

Annual Report of the Independent Monitoring Board at HMP/YOI Norwich

**For reporting year
01 March 2020 – 28 February 2021**

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Introductory sections 1 - 3

1. Statutory role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent board appointed by the Secretary of State from members of the community in which the prison is situated.

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

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

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

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

2. Description of the establishment

HMP/YOI Norwich is a multi-functional complex adult and young offender category B local, category C and category D prison predominantly serving the courts of Norfolk and Suffolk, housing convicted and remand prisoners.

Accommodation is in a mixture of Victorian, 20th- and 21st-century buildings, spread over three distinct and separate sites. The main site houses up to 493 adult and young offender category B and C prisoners and includes the segregation unit. The category C prison (F and G wings) houses 173 adult and young offender prisoners. The category D open prison, Britannia House, accommodates 42 prisoners working in the establishment and the local community.

The operational capacity of the prison reduced from 773 to 710 spaces following the closure of M wing on 30 October 2020. The certified normal accommodation (CNA) reduced from 616 to 576, meaning that overcrowding conditions remained for 134 men.

The care and separation/segregation unit (known as Ketts Unit) has 10 cells and a special accommodation cell.

L wing provides specialist support for up to 15 elderly prisoners and those requiring social and palliative care.

The healthcare centre (HCC) provides type 3 healthcare for 23 prisoners.

Virgincare Limited is contracted to provide the prison's healthcare.

The mental health provider is Norfolk and Suffolk NHS Foundation Trust.

Dentistry is provided through Community Dental Services.

Substance misuse treatment is provided by Phoenix Futures.

Education is provided by People Plus.

The community rehabilitation company (CRC) is Norfolk and Suffolk CRC.

The escort contractor is SERCO.

ACCOMMODATION

Main Prison

A wing: 217 spaces; which includes 40 doubles, two disability cells, two constant watch cells, one Listeners' suite.

B/C wings: 250 spaces; which includes two singles doubled up, 57 double cells, one constant watch cell.

E wing: 26 spaces; six single, seven double, two dormitories for 3 men each, no Listeners' suite.

M wing (1 March 2020 - 30 October 2020 only): 40 single spaces; no safer cells, two Listeners' suites.

Category C Prison

F wing: 87 spaces; 33 singles, 27 doubles, no safer cells.

G wing: 86 spaces; 40 singles, 23 doubles, no safer cells.

There is one Listeners' suite shared by F and G wings.

HCC: 23 spaces; 15 singles, one double, one six-man dormitory, no Listeners' suite, one safer cell.

L wing: 15 single spaces.

Category D Prison

Britannia House: 42 spaces; six singles, nine doubles, six three-man dormitories, no safer cells, no Listeners' suite.

3. Executive summary

The COVID-19 (Covid) pandemic had a significant impact on the Board's ability to gather information and monitor in person as for lengthy periods Board members were unable to attend the prison (see section 8: Work of the IMB). The Board has covered as much ground as possible under the circumstances but much of the detail and evidence within this report is sourced from prison and prison agencies' statistics, analysis and information. Much cannot be considered as independently observed or obtained. Under normal circumstances independent sourcing is a major strength of the IMB as is 'their key day-in-day-out presence' (Peter Clarke, former HMCIP). The Board uses analysis and quotes prisoners' responses from three IMB questionnaires conducted periodically throughout the year but due to Covid these questionnaires were limited in scope and sent to a reduced number of prisoners.

3.1 Background to the report

In March 2020 the entire prison estate went into command mode. Policies were dictated nationally by Gold command. The Board recognises the strong and effective local leadership during Covid at HMP/YOI Norwich through the prison governors (Bronze Command). Substantial efforts were made by HMP/YOI Norwich, despite huge and unpredictable shortfalls in staffing, to try to protect the prisoners in their care from Covid and to provide as humane and fair a system as possible during this unprecedented time. Successful teamwork was evident between many of the prison and civilian staff and management, with some going above and beyond their duty. However, the adverse impact upon prisoners due to the severe but mandatory constraints upon activities, education, and time out of cell, and also the impact upon staff, cannot be underestimated. Projects and many of the projected completion dates delineated in the HMIP action plan have been 'reviewed in the light of Covid and may be delayed' or suspended.

Time out of cell and activities have been very limited. Covid regimes dictated minimal or no time out of cell, except for the small percentage of prisoners working in the socially distanced workshops, market gardens, waste management and kitchens. The compliance and acceptance by the majority of prisoners has been commendable and the various initiatives to alleviate boredom and isolation have been largely appreciated (see sections 5.1 and 7).

Governor's notices to prisoners (GNTPs) are intended to ensure that prisoners are kept informed on all significant matters, particularly on Covid restrictions and updates. However, the Board is concerned that not all prisoners see and understand these important notices (see section 5.3).

At the end of the last reporting year, there was no contingency plan for an emergency of this nature in place and no proper communication with prisoners about Covid. In early March 2020, prisoners were asking IMB members what was happening with the pandemic, as they were not being told anything by the prison and only had the TV news to rely on. There have been shortfalls in the prevention of infection procedures, with a lack of soap and antibacterial hand wash in the early stages but these issues have improved through the year. Masks were initially not allowed. A prisoner complained of 'not being allowed to have face masks to wear in the wing' (IMB questionnaire July 2020). Even though masks are now mandatory they are not habitually worn where necessary by all members of staff and prisoners.

The operational capacity was reduced following the closure of M wing, but the prison remains crowded in relation to the certified normal accommodation (CNA). The old A wing has been a large and long-term needlessly empty space. The Board welcomes the recent funded restoration plans along with further expansion projects and hopes that catering and activity facilities will be upgraded to service the new prisoner places created. Accommodation in L wing, the healthcare unit, E wing and the segregation unit is outdated and would benefit from refurbishment and modernisation. There is a severe rat infestation in all three sites (see section 5.1).

Prior to the pandemic the prison was kept freshly painted and cells were checked regularly for graffiti and cleanliness. A clean and decent agenda, 'enabling environments' and drug-free wings were initiated. Many processes have had to be modified during the pandemic with some consequential issues: accommodation fabric checks (AFCs) have been nominal (see section 5.1), first night induction has been reduced to a 'through the door conversation' (see section 4.1), prisoners widely suggest that they cannot see a doctor or a dentist (see section 6.1), the useful key worker programme has been curtailed due to staff shortages (see section 5.3), education only takes place in-cell through education packs and Way Out TV (see section 7.1), and access to basic facilities remains inconsistent.

