



Annual Report of the Independent Monitoring Board at HMP Coldingley

**For reporting year
1 August 2021–31 July 2022**

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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 (hereafter 'Coldingley') is a men's category C resettlement and training prison, originally built in 1969. The baseline certified normal accommodation (CNA) is 493. For much of the pandemic period the operational capacity was set at 433. The Governor recently reported that the prison was to move up to an in-use certified normal capacity of 483.

During the reporting period, the 12 months to the end of June 2022, 144 prisoners were released. There were 446 transfers in and 308 transfers out of the establishment.

There are five main accommodation wings: (A-E); a small enhanced wing (F); and G wing, which comprises 62 accommodation pods. The cells in E wing and the G wing pods each contain a shower, toilet, and a basin. The cells in the older residential block (wings A-D and F) do not have in-cell sanitation, with wings A-D relying on a call system to use sanitary facilities. Most cells are single occupancy; there is a very small number of double- and triple-occupancy cells. During the pandemic all cells were single occupancy, but recently some cell sharing has been reintroduced to permit the increase in the post-pandemic CNA. The small care and separation unit (CSU) has 11 cells.

In October 2021 B wing was taken out of use at the start of a five-year rolling refurbishment programme that includes the provision of in-cell sanitation on the older wings (A-D). At any time during the refurbishment period one of the older wings will be out of use. The G wing pods were initially introduced as a temporary measure, and this is to continue until at least the end of this refurbishment programme, currently timetabled for 2026.

There are currently seven main training workshops operational, a technology and education centre 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
Employment hub	CXK, Jobcentre Plus
Resettlement	Probation Service, Making Connections
Family services	Prison Advice and Care Trust (Pact)
Maintenance	Government Facilities Services Ltd. (GFSL)
Escort contractor	Serco and GEO Amey
Substance misuse services	Forward Trust, Alcoholics Anonymous

3. Executive summary

3.1 Background to the report

The prison has implemented a phased recovery from the pandemic with exceptional delivery models (EDMs) consistent with the stages defined in the Ministry of Justice (MoJ) and Her Majesty's Prison and Probation Service (HMPPS) *COVID-19: National Framework for Prison Regimes and Services*. There was also a good level of local autonomy in how constraints were both implemented and lifted. Nearly all EDM restrictions were removed at the start of May 2022. Despite experiencing fewer pandemic restrictions than many prisons in the region, there have still been periods of higher than normal staff absences, postponed meetings (especially those with an outside input) and short wing lockdowns. For a period of around four weeks when the Omicron Covid variant first spread in December-January, no IMB visits were possible.

The Board has tried to cover as much ground as it can in these circumstances. It made 60% more visits than was possible in the previous reporting period, but inevitably there is sometimes less than optimal detail and supporting evidence. Ministers will be aware of these constraints.

It should be noted that Her Majesty's Inspectorate of Prisons (HMIP) made their first full inspection since 2017 in January 2022. At this time much of the prison was in the grip of a Covid Omicron wave. The HMIP report is publicly available. The Board does not disagree with the substance of HMIP's findings, but would emphasise that the prison environment and regimes have moved on considerably since then. Consequently, in this report there is more focus on the current situation.

In this report, unless otherwise stated, annual data covers the 12-month period up to the end of June. This is consistent with previous annual reports from this Board. All percentages shown have been rounded to the nearest one percent.

3.2 Main judgements

How safe is the prison?

The volumes of drugs, 'hooch' and mobile phones that continue to be found in the prison remain a great concern to the Board. Inevitably, the availability of these illicit items gives rise to increased levels of prisoner debt, violence and bullying. Unfortunately, the ever-increasing use of legal vapes also appear to be noticeably aggravating debt and bullying issues.

Significant positive efforts and new initiatives are made by staff, prison orderlies, Listeners, the chaplaincy, representatives of voluntary organisations, and in particular the restorative justice organisation, Belong, to support prisoners and deal with the consequences of these issues for prisoners' safety.

Prisoners with complex needs are assigned a case manager and reviewed at least fortnightly. Assessment, care in custody and teamwork (ACCT) reviews are given due time and priority and support plans are sensitively used.

How fairly and humanely are prisoners treated?

Like HMIP, the Board's view of staff-prisoner relations is a positive one. The supportive culture is shared by non-uniformed staff, including workshop instructors. There is a large cohort of new operational staff (around 40% of staff have two years or less experience), and they too appear to have bought into this culture.

Some health and safety issues persist; the most important and obvious is the continued absence of in-cell sanitation in the older wings, A to D and F. The refurbishment programme, scheduled to complete in 2026, includes in-cell sanitation and started in February 2022; but it is still at the initial survey stage and it will be some time before any prisoners see any benefit.

Throughout the reporting period floorings on the newer (2008) E wing were in an extremely unsatisfactory state and repairs and replacement lagged well behind schedule.

The absence of in-cell sanitation in the older wings 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, some of whom are elderly, of being denied an in-cell wash basin, having to ring a bell in the middle of the night and enduring long waits in their cell in a queueing system to use the landing's lavatory, or resorting to using a bucket in their cell.

How well are prisoners' health and wellbeing needs met?

Restricted regimes operated throughout much of the period, reducing in severity to Stage 1 in January 2022, with only short-lived setbacks thereafter. The Governor and staff are to be congratulated on initially organising prisoners into 'household bubbles' on a landing, then a wing basis. For the greater part of the lockdown, prisoners were out of their cells for five hours a day or more. Since early May, prisoners have been enjoying 45 hours a week out of their cells.

Healthcare provision has again been largely well-regarded by prisoners and the Covid vaccination programme was handled effectively, with efforts made to allay concerns expressed by prisoners. The resident vaccination rate now mirrors or possibly exceeds that of the outside community.

It is to the great credit of the Governor and staff that Covid outbreaks in the prison in the past 12 months were contained effectively, were relatively short-lived and time out of cell was maximised. Covid infection levels among prisoners have been lower than in the outside community. The return to something approaching normality has been well managed.

How well are prisoners progressed towards successful resettlement?

Unsurprisingly, this area of activity suffered because of infection control restrictions and continues to suffer with shortages of education and workshop instruction staff.

The lack of face-to-face education provision impacted significantly on prisoners until the Stage 1 regime was reached. This is particularly regrettable in view of the wasting of time available for learning while prisoners could not engage in their usual work activities.

An additional library facility in the education department has now been replaced by a new employment hub. By the summer of 2022 the well-run main prison library had nearly returned to offering a full service.

Work opportunities within the prison have been restricted during the pandemic, but these are now returning to normality with higher levels of attendance, but at times some shortages of work.

Parole hearings, re-categorisation reviews and independent adjudications (IAs) continued to take place during the restricted regime in the early part of the reporting year, and most of these still continue to happen remotely.

Social visits were suspended in line with lockdown requirements, but social video calls (delivered by Purple Visits) continued to be popular with the distribution of laptops to all wings.

3.3 Main areas for development

TO THE MINISTER

In-cell sanitation

The Board is pleased that at last a contract has been awarded for the refurbishment of the older residential blocks including in-cell sanitation. Works are not scheduled to be complete until late 2026. The Board would be dismayed if there is any further slippage in the programme.

Indeterminate sentences for public protection (IPP)

The Board acknowledges the changes to licence terminations for IPP prisoners in the Police Crime Sentencing and Courts Act (2022). But the Board is concerned at the stubbornly high numbers of prisoners serving such sentences well over tariff. Would the minister indicate what else is planned to offer hope to such prisoners?

Sentence progression

The shortage of places in category D prisons in southern England is now a major obstruction and demotivating factor to those in training prisons such as Coldingley who demonstrate progress through their sentences and who wish to maintain family ties. Can more accommodation be created in category D establishments?

TO THE PRISON SERVICE

Leadership and culture

The leadership at Coldingley through the pandemic is already an excellent example of what can be achieved through effective local Governor autonomy of the type advocated in the *Prisons Strategy White Paper*. This Board notes that it has already been achieved through the freedom to maintain and develop an inclusive local culture and sense of community – qualitative characteristics, many of which will be missed by crude quantitative judgements based around key performance indicators.

Debt, bullying and violence

There are still more prisoners living under threat or suffering violence than one would wish to see in a good category C training prison. For a minority of the residents, dependency on illicit drugs or alcohol as well as ‘legal’ vapes are clearly a cause. But there are also many more threatened by mundane underlying problems of inter-prisoner debts.

Muslim prisoners and use of force

Although Coldingley sees low levels of use of force, its use against Muslim prisoners is disproportionately high and this is consistent with regional and national patterns. This is not in itself an explanation of a worrying trend. What steps is HMPPS taking to investigate the underlying causes of what appears to be a widespread issue?

Educational services

Educational arrangements need to be prioritised and improved at training prisons such as Coldingley. Current contracts and service level agreements lack sufficient disincentives for under-performance. Centralised contractual arrangements conflict with Governor autonomy and the capacity to address local needs. The limited budget also imposes constraints on instructor wages and resources, and sadly leads to the loss of dedicated, high quality staff. Can anything be done to give the Governor more power to intervene in the local delivery of such arrangements in the next two years?

Prisoner property

The problems associated with lost and misplaced prisoner property, especially during prison transfers, are reported and complained about year after year in prison monitoring reports. HMPPS, the Prisons and Probation Ombudsman (PPO), the IMB and prison staff waste an enormous amount of time dealing with issues around misplaced property. There is also a direct cost to the public purse in compensation payments. Above all, the impacts on prisoner morale and welfare of the antiquated paper-based system in the public estate are considerable. The economic case alone for the swift introduction of a digital system is compelling. The just-published *Prisoners' Property Policy Framework* fails to address the overwhelming case for new technology.

Arrangements for delivery and maintenance of infrastructure projects

It is hugely frustrating for prison leaders, operational staff and prisoners themselves when there is confusion surrounding the delivery, ownership and maintenance arrangements for infrastructure projects. Central contractual control seems slow and fragmented, but the failures are felt on the ground at the local level. This winter some wings went for weeks without hot water. Can prison Governors be given more control over when and how works on their sites are maintained and handed over?

TO THE GOVERNOR

Education

The Board can only echo HMIP's disappointment at the standard of educational provision. Coldingley, as a training and resettlement prison, needs more robust local managerial oversight to achieve an effective outcome for prisoners.

CCTV

The Board has noted the 'resigned acceptance' of senior managers of the difficulty in providing adequate CCTV surveillance in many key residential locations. Yet CCTV is such a vital tool in combating bullying, low-level violence and anti-social behaviour on the wings, so managers must not give up searching for innovative and imaginative methods of increasing surveillance and improving everyone's safety.

Training

The Board has found that 40% of operational staff have only joined the service in the past two years. They are well-motivated, but have little or no experience of non-

pandemic prison conditions. This can be seen in occasional failures to de-escalate incidents. The understanding and delivery of key safety processes such as ACCTs and CSIPs needs improvement. In all these cases the solution must be to continue and intensify the programmes of in-house staff training and mentoring.

3.4 Progress since the last report

A major priority, the five-year Coldingley improvement works programme, has now commenced. Still at the initial survey and preparation stages, there are as yet no direct benefits to current prisoners. The programme for the older A-D wings includes installing WCs and wash basins in each cell, replacing the old wing toilets with shower cubicles, upgrading the cell call-button system, and replacing cell windows. Elsewhere all the old wiring is to be replaced throughout the site, and air source heat pumps with associated piping are being installed. There is to be a comprehensive compliance review of all on-site fire safety measures followed by the necessary works.

A new hot water system for the main residential block (wings A-D, F and the CSU) went live in January 2022. There were immediately a number of teething problems lasting many weeks affecting hot water supply – notably pressurisation issues and a flooded pump room. These have delayed system handover and inconvenienced operational staff and prisoners.

A separate and welcome project to install in-cell PIN phones throughout the establishment was completed at the close of this reporting period.

The G wing environment has been further enhanced with tarmacking of pathways, installation of canopies over the aisles of accommodation pods, and the provision of flower beds, a laundry and a double-sized association pod.

A pilot incentivised substance free living (ISFL) community is now established on E wing with improved kitchen and recreational equipment and facilities in return for compact-based drug testing. However, delivery of the necessary improvement to the unsafe wing flooring was disappointingly slow, only nearing completion at the end of the reporting period.

Once again the Board is pleased to be able to recognise and applaud the work of the Governor, the senior management team and prison staff in keeping prisoners safe and in reducing the impact of another year of Covid restrictions. The much better than average time spent out of cell and relative lack of serious incidents are evidence of management effectiveness. This year also saw the first full inspection since 2017 by HMIP and this Board can endorse their many positive findings, in particular those concerning the excellent quality of staff-prisoner relationships and the overall culture of the establishment.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

Since the last report there has been a significant increase in the prisoner transfers in, from 369 to 446 new arrivals.

As a category C training establishment, nobody is spending their first night of a custodial sentence at HMP Coldingley. First night self-harm risk is therefore lower than at local reception prisons. The HMIP survey in January 2022 recorded a positive impression of arrival at HMP Coldingley. Although extra staff could be brought in for busy days of prisoner movement, at other times reception staffing levels have often been low leading to backlogs of unprocessed property. This inevitably leads in many cases to prison complaints or applications to the Board.

For most of the year, all those transferring in from other prisons spent time in the reverse cohort unit (RCU). The location of this unit has moved about during the reporting period, but was always at least one landing in the older wings that have no in-cell sanitation. Time spent quarantining has been reduced as the Covid restrictions have improved to the extent that now, with the lifting of almost all Covid restrictions in the regime, arrivals with negative lateral flow tests (LFTs) can be dispersed to the wings after the first night. A follow-up supervised LFT is made after five days. This is a big improvement on the summer of 2021 when incoming prisoners were only relocated to their permanent accommodation after at least 14 days and two negative PCR tests. On balance, the low incidence of Covid amongst the prisoners demonstrates that the reverse cohort discipline proved an effective intervention. However it is important that the safer custody team continue to be vigilant about the tendency, noticed by the Board, of an increasing number of ACCTs being opened among newer arrivals.

The next stage of induction usually takes place in the technology and education centre every Monday. This covers a lot of ground, and deals with key safety issues (e.g. debt and bullying) as well as employment and learning opportunities. It involves a wide range of key staff and gives a prominent role to peer mentors. Increasingly this stage of induction seems inclusive and well organised.

4.2 Suicide and self-harm, deaths in custody

There have been no deaths in custody during the reporting period.

There has been one quite noticeable improvement in safety. In the previous report, covering a period when the regime was more restricted, a total of 163 deliberate self-harming (DSH) incidents were recorded – on average 14 per month. In the current reporting year there have been 100 DSH incidents recorded – on average eight per month.

However, the incidence of DSH events does not reflect the number of individual prisoners self-harming; individuals repeatedly self-harming can distort the picture. It is noted that the 100 DSH incidents involved 46 individual prisoners. The Board remains confident that such incidents are dealt with sensitively and conscientiously by staff. However, because serious incidents are relatively rare at Coldingley and

significant numbers of newer staff have limited experience of such cases, there is the potential for lack of co-ordination between the support functions involved.

The new ACCT document (v6) was introduced during this reporting period. Coupled with a significant intake of new staff and a regional shortage of ACCT assessors to facilitate training, this undoubtedly contributed to the variable quality of ACCT processes, documentation and quality assurance noted by HMIP in their inspection.

The past 12 months have seen 112 new ACCTs opened at an average of around nine per month – a rate similar to the previous two years.

Safer custody meetings are usually well attended and the Board regularly observes examples of good practice. Samaritans co-ordinators and prisoner Listeners are present and contribute their views to the non-confidential part of the meeting. Amongst the detailed data presented each month there are breakdowns of incidents of DSH and ACCTs opened by ethnicity. The Coldingley numbers are generally too low to detect clear trends, but there is no evidence of disproportionately higher numbers of ethnic minority groups in the data.

Prisoners in crisis are well supported by a relatively experienced and diverse team of around 13 Listeners. In 2022 the movement of Listeners from wing to wing has resumed along with a limited number of Samaritans meetings. Prisoners with the most complex cases and a high proportion of those on ACCTs are housed on the incentivised substance-free living (ISFL) environment of E wing. However, the Listener team has not been evenly distributed across the site. Most reside on E wing or the outdoor pods of G wing. For security reasons after evening lock-up, a sensitive time, Listeners on G wing are unable to respond to requests in other parts of the establishment.

The introduction of in-cell telephony towards the end of the reporting period is most welcome and should improve prisoner safety. Prisoners should be freely able to contact the Samaritans without having to seek out a special, dedicated mobile PIN phone, which at times were not all available or even functioning.

4.3 Violence and violence reduction, self-isolation

In contrast to comparable establishments, Coldingley prisoners have been fortunate in spending relatively longer time out-of-cell. As a result, there are fewer fluctuations in the annual levels of violence recorded through the course of the pandemic. However, there has been a noticeable increase in staff assaults, although most are minor in nature and often the by-product of another action. The reported assaults in this and previous reporting years are:

	2021-22	2020-21	2019-20
Prisoner on prisoner	34	28	37
Prisoner on staff	46	35	34
Prisoner unexplained injuries	16	16	19

HMIP was critical of the quality and effectiveness of challenge, support and intervention plans (CSIPs). More recent internal quality assurance instigated by the prison confirmed these findings, and further programmes of increased assurance and staff training are now being implemented.

The restorative justice (RJ) work and new initiatives of Belong continue to be a positive feature of efforts to resolve conflicts and reduce violence. The Belong representative tries to see any participant reported as being involved in a violent episode in the daily briefings. In a new initiative, Belong has also started to train RJ orderlies to provide a representative on every wing with the primary aim of making low-level interventions before situations escalate. Although Coldingley is one of the less violent category C prisons, the Board regards even the identified levels of prisoner-on-prisoner assault and officer injuries as too high.

The Board approves of recent efforts being made to focus on the underlying causes of the bullying and assaults, which in a great many cases are the result of debts or alleged debts between prisoners. Fresh efforts to deal with the problems included a regional survey, a video presentation on debt during the induction process, prisoner focus groups facilitated by Belong and a new initiative to try to reduce gambling. Precise levels of prisoner debt and debt-related incidents are difficult to quantify because so many affected prisoners are reluctant to disclose a problem. However, debt is often mentioned by those located in the CSU under rule 45 for good order or discipline (GOOD) or own protection (OP). Debt prevents many from settling into the prison community and is a driver of constant relocations between wings and then transfers to other prisons. It is also considered likely to increase threats of violence outside the prison.

Occurrences of self-isolation and food refusal are relatively few and short-lived.

Of the hundred or so prisoners who responded to the HMIP survey in January 2022, 90% of respondents said they currently felt safe, but only 66% had always felt safe.

4.4 Use of force

Coldingley has relatively low levels of use of force and there has been no significant upward or downward trend in the use of force in recent years. In the 12 months to 30 June 2021 there were 107 instances; in the same period this year there have been 114 instances. Over the reporting period, 82% of uses of force were unplanned. Medical attention was received by 19 prisoners, but 28 officers received medical attention after force was used. While seven officers attended an outside hospital after incidents, no prisoners required hospital visits.

Rigid bar handcuffs (RBH) have been used in around half the use of force incidents, with the prisoner deemed non-compliant in around two-thirds of these cases. Only staff with in-date training can use RBH in incidents, but post-pandemic there is some concern about a backlog of staff awaiting training in their use and a shortage of qualified instructors.

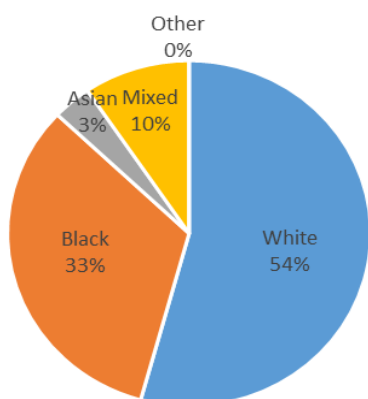
PAVA spray has never been used at Coldingley. No national control and restraint teams or body-belts have been deployed in the past 12 months. Batons have only been drawn on two occasions.

All operational staff have access to body worn video cameras (BWVC) and although use during incidents has been patchy at times, there has been a sustained effort at improving the frequency of use in recent months. All footage, not just a sample, is subsequently reviewed by the deputy governor. Planned use of force incidents are all filmed and usually reviewed critically by senior staff at a monthly meeting. Data on age, ethnicity, and religion is clearly presented at the meeting. It is good practice that

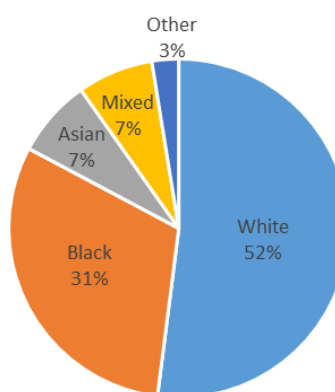
footage of all incidents involving ethnic minority prisoners is prioritised and reviewed by the deputy governor within 72 hours whenever practical.

Allowing for the small numbers involved and the tendency of certain individuals to be involved in multiple events, often on the same day, there is no obvious ethnic disproportionality in the way use of force has been applied.

Use of force Jul-21 – Jun-22



Coldingley population mix July-22



Monitoring the faith characteristic in use of force incidents only started in December 2021, but there is a clear trend for Muslim prisoners to be disproportionately involved in such incidents. Muslim prisoners constitute 27% of the Coldingley population, but have been involved in 37% of use of force incidents.

Force has been used for a variety of reasons including prevention of self-harm and threatening or non-compliant behaviour. 'Relocation to the CSU' and 'under the influence of unknown substance(s)' are recurrent themes where force has been used. Most often there are multiple concurrent reasons given as to why force has been used. In the last months of the reporting period there have been a number of occasions where force has been used away from residential areas, including the visits hall – one of the adverse effects of the relaxing of Covid restrictions.

4.5 Preventing illicit items

There has been only limited progress in keeping illicit items such as drugs, mobile phones, and their associated paraphernalia from entering the prison. Finds of fermented liquid ('hooch') remain consistently and worryingly high. Reported finds can only give an approximation as to the presence of such items on the wings especially when mandatory, intelligence-led or random drug testing remain suspended.

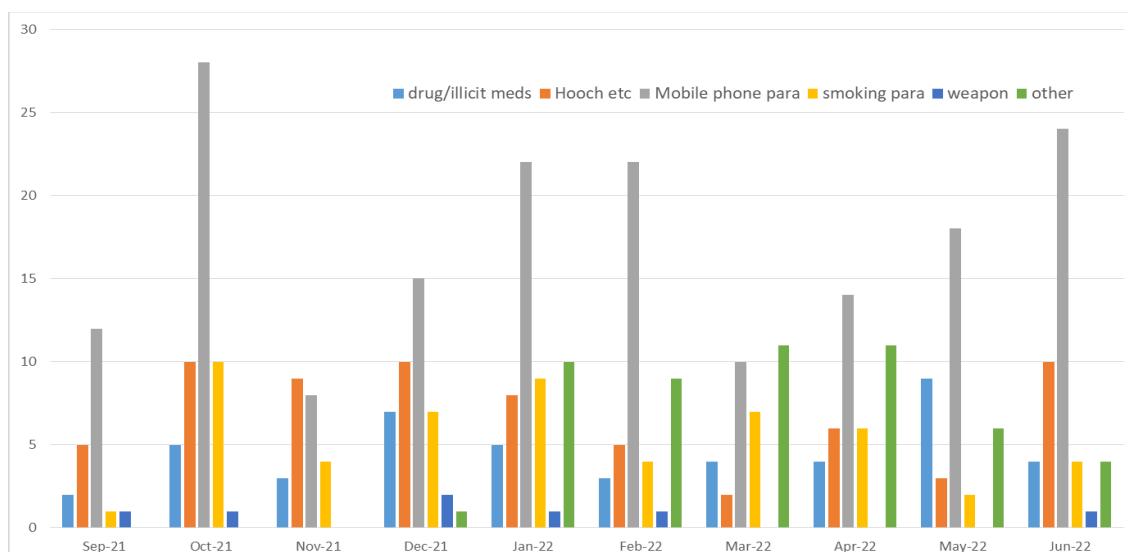
The latest data suggests that there has at least been some reduction of almost all categories of contraband finds during the reporting period.

	2020-21	2021-22	Trend
Mobile phones + associated paraphernalia	418	412	-1%
Drugs + associated paraphernalia	227	210	-7%
'Hooch' (litres)	1,080	1,017	-6%
Tobacco + associated paraphernalia	135	70	-48%
Weapons	62	40	-35%
Total intelligence-led finds	528	531	1%

Such reductions and a steady upward trend in the number of adjudications for illicit items give little comfort. When targeted wing searches take place, they have not always resulted in the expected number of finds. It is suspected by staff that those apprehended are often only the more vulnerable, forced to hold contraband on behalf of others in lieu of debts. Many searches in communal areas do not result in disciplinary action as finds cannot be attributed to individuals. Inexperience staff, 40% of whom have joined the service in the last two years, could also be a factor.

Mobile phones and associated paraphernalia (leads, USB sticks, chargers, SIM cards and data cards) dominate the charges for unauthorised items heard at adjudication. Drug charges are surprisingly low while alcohol charges tend to vary by season.

Adjudications for illicit items – type of item found



Under the national contract, call charges to authorised numbers from the wing and mobile PIN phones have been higher at Coldingley than at prisons with higher call volumes. With the recent arrival of an in-cell telephony system, call costs should reduce if total call volume increases. It is hoped that the new facility might reduce the demand for illicit mobile phones.

There is a lack of operational CCTV coverage on the older residential wings, which reduces capacity to observe and intervene in the illicit economy. The frequent vandalising of the CCTV equipment installed on low ceilings, the ingenuity of longer-term prisoners very familiar with their surroundings, and a somewhat resigned acceptance of this situation by prison managers, can all contribute to an unsatisfactory shortage of video evidence when incidents need investigation. It is hoped the situation can be improved concurrently with the refurbishment works on the older wings A-D.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The long-awaited and welcome major programme of refurbishment work for the older residential wings has been authorised. The key elements of the works are:

- **Night sanitation** (A-D wings): installation of a combination WC and wash hand basin in each cell with the existing toilets converted in to shower cubicles.
- **Cell call system** (A-D wings, CSU and F wing): replacement of the existing system with a new approved cell call system.
- **Cell windows** (A-D wings, CSU and F wing): replacement of the existing single-glazed cell windows with new Mk8 windows and box section bars.
- **Re-wiring**: replacement of all the surviving original wiring, distribution boards and associated accessories throughout the site.
- **Fire safety improvements**: a full compliance review to identify any issues with the existing fire safety measures in all site buildings to define and then implement all necessary improvement works.
- **Heating main distribution**: installation of air source heat pumps and the replacement of associated pipework to improve the condition of the heating supplies for the prison.

Site survey works commenced in December 2021 prior to a full start on site in July 2022. Pre-commencement works were started in February in B wing which has been emptied to facilitate the works since late October. All works will be carried out and completed by phasing each of the older wings in turn. The target date for full completion has already been put back from March to November 2026. On a positive note, the refurbishment programme also aims to deliver social value and to make a positive impact to both prisoners and the local community (see 7.2).

The day-to-day maintenance undertaken by GFSL is quite separate to the refurbishment works programme contracted with ISG.

Prisoners have frequently commented that the food compares favourably with that provided in other prisons. But it remains a matter of concern to the Board that there are no plans for a new kitchen to be installed as part of the major refurbishment, although it is understood that much-needed new equipment is to be provided. It is to the credit of kitchen workers – staff and prisoners – that the food produced is varied and of a high standard. However, in the summer of 2022, the staff face even more challenges in the current economic climate with an almost impossible task of keeping to the budget of £2.18/day/prisoner. Prison management at Coldingley is committed to defend justifiable overspends in this area as the budget per prisoner cannot be considered adequate. The Board supports this reasonable and realistic approach.

The continued absence of regular health and safety (H&S) meetings is still a concern. Various H&S issues are raised in the Board's weekly rota reports, including the continued hazardous state of the floors on E wing. Although some matters may be covered at the estates meeting, there is still no dedicated forum in which to address such concerns which impact on prisoner and staff welfare.

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). Outside of property complaints and applications, clothing is rarely raised as an issue of concern.

5.2 Segregation

The CSU has 11 cells, each with in-cell sanitation. Four cells have provision for a television. There is a separate shower room and two exercise yards; following HMIP criticism of drabness, one of two exercise yards is now decorated with a mural. There are also two special care and observation cells on E wing which are sometimes used for disciplinary purposes when the CSU is full.

CSU staff have co-operated with the Board's monitoring throughout the period. However, the office and the room used for reviews and adjudications remain cramped and noisy. Prisoners often complained about too-warm cell temperatures. For the short periods where Covid outbreaks prevented attendance in person, Board members had to rely on the use of a conventional phone in the review room, using its loudspeaker mode. Often this connection gave unsatisfactory sound or just did not work. Shortly before on-site monitoring resumed, new 'spider' conference phone equipment was acquired to alleviate these problems.

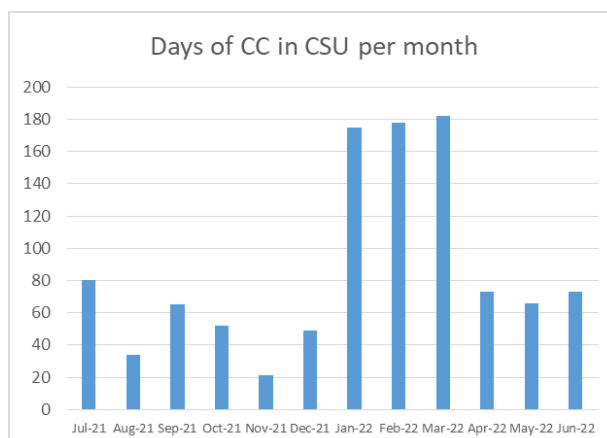
There were clear changes in the use of the CSU during the year. Segregation under rule 45 for good order or discipline (GOOD) and own protection (OP) remain the main reasons for separation.

The cellular confinement (CC) punishment policy was not applied consistently throughout the reporting period. Late in December 2021, in the absence of the independent adjudicator (IA), 14-day rule 55 CC awards were made for proven first mobile phone offences. The more regular virtual presence of the IA from April onwards has brought a reversion of the CSU to its more usual use of segregation under rule 45. Overall 16 different prisoners were held in the CSU for more than 42 consecutive days.

		2020-21	2021-22	2020-21	2021-22
No. of prisoners	R45 GOOD	213	234	70%	68%
	R45 OP	21	19	7%	6%
	R55 CC	69	92	23%	27%
No. of CC days	CC Days	682	1,048		+54%

The highest number of recorded use of force incidents in the past year (29 instances, 27% of the total) occurred in the CSU, mostly involving rule 45 occupants. Around 30% of CSU occupants leave the CSU on transfer to another prison with a further 3% released.

Data presented at the segregation monitoring and review group (SMARG) meetings shows that over 70% of the



CSU occupants are white (compared to around 53% of the prison population).

5.3 Staff-prisoner relationships, key workers

Coldingley's community-spirited culture and positive respectful relationships between prison staff and prisoners have been maintained through the reporting year. This was noted by the HMIP survey which found that 82% of prisoners felt that they were treated with respect by the staff. The Governor is aiming even higher and emphasises the need to pay attention to the other 18%.

The key worker scheme was suspended nationally during the pandemic. At Coldingley its restart has been at best patchy. In January 2022, HMIP reported that only 59% of prisoners stated that they had a named key worker. The new approach has been to allocate a key worker to the cell rather than the resident, which serves to meet key work allocation targets, but often does little for the quality of the interactions. Recent reviews of NOMIS produced examples of both good quality and frequent interactions, but also examples of little consistency about who a resident saw as their key worker. Occasional ad hoc conversations could be entered as key work sessions. The prison management team is trialling methods to improve the engagement of key workers with prisoners and has recently been active with staff training programmes. The Board is planning to undertake further work, including surveys, later this year to analyse progress and the reactions and feelings of the prisoners.

More positively, prisoner council meetings resumed in November 2021 and several have since been held. All have been attended by the Governor and other staff as appropriate. Board members have attended on several occasions in the past year and found the meetings to be open and well run. They usually consider a very wide range of current prisoner concerns, and seem at their most effective in preventing relatively minor issues from escalating.

5.4 Equality and diversity

The impact of the pandemic and ensuing regime restrictions has impacted the work of the equality and diversity team, and this was noted in the HMIP report in January 2022. Steps are now being taken to address the shortfall. Meetings are again taking place every two months and include prisoner representation. Unfortunately, the number of equalities activities, which in previous years were supported by the team, has significantly reduced. There is a lot more that could be done and as normality returns it is hoped that this situation will improve.

Consistently through the pandemic the staff bulletins have identified significant events such as Black History Month. Despite some continuing restrictions, Ramadan was facilitated with only minor changes to regime needed to accommodate meal requirements, notwithstanding ever more severe budget pressures. A lead staff member and deputy have been identified and a forum timetabled for each of the nine protected characteristics.

There is limited data available to show if protected characteristics impact on take-up of work and education. The safer custody/diversity team have been encouraged to start collecting and reviewing this data. All staff must undertake appropriate diversity training and as working practices are now returning to normal, emphasis has been placed on supporting staff to complete their mandatory training.

Of the nine protected characteristics identified in the 2010 Equality Act, prisoner data is available for race, age, religion, disability, and gender reassignment.

Race

At the end of June 2022 Coldingley had the following ethnic mix:

Ethnic group	Number	%
White British (W1-W9)	245	52%
Black (B1, B2, B9)	145	31%
Asian or Asian British (A1-9)	35	7%
Mixed heritage (M1, M2, M3)	34	7%
Other or not stated	12	3%
Total	471	

Despite the turnover of prisoners, comparison data suggests the racial mix within the prison does not change greatly.

There were 62 (13%) foreign national prisoners in Coldingley at the end of June 2022.

The staff profile is predominantly white (82%), which reflects the racial profile of the surrounding area.

Analysis of data from adjudications by ethnicity shows that the distribution of adjudications brought, as well as those proven, is proportionate and broadly mirrors the overall prison population throughout the reporting period.

Age

At the end of June 2022 the breakdown of the population by age was:

Age group	Number	Percentage
21 and 29	117	25%
30 and 39	190	40%
40 and 49	102	22%
50 and 59	47	10%
60 +	15	3%

The age profile reflects the nature of Coldingley as a category C training and resettlement prison. The average age of prisoners is 37 years.

Staff ages are relatively evenly distributed across the age bands.

Religion

The religious breakdown at the end of June 2022 was:

Religion	Percentage
Christian	45%
Muslim	27%
Buddhist	2%
Jewish	1%
Hindu	1%
Sikh	1%
Other/none	23%

Only three staff (1%) identified as Muslim, and over 60% of staff do not identify a religion.

Disability

There are currently 11 prisoners with disability or social care needs. The layout and structure of the prison is not suited to the management of many prisoners with physical disabilities, apart from some cells in E wing. During the reporting period around 75% of the prisoners on personal emergency evacuation plans for medical reasons were located on E wing, where lifts and extra resources are available.

Gender reassignment

There is currently one prisoner identified as transgender.

Discrimination incident report forms (DIRFs)

A total of 114 DIRFs were submitted between 1 July 2021 and 30 June 2022. These were submitted by only 30 different prisoners and four staff members. If the multiple duplicate individual submissions are counted just once, then the total of DIRFs drops to 42, slightly down on the 45 reported last year. After removing the distorting effect of the most duplicated submissions, the principal issue reported was race (45%) followed by religion and belief (22%) and disability (13%). Combinations of these three characteristics make up a further 11%.

A sample of DIRFs was audited by the Board throughout the reporting period. Concerns included racism, religious discrimination, disability, and age. DIRFs that did not related to protected characteristics were usually reclassified at complaints. It is noted that HMIP identified that the quality of DIRF responses needed further work in their report in January 2021 and in subsequent auditing of the DIRFs, the Board was pleased to note a significant improvement in the quality of responses to prisoners.

The complaints data suggests that Black prisoners submit a disproportionately high numbers of complaints. These complaints particularly relate to issues with property transfers from other establishments ("follow-on" property) and are indicative of the pattern that such prisoners move between establishments more frequently (see section 5.7).

5.5 Faith and pastoral support

The chaplaincy team ensures the religious needs of nearly all the beliefs in the prison population are met from local churches and faith groups. The team has also recently sought the assistance of a leader in the Rastafarian community after a prisoner raised issues of belief and diet.

Volunteers in various roles have begun to return to Coldingley as pandemic restrictions have eased. These include the Prison Outreach Network providing the Alpha course, the Liberty Choir linking volunteers and prisoners together in rehearsal for public performance, Sycamore Tree organising victim awareness sessions, Making Connections giving pre-release mentoring, and the Mothers' Union arranging card-making sessions and soon returning to provide support in the visits hall.

5.6 Incentives schemes

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

The levels of standards and privileges are as follows, from highest to lowest:

- platinum (previously enhanced)
- gold (previously standard)
- silver (previously basic)

Because of pandemic regime restrictions no prisoners were placed on the lowest incentives scheme level before November 2021. In November the silver level was reintroduced. Both at the start and end of the period most prisoners were on the platinum status and this proportion had noticeably increased by the end of the reporting period, to the extent that platinum status tends to be the norm at Coldingley.

Incentives scheme status	Jun-21		Jun-22	
Platinum	293	64%	323	68%
Gold	162	36%	128	27%
Silver	0	0%	21	4%

5.7 Complaints

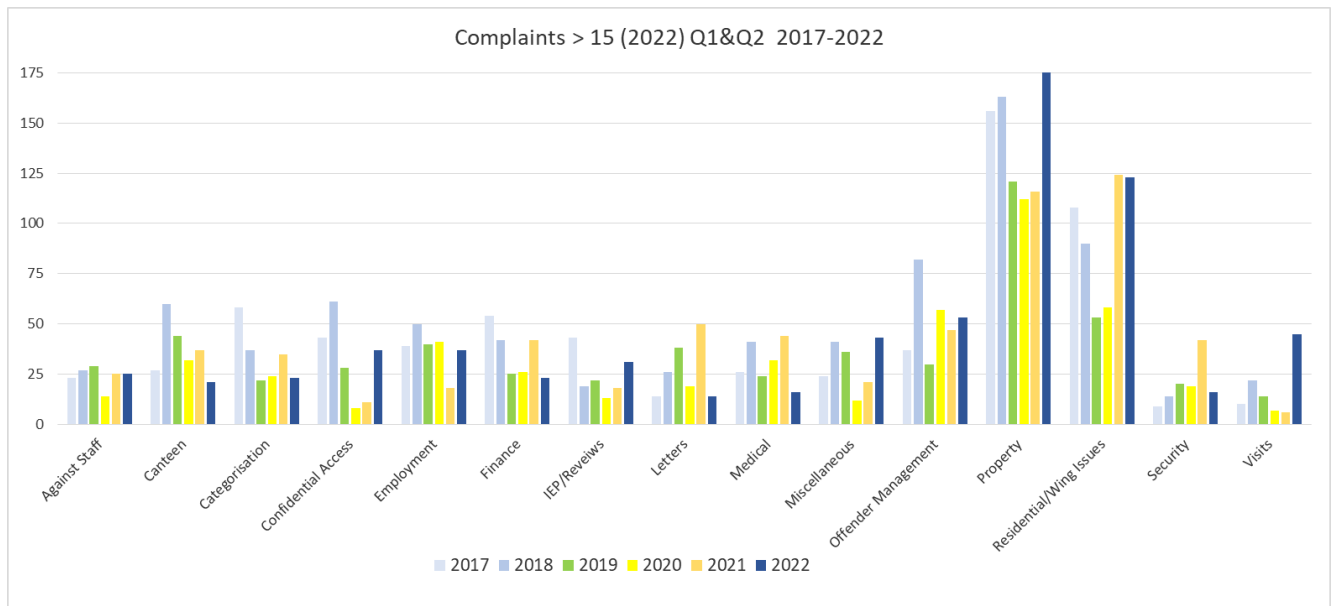
A comprehensive and confidential complaints service is accessible by all prisoners and operated throughout the prison.

Detailed reports are generated monthly and are accessible to the Board. Complaints received in the years 2017 - 2022 have been as follows:

2017	2018	2019	2020	2021	2022 Jan-Jun
1,409	1,461	1,148	1,318	1,394	760

The average number of complaints submitted in the first six months of the years 2017-2021 has been 664. Therefore, the initial months of 2022 have seen a noticeably higher number of 760 complaints - notably higher, given the context of a reduced operational capacity. It is possible that this higher level will remain the case as prisoner numbers grow.

Every year property and residential/wing issues receive the most complaints. The chart below shows the volumes of complaints received for the January-June period for the past six years for the most-complained about issues – those where on average more than 15 complaints are received a month over the six years.



Property, in particular follow-on property, remains the principal cause of complaint – see 5.8 below. Numbers are higher in 2022 as transfers in and out of the prison grew after two years of pandemic restrictions, and exceeded pre-pandemic levels. There has also been a noticeable recent increase in complaints relating to visits. For much of the previous two years there were no visits and so these complaints were obviously lower. Many of the complaints relating to visits were due to Covid testing requirements for visitors and the fact that long-awaited visits were often of shorter duration because of the new screening arrangements and staff being inexperienced at implementing them.

The prison reports complaints data by age, ethnicity, and religion. There are no obvious disproportionalities around age and religion: for example, Muslims, who make up around 25% of the population, have submitted 25% of complaints so far in 2022. However, B1, B2 & B3 Black prisoners make up 29% of the prison population but were disproportionately represented in some of the major complaint areas, with 37% of the complaints about property, 40% of canteen complaints and 46% of the complaints about visits in the reporting period.

Over the July 2021-June 2022 data reporting period 87% of complaints received a response on time.

5.8 Property

Every year, loss of property is the top subject for formal complaints made at Coldingley. This also cascades into applications to the Coldingley IMB where property issues also top the subject matter chart. Missing property was the subject of 25% of official complaints and 28% of the applications to the IMB, of which most related to transfers from other prisons. Despite the annoyance and distress that it causes to the prisoners, the drain on both staff and Board time, and compensation payments, there has been no change and no visible improvement to the bureaucratic and cumbersome manual system of recording items of property. The system is, as the Board repeatedly comments, unreliable, antiquated, and time-consuming.

Transfers between prisons and cell clearances are the most common sources of problems. Quite often follow-on property problems extend beyond the previous

prison of residence. The situation is unlikely to improve as the Coldingley population increases. At the regional and national level, a recurring irritant is inconsistency in definition of allowed property from one establishment to another. This is often complicated by slow HMPPS reaction to advances in the technology of electrical possessions. A particular local Coldingley issue is that for much of the time prison reception has been under-staffed with extra resource only drafted in for arrivals and discharges, but not for more routine property management tasks.

6. Health and wellbeing

6.1 Healthcare general

The Central and North West London (CNWL) NHS Trust continues to provide the healthcare services at Coldingley. The staffing is mainly permanent and assisted by some long-term agency staff, while the recruitment process continues for more permanent staff. Healthcare forums are held and documented on a regular basis and attended by a governor, Forward Trust, mental health, social care and the Board.

Healthcare staff are involved in both the reception and induction programme of new prisoners. The healthcare staff are also in regular attendance at all ACCT and segregation reviews. Healthcare has a formal feedback process (complaint/compliment) and, following the announcement of its intention to introduce an application process in response to HMIP observations, is intending to invite responders to attend forums for further discussion.

6.2 Physical healthcare

Following the end of Covid restrictions in May 2022, a full primary health service has been available at the healthcare centre as well as drop-in clinics in the wings.

All appointments are made, and consultations are carried out, in the healthcare centre. Prisoners who have received treatment have expressed satisfaction with all stages of the procedure. Below are the waiting times so far in key areas for 2022, with the 2021 figures included for comparison. Note that these waiting times for most areas are quite good.

Care provision	Appointment type	Wait times in 2022	Wait times in 2021
Dentistry	Routine	10 weeks	2 weeks
Podiatry	Non-urgent	30 weeks	17 weeks
Physiotherapy	Routine	10 weeks	20 weeks
Optician	Routine	12 weeks	39 weeks (Optician not available)
GP		no waiting list	
Diabetes care		no waiting list	
Ear care clinic	as required	no waiting list	
Psychology	Band 1 (most important)	< 4 weeks	
Psychology	Band 2	17 weeks	
Psychology	Band 3	25 weeks	
Other mental health		no waiting list	

Healthcare also facilitate the Covid testing for transferring prisoners (see section 4.1).

6.3 Mental health

Assessments of all new receptions are carried out by the mental health team on arrival or within 72 hours. The only area with waiting times remains psychological counselling, a gap noted by HMIP. A new psychologist has joined the team while a

temporary staff member must cover a second more senior permanent position, contributing to the wait times. Members of the team see all their caseload in person and hold weekly wing-based clinics to promote wellbeing among the prison community. Group work has recently restarted with group sizes of four or eight. In addition to these clinics, there is crisis support as well as ongoing help for prisoners with more complex needs.

6.4 Social care

Surrey County Council provides social care support to service providers in the prison including the healthcare centre. In March 2022, five prisoners were in receipt of the services.

6.5 Exercise, regime

The gym was not available for use whilst Covid restrictions were in place. During that time the opportunity was taken to refurbish the gym and provide new additional equipment.

Since the lifting of most Covid restrictions and the return of more relaxed regimes, the gym is being well used. Fitness instructors and training are available. Gym visits are recorded and since a near full regime was reinstated in May, a strict booking system has been designed to rule out clashes with employment and education activities. The prison regime now includes an additional two hours out of cell in the evening, meaning that by the end of June 2022 on average prisoners are out of their cells for 45 hours per week.

6.6 Drug and alcohol rehabilitation

Forward Trust continues to provide substance misuse and treatment services. Following the easing of Covid restrictions, group interventions have been reintroduced. These include three peer supporters and the return of Alcoholics Anonymous (AA) to the programme.

An ISFL scheme, designed to encourage rehabilitation, started in August 2021 in E wing, and the caseload in January 2022 was 134. E wing now houses about 50% of the prisoners receiving support from Forward Trust; the remainder are accommodated on other wings. Prisoners who move to the ISFL community commit to a voluntary but regular drug testing programme.

New facilities on E wing include:

- cooking equipment and cooking area
- a small gym suite in what was previously an association room
- new chairs, replacing the white plastic ones; these have proved very popular
- the opportunity for prisoners to decorate their own cells

The HMIP report of January 2022 stated that the substance misuse services (SMS) were safe and effective; these services are well-received by prisoners.

6.7 Soft skills

With the relaxation of Covid restrictions, healthcare staff have reintroduced sessions for wellbeing, mindfulness, and similar subjects at the healthcare centre.

7. Progression and resettlement

7.1 Education, library

Education

The Board recognises the issues outlined in both the Ofsted education inspection framework (EIF) report and HMIP's recommendations. Aside from staffing challenges and pandemic-related restrictions, these reports also highlight the need for:

- better understanding of prisoners' aspirations and long-term employment goals
- more effective monitoring of quality of the prison-led activities, and
- building a greater understanding of low engagement in education and work

Weston as a contractor has clearly been limited by pandemic restrictions in terms of fulfilling their obligations. However, there is no apparent quantitative or qualitative measure of their ability to perform and provide a cost-effective service. The contractual arrangements further constrain effective delivery due to the trimmed-down budget for wages and resources, with a lack of any real penalty for poor performance. The contract still has another two years to run. The Prison Service can impose some financial penalties (e.g. withholding a 10% payment), but such long-term centralised contractual arrangements appear to be unsatisfactory in enabling greater Governor autonomy and oversight.

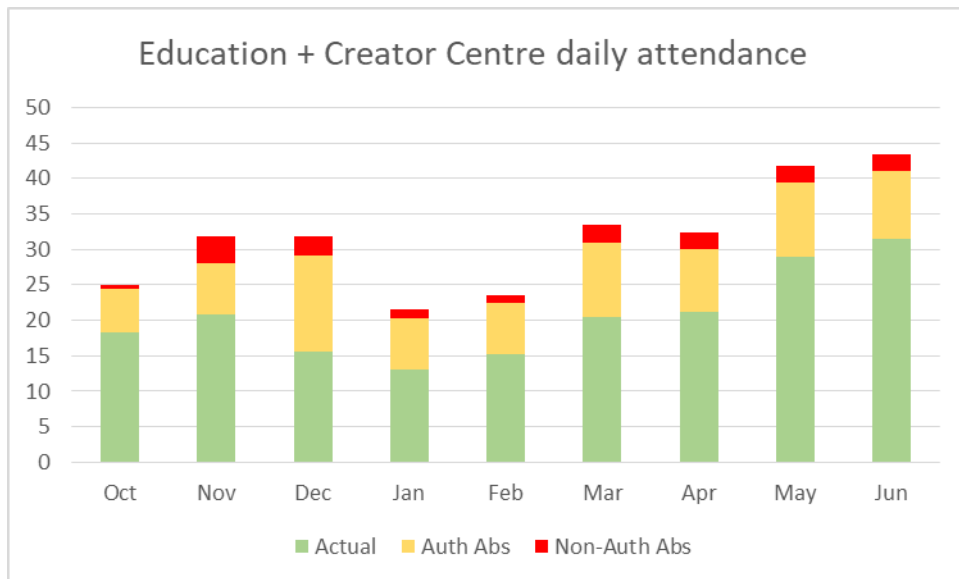
The mix of educational courses is intended to meet the needs of the general prison population, with a focus on core functional skills (maths, English, IT) to level 2.

However, many classes have not been delivered due to Covid restrictions and staff turnover. Approximately 60% of prisoners have low levels of literacy and numeracy, and the ability to attract and retain enough quality tutors inhibits their ability to improve these critical skills. Weston is exploring recruitment and retraining professionals from other lines of work as a way of helping to bridge staffing gaps.

Education class sizes and attendance increased noticeably in May and June 2022. Improvement was due in part to wings being able to mix and partake in face-to-face learning, and the new national pay scales not penalising time in education relative to industry. Absences in classes are thought to be decreasing because of:

- a more robust application of consequences (e.g. incentives scheme penalties)
- a move to national pay scales, where there is now pay parity between work and education

Much of the recent improvement has been driven by rising attendance in the Creator Centre. The further relaxation of regime to allow evening activities (e.g. gym, prayer services) should further assist, given these were previously regularly cited reasons for daytime absences from work or education. It is hoped this positive trend continues, although a more coordinated and ideally less manual approach is needed to help further address non-attendance and punctuality.



It is unfortunate that once prisoners are allocated to courses there are relatively high dropout rates. This needs to be better understood, as fewer than 20 have completed a course this year. There needs to be more direct follow-up with participants to try to understand the reasons behind non-completion, and clearer accountability within education to minimise dropouts.

Education administrative staff suggest that lack of engagement could be caused by:

- poor teaching quality and continuity
- misalignment of prisoner expectations
- course duration (particularly for those with learning challenges)
- lack of rigorous assessment of true levels of ability, need or potential

Staff consider that a programme of improvements is needed and it needs to include the practicalities of delivering education, as well as focusing on policy, plans and systems. Encouragingly, there are coordinated and committed efforts underway across education, learning and skills, career services and HMPPS (including key workers, prison offender managers (POMs) and wing staff) to address issues raised, including:

- An improved induction programme to provide prisoners with key information, promoting the benefits and importance of education, skills, and work.
- More effective allocation to opportunities, aided by completion and monitoring of personal learning plans, which sets the right expectations, involving the right people, e.g. the offender management unit (OMU), residential, and prisoners themselves.
- Providing the right spaces and tools (e.g. readily available printers) for better access to distance learning to permit more varied and potentially relevant skills and accreditations.
- Full implementation of the new national pay scales to incentivise attendance, with education paid at the same rate as workshop jobs.

Longer term, the potential for provision of in-cell technology, not in scope of the current refurbishments, would improve access to resources for education and allow more effective study towards qualifications and the development of new skills. The

Board would also like to see the government's new Prisoner Education Service implemented as soon as possible.

Library

Overall, HMIP states that Coldingley is relatively well served by its library. The library reopened in October 2021, with evening sessions re-starting from 9 May 2022. It is hoped the library could soon return to pre-pandemic levels of around 1,000 visits per month. Since January 2022, the average monthly number of visits has been approximately 310, with 520 items loaned per month.

There is a broad range of books and materials available for loan, with DVDs making up close to 60% of loans and non-fiction books a further 25%.

Unfortunately, the library magazine (*New Leaf*) is no longer being published due to budget constraints, but the Board hopes this might be revisited in 2022.

7.2 Vocational training, work

As a training and resettlement prison, Coldingley is expected to provide a safe and educational environment to learn practical skills to help settlement after release.

Current work opportunities include:

- **The MNH workshop** which cleans and repackages airline headsets. MNH is now processing quantities of headsets at pre-pandemic levels. Most prisoners are initially employed in MNH. There is also now a new activity in packing balloons.
- **The print and sign shops** can both generate income for the prison while providing training for prisoners in skills in these areas. It is not certain that the level of print shop work in hand will be sufficient to occupy its full potential workforce in the coming months; recent increased allocation of prisoners has not brought a commensurate increase in print shop attendances.
- **The engineering workshop** has closed due to lack of qualified instructors, and is now empty of tools and equipment. This releases 2,000 square metres for other industry opportunities, including an expansion of DHL's operations on site. The Board is kept informed of talks ongoing with interested parties.
- **DHL** operates an on-site warehouse and distribution facility. This manages the ordering, storage, picking and packing of produce and other items to satisfy 'canteen' requirements for some nearby prisons, as well as Coldingley itself. The facility offers experience in various aspects of warehouse operations under the management of DHL staff. The potential to increase to a 120-person unit would allow employees to get industry-recognised warehouse qualifications, using state of the art technology.
- **Recycling** deals with recycling of waste on the site. It is hoped that the recycling team can expand their activities to include the selling of separated items (clothing, old furniture, and redundant equipment), thus generating more income for the prison.
- **Industrial cleaning** activities in the establishment are managed by WAMITAB (Waste Management Industry Training and Advisory Board) and work here can lead to attaining British Institute of Cleaning Science (BICSc) certification.
- Many other practical courses are returning with the lifting of restrictions including barbering, roofing, forklift driving, warehousing, and multiskills.

- A 'leadership through football management' coaching course has been developed in association with AFC Wimbledon.

The main contractor of the refurbishment programme (ISG) is commended for attempting to identify social value initiatives that will create training programmes to involve and increase the skills of both prisoners and ex-prisoners. Examples include working with Weston College to support educational courses and working with New Futures Network (NFN) to develop new skills and support prison leavers in finding employment. ISG will also encourage the appointment of local sub-contractors willing to work with prisoners from Coldingley.

Later in 2022 it is hoped some additional programmes will be introduced such as a Network Rail scheme, which potentially provides guaranteed employment, and includes training for the Construction Skills Certification Scheme 'green card' required for working on construction sites. New on-site prison construction contracts to be let will also encourage the employment of some prisoners and the provision of industry-recognised building qualifications.

To ensure these programmes meet the needs of the current population, a 'training needs analysis' was conducted in November 2021. Construction-related courses were identified as having the greatest need and interest of the general prison community. Naturally some prisoners would require other programmes, but given budget limitations, it is not always possible to offer more specialised programmes.

There are also vocational skills to enhance employment prospects (e.g. horticulture, barbering, customer service, warehousing, catering, roofing, laundry). An entrepreneurship course is to be introduced to help students set up their own business. This should be a positive addition.

Worker attendance

Maintaining satisfactory attendance levels at work has been challenging, partially due to restricted regimes, but also due to problems coordinating industry and escorting wing staff. The percentage of absences across all activities has been a concern, averaging around 30%, of which around 5% were unacceptable absences. There are plans to ensure work allocations are more accurately recorded in NOMIS to promote better awareness and communication with wing staff.

With the easing of restrictions at the start of May, allowing wings to mix, marked attendance improvements have been seen in all areas, with a notable decrease in the number of unauthorised absences (UAs). The drop in UAs may also be due to more effective sanctions creating a greater incentive to turn up to work.

The table below presents attendance figures totalled across all industries, but excludes education, from October when systematic data collection began:

Total Industries class sizes and attendances

(MNH, DHL, Signs, Print)			
Average attendances per day			
Month	Expected	Actual	% attending
Oct	90	67	74%
Nov	82	62	75%
Dec	80	61	77%
Jan	81	62	76%
Feb	81	68	84%
Mar	80	63	78%
Apr	135	105	78%
May	145	115	79%
Jun	151	111	74%
Total	925	713	77%

Individual average attendance levels through these months were DHL 93%, sign shop 77%, print shop 73%, MNH 65% (in the technology and education centre the equivalent overall attendance figures were education 65% & Creator Centre 68%).

These figures highlight that there were noticeably higher rates of absences from MNH and education than from DHL and the sign shop. With a more normal regime, greater monitoring of attendance, higher staff levels, sufficient work orders and the introduction of the new national pay policy in May 2022, the Board hopes improvement continues and a consistently lower rate of all types of absences across all areas of industry and education can be maintained.

Instructor numbers

Pay levels for instructors continue to be an issue. It is important to provide prisoners with continuity once they embark on a particular path, whether it be education, vocational skills or work. The current level of instructor attrition and reliability does not provide the stability required to either pursue the prisoners' goals or see them through to the end of courses. Succession planning of instructors requires greater consideration and forward planning.

Employment hubs, advisory board and leads

The IMB at Coldingley welcomes the planned establishment of employment hubs, employment advisory boards, and an employment lead by the end of 2022. It is welcome for encouraging employment opportunities and ensuring prisoners have the right skills and aptitudes on leaving. It is hoped employment advisory boards may also lead to work experience in the local community. The Board is keen to see these initiatives implemented as soon and as effectively as possible.

7.3 Offender management, progression

The OMU is involved in all aspects of a prisoner's sentence, including recategorisation, release on temporary licence (ROTL) and transfer to another establishment. By the time they transfer to Coldingley, the vast majority of prisoners already have an offender assessment system (OASys) assessment, which details, among other things, a sentence plan. The number of prisoners without a sentence plan on arrival has varied from 20-32 per month with an average of 29 (6%) per

month, down from 10% in the last reporting year. The OASys is reviewed every two years or after a significant event for prisoners with a determinate sentence and every three years for those with an indeterminate sentence.

The restructuring of the Probation Service over the past 12 months has been a huge upheaval and has disrupted arrangements for prisoners approaching release. The handover from a prisoner's prison offender manager (POM) to their community offender manager (COM) is currently taking place remotely via telephone or video call and staffing shortages often mean that the handover is rushed or incomplete by the time a prisoner is released. This was not helped by OMU staff shortages and the high turnover of POMs and case managers during the year inside Coldingley.

Prisoners granted category D status (currently around 22 at end of the reporting period) are eligible for transfer to a category D prison, or to apply for ROTL if they have fewer than two years left to serve. Historically, Coldingley has offered few opportunities for ROTL, as most prisoners who achieve category D status prefer to transfer to a category D establishment, but even when this happens, limitations on available transport can often result in long waits. At present four category D prisoners have requested to stay at Coldingley, mostly to be closer to their families. If they pass security checks and sign a compact, they should be able to stay in the more relaxed regime of G wing.

Coldingley runs no offending behaviour programmes, limiting the opportunities for progression to category D status.

At end of the reporting period, there were 97 (20%) prisoners serving a life sentence, of whom 14 were over tariff. There were a further 13 (3%) prisoners with an imprisonment for public protection (IPP) sentence. All of the IPP prisoners were between six and 12 years over tariff, with an average of 10 years. A lifer forum is scheduled to restart shortly. This gives a prisoner access to Parole Board experts and solicitors who will provide free advice. An IPP forum would be equally valuable and is at the planning stage. The Board welcomes the provisions in the Police, Crime, Sentencing and Courts (PCSC) Act 2022 allowing the automatic termination of IPP licences under certain circumstances.

7.4 Family contact

Given the pandemic regime, the quantity and quality of family visits was compromised by shorter visits, lack of refreshments, inefficient administration of Covid testing, and social distancing requirements. Visit durations were restored to two hours in March 2022.

In addition, as wings were not able to mix, coordination and organisation of visits has been very challenging, and prisoner complaints are now unusually high and varied. Many complaints are about missed appointments, insensitive treatment of visitors, short notice for visits, backlog of visit applications, etc. Concurrent with the move to a post-pandemic regime in May 2022 with wing mixing, the online national booking system is now operational and expected to significantly improve visit coordination. In addition, a refurbished separate room is available for private family visits which can improve the visit experience.

Coldingley facilitated prisoners' booking of social video calls with family, subject to the limitation of access to equipment. In the reporting year the video call facility was

provided by Purple Visits. The uptake over the year was 27% of capacity, with the highest usage in December 2021 and January 2022.

April 2022 also saw the return of Prison Advice and Care Trust (Pact) to the visits hall, positively contributing to and improving the quality of visits. There has also been a welcome return of refreshment packs, albeit with limited choices and payment options - it is cash only. Toys are available for children, but as yet there are no play workers.

There is a plan to hold regular family fun days every month. The events held so far have nurtured a happy mood amongst prisoners and family. There is also an intention to hold special family days for life-sentenced prisoners on a regular basis. A guarantee that special family days are available for those involved as peer mentors, Listeners or in other pro-social activities would be welcome.

The recent rollout of in-cell telephony is also welcomed for its potential to improve family ties, but ideally this should be seen as the first step towards better in-cell technology including laptops or tablets, providing safe and controlled access to video calls, email, and instant messaging.

Activities such as Storybook Dads, facilitated by the prison library, where prisoners record a story for their children to listen to at home, also see good participation rates – in the first five months of 2022 there were 25 DVDs made.

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:

- education
- training and employment
- mental and physical health
- drugs and alcohol
- finance, benefits and debt
- attitudes, thinking and behaviour
- children and families of prisoners
- accommodation

Working through each of these pathways, along with due consideration of public protection and management of the prisoner, should ensure a successful release and resettlement.

A monthly resettlement meeting is well attended by key personnel with knowledge of each of these areas. There is evidence that many prisoners become very anxious about release arrangements. All prisoners due for release within the following 12 weeks are discussed, their needs assessed (e.g. access to bank accounts, benefits, housing etc.) and information is compiled to produce the most effective release back into the community. This monthly meeting has grown in effectiveness during the year and planning now begins at 20 weeks before release, when a questionnaire is provided and help given to complete an initial needs analysis.

More emphasis is now placed on employment after release and to that end an employment hub has been established with a full-time, funded Prison Advice and Care Trust (Pact) post set up to assist and offer through the gate advice for

resettlement. A monthly CV workshop with the learning and skills manager and the CXK careers advisor also offers assistance with this important document.

The work of the IMB

The composition of the Board remains white British. There are currently three female and five male members. Four members completed induction training in the reporting year. A recruitment campaign which closed in March yielded one potential new member. A second campaign is underway and the Board hope to benefit from a recruitment campaign at the regional level in the autumn.

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	8
Total number of monitoring visits to the establishment	291
Total number of segregation reviews attended	140

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	1	3
B	Discipline, including adjudications, incentives scheme, sanctions	3	3
C	Equality	3	4
D	Purposeful activity, including education, work, training, library, regime, time out of cell	3	5
E1	Letters, visits, telephones, public protection restrictions	8	4
E2	Finance, including pay, private monies, spends	0	0
F	Food and kitchens	4	7
G	Health, including physical, mental, social care	0	6
H1	Property within this establishment	6	9
H2	Property during transfer or in another establishment or location	4	20
H3	Canteen, facility list, catalogue(s)	0	4
I	Sentence management, including HDC, release on temporary licence, parole, release dates, re-categorisation	3	10
J	Staff/prisoner concerns, including bullying	3	9
K	Transfers	1	4
L	Miscellaneous, including complaints system	10	14
	Total number of applications	49	102



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