



H M Prison Coldingley

Annual Report of the Independent Monitoring Board

1 August 2014 to 31 July 2015

Section 1

STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and immigration removal centre (IRC) to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

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3. Description of the Prison

3.1 HMP Coldingley Main Role and Outline

HMP Coldingley is a Category C industrial/training prison. It was constructed in 1969 as a prototype industrial prison. It consists of 5 main accommodation wings (A-E wings), plus a small enhanced wing (F), an assortment of workshops, an Education block and the normal range of associated administration areas.

The prisoner population at the end of the reporting year on 31 July 2015 was 513

3.2 Living Accommodation

Prisoners are housed in five main accommodation wings. Four of the wings, constructed when the prison was built in 1969, hold some 100 prisoners each. Each of those wings has an office, showers and association accommodation on the ground floor, with three accommodation landings above, each with communal wash basins and lavatories and a sluice for 'slopping out' human waste. There is no lift, and any prisoners unable to use the stairs could not be held in those wings. The four original blocks do not have in-cell lavatories or wash basins – prisoners have access to the communal lavatories and wash basins when locked in their cells by means of an electric unlocking system on cell doors which limits the number of prisoners out of their cells on each landing. Consequently there can be delays which may result in prisoners resorting to using receptacles in their cells and 'slopping out' in the morning or whenever the lockdown is lifted.

The fifth wing, completed in 2008, accommodates 131 prisoners in much more modern accommodation on two floors. Each cell has its own wash basin, lavatory and shower unit rather similar to those to be found on cross-channel ferries.

3.3 Training Facilities

High quality workshops, using most of the manpower available in the prison, have facilities for high-speed printing and document folding, metalwork manufacturing (including welding, sheet-metal fabrication and powder-coat painting), and sign making. Smaller workshops provide facilities for electrical servicing of audio headsets, training in industrial cleaning, and in the use, installation and servicing of computers. Amongst other things prisoners also work on recycling, horticulture and in assisting Works staff with painting, decorating and maintenance. A Prison Radio Service is housed within the education wing and a training course is under consideration, (see 5.3).

4. Executive Summary

4.1 Overall Judgement

In recognising the statutory role of the Independent Monitoring Board, in February 2015 the Board wrote to the Minister for Prisons, Andrew Sellous MP, to make him aware of our concerns about the prison. This followed a particularly serious incident of vandalism of CCTV equipment, the subsequent discovery of homemade but dangerous weapons and of illegal drugs. These incidents followed a considerable reduction in the number of prison officers and other staff.

Throughout the reporting year 2014 - 2015 the overriding factors affecting the way in which the prison has been able to operate have been headcount and the need to respond to changes in circumstance, sometimes on an almost hourly basis.

The process of reducing the staff complement (Benchmarking) imposed across the Prison Service reduced considerably the prison headcount, resulting in a number of essential activities and processes being compromised severely. The time available for Prison Officers to interact positively with prisoners fell by the wayside. Fewer searches for mobile telephones, drugs and illegal items were carried out, as were fewer tests of prisoners for the presence of drugs. An increase in the use of NPS (New Psychoactive Substances) brought about an increase in bullying and of prisoners getting into debt, with the consequential added use of Segregation for many of those involved.

With the ability to manage safely a full regime of activities so compromised, the prison management decided to impose a modified but temporary regime in which the amount of time a prisoner could be outside of his cell was reduced. This was implemented on a planned rota basis affecting every accommodation wing from day to day. The time that each prisoner had available for education or work became curtailed as, at times, they were locked up for an extended time of up to 15 hours. The fact is approximately 360 prisoners out of the full complement of 513 have no in-cell sanitation or hand washing facilities. Prisoners therefore needed to revert to the call bell system to use the lavatories, or to use pots as an alternative during these extended periods; this did nothing but add to the aggravation, as did the 'slopping out' which necessarily followed. In this environment the morale of prisoners and staff alike was at rock bottom.