3.2 Main judgements

How safe is the prison?

Statistics show HMP/YOI Norwich as having a medium to high rate of violence against comparator prisons. There has been a reduction in violence but this may be attributed to less association amongst prisoners. A majority of prisoners stated they felt safe (IMB questionnaire July 2020) but prisoner-on-prisoner assaults are too frequent. Assaults on officers have decreased, but this may again be attributable to fewer prisoners being out of their cells at any one time (see section 4.3). The planning for safeguarding of more vulnerable prisoners is thorough and there are multi-disciplinary discussions of more complex prisoners at the weekly safety intervention meeting (SIM) which instigate good all-round support.

L wing and the HCC were not sufficiently isolated or "bubbled" during the pandemic and cross-deployment of staff may have introduced Covid among these more vulnerable prisoners.

Self-harm in the prison population remains high and has increased during lockdown. The mental health team are overstretched. Key workers were diverted to support those prisoners suffering the most during lockdown as the prison, quite correctly, focused on supporting the prisoners with the greatest need. However, the view of one prisoner (IMB questionnaire February 2021) was 'Prison is not looking after its prisoners. Too much blamed on Covid'.

How fairly and humanely are prisoners treated?

Covid has impacted on humane treatment at HMP/YOI Norwich, as locking up prisoners for so much of the day (for about 22 hours) is inhumane. Otherwise, the prisoners are treated fairly and humanely in general but there are several issues which undermine this basic principle. As reported for many years, the prison is overpopulated and toilet facilities in doubled-up cells lack essential privacy. Some accommodation is outdated and needs modernisation. It is unacceptable to have an

infestation of rats. There is variable provision of some basic essentials e.g. clean laundry, hot water for C wing showers, a functioning lift in A wing, full AFCs to ensure clean and well-equipped cells and correct cleaning equipment on all the wings (see section 5.1). Current induction processes during Covid are brief and inadequate, confusing some new prisoners. Prisoners asking for police involvement had difficulties as the police liaison officer was not in the prison for some months. The independent adjudicator (IA) was also not in the establishment at the beginning of the pandemic until video adjudications commenced; some cases referred to the IA were therefore discontinued which was unfair to victims.

How well are prisoners' health and wellbeing needs met?

Trying to observe or source the necessary facts and information to monitor healthcare provision adequately throughout the reporting year has been extremely difficult, forcing the Board to contact the prison group director (PGD), and little information was given to the Board until February 2021. Observations are mainly based on a review of statistical analysis from the annual Health and Justice Indicators of Performance (HJIPs)/ minutes provided and from prisoner comments to the Board/responses to IMB questionnaires. The HJIPs indicate that in the main physical and mental healthcare provision is equivalent to that in the community, apart from dentistry. Although a well-functioning triage system is in place, prisoners comment adversely about GP access but say that good nursing provision is available. Prisoners identify dental provision as inadequate with limited or no access to a dentist, even in an emergency. Immediate and basic life support training is too low (54% of staff as of November 2020) and there is only one nurse trained in suturing.

Covid restrictions on loss of regime, including time out of cell and access to activity and exercise, have impacted upon prisoners' wellbeing and mental health. Education and distraction packs in English have been readily available in an attempt to mitigate this effect, but prisoners state that they have been affected by long hours locked in cells with little to do. Gym and exercise classes were suspended. Caseloads for the mental health team are very heavy.

Dispensary hatches on the second floor are not easily accessible to all prisoners as there is no lift on B and C wings and the lift on A wing has frequent breakdowns. There is no accessible shower on the healthcare unit.

How well are prisoners progressed towards successful resettlement?

The prison has not been able to advance noticeably in its progression towards successful resettlement, mainly due to the impact of Covid. The addressing of the resettlement issues in the HMIP action plan has been delayed. Many of the resettlement agencies withdrew from the prison, not only affecting prisoners but also the improvement of resettlement plans and the review of the resettlement strategy. However, the prison reacted competently, trying to provide as much activity as was feasible. In-cell education was provided. Two new workshops were prepared ready for delivery. Part-time working was introduced to try to increase the opportunity for more prisoners to engage in some activity during Covid to prepare for a working life.

Some prisoners do not have a risk and needs assessment plan (OASyS). There is no funding for accredited interventions and offending behaviour programmes (OBPs)

at HMP/YOI Norwich and there is nothing for long-term sentenced prisoners and those serving indeterminate public protection sentences (IPPs) to help demonstrate a reduction in risk. The psychology team has completed work particularly around the young adult population (see section 4). The introduction of Purple Visits was slow and interrupted due to technical issues but Spurgeons and the prison have worked hard to maintain family contacts by various means (see section 7.4).

3.3 Main areas for development

TO THE MINISTER

The IMB is a statutory requirement for prisons (see Introduction) and its duties under OPCAT and the National Monitoring Framework are clear. **Will the Minister explain why the allocation of visits to the IMB at HMP/YOI Norwich has been reduced to 455 when in recent years over 800 visits were considered necessary to monitor effectively this 'important and complex prison' (HMIP 2019)? e.g. 835 visits were recorded in the 2019 annual report (see section 8).**

In the Minister's letter of 30 May 2019 to the IMB National Chair he states 'HMPPS remains committed to the safe progression of prisoners serving IPPs and ensuring prioritisation of post-tariff prisoners in accessing rehabilitative interventions'. **Will the Minister explain why there were 18 prisoners serving indeterminate sentences for public protection (IPP) and 17 life sentenced prisoners in HMP/YOI Norwich in February 2021 without provision of any offending behaviour programmes or accredited interventions to allow progression towards release?**(see section 7.3)

The Board has concerns that aspects of the Sentencing White Paper may intensify the already excessive overcrowding in prisons (Council of Europe SPACE 1 Report, April 2021 states that the prison population in England is very high and that the prison density per 100 places is high). HMP/YOI Norwich has cells designed for one person which have been doubled up. Greater numbers of prisoners can only further exacerbate the inadequacy of rehabilitative programmes provision. Currently, 'too many individuals' sentences are expiring before they have developed the skills to move away from further offending' (Criminal Justice Joint Inspection January 2021 Impact of the Pandemic on the Criminal Justice System) as there are not enough programme spaces available. **Will the Minister confirm that the plan for an increased prison population will ensure sufficient, decent prison spaces alongside adequate provision of rehabilitative programmes and interventions?**

