keeping prisoners safe and free from bullying?

The road to recovery

The Board is aware that it has been a difficult balancing act to keep prisoners and staff safe while considering the impact of infection control on other aspects of wellbeing, in particular mental health needs. The Board recognises that account needs to be taken of infection levels within the wider community as well as within the prison. However, where there have been no recorded cases of Covid-19 among prisoners for some time and levels in the surrounding areas are at an appropriately low level, it would seem that more rapid progress along the road to recovery might be appropriate.

Would HMPPS consider allowing individual prison Governors increased delegated powers to progress more rapidly if local infection levels allow?

TO THE GOVERNOR

The Board recognises the work undertaken by the Governor, the senior management team (SMT) and prison staff to continue to provide a decent and humane regime in the face of considerable challenges, not least the Covid-19 pandemic and the absence of in-cell sanitation.

The Board applauds the significant efforts that have been made at HMP Coldingley to provide prisoners with as much time out of cell as they can have while adhering to infection control protocols, and ensuring that there was adequate provision for phone calls and video calls to maintain family contacts when social visits were suspended.

The Board trusts that the Governor will continue to press for commencement of the major refurbishment promised for the prison.

The Board also hopes that the option of video calls will be maintained once social visits return to full capacity as many relatives, particularly those with young children, find it difficult to access the prison.

3.4 Progress since the last report

The installation of over 60 accommodation pods last year appears to have worked well, with prisoners generally appreciating the more relaxed environment and enhanced facilities provided. Work is proceeding to improve the pathways, construct canopies and to provide some gardening opportunities as requested by prisoners.

At the end of the reporting period, plans were proceeding to establish an incentivised substance free living (ISFL) community within the prison. The Board welcomes this positive initiative to reduce addiction and the associated debt and bullying problems.

In this difficult year, the Board has appreciated the time given by the Governor to attend Board teleconferences and the willingness of all staff to share information.

The Board resumed face-to-face monitoring on 17 May 2021.

Evidence sections 4 – 7

4. Safety

Wing and other staff, Listeners, key workers and Belong orderlies have continued to play an active role in identifying and safeguarding vulnerable prisoners. Inevitably, infection control restrictions have limited the opportunities for prison orderlies to move freely between wings. It is to the credit of prison staff that key worker interventions have been maintained throughout the reporting period at a reasonable level, but the Board has not had an opportunity to assess the value of these interventions as perceived by prisoners.

4.1 Reception and induction

New arrivals and prisoners who have returned to the prison after an absence exceeding 24 hours are generally located in the reverse cohort unit (RCU) on B wing for 14 days. Prisoners are occasionally isolated on other wings for specific reasons, including the care and separation unit (CSU). The Covid-19 restrictions have impacted on the Board's ability to monitor the effectiveness of the induction process.

4.2 Suicide and self-harm, deaths in custody

There has been one death in custody during the reporting period. This occurred in hospital after a prolonged spell of in-patient treatment and appeared to be from natural causes.

Self-harming incidents remain a matter of concern (163 incidents in the twelve months ending 30 June 2021). However, this number includes a high number of incidents committed by a relatively small number of prisoners. The Board is satisfied that incidents where a ligature has been found have been humanely dealt with in terms of the prisoner's wellbeing, with assessment, care in custody and teamwork (ACCT) documents being opened or reviewed as appropriate. However, at Coldingley, records of ligatures made are still not recorded as a separate statistic.

On average 9.5 ACCTs per month were opened. In the previous reporting period an average of 10 ACCTs per month were opened.

Samaritans continue to support a team of prisoner Listeners who would normally be available throughout the wings. Under the restricted regime, however, Listeners have been unable to access wings other than those where a Listener is based. It has also not been possible for the Samaritans to hold meetings of Listeners due to infection controls.

4.3 Violence and violence reduction, self-isolation

The formation of 'household bubbles' and restrictions on movement within the prison has almost certainly impacted on the level of prisoner on prisoner assaults. It is worth making the point that of the 35 assaults on staff, only 5 were direct assaults. The remaining 30 were as a result of another action taking place, such as a prisoner's arm making contact with an officer in the course of a restraint. The recorded assaults in the reporting year were as follows:

	2020-21	2019-20
Prisoner on prisoner	28	37
Prisoner on staff	35	34
Prisoner unexplained injuries	16	19

Security

Major concerns are illicit items and associated violence. An airport style full body scanner was installed in week beginning 17 May 2021. It is being used for checking on individuals suspected of having ingested contraband primarily after visits and all new receptions. At the end of the reporting period there was no CCTV operating on any of the wing landings due to repeated vandalising of cameras and the high cost of replacement, which has resulted in equipment not being replaced.

Data from May 20 – April 21

Mobile phone and associated paraphernalia	219
Drugs and associated paraphernalia	192
Litres of alcohol (hooch)	1358.5
Total finds as a result of incident report searches	527

These figures include illicit items found during searches by specialist district search teams who have been asked to visit the prison on the basis of intelligence received.

G Wing consists of a number of self-contained “pods” whose occupants have a satisfactory adjudication history. Many of the prisoners accommodated on G wing are awaiting transfer to open conditions. The lack of example that used to be set by these prisoners may be partly responsible for the younger prisoners on other wings displaying more exuberant, not always compliant behaviour.

4.4 Prisoners with specific vulnerabilities

The safer custody phone line enables concerned relatives and others to contact the prison. In addition, the national 0800 prisoner helpline which enables prisoners to lodge an application to the IMB includes the facility for the IMB member taking the call to contact the appropriate prison should there be safeguarding concerns. The 0800 line has only been used 5 times for non-urgent applications by prisoners at HMP Coldingley.

Welfare checks on prisoners have been maintained throughout the pandemic.

4.5 Use of force

All operational staff have access to body worn video cameras (BWVC).

The number of recorded use of force incidents in June is as follows:

30 June 2021: 16

30 June 2020: 11

There have been no instances of batons being drawn or PAVA spray being used in 2021.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The major project that will be undertaken is the installation of in-cell sanitation in wings A, B, C and D. The date set for commencement of this work is 5 January 2022. The Board has been informed that the contract has been awarded.

However, it remains a matter of concern to the Board that there are no plans for a new kitchen to be installed as part of this major refurbishment, although it is understood that new equipment will be provided. The Board considers that the kitchen accommodation is poor, with wet floors a frequent safety risk. It is to the credit of kitchen workers – staff and prisoners – that the food produced is of a varied and high standard. Prisoners frequently comment that the food compares favourably with food provided in other prisons.

There is to be a ring main for the hot water used to heat the wings to be installed in the space between the two perimeter fences with spurs for each wing. This is due to be started before the end of this year and hopefully before the cold weather.

A complete refurbishment of showers has taken place, resulting in far brighter and more hygienic facilities.

The absence of regular health and safety meetings is a matter for concern. Various issues are raised in the Board's weekly rota reports, including the hazardous state of the floors on E wing which were remarked on in last year's report.

Prisoners can normally wear their own or prison issue clothing. There are circumstances that dictate the wearing of specific clothing, notably safety footwear, gloves and personal protective equipment (PPE).

5.2 Segregation

The care and separation unit (CSU) has eleven cells, each with in-cell sanitation. There is a separate shower room. Four cells have provision for a television. The CSU office is cramped, and the room used for reviews and adjudications does not permit social distancing. It can also be extremely noisy and interruptions are frequent. During lockdown, IMB members 'attended' reviews by means of a phone connection, which was not ideal. It is difficult to talk to prisoners without being overheard by other residents. During the reporting year a new team of staff has been recruited, which has led to improvements in communications generally and in responding to the needs of segregated prisoners.

In addition to the existing care and decency suite, on E Wing, there is a second cell on that wing, which is not a disciplinary unit, and is to accommodate prisoners in need of protection, including those at risk of suicide or self-harm.

5.3 Staff-prisoner/detainee relationships, key workers, IPP prisoners

As stated above, key worker interventions have been maintained at a reasonable level for the majority of the reporting period, but the Board has been unable to

assess the effectiveness of this work. Relationships between staff and prisoners are generally positive, with particularly high levels of support provided for complex cases and other vulnerable prisoners. The role played by the chaplaincy and non-uniformed staff has been of particular value during the pandemic restrictions.

As stated in 3.3, the Board continues to be extremely concerned about the number of IPP prisoners serving many years beyond their tariff. As at 24 June 2021, there were still five IPP prisoners, of whom two have served 11 years beyond their tariff.

5.4 Equality and diversity

Prior to the pandemic, bi-monthly meetings of the equality action team, involving staff and prisoner representatives, were well supported. This meeting is now called the diversity and inclusion meeting.

The prison has supported a co-ordinated approach to diversity and equality, including circulating a cultural diversity awareness calendar, which is distributed weekly so staff are aware of what is important each month. The pandemic has meant that there have been no events organised. Although there were still some regime restrictions, Ramadan was facilitated and minor changes made to accommodate meal requirements.

Forty-five discrimination incident report forms (DIRF) were submitted in the period July 2020 to June 2021. Issues of race were the major concern, followed by religion, then sexual orientation and lastly disability and age.

As at June 2021 there are:

249 white prisoners (55%)	130 black prisoners (29%)
35 Asian prisoners (8%)	33 prisoners defining themselves as mixed (7%)
Five describing themselves as other (1%)	

The religion breakdown is as follows:

Muslim	108	Church of England	80
Roman Catholic	78	Christian, other	53
Buddhist	12		
Other	12	No religion	98

The chaplaincy team ensures the religious needs of the population are met.

The age breakdown of the population is:

Between 21 and 29 -	141	Between 30 and 39 -	177
Between 40 and 49 -	75	Between 50 and 59 -	47
Between 60 and 69 -	8	Over 70 -	5

There are currently 44 foreign nationals in the prison community.

There is mandatory training in diversity, disability and unconscious bias. Each of the nine protected characteristic groups has a senior member of staff as lead.

5.5 Faith and pastoral support

The year has been a challenging one for the chaplaincy team, as the regime has meant that those wishing to attend services or faith groups have been confined to their bubbles, and are thus unable to meet. They have also been without the usual volunteers. However, their work has continued with those bereaved or whose families have been affected by illness. They cover the main Christian faiths and Islam, with representatives from Judaism, Buddhism, Sikhism, and Paganism attending on one day a week.

5.6 Incentives and Earned Privileges (IEP)

In keeping with the national programme, prisoners are encouraged to behave responsibly, abide by the rules and engage with the regime and their rehabilitation.

Inevitably, the Covid-19 restrictions have impacted significantly on prisoners' opportunity to fully engage with the regime or with their rehabilitation, since opportunities to do so were unavoidably curtailed. Platinum is the highest level, Gold the second highest and Silver the lowest level of standards and privileges. During the periods of lockdown, it was the exception for prisoners to be classified as being on the lowest level.

5.7 Complaints

HMP Coldingley operates a complaints service throughout the prison, which is accessible by all prisoners. Prisoners can take and submit a complaint form at will and out of sight of prison staff.

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

Complaints received in the years 2017 - 2021 are as follows:

2017	2018	2019	2020	2021 (Jan-June)
1409	1461	1148	1318	689

In each case, the top two subjects of complaint have been property and residential/wing issues. In 2017, 2018 and 2020 the third highest complaint was offender management; in 2019 it was employment and in 2021 to date the third topic is letters.

Prisoners can choose to have a complaint directed, unopened, to the regional director of custody, the governing Governor of the prison or the Chair of the IMB in the prison. Such "confidential access" complaints totalled 27 in 2020 and in 2021 to date this figure is 11.

5.8 Property

The loss of property continues to feature at the top of the formal complaints made at HMP Coldingley. The bureaucratic and cumbersome manual system of recording items of property is, as the Board has previously commented, antiquated and time-consuming.

Particular problems are caused by the high volume of property brought in by some new arrivals, adding to the workload of hard-pressed reception staff and increasing the possibilities of loss. Another difficulty is the fact that some items are allowed in some prisons and not in others. This is often complicated by advancements in technology with electrical items.

5.9 0800 applications line

Since its inception in 2020, the IMB at the prison has been actively involved in providing volunteers for the national applications line which takes telephone applications from prisoners across the prison population.

There have been only five applications made by prisoners from HMP Coldingley using the freephone number. Paper applications made at the prison are relatively low in comparison to other similar prisons and this may account for the low number of calls to the line. Those prisons where there is a higher volume of calls are generally those where there is in-cell telephony.

6. Health and wellbeing

6.1 Healthcare: general

The Central and Northwest London (CNWL) NHS Trust has continued to provide the Coldingley healthcare service. Excellent co-operation from staff has meant the prison has operated well during the whole period, with the regime offering at least five hours out of cells from an early stage in the pandemic. A total of 21 prisoners have tested positive for Covid-19.

The Covid-19 pandemic has meant a major reorganisation of the healthcare regime, but prisoners have continued to express satisfaction with the service they get via the comprehensive clinics and other services available in the prison. A small survey was undertaken by Empowering People: Inspiring Change (EPIC) with 35 patients to find out what prisoners felt about the healthcare service. The results were encouraging. The healthcare nurses administered medication very effectively at cell doors during the early days of the pandemic, but have since returned to distribution centrally in the healthcare unit. Prisoners have continued to express satisfaction with the service they get via the comprehensive clinics and other services available in the prison. The excellent health record has been maintained despite transferring in prisoners from other establishments. Healthcare staff have continued to contribute to CSU reviews and ACCT assessments.

6.2 Physical healthcare.

A reduced primary health service has been available for the 12 months from August 2020 and whilst from time to time there has been a shortage of nursing staff and

unavailability of specialists, which has meant treatment has been difficult overall, the service has been good. Prisoner attendance for consultations has improved due to the higher level of supervision. Adequate PPE has been available and generally speaking all staff and prisoners have reacted well to using masks, gowns and gloves as necessary.

At the beginning of March 2021 the waiting lists were as follows:

	No. of prisoners	Waiting Time
Dentistry	9	2 weeks
Podiatry	10	17 weeks
Physiotherapy	24	20 weeks
Optician	54	39 weeks

During this period the optician was unavailable. 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 has worked tolerably well with a number of consultations undertaken. However, Covid-19 has made these consultations difficult to operate in lockdown and local hospitals have stopped consultations on many non-urgent assessments. A protected isolation unit was set up on B wing for symptomatic patients as well as an RCU (reverse cohort unit) to receive transferring prisoners who needed to have their infection risk assessed during a 14-day quarantine period. Healthcare staff carry out Covid-19 swabbing at reception for all transfers. Those with two negative results within five days move off the RCU sooner.

6.3 Mental healthcare

Over this period, the mental health team have been carrying out assessments of all new receptions within 72 hours of arrival at HMP Coldingley. An extra bank nurse was recruited so the team could continue to see all their caseload in person and promote 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 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 August 2020 five prisoners were in receipt of services.

6.5 Exercise, time out of cell, gym

Regime restrictions due to Covid-19 have meant that prisoners did not have access to the gym. However, additional outside exercise areas were provided.

6.6 Drug rehabilitation

The partnership between CNWL and the Forward Trust has continued. Substance misuse staff have been active in providing a wide variety of initiatives but a full programme of drug testing has been difficult to maintain.

The number of ambulance callouts has reduced due to the fall in drug availability in the prison although the amount of hooch has increased significantly and has at times created major problems.

2020	Code Blue	Code Red
September	2	2
October	7	1
November	5	2
December	5	2
2021		
January	7	1
February	2	0
March	2	3
April	2	1

Staff training has taken place during the reporting year to clarify when it would be necessary to use a Code Blue call-out and when a Code Red call-out would be appropriate. Code Blue is used for breathing difficulties and collapses; Code Red in the case of bleeding and burns.

7. Progression and resettlement

7.1 Education, library

Formal education provision has been almost non-existent for most of the reporting year. Open University students continued to study independently, but were disappointed at the lack of tuition, particularly as they have paid for their courses. New prisoners should be assessed within ten days of arrival, although this was not routinely happening even before lockdown. Key workers often prove to be the best source of educational referral. Every prisoner has a training folder, which records their educational achievements and ongoing training needs. A sequencing spreadsheet containing the learning/education status of all prisoners is being used to provide tutors with a planned prisoner journey.

During Covid-19 restrictions in January, when the educational provider (Weston) was absent, 149 prisoners who were lacking functional literacy and numeracy skills were identified and offered in-cell education and support. Many who had previously chosen to work instead of studying took the opportunity to take entry level 1 in mathematics and English and over 100 achieved this in the first three months of 2021. Peer mentors are now available on every landing, but tutors are also needed to tackle the low levels of literacy which still abound.

A gradual return to face-to-face education classes began in May. A course devised in-house by prisoners and staff and awaiting accreditation, GOALS (Gaining Opportunity and Life Skills), will concentrate on developing soft skills (including problem solving, personal organisation, teamwork, appearance etc.) to improve employability on release. Horticulture courses have not yet started but a tutor has been appointed. Distraction packs were offered to all prisoners to help with the increased amount of time that had to be spent in their cells.

The accommodation in the education suite is spacious and attractive from both the learners' and teachers' points of view, but it appears to be woefully underused even when pandemic restrictions eased.

The main library has been closed for the majority of the reporting year but a community library of donated books has been successfully run by orderlies in the education suite, though this is only accessible to prisoners attending the education suite.

7.2 Vocational training, work

HMP Coldingley is a training and resettlement prison where all prisoners (unless retired or unwell) are expected to be involved in purposeful activity or education each working day. The only areas providing employment for the majority of the reporting year were the kitchens, central cleaning, waste management and DHL, where personal canteen orders are fulfilled for several local prisons. The workshops were closed in October 2020 following a Covid-19 outbreak in the prison and re-opened in January 2021 with a restricted number of workers.

The position pre-Covid

- On arrival at HMP Coldingley, most prisoners are employed in the MNH workshop, where airline headphones are cleaned and repackaged. After a short time they are able, if they wish, to apply for jobs in other workshops.
- Wamitab offers a professionally designed and recognised programme leading to awards in the skills of cleaning public areas, hazardous areas, food areas and appliances, floor surfaces, bathrooms and washrooms.
- Signs is a workshop producing a wide range of signs, posters and badges etc. for any business or commercial premises.
- The print workshop has large state-of-the-art printing machines where leaflets, folders, books and other paper products are printed, folded and constructed for a range of customers.
- The engineering workshop contains equipment and machinery for welding, powder coating and other processes in the fabrication of products for Government and commercial customers. This workshop has suffered from a lack of qualified instructors and re-opening here is halted until staff are recruited.
- The recycling department sorts waste from the prison, but has yet to make a significant impact on the amount being sent to landfill, mainly due to a widespread reluctance by prisoners on the wings to engage in separating their waste.

During lockdown, the prison stopped offering courses from the Prison Information and Communications Technology Academy (PICTA) and instead introduced the Creator Centre. This offers the opportunity to use industry leading software to develop interactive content using many different skill sets. The skills learned will equip prisoners to apply for a wide range of jobs within the web content creation sector.

Additionally, a new range of practical courses is poised ready to begin once restrictions allow. These include courses in roofing, forklift truck driving, CSCS (construction skills certification scheme) and Multiskills (City & Guilds Level 1) covering tiling, carpentry, painting and decorating, plus optional units.

There are also plans to introduce courses in professional cookery, as well as storage and warehousing. These new courses should address the need frequently reported to the IMB for practical and useful courses which could directly lead to employment. A promising development during the reporting year is that the company providing fire safety checks and equipment for the prison offered a two-year apprenticeship for one prisoner, with the agreement to employ him upon release.

Industries

There is a new deputy head of industries who, in addition to the existing and proposed workload, intends to establish closer ties with education. This is to include classrooms in the industry premises with the emphasis on maths and English. Current Covid-19 restrictions involve a reduced workforce of 152 which is approximately half of what would be expected in normal times. The workload is also reduced due to the pandemic. There is a current shortage of engineering instructors, and the decision has now been taken to close this workshop on a permanent basis.

Pay levels for instructors are generally low compared to rates outside the prison environment, which makes recruitment difficult.

7.3 Offender management and progression

By the time prisoners transfer to HMP Coldingley, the vast majority already have a sentence plan. The offender management unit (OMU) will produce one if needed. The number of prisoners without a sentence plan varies from 30 to 65 per month, with an average of 42 (10%) per month. At the end of June 2021, the probation service was restructured and unified, meaning that the community rehabilitation companies (CRCs) ceased to exist. Accommodation and employment needs will now be overseen by the National Probation Service (NPS) although it is anticipated that this changeover will take up to six months to complete.

OMU is involved in all aspects of a prisoner's sentence, including recategorisation, release on temporary licence (RoTL) and transfer to another establishment. Prisoners receiving category D status (currently 30 at the end of June 2021) are eligible for transfer to a category D prison, or to apply for RoTL (provided they have less than two years left to serve), although historically HMP Coldingley has offered few opportunities for RoTL, as most prisoners who achieve category D status prefer to transfer to a category D establishment. At the time of writing, 21 category D prisoners would be eligible for RoTL, if there were no restrictions, provided they passed security checks related to their multi-agency public protection arrangements (MAPPA) status. Otherwise, those prisoners can only access RoTL from an open prison.

Plans are under way for an Incentivised Substance Free Living (ISFL) wing, where those who wish to live away from drugs and alcohol and the people involved with them, can do so. This has been in planning for at least two years, but applications from prisoners are now being considered.

7.4 Family contact

Arguably the most difficult aspect of the Covid-19 restrictions during this reporting period has been the lack of visiting allowed to the establishment. The introduction of the video calling scheme Purple Visits was very slow to take off, with prisoners commenting that movements by children would cause the screen to freeze. As time has passed, all involved have become more familiar with the difficulties, resulting in an increased uptake of this form of family contact. Telephone conversations with family are via shared PIN phones on the accommodation landings, as HMP

Coldingley has no in-cell phones. During the Covid-19 restrictions, the regime has provided enough time out of cell for every prisoner to access the phones on a daily basis.

Face-to-face visits recommenced during April, with social distancing and other restrictions still in place. Currently, each prisoner should be able to receive about one visit every two weeks. The redecoration of the visitor reception and visits hall has made the whole area look more pleasant and attractive to children. In normal times the Prison Advice and Care Trust (PACT) supports prisoners and their families at HMP Coldingley by running family days, children and toddler days during school holidays, adult days and lifer/IPP days for those without young children. They also normally offer a range of face-to-face relationship, parenting education and family learning courses. Hopefully the Storybook Dads initiative will restart in due course.

7.5 Resettlement planning

Preparing prisoners for re-entering society is a crucial aspect of prison life. It is a complex process consisting of several pathways. These are education, training and employment, mental & physical health, drugs & alcohol, finance, benefit and debt, attitudes, thinking and behaviour, children and families of offenders, and accommodation. Considering each of these pathways, along with consideration of public protection and management of the prisoner, should ensure successful release and resettlement. Prisoners are assisted with resettlement in the last 12 weeks of their sentence by through the gate (TTG) services including, for Coldingley, Catch 22 who assist with things like opening bank accounts, employment and particularly accommodation upon release, details of which are as follows:

Accommodation on release 1 Aug 2020 – 30 June 2021	
Type of accommodation	Number
Permanent housing	36
Approved premises	9
Bail accommodation and support services (BASS) accommodation	2
No fixed abode (NFA)	5
Hostel – other	3
Supported housing	3
Short term accommodation	2
No details / unknown accommodation type	53

It is a matter of concern that almost half the total number of prisoners released go to unknown accommodation.

8. The work of the IMB

The composition of the Board remains white British. There are currently five female and five male members, none of whom is under 60. Four members are undertaking induction training.

Board statistics

Recommended complement of Board members	12
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	180
Total number of segregation reviews attended	49

Applications to the Board

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	1	1
B	Discipline, including adjudications, IEP, sanctions	3	3
C	Equality	3	3
D	Purposeful activity, including education, work, training, library, regime, time out of cell	4	3
E1	Letters, visits, telephones, public protection restrictions	2	8
E2	Finance, including pay, private monies, spends	1	0
F	Food and kitchens	2	4
G	Health, including physical, mental, social care	9	0
H1	Property within this establishment	6	6
H2	Property during transfer or in another establishment or location	6	4
H3	Canteen, facility list, catalogue(s)	4	0
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	3	3
J	Staff/prisoner concerns, including bullying	8	3
K	Transfers	4	1
L	Miscellaneous, including complaints system	6	10
	Total number of applications	62	49



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