It is the opinion of the Board that the removal of the additional Pay Allowance, intended to compensate for higher living costs in the area, has severely and negatively affected the ability to recruit Prison Officers. The current starting salary seems inadequate to anyone considering residence in this or a nearby area from which to commute.

The Board was grateful to receive a reply to our letter from the Minister on 16 March 2015. He provided a response or an explanation to each of our concerns. He stated that the prison officer headcount was below the requirement set by public sector benchmarking. He wrote of the development of an RMP (Regime Management Plan) intended to provide a contingency plan for managing unforeseen circumstances in this respect. The action now being taken by the Prison Service to resolve the immediate headcount issue is twofold, firstly to offer Payment Plus, which we understand to be a formal agreement for an officer to work overtime on a planned basis. More significantly, officers recruited from other areas of the UK are being relocated to HMP Coldingley on a temporary basis and housed in local hotels, this arrangement being known as Detached Duty. It is for the Prison Service to decide how it will bring about a permanent solution.

The Board remains concerned that when officer headcount is reduced, it is inevitably the prisoner who suffers in several ways; usually in the reduction of activities that are intended to develop his resettlement progress. We also continue to have a strong opinion of the way in which we believe the personal interaction between the prisoner and officers is being negatively affected. It was once the case that every prisoner was able to contact his 'Personal Officer' when having questions or concerns or needing advice. We understand from the Minister that such a programme has now been replaced by one of 'make every contact count'

with the intention to make such contacts between all staff and prisoners create a positive perception. We remain sceptical that such a programme will suffice in providing the necessary detailed and personal support for prisoners.

In spite of the difficulties resulting from poor staffing levels and along with changes made as a result, there are many areas of the prison that have continued to operate successfully albeit for fewer hours of the week. In doing so, these continue to provide opportunities for prisoners to develop in basic and more advanced skills in preparation for their resettlement into the community.

These facilities and the skills that were recognised resulted in the prison being awarded a 10 year contract to manufacture products for the Ministry of Defence. At the present time, this work largely involves the manufacture of picket fencing, targets and the refurbishment of heavy vehicle lifting gear.

The Board wishes to recognise the skilful planning and the successful implementation by the prison management of a modified regime.

4.2 Summary of the Whole Report

The workshops in the prison continue to provide a wide range of activities for as many prisoners as are willing to work; regrettably, some do not wish to engage in any useful activity and we wonder why they have been sent to a working prison. Workshop activity is varied and each prisoner is allocated work, as appropriate to his wishes and his needs. All workshops are intended to replicate a 'working week' as would be found in the community.

The responsibility for the maintenance of the prison and for its services (the Works Department) changed to a third party provider, Carillion, effective 1st June 2015. We will be monitoring the success of this transition.

Staff and prisoners at HMP Coldingley were delighted to be judged the winners of the Elton Trophy in 2014. This Trophy is awarded for the best prison workshop in the UK, judged across wide criteria. HMP Coldingley not only excelled in the 'Category C Prison Class' but in the 'All Prisons Class'. This was the first time a prison has been awarded trophies in two classes in the same yearly competition. (Section 5.1 refers)

Significant attention is devoted to the Equality and Inclusive care of prisoners and the collection of any complaints and their analysis is monitored by dedicated staff. Action is taken and reported on all complaints received. (Section 5.2 refers)

The Education Department, a purpose built and fully equipped unit has, during this reporting year, changed to being staffed and operated by the Milton Keynes College instead of A4E. (Section 5.3 refers)

The provision of Health Care to prisoners continues to be provided by Virgin Health Care. It is constantly in demand and has experienced significant challenges this year. This has often been caused by the shortage of prison officers which has placed a daily strain on the ability to ensure prisoners attend hospital appointments, for which officers are required to provide escort duty. Often cancellations have to be made. (Section 5.4 refers)

On May 1st, the responsibility for the resettlement of prisoners from HMP Coldingley, on release, was taken over by the charitable organisation Catch 22. This is in line with national changes, previously announced by the Ministry of Justice. First dealings with this organisation were not very positive and we wait to see how this important matter is handled in due course. How the Board can or is expected to monitor such an external organisation is not yet clear to us. (Section 5.5 refers)

The subject of Safer Custody or at least the monthly reporting of its actions has wavered somewhat, due to several personnel changes but now seems to be under firmer control. (Section 5.6 refers)

The Segregation, Care and Separation Unit has been of particular concern to the Board this year. It has been heavily used and at times has been seemingly used as the route by which prisoners can transfer to other prisons. The prison has had significant difficulties in even transferring those prisoners that it wishes to transfer, often due it seems, to the intransigence of possible receiving prisons. (Section 5.7 refers)

Every prisoner, upon their imprisonment by a Court, will initially be sent to a 'Local Prison'. During their time there they should be assessed as to their resettlement objectives including any development courses that should be completed and an appropriate Sentence Plan produced, thereby defining their resettlement needs prior to their release at the end of their sentence. The responsibility for preparing these plans rests with the Local Prison. To date, approx 20% of Prisoners in HMP Coldingley, have no such Sentence Plan. Plans are required prior to, for example, Parole Board and other hearings. This issue adds a significant workload to staff in HMP Coldingley who then have to create the missing Plans. This workload is perpetual, demands significant hours to produce, and needs to be addressed by the Prison Service. (Section 5.8 refers)

The Gymnasium and the Library continue to be popular facilities available to prisoners and widely used. The Library merits special mention for the wide range of family focussed and extracurricular activities that the librarian has implemented and that prisoners have asked to be provided, sometimes by prisoners themselves. (Section 5.9 refers).

The Kitchen

Although there have been fewer Health and Safety problems in the kitchen, in the opinion of the Board, it remains unsatisfactory for a modern working prison. We have said before that it is little more than a tin shed and yet it is expected to produce food for approximately twice the prison population for which it was originally built. A replacement kitchen remains very much overdue.

4.3 Particular Issues requiring a response from the Minister

- Whilst the use of Detached Duty will provide additional Prison Officers, it must be an expensive and temporary alternative to the recruitment of permanent staff. What action does the Ministry of Justice intend to take to generate successful recruitment of permanent prison officers with a long term commitment to HMP Coldingley?
- Problems with prisoners' property create the largest volume of complaints. The current system for managing prisoners' property relies on an antiquated hand written administrative process. What plans does the Ministry of Justice have to introduce a 21st century system capable of dealing with the huge volume of prisoners' property both across the estate and between prisons?

4.4 Previous Years Concerns

2013 - 2014

- Staff numbers and recruitment difficulties.
- The backlog of Offender Assessment System reports (OASys) and the consequent lack of up to date Sentence Plans.

2012 - 2013

- The continuing problems transferring prisoners from the Segregation Unit.

- The lack of in cell sanitation, use of communal lavatories and wash basins and the need for 'slopping out'.
- The ancient inadequate kitchen.

5. Areas of specific reporting

5.1 Workshops

During the period the workshops are to be commended for a variety of new activities, contracts gained, new equipment installed (and also transferred from other establishments) together with various awards won.

However, due to the underlying consequences of under-manning (both Prison and Training Officers) mentioned throughout this report HMP Coldingley has been unable to provide consistently sufficient places for all the population, resulting in high levels of unassigned prisoners being locked up on the wings.

This has been further exacerbated by a) the necessary headcount shortage related regime changes that have required Wing association to be conducted during weekday afternoons which reduces the availability of prisoners to the workshops and b) inappropriate transfers of prisoners who are not suited to the environment of a working prison.

With the focus on staff recruitment and the introduction of detached duty staff and Payment Plus (overtime) in the latter part of the year the situation has been improving.

5.2 Equality and Inclusion

The Diversity and Race Equality Action Team (DREAT) meetings are now held every other month and specific topics chosen for presentation at some meetings, including:

Transgender, Promoting Good Relations, Disabled and Over 50's, Gypsy Romany and Traveller Groups, Ethiopian Xmas Day and St Patricks Day.

As of July 2015 HMP Coldingley had 31 registered Foreign Nationals

The analysis of Discrimination Incident Reporting Forms (DIRF) show that from 1st August 2014 to 31st July 2015 there were 5 Prisoner on Staff and 6 Staff on Prisoner, 3 prisoner on prisoner 7 were substantiated and 7 not substantiated.

An analysis of the DIRF by protected characteristics is as follows: 2 disability, 7 race, 1 age, 5 religion or belief and 3 by sexual orientation. These add up to 18; this is because some prisoners tick more than one box.

5.3 Education, Learning and Skills

As instigated by NOMS (National Offender Management Services) and as previously expected, the supplier of Education Services in the prison changed during the year from A4E to Milton Keynes College. This was so that, for resettlement purposes, the supplier to HMP Coldingley became the same as for other prisons in the same geographical group. The changeover was successful but not without some personal disruption to staff, who had to change employer accordingly. Some changes to administrative systems have still to be completed.

Staffing and Courses

Due in part to the ability to offer appropriate salaries to teaching staff, when taking into account the location and related costs, recruitment of tutors during the year has been successful. A new Deputy Head of Education Services, a Graphic Design Tutor, a Programme Manager and a new Barber Tutor have all been recruited or are about to join. Some changes to courses have come about, as are appropriate to changes to activities within the prison. Unfortunately though, the work that is available within the Printing Workshop does not now lend itself to any suitable printing related course, although such

things are always under review. This does mean that the 60 or so prisoners in this workshop are not able to pursue any recognised qualification. They are nevertheless gaining the experience and discipline of a working week and of the tasks that they perform.

New courses that are now being run include Food Preparation for Kitchen workers and a five week course of ten lessons in Customer Service, for those contemplating employment in a customer facing activity. A longer term course for the prison radio broadcasting service is under consideration.

Attendance

25 prisoners currently attend full time education in the modern and purpose built Education Centre. Of all of the 500+ prisoners within the prison, 384 attended some kind of education during a recent and typical month.

In the last reporting year and considering the turnover of prisoners within the prison, 2073 students started an educational course of which 1546 completed it, with 1449 (93%) achieving a certified qualification, which they can take with them on their release.

The attendance of prisoners to education classes continues to be negatively affected by the imposed temporary prison regime, with the lockdown of wings on a daily rota basis. With the limited unlocked time having to be shared between possible medical appointments, family contact or education, it is valuable time attending educational courses that often suffers.

Other Learning activities of note

- Some 40 prisoners continue to be engaged in Distance Learning courses, including the Open University and Graduation ceremonies are held to recognise these successes.
- A recent programme run by the Waste Management team allows prisoners to donate unwanted items of clothing and footwear.
- The Horticulture team of prisoners, following their course, continue to brighten the outdoors areas and their efforts are worthy of note.
- In keeping with the good morale of the whole education team, one tutor recently recognised for achievement, assists with musical activities in the prison.

Keep out Crime Reduction scheme

This initiative is run on a Tuesday and Wednesday with a 4 hour session each day. Although managed by a charitable organisation, the course is run by prisoners interacting with groups of 'at risk' young people identified by schools in the local vicinity.

5.4 Health Care, Substance Misuse and Mental Health

Health care continues to be delivered by Virgin Health Care. Many of the difficulties experienced are caused or made worse by staff shortages in the prison, including problems with external hospital escorting for outpatient appointments. Weekend clinics were under consideration, but again staff shortages have put paid to this.

Nurse triage clinics are now running alongside GP clinics to streamline the referral process and the availability of Paracetamol on normal canteen orders has reduced prisoner visits to Health care. It was hoped that on-site X-ray facilities would be available by summer 2015, thus reducing the need for external hospital visits, but as yet there is no firm date for this.

Throughout the year there has been a high level of substance misuse leading to a number of risks, particularly health risks. Yet again, staff shortages have meant less supervision and less involvement generally with prisoners, such as through the Personal Officer scheme.

A Stepping Stones pilot project has been set up to support 12 prisoners endeavouring to come off or to stay off, drugs. Prisoners successfully completing the 4-week course will receive a certificate. A leaflet, 'Effects and Dangers of New Psychoactive Substances/Spice (NPS)', has been distributed to every prisoner in HMP Coldingley. The risk of injury while operating machinery or using tools in the workshops while under the influence of NPS is significant. The Coroner's verdict given on 13th March 2015 in relation to a Death in Custody in July 2014 indicated that death had arisen from natural causes, but that there had been links with NPS.

The Care Act, effective from April 2015, states that councils with responsibility for adult social services will be responsible for assessing and meeting the needs of adult prisoners. As a Working Prison, it is not anticipated that shared packages of health and social care will be a major requirement at HMP Coldingley, but it is too early to form a definite view. To date, 5 prisoners with social care needs have been identified, none of whom require personal care.

There remain significant concerns about the shortfall in Mental Health Care provision. A new provider, Central and North West London NHS Foundation Trust, is currently recruiting and meanwhile vacancies are being filled on a temporary basis by agency staff.

5.5 Resettlement

The effect of reductions in staff headcount within the prison continues to create major challenges in staffing. This affects the departments who play a major part in the resettlement of prisoners and in the preparation for their release. The Resettlement Committee, comprising those professionals developing and running the wide range of subjects so necessary for the successful rehabilitation of prisoners continued to meet monthly with reduced attendance on a number of occasions. Deputies for many functions simply do not exist anymore, as departmental headcount is reduced. Resettlement activities, detailed in our report last year, have continued with additional personal development courses underway. Programmes and work opportunities where prisoners are able to work outside of the prison are continuing successfully. Activities organised by the Prison Library have grown and facilities to take part in educational programmes have increased. A programme to run Gym courses is, unfortunately, behind schedule, due to staffing reductions and the need to redeploy staff from the Gym from time to time.

The rehabilitation work for some groups of prisoners in HMP Coldingley was transferred to the CRCs (Community Rehabilitation Companies) on 1st May 2015, as previously announced by the Ministry of Justice. This work will now be carried out locally by a charitable organisation, Catch 22. One month prior to this date, the expectation that this organisation would be able to present their ideas and specifications for such an important transfer of responsibility has been disappointing. Any delays in such a crucial field of work could seriously affect prisoners being released and expecting the availability of rehabilitation assistance.

5.6 Safer Custody

Safer Custody continues to be an area where we believe there needs to be close monitoring. There have been several changes of leadership in this area over the past reporting period; this has been due to staff movement and promotions. This has resulted in some meetings being poorly attended and without focus; however since the Deputy Governor has taken over the responsibility for the meetings, the results have been noticeable and effective. Many of the associated personnel have greater accountability and are questioned more frequently. We have attended 75% of the meetings. Statistics are provided monthly and trends analysed. Attendance is good with a good input from Healthcare.

The Safer Cell facility is used appropriately and is properly maintained. The Samaritans are a frequent and accepted part of HMP Coldingley and have been very proactive in encouraging, recruiting and training prisoners to be part of the 'Listener' team. This is ongoing due to the movement of prisoners to other establishments. The Listeners are easily recognisable by

their unique T Shirts and have their photographs displayed in each of the Wings. The Listeners unfortunately have not been called upon as much as they or the Samaritans would wish and we are concerned about this as the prison has had several suicide attempts and an increase in self-harm episodes during the year. The prisoners themselves feel that individuals do not wish to be seen asking for help. The Wing Officers are very aware of Listeners' responsibility and allow them free access when needed during lock up times.

All actions from the Death in Custody experience in 2014 have been closed. Defibrillator training is ongoing with regular checks on the equipment. Assessment Care in Custody Teamwork (ACCT) training has been carried out frequently in this reporting period. All IMB members who had not attended self defence courses before have completed their training this year. Incidents of self-harm, bullying and attacks are all recorded and investigated and whilst we have seen an increase in debt related bullying the prison is still well within the National average for similar establishments. This is an area which causes us concern though as we are seeing more and more prisoners using the Segregation cells to escape the threat from bullying. In line with the National directive HMP Coldingley operates a zero tolerance policy. The prison is using support plans effectively and has retrained officers in their application. In the reporting period to July 2015 there were 90 ACCTs opened and at 31/07/2015 we have 4 open ACCTs.

5.7 Segregation, Care and Separation, Close Supervision

Over several years we have reported that too many prisoners have been segregated with the Segregation Unit at HMP Coldingley constantly full. Other prisons refuse to accept transfers and consequently many prisoners have been incarcerated there for months. Why are they there in the first place?

As a Board we are all frustrated about Segregation being full of prisoners who are just 'resting' there and do not want to go back on the Wings, due in many instances to threats and likely reprisals from other prisoners arising from debt and drugs. The situation of each prisoner located in Segregation is reviewed by the Duty Governor within 72 hours and then within every 14 days. We attend as many of these Segregation Reviews as possible and it is clear to us the 'tail is wagging the dog' and the reviewers are just going through the motions with the prisoner's wishes the most important aspect. The Board has always considered that Segregation should be hard and a punishment and not just a period of respite.

We have been told that actions to toughen the regime to make a stay in Segregation less attractive are being considered. Indeed a few minor changes have been made. However the situation is no better and in the opinion of the Board something much more dramatic needs to be done to persuade prisoners that time in Segregation is unpleasant and to be avoided.

Of course a real help would be to eliminate prisoner debt. Perhaps more commitment to an active and effective Personal Officer Scheme, with Personal Officers building relations and actually spending time with their allocated prisoners on the Wings, might avoid them getting into debt in the first place!

5.8 Offender Management

There has been little change over the last 12 months in the backlog of OASys and as at the end of July 2015 there are 87 offenders awaiting their initial OASys plus an additional 50 whose renewals are at least 12 months overdue. There are, in addition 56 'high risk' renewals scheduled to be carried out by outside probation officers. A high proportion of prisoners transferring into HMP Coldingley have no OASys.

Offender Supervisors, of which HMP Coldingley has 12, are Prison Officers fully trained to carry out individual OASys plan reviews in addition to their normal duties. Historically normal duties take precedence but plans, we are told, are being put in place for 4 such officers at any one time to have their OASys responsibilities given higher priority. Nonetheless it is apparent that as the OASys programme, whilst absolutely essential, is not an actual day to

day operational necessity it suffers from ending up with a lower priority when compared to the operational and security issues of the day.

OASys for high risk prisoners are carried out by outside Probation Officers. There are plans in hand to place Probation Officers who, preferably, have no other caseloads, within the prison to carry out these OASys reviews.

The backlog on the OASys program is a significant concern at HMP Coldingley. The Board is advised that plans, outlined above, are in hand to improve progress in this important area. Time will tell whether this manifests itself.

HMP Coldingley continues to offer other offender behaviour programmes which count towards sentence plans and these continue to include Victim Awareness and Healthy Relationship Programme. There are plans to introduce imminently, Thinking Skills Programme and a Resolve Violence Programme.

5.9 Residential Services

The Gym

HMP Coldingley has a fully functional gym on site for the use of the prison population. The gym is currently attended by about 60% of the prison population.

The Library

In the library we continue to see new developments being implemented during the year.

- A chess club meets every 2 weeks.
- Spanish lessons
- Discussion groups on the Secrets of the Universe, Quantum Physics and Mathematics and the 1st World War
- Story Book for Dads - scrapbooks that will be posted between the dad and child to continue to strengthen the relationship between them.

In the current year the budget for new books has been fully utilised.

A new part time librarian has been appointed.

Currently more than a 1000 items are loaned from the Library every month and the Library also has more than 1000 visits from prisoners per month.

Catering and the Kitchen

The condition of the kitchen facilities remains unchanged, the fundamental issue being that it was designed to feed a smaller prison population and any recent minor improvements have been purely to meet health and safety requirements and do little to improve the operational efficiency.

It is a well managed operation, the quality of food produced is good and it is noticeable that over the past year or so general complaints to Board Members have decreased.

5.10 Health and Safety

Progress has been made but the setting of demanding targets plus vigorous follow up has sometimes been missing.

Of concern is the fact that accident reporting has been inconsistent with some claims received before a report has been completed.

6. Other Areas of the Regime

6.1 Chaplaincy

2015 has seen the departure of the Imam, and we welcomed his replacement. During the year a Sikh Chaplain has been appointed, he is based in Feltham but visits HMP Coldingley on Thursdays. The Anglican and Roman Catholics are also represented as are the Pagans. The Annual Carol Service was attended by the Bishop of Dorking and the service was led by the Prison choir.

6.2 Personal Officer Scheme

The Personal Officer Scheme has now ceased, See comments in Section 4.1 and 5.7

7. Work of the IMB

7.1 Board Development Officer

The year from July 2014 was relatively quiet on the training front. We were pleased to welcome 2 members who joined us following the closure of HMP Reading. Another member returned to HMP High Down and following a resignation we shall be looking to recruit two new members to the Board.

Some members of the IMB attended a course held at the prison entitled 'Breakaway'. This was primarily designed to demonstrate how to deal with a potentially violent prisoner.

At the end of October several members visited our opposite numbers at HMP Ford. It was interesting to compare the regimes at the two prisons.

7.2 Prison Complaints System

As a barometer of the problems experienced by the prisoners, the Board this year has started to explore the use in greater detail of the Prison Complaints System statistics as a barometer on the underlying problems and trends incurred by the prisoners and their underlying demographics (ethnicity, location, religion, age etc.). An independent database has been populated from Jan 2013 to date which is updated monthly and quickly identifies long term trends which are now being investigated.

7.3 Statistical Information

Board Statistics	
Recommended Complement of Board Members	11
Number of Board Members at the start of the reporting period	12
Number of Board Members at the end of the reporting period	10
Number of new Members joining within the reporting period	Nil
Number of Members leaving within the reporting period	2
Total number of Board meetings during the reporting period	12
Total number of visits to the Establishment	479
Total number of Segregation Reviews held	Not Available
Total number of Segregation Reviews attended	138
Date of Annual Team Performance Review	12 th May 2015

Section 7 (cont.) Applications from prisoners to see the IMB

Code	Subject	Yr 10/11	Yr 11/12	Yr 12/13	Yr 13/14	Yr 14/15
A	Accommodation	9	6	5	3	5
B	Adjudications	3	5	0	0	3
C	Equality and Diversity (including religion)	0	4	7	2	4
D	Education/employment/training including Incentives Scheme	21	14	21	6	13
E 1	Family/visits including mail and phone	7	0	1	7	5
E 2	Finance/pay	1	3	4	6	4
F	Food/kitchen related	2	6	2	0	0
G	Health related	24	25	21	9	13
H 1	Property (within HMP Coldingley)	12	13	8	6	6
H 2	Property (during transfer or in another establishment)	34	30	17	25	26
H 3	Canteen, Facilities List, Catalogue shopping, Argos	5	2	0	7	2
I	Sentence related (including home detention curfew, release on temporary licence, parole, release dates, re-categorisation etc)	23	34	29	34	18
J	Staff/prisoner/detainee concerns including bullying	9	9	8	17	6
K	Transfers	13	7	8	8	10
L	Miscellaneous	22	13	20	23	17
	Total number of IMB applications	185	171	151	161	141
	Including Confidential Applications	n/k	n/k	18	8	9

NB: H1 & H2 updated in Years 12/13 & 13/14 to reflect changes in reporting template issued by IMB.