The Board observes the effects of long-term institutionalisation (see section 7). While it is recognised that some prisoners may not be suitable for early release due to public protection factors, in light of some proposals within the Sentencing White Paper, **will the Minister share research evidencing the benefit of lengthier imprisonment against the well documented evidence that indicates long-term imprisonment can produce 'a specific cluster of mental health symptoms: in addition to PTSD, this cluster was characterised by institutionalised personality traits, social-sensory disorientation and alienation' and 'post-incarceration syndrome (which) constitute a discrete subtype of PTSD'. (Is there a recognisable Post Incarceration Syndrome amongst released "Lifers"? , Liem, Marieke; Kunst, Maarten, International Journal of Law and Psychiatry 2013, Vol.36) ?**

While recognising the work of court liaison and diversion services, the Board continues to encounter inhumane treatment through the incarceration of men with severe mental health issues and/or learning disabilities. These men often have to be housed in HCC or the segregation unit for the safety of other prisoners and staff (see sections 5.2, 4.5 and 6). The Minister stated that he was 'determined to improve the process to ensure delays in transferring prisoners to secure mental health facilities are reduced' (letter 30 May 2019), but the Board contends that the needs of these men have not been properly identified early enough in the criminal justice process. These men should never have been imprisoned but rather located in establishments which could properly address their issues. In the consultation on Reforming the Mental Health Act published on 13 January 2021, it states, 'When there is no hospital bed available and a defendant (meaning a person against whom a criminal or civil action is brought) requires mental health care and treatment, courts may be forced to put them in prison as a 'place of safety'. We wish to make sure that alternative locations are in place to end the use of prison as a place of safety'. **The Board asks if the Minister will confirm the Government's commitment to immediate implementation of this proposal?**

The Board recognises the need for security screening of correspondence but asks the Minister to comment upon the possible implications of Article 8 of the Human Rights Act regarding proportionality in respect of the destruction of personal correspondence (see section 4.6).

A £148m package has been allocated towards drug treatment services. The addiction, diversion, disruption, enforcement and recovery (ADDER) project recognises Norwich as an area with high rates of drug use and the prison is developing links into Project Adder. **Will the recognition of local need carry through to priority allocation of drug rehabilitation services in HMP/YOI Norwich?**

NACRO reports that two thirds of prisoners who are homeless on release will reoffend (NACRO in NACRO Comments 25 January 2021). An Inspectorate of Probation report of 8 July 2020 states: 'Widespread homelessness and a lack of suitable housing is jeopardising the rehabilitation of offenders'. According to the Guardian (July 2020), 'Ministry of Justice figures show 11,435 people were released from prison into homelessness in [the] 2018-19 period'. The Board welcomes the recent increase of the Discharge Grant to £76 but considers that prisoners are still being set up to fail, unless they receive full support in the community (probation support, a bank account, universal credit, housing, medical services, grants for basic essentials). For many years HMP/YOI Norwich has consistently had to release prisoners without guaranteed accommodation, in some cases having to provide them with a sleeping bag and basic necessities to give some shelter. **How is the Government planning to build on the regional homelessness prevention taskforce (HPT) to eradicate homelessness for released prisoners and ensure that there is equity of accommodation provision for the homeless throughout the UK?**

In the 'Prison Safety and Reform' paper, November 2016, the then Secretary of State for Justice, Rt. Hon Elizabeth Truss wrote: 'Governors will be backed by prison staff who are not just security guards and minders but also mentors. Staff will have the resources, authority and tools needed to break through the road blocks to reform and take on the challenge of transforming lives'. The Board continues to question the

ability to run safe and stable regimes dedicated to the rehabilitation of offenders with the ongoing inadequacy in the number of officers, inadequate resources and lack of sufficient suitable programmes in prisons. **Will the Minister outline the Government's further strategies to realise this goal as five years on, staff at HMP/YOI Norwich still do not have adequate resources, authority and tools?**

When expert opinion suggests that prisons should have been chosen for vaccine prioritisation, will the Minister explain why prisons were not selected as a priority group? Extract from the Lancet 12 December 2020: 'Seena Fazel, Department of Psychiatry, University of Oxford, Oxford, UK....certainly thinks that prisoners are at high risk because of underlying chronic conditions, age, and their environment. A systematic review by his team found that prisons are high-risk settings for the transmission of contagious disease, with considerable challenges in managing outbreaks in this setting. "Our research suggests that people in prison should be among the first groups to receive any COVID-19 vaccine to protect against infection and to prevent further spread of the disease", Fazel said "Prisons have high churn rates, with lots of people coming in and out of prison. People go to court, go back to their prison, and often people get moved to another prison once they have been sentenced. If a prison has filled up, prisoners may have to move again. This is an important group to consider in vaccine prioritisation as there's a lot of movement." Arthur Caplan, Professor of Bioethics at New York University Grossman School of Medicine, New York, NY, USA agreed in the same article, adding: 'from a human rights perspective it is essential that prisoners should not be left out'. HMP/YOI Norwich suffered from severe Covid outbreaks.

On 14 December 2020, HMCTS released data showing that the backlog of Crown Court cases has increased to more than 53,000. 'Increased time spent on remand will inevitably add to the anxieties and frustrations of individual prisoners. A growing and increasingly frustrated remand population has the potential to have a serious adverse effect on the stability of reception prisons' (Criminal Justice Joint Inspection Impact of the Pandemic on the Criminal Justice System, January 2021). **Will the Minister advise the action that will be taken to mitigate the effects of delayed hearings on remand prisoners in reception prisons, caused by the growing backlogs in courts?** (see section 6.2).

TO THE PRISON SERVICE

The Board requests that the prison service looks into the case of the prisoner referred to in section 5.2 (Segregation/Special Accommodation) as his treatment is inhumane and there are fears for his wellbeing. This does not in any way reflect upon the care for this prisoner given by HMP/YOI Norwich which continues to be fair, but on the individual specifics of this prisoner and the impropriety of him being imprisoned at HMP/YOI Norwich.

The Board reiterates the concerns of Dame Anne Owers in her letter of 11 November 2020 to the Director General of Prisons regarding the decision that the making of a ligature by prisoners is no longer a nationally reportable self-harm incident.

Following the Covid pandemic and the undeniable impact on the wellbeing of prisoners and staff, **how is the Prison Service planning to ameliorate this situation?**

Will HMPPS explain why the prisoners in L wing were not treated like care-home residents in terms of priority for Covid vaccine when they are equally at 'higher clinical risk of severe disease and mortality' (Joint Committee on Vaccination and Immunisation (JCVI) 26 January 2021), and their environment is comparable?

Following the noted decrease in violent incidents in prisons during Covid, **can HMPPS assure the Board that a reduction in time out of cell will not be considered as a viable long-term solution for reducing violence? Can HMPPS further assure the Board that increasing the quality of the management of prisoners while they are out of their cells will take precedence?**

The Board asks HMPPS for evidence of an improvement for prisoners and their property through the new prisoner escort and custody service (PECS) contract. **How is this improving the tracking of prisoners' property between prisons?**

Are there plans for refurbishment of the healthcare unit and L Wing to provide a more suitable environment for the ill and elderly?

Are there plans for the replacement/refurbishment of the segregation unit to provide a unit with the scope to allow staff to 'focus on helping prisoners manage their behaviour and problems rather than simply on punishment' (PSO 1700, Introduction)?

Since the contract was changed, dental services have not been equal to those in the community. **Will HMPPS ensure that satisfactory provision of dental care is available at HMP/YOI Norwich?**

The daily budget for food of £2.02 has not been increased since 2014. **Will HMPPS give an indication of when this might be reviewed?**

TO THE GOVERNOR

The Board asks the Governor to comment upon plans for the following:

- making sure that all communications especially Governor's notices to prisoners (GNTPs) are distributed to, seen and understood by all prisoners including those who do not read/speak English
- improving the safety of prisoner movement and meal collection times
- further emphasis on the debt framework and bullying reduction
- maintaining the focus on decency and provision of basic essentials
- continued emphasis on induction
- ensuring that scheduled forums take place and minutes are available
- continued emphasis on AFCs
- ensuring prisoners feel safe upon the wings
- managing prisoners' property effectively, particularly during cell clearances
- developing the enabling environments
- construction of the workshop, category C site
- restoring the intended role of key worker
- growth and efficacy of the prisoner information desk (PID) scheme
- elimination of rats throughout the sites

- guaranteeing that governors ensure that complaints and IMB application forms are always readily available on the wings and not only on request from the officers
- Norwich's role in the new HMPPS project which is testing new approaches to reducing re-offending
- the amended deadlines for completion of actions in HMIP action plan

3.4 Progress since the last report

Due to the impact of the pandemic, much of the planned improvement has been curtailed or postponed. A few highlights of the year have been:

- Key workers. The introduction of key workers was proving of value until the numbers of staff off work, sick or in self-isolation due to Covid forced a curtailment; however, the prison then appropriately targeted the very vulnerable with the little resource available (see section 5.3).
- Diversity and inclusion. The emphasis on diversity and inclusion has been greatly improved and proactive leadership is introducing training alongside discussion sessions for staff to broaden their knowledge and appreciation of this recently neglected area at HMP/YOI Norwich (see section 5.4).
- Teamwork. All staff at HMP/YOI Norwich worked as a team during this difficult year e.g. the physical education instructors and civilian staff have assisted in multiple roles which has proved invaluable in helping look after prisoners.
- Security. The introduction of improved security measures, including the new enhanced security entrance gate, the body scanner, a Rapiscan and specialist detection dogs, has assisted in finding illicit substances/items (see section 4.6).
- Promising progress on development of the clean and decent agenda, enabling environments and drug-free wings.
- Mentors e.g. the introduction of four wellbeing mentors on A wing to allow a more supportive environment, although there are still shortages of mentors and Listeners throughout the prison (see section 4).
- Psychology department's focus on the needs of the young adult population (see section 5.4).
- Agreement for installation of in-cell telephony, development of the old A wing and a video conferencing centre (see section 5.1).

Evidence sections 4 – 7

4. Safety

The overall structure of safer custody has improved.

The weekly safety and intervention meetings (SIM) are comprehensive and detailed, and the monthly safer prisons meetings are constructive and well informed by wide-ranging analysis and reports, along with information from Listener/peer support forums and staff self-harm forums. The safer prisons meeting did not take place during January 2021 due to safer custody personnel's involvement in the lateral-flow testing roll out. The Board noted from the minutes of the February 2021 meeting that the invited prisoner played a full part in the discussions of the safety analysis findings and tasking. The Board recognises the good level of support offered to vulnerable men by the safety team.

Weekly wing council forums were introduced late January 2021 to discuss issues on the wing due to the Covid-restricted regime. These meetings also highlight important messages to promote for health and wellbeing, inform the representatives about community information and give an overview of the current situation in HMP/YOI Norwich.

33% of respondents to the IMB questionnaire in July 2020 said they felt more safe during lockdown, 50% said they felt as safe as usual and 17% said they felt less safe. The prison's own data reports (November 2020 and January 2021) show a downward trend in violent incidents. 'Not having as many people out on the wing, it feels safer' (IMB questionnaire July 2020, A wing).

Continuing statistical analysis shows there were higher rates of incidents among young adults (YA). As a consequence, the psychology team uses the maturity screen assessments to tailor work for individual YAs, recording their needs and offering specific advice into CSIP intervention plans and ACCT care maps.

4.1 Reception and induction

Reception is in an unmodernised Victorian building. Covid-affected inductions are insufficient and confusing. Quarantining procedures are robust.

The route into the prison and through the reception buildings to the first night centre in A wing is austere and intimidating to those in prison for the first time.

Prior to Covid, the reception processes had been improving through a well-established system, facilitated by helpful and experienced officers and supportive orderlies. It was a competent and supportive process despite the outdated and daunting reception building and the stark, but clean, holding rooms. A wing inductions had been informative, allowing time for prisoners to take in details about life in HMP/YOI Norwich.

Following the national lockdown in March 2020, quarantining of new receptions began and Covid generated systems were put in place for testing prisoners within 24 hours of arrival at HMP/YOI Norwich and again after five days. The systems work as planned. All prisoners coming through reception are then quarantined in a reverse cohorting unit (RCU). Inductions are being given on the first night but only through the locked door instead of the thorough face-to-face induction processes pre-Covid.

A prisoner said, 'Inductions are not being completed upon entry to the prison. The inmates were asked to sign various documents without being given copies. This is to cover that an induction took place for Nomis when in fact none took place' (IMB questionnaire February 2020, C wing). The Board has been told by many prisoners that they felt bewildered as they had not taken in the advice or fully understood what was being said in the through-the-door induction and were left trying to find out what prison processes are over the first weeks in custody. A large number of the respondents (IMB questionnaire February 2021) were new to prison and needed a proper full induction: 41% stated this was their first time in prison and 51% stated it was their first time in HMP/YOI Norwich. A safer custody rep stated that he had 'helped fellow inmates to access mental health, doctor, pin phone credit, all information which should be dealt with on arrival. People are waiting weeks and weeks before being helped'. These Covid induction processes remain inadequate, despite being recently augmented at five days with a face-to-face induction if Covid tests are negative. The induction booklet is being updated. Following two negative tests, prisoners are being allocated to a wing but if a prisoner should refuse to engage in the testing process, they have to remain in the RCU for 14 days. Those men with inconclusive results on the first test who refuse to take a second test are required to remain in quarantine. These testing processes were robust.

The first outbreak of Covid occurred on B wing in November 2020. Subsequently, HMP/YOI Norwich was directed by Gold Command to take prisoners from court and police investigation centres (PICs) and in January 2021 there was another significant outbreak in the RCU. Plans were implemented promptly and an overflow RCU was created on A3 landing. Bronze Command was also directed to form an RCU in the category C site to take category C prisoners from other local establishments to free up court spaces.

4.2 Suicide and self-harm, deaths in custody

Self-harm is widespread but analytic reporting by the prison is good. Training on ACCT documents is sporadic and consequently inadequate. More Listeners are needed throughout the prison. Electronic cell bell response monitoring systems are required.

Analysis by the prison has been comprehensive throughout the year with a monthly report and balanced comments on reasons and possibilities for differing statistics including predictions for future areas of concern. The monthly action plans are equally wide-ranging and reports indicate that actions are followed-up.

In scrutinising the graphs of self-harm incidents per 1,000 prisoners throughout the year against 10 comparator prisons, the Board remarks that HMP/YOI Norwich has a comparatively low average although rising to a higher monthly number of self-harm incidents in August 2020. Statistics from February 2021 show that the majority of self-harming individuals were of white ethnicity, located on A wing (and pro rata on HCC), on recall, and stated that the main reason for their self-harm was frustration. There was a higher incident rate of self-harm for 26-30 year olds compared with the overall prison population. Language Line is used for ACCT reviews for those who do not speak English and distraction packs are offered to each prisoner on an ACCT, but the Board understands that these packs are only available in English and may not be understood by all.

Some prisoners have reported that they do not feel adequately supported: 'We can't keep saying "it's Covid" - we've got to live with it. There are loads of people close to taking their own lives. It's bad and scary. I was told I have Covid - never saw anyone again, just 6 officers to feed you.' (IMB questionnaire February 2021).

Incidents of self-harm by cutting are prevalent. A razor policy is in place but is not adhered to and, as razors can be ordered on the canteen, monitoring of in-possession razors is difficult. There is no policy for potentially sharp objects from canteen being issued to prolific self-harmers. A prisoner on constant watch threatened to self-harm using the jagged lid from a tin.

The training on ACCT documents is insufficient to ensure that all staff are properly trained and adhere strictly to the guidelines and requirements of the system. Despite a concerning report by the Prison and Probation Ombudsman (PPO) on a death in custody during the last reporting year, ACCT training is limited to a custodial manager continuing with ad hoc training. The Board notes that the ACCT document is now in its sixth version, underlying the need for ongoing staff training as the document has altered continually. The IMB rota report of 6 August 2020 showed '3 out of the 3 ACCTs checked on A and B wings were not correctly completed'. The prison has identified the need for ACCT assessor training as soon as possible. On occasions there have been too many scheduled reviews to be completed proficiently on a single day with guaranteed participation from all relevant parties and therefore some were delayed or cut short, e.g. 19 open ACCTs on 18 November 2020 with six reviews, but on 16 November 2020 there were 12 reviews scheduled, which was too many. The Board notes that as well as self-harming due to mental health issues, there are significant numbers of incidents of self-harm which prisoners say have been caused by vape capsules, e.g. on 23 October 2020 the prison reported that a prisoner was found with 'cuts on both arms due to insufficient funds to buy vape capsules' and a Listener stated that 'the majority of the issues were related to vapes'. The extra money for pin credit granted during the pandemic may have slightly relieved the situation as prisoners have a little more money for both telephone calls and vapes. The prison has reported that frustration at the lack of regime has been cited by prisoners as another cause of self-harm..

There have not been enough Listeners, nor have they been distributed evenly through the establishment. The number of Listeners was very low in July 2020, with no Listeners on A or B wings, two Listeners (both shielding) on C wing, three on M wing and two on the category C site. Listeners from Britannia House reported that they had not been used since the start of Covid because they could not enter the prison. In February 2021, Listeners on C wing reported to the prison that they were frustrated about being used during their association period, 'rather than having more time out of cell to complete their duties'. The Board notes that there was an online training course and Listener training is scheduled to take place on the category C site in March 2021. At the Listener/peer support forum in Britannia House on 8 July 2020 it was stated by the prison that prisoners have access to the Samaritans' phones. The Board have been unable to confirm whether or not all Samaritans' phones have been working this reporting year – intermittent failure of the Samaritans' phones has been an ongoing issue for many years. Gypsy, Roma and Travellers (GRT) find mutual support within their own community and this should be recognised by officers when members of the GRT community need assistance.

The Board considers that the introduction of Listener/peer support forums and staff self-harm forums has been beneficial and the meetings have helped inform and focus tasking in the safety meetings.

The Board repeatedly refers to inconsistency in responses to cell bells in its annual reports. Cell bell response times are recorded to be presented to the safer prisons committee meeting on a monthly basis and in December 2020 the safety team theme of the week was cell bell response. The Board does not know if random checks on cell bells by senior management are being completed at the moment. These random checks were valuable as they verify the accuracy of the reported responses. The only electronic monitoring system, on A wing, has not worked for several years and despite some discussion, no capital bid was submitted for electronic schemes throughout the prison this financial year.

Sadly, the Board has to report that three prisoners died in custody in the reporting year. The Board awaits the final Prisons and Probation Ombudsman (PPO) reports for two of the deceased. An action point from the death in custody in May 2020 related to a member of the nursing staff not following the correct procedures for contacting relatives.

4.3 Violence and violence reduction, self-isolation

Prisoner on prisoner violence is high at HMP/YOI Norwich. Poor behaviour is not challenged consistently. There have been men requesting moves because they felt unsafe in their locations and several incidents of prisoners engineering a move to the segregation unit or refusing to relocate from the unit due to safety issues.

Violence is well analysed by the prison but remains relatively high at HMP/YOI Norwich and poor behaviour is not routinely challenged by all staff. The management and locations of perpetrators and victims of violence are discussed effectively both at population management and SIM meetings and appropriate action generally taken. Safety reports and analysis are clear and comprehensive and inform the monthly safety meeting. However, having shown a regular downward trajectory on the comparator establishment data rates from 9 prisons for prisoner on prisoner assaults per 1,000 prisoners during November 2019 through January 2020, in July 2020 statistics showed that HMP/YOI Norwich again had one of the highest assault rates across the group, albeit at a much lower level than the earlier peak. These statistics showed that there was a very high rate of under 21-year-old perpetrators against the population rate (the main reasons given for these assaults/fights were bullying, prohibited items, retaliation and being under threat). No 18-21-year olds were involved in violence against staff for the five months including and prior to February 2021 but young adults (YA) (18-25) remained involved in disproportionately high numbers of assaults on peers. The prison has acted to investigate this and the psychology team have been focusing on YAs and the needs of this population, using maturity screening assessments to tailor work and offering YA-specific advice and guidance in intervention plans. Prisoners from Black or mixed ethnic backgrounds show a disproportionate rate of involvement in violence.

Internal adjudications have taken place throughout the year. However, due to Covid, the sanctions available are limited and so they have been little more than paper exercises.

On 27 January 2021 there were 17 prisoners subject to challenge, support and intervention plan (CSIP) monitoring, with five overdue reviews and four reviews due that day. The Board questioned the high number of overdue reviews; the need for timely completion of CSIP reviews was discussed in the February 2021 safer prisons meeting. It is difficult to monitor the ongoing success of CSIP in a local prison. There is evidence of value in this process when prisoners have engaged fully with the process but many of the prisoners do not engage, make little progress and continue to feature prominently in incidents.

During July 2020, the number of prisoner on staff assaults reduced by two from June to nine but there was one serious assault on a member of staff following a prisoner refusing an order. The prison reported that the majority of threats towards staff have been centred on the more restricted regime, mostly over the use of pin phones/showers. The prison concluded that having no freeflow, smaller "bubbles" of prisoners and the consequent higher ratio of staff to prisoners offers less opportunity for violence. A prisoner on A wing said 'not having as many people out on the wing, it feels safer' (IMB questionnaire July 2020); 'Less violence and drugs' (IMB questionnaire February 2021, A wing).

The Board notes that there are significant numbers of incidents of violence reported which state that vape capsules were a contributory factor e.g. 10 November 2020: 'Observation panel broken due to prisoner not being provided with vape capsules'; 25 January 2021, a fight 'over vape capsules'. A local policy regarding the number of vapes in possession in accordance with the incentive and earned privileges (IEP) framework was to be discussed at the February 2021 senior management team (SMT) meeting. The Board will monitor whether this policy is effective and addresses both the causative factors leading to violence/self-harm and the bullying and debt that can stem from vape capsule use. Vape capsules appear to have become a major 'currency' and following the nicotine and tobacco research report (published 26 December 2020) on E-cigarette use in Scottish prisons, the Board queries whether a UK national report into violence, self-harm and bullying in prisons where vape capsules have been a contributory factor is being undertaken or considered?

Logs of self-isolating prisoners and those who refuse food are kept and discussed in a multi-agency setting at the weekly SIM meeting to decide how best to support these men.

4.4 Vulnerable prisoners, safeguarding

The safeguarding protocol was reviewed and signed in December 2020. The Board has not found any specific examples of negligence in safeguarding, although the prevention of bullying and incidents of self-harm require constant attention. The Board particularly commends the safeguarding of prisoners in L wing.

Prisoners accused of a sexual offence (VPs) together with some prisoners who are vulnerable for other reasons are housed on C wing. Since the closure of M Wing and the use of C3 by non-VP prisoners, there are reports that there is now also verbal abuse and some physical threats from C3 landing to the VPs, but also reports that those on C3 are abused by some of the VPs. Prisoners have been moved off C3 when guilty of such abuse and at the C wing weekly forum 2 February 2020, it was stated that only 'minor' verbal exchange during lunchtime exercise between B and C

wings was reported and there is the 'expectation that staff (would) challenge perpetrators'.

HMP/YOI Norwich is aware of most of the more vulnerable prisoners and those in need of safeguarding. Prisoners are discussed at the weekly SIM meetings for a multi-disciplinary approach as to how best to care for these prisoners. A prisoner on remand, who is on the autistic spectrum and has learning difficulties, was transferred in from another local prison after he had been assaulted by his cellmate. Initially he had to be housed on the RCU as he tested positive for Covid but was transferred at the earliest opportunity to HCC where it is reported that he says he feels safe. The Board approved of the comprehensive investigation and support of his multiple complex needs and the well managed plans to keep this vulnerable prisoner safe from harm at HMP/YOI Norwich. However, the Board, while appreciating the fact he is waiting to be sentenced, questions the humanity of imprisoning him in a local prison, rather than a more appropriate place of safety. The Board has been told prison that the prison is having difficulty receiving any response from Norfolk County Council to their request regarding safeguarding information about a prisoner; it would be helpful if a smooth exchange of information could take place.

4.5 Use of force

The Board has found no evidence of excessive or unwarranted use of force. Statistical analysis by the prison is good.

The Board has only been present to observe a few planned or unplanned uses of force (UoF), therefore has been unable to monitor sufficiently through personal observation. The Board has asked to view specific incidents via CCTV and body worn video camera (BWVC) recordings and has seen no occasions when the UoF has been unwarranted or excessive. De-escalation techniques are seen to be used to good effect. The Board has been monitoring statistics and notes that they are well analysed, up-to-date and that anomalies are recorded and investigated. Unplanned UoF figures increased in July 2020, peaking in October 2020 with 77 incidents of UoF but total figures for February 2021 show a reduction to seven planned and 30 unplanned uses of force (full restraint on 18 occasions, compliantly cuffed on 11 occasions). A wing and the category C site show the highest levels of UoF, together with the segregation unit pro rata. Statistics show that uses of force were generally in line with population data, but investigations are ongoing by the prison into the higher rates of use of force on the YA and BAME populations. However, the Board can find no evidence that these UoFs were unwarranted. The Board is pleased to note that the psychology team has been training 95 staff members in working with YAs in order to better understand and engage with this sector of the prison population (see 4.3 Violence and violence and 7.5 Resettlement planning).

PAVA spray is carried and was drawn on two occasions but there are no reports of use in the reporting year. The drawing of batons is generally low; only January 2021 shows a higher use (four times), otherwise there was a total of six uses throughout the period March 2020 to the end of February 2021. The Board can find no evidence to indicate that batons are drawn routinely or unnecessarily.

4.6 Substance misuse

New technical equipment and good use of detection dogs have assisted discovery of illicit substances. Covid has forced curtailment of random and mandatory drug testing.

Greater emphasis has been placed on the drug strategies for HMP/YOI Norwich. A new substance misuse strategy is in the final proof stages and will focus on continuing to reduce supply, restrict demand and aid recovery through a positive not punitive approach. Drug strategy meetings are comprehensive and good conduits for information, reporting and planning. The prison states that it is confident that the new security processes and equipment (body scanner equipment, photocopying of all personal incoming mail and alertness around R39 letters and property received in the post) have had a positive impact on prevention of trafficking. However, there have been an increased number of 'throw-overs' (packages containing illicit items found in and around the prison sites), which could indicate increased vigilance by patrols and staff members as prisoners look for alternative methods of introducing illicit items into the prison.

The Board accepts that photocopying of and subsequent destruction of the originals of prisoners' correspondence is legal and advised under Prison Rule 35 and 35D, the Regulation of Investigatory Powers Act (RIPA) Section 4 (4) and PSI 04/2016 when there is an ongoing psychoactive substance (PS) threat. The Board agrees that HMP/YOI Norwich has a PS threat and therefore is acting in accordance with the above instructions and HMPPS drug strategy and delivery guidance notes on the conveyance of illicit substances via domestic correspondence, legal and confidential mail, version 2, March 2021. However, the Board has concerns that the destruction of all of the private correspondence of prisoners is arguably an infringement of Article 8 of the Human Rights Act which 'protects your right to respect for yourcorrespondence (letters....etc.).'. For example, if a card from a child which is shown to be clear of illicit substances is destroyed, this could be considered as more than 'necessary' and not 'proportionate'. ('There are situations when public authorities can interfere with your right to respect for private and family life, home and correspondence. This is only allowed where the authority can show that its action is lawful, necessary and proportionate in order to... prevent disorder and crime . Action is 'proportionate' when it is appropriate and no more than necessary to address the problem concerned'.)

The new enhanced gate security, which began in November 2020 requiring searching and a scan of everyone who comes into the prison, has been successful, although queues to enter the prison can build up at busy times.

'Rapiscan' equipment which scans all items, including clothing, sent to or brought in for prisoners detects many illicit substances. There is no policy in place to determine action to be taken based on the levels of substances that are present. The Rapiscan is sensitive and even trace amounts of drugs are being recorded, which could mean that items are being held back from prisoners when there are no illicit substances actually present, just traces which could occur through handling (see 5.8 Property).

Finds of paper impregnated with psychoactive substances (PS) and fermenting liquids on the wings have increased. There has also been a recent increase in prisoners reported as being under the influence (UTI) of illicit substances and this is suspected by the prison analysts to have resulted in increased aggression towards

staff and prisoners particularly on the category C site (February 2021). The use of detection dog teams has proved valuable, e.g. on 24 November 2020, illicit items including fermenting liquid, mobile phone accessories, tobacco and cannabis were found in six different cells following intelligence-led cell searches with dogs. If there are repeat finds in a cell, the occupant of that cell will be sent to the independent adjudicator.

A number of prisoners have reported to the Board that their Rule 39 legal paperwork has been opened without cause but the Board can find no evidence to show that any authentic Rule 39 paperwork has been opened without the correct policy procedures being followed. A Governor's notice to staff was sent out on 18 December 2020 setting out in detail clarification on email exchange of legal documents and correspondence in accordance with Rule 39 (YOI Rule 17).

Mandatory drug testing (MDT) has had to be shelved during Covid and random testing procedures (HMIP action plan 2019) have not been realised during the pandemic due to insufficient staff numbers at work to carry out testing. The drug free living units have been put on hold as testing is not being done and Phoenix Futures have not been in the prison to hold drop in and support sessions.

There were no security records of misuse or diversion of Subutex in the period April 2020 to December 2020 inclusive. However the Board has concerns that there was little supervision of queues at the dispensary on B/C landings (28 July 2020 rota report ' B wing meds queue, no officer, no social distancing') although it notes that a member of staff is identified for IDTS duties each day on A wing.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Single cells converted to double occupancy without a separated lavatory space are unacceptable and some older buildings are outdated. Plans for refurbishment of the old A wing and further expansion are commendable. Accommodation fabric checks (AFCs) are inconsistent and the proper preparation of cells between residents has not been thoroughly checked. The rat infestation is intolerable. The budget for food is meagre but well managed and a balanced diet is available. Cleanliness of corridors and shared spaces is generally good and cleaning regimes adhered to.

HMPPS states that HMP/YOI Norwich is not overcrowded and is remaining within its designated operational capacity. The Board contends that HMP/YOI Norwich has overcrowded conditions and does not conform with the 2015 European Committee for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment (CPT) published minimum standards for living space per prisoner nor with HMIP paper *Life in Prisons: Living Conditions* 1.41 " For the purposes of decency and dignity, as well as hygiene, toilets should be in a fully screened cubicle or annexe with its own window or ventilation". Double cells with just a shower curtain to screen the lavatory from the living and eating section of the cell are unacceptable and deprive prisoners of their dignity.

Plans for refurbishment of the old A wing and further new accommodation are in place. The Board will welcome sight of the plans for new kitchen and activities facilities to service the extra prisoner places as the current facilities are barely adequate for their present usage.

On 23 October 2020 M wing was unexpectedly condemned for health and safety reasons and prisoners were moved promptly, mainly to C3 landing, which was designated as an enabling environment in order to lessen the impact for those prisoners being moved back into standard accommodation. There is a small social room with a little kitchen area, bean bags and a TV. Prisoners who moved from M wing to E wing as orderlies complained in November 2020 that when they returned from work, they were locked up in the afternoon and were not able to shower, make calls and eat after work as had been previously allowed.

The Board accepts that L wing, HCC, E wing, the segregation unit and reception are in older buildings; however it considers that the cells are depressing and that a 'normalisation of poor conditions' and lack of funds has led to them remaining unmodernised, although they are kept freshly painted. The category C site has potential flashpoint narrow passageways and unobserved stairwells. AFCs are not being done on a daily basis which staff report is due to staff shortages and being 'considered too risky' due to the need for social distancing. Prison complaints about cell care were particularly high in October, November and December 2020. Empty cells have not all been checked to see whether they are ready for new prisoners and some are dirty and ill-equipped e.g. 55% of prisoners described the cleanliness of their cell when they moved in as poor or very poor (IMB questionnaire February 2021). Prisoners have been accused of having illicit items, which they say were hidden in the cell by previous occupants, and one newly relocated prisoner handed in a weapon he found in his locker. In February 2021, two prisoners on B wing said 'cell was in a disgusting state, old food on floor, furniture broken and no kettle'. B/C wings have introduced acceptance forms for prisoners to take ownership of cells on

arrival, but due to low staffing it is admitted this does not always happen. Those with low literacy levels and non-English speakers would not necessarily understand these forms or know what they are signing.

Cleaning orderlies complained that cleaning materials were initially in short supply at the beginning of the lockdown but recent forum minutes show that this issue has been resolved. Checking of cleaning cupboard supplies shows that there are adequate stores in the main wing stores but some landing cleaning cupboards are better organised than others and colour coding for equipment is not strictly adhered to.

Prisoners have complained that they have insufficient time to shower and the hot water in the showers on C wing has failed on a number of occasions e.g. 'When we have been at work all day we get back to the wing we get 25 minutes to have a shower and make a call. its a joke. 30 people trying to use 2 phones and 4 showers in 25 minutes it is not possible' (IMB questionnaire October 2020, C wing). The HCC remains without an accessible shower. Although this has been reported in many previous annual reports, the repeated response is that it would be too expensive. The lack of an accessible shower in this unit is discriminatory and unacceptable. No-one is allowed a shower during the RCU initial isolation period as showers are in a communal area used by all residents, therefore prisoners have to strip wash in the basins in their cells for anything up to a 14-day isolation period.

The Board noted that in May 2020 some prisoners were without bed linen, especially those going from reception to A wing. Government Facility Services Limited (GFSL) said that there were no clean sheets in store, however, when stores were checked, although there were no green sheets, there was a more than ample supply of white sheets which were then duly issued. Some orderlies and prisoners have reported still-soiled kit and laundry being issued, having been returned from the laundry contract run by HMP Whitemoor. At the height of the outbreak, HMP Whitemoor refused to take laundry from the prison. Prisoners with their own clothes were having to wash them in their sinks and dry them hanging in their cells. It was praiseworthy that some officers stayed behind after their duties to wash prisoners' clothes in the prison laundry rooms. Most prisoners stated they received their weekly change of kit in the IMB questionnaire of February 2021.

An unacceptable infestation of rats has been an increasing issue for over four months (the first report to the Board was on 21 October 2020) and is getting worse. Rentokil was tasked to eradicate the rodents. Rats have been seen infiltrating the serveries on B/C wings (the IMB rota states that 'staff are chasing them out with brooms'), around waste management, the category C site and in Britannia House garden. Prisoners on L wing have said they are afraid the rats will get into their cells. The problem has been well documented and reported repeatedly by all levels of staff but is worsening. The Deputy Governor has informed the Board that Rentokil say they can no longer put out poison-baited traps which have worked in the past, as evidence of protected birds of prey has been seen within the prison grounds; consequently operatives are using daily traps which are proving ineffective. A full action plan from Rentokil was due to be completed by 15th March 2021.

A wing lift has been unreliable for many years and it has been out of operation for many months (as at January 2021). Not only does this impact upon accessibility to A2 for the dispensary, but it caused significant delays to hot meals being taken to the

upper landings during Covid lockdown. Officers had to carry the meals up all the flights of stairs and prisoners complained that meals had been left going cold outside cell doors.

The Board has questioned the safety of the current reporting system of defective fire hose insertion points (inundation points). In January 2021 an application was received from a prisoner on F wing stating that at night an officer and nurse had tried to pass him painkillers through the inundation point but the officer could not get the pin out. Although the night duty custodial manager has the master key to open cell doors, they could be anywhere on the estate and the Board considers this a fire safety risk. The health and safety department stated that it is the responsibility of wing staff to notify GFSL via the Planet FM reporting system if any inundation points require freeing off after painting. The governor of the category C Site states that a regular check is made of the inundation points. The site manager of the estates department stated that no record of failures of inundation points is kept and therefore they do not know the percentage of failures. A four-hour response time is allocated if a defective inundation point is recorded and the task of clearing the inundation points is completed on a pre-planned three-monthly maintenance check – but the potential risk is concerning.

Prisoners have complained that the signal on the Britannia House televisions has been poor. The prison has responded to this and new TVs with freeview channels are now being issued and the aerials are being improved.

Britannia House residents had a number of complaints around the food and meals system prior to August 2020. After lengthy discussions with prisoners and staff, a new menu ordering system was devised. Britannia House residents say that the quality of hot food arriving in Britannia House from the category C kitchen is poor stating it 'has either gone hard or cold and some meals turn into a congealed form'. The Board has been informed that hot evening meals have been cooked especially for Britannia House but due to prisoners arriving back from work at different times, sometimes the meals will have gone cold. There are now ready meals available for these men.

There have been complaints about the quality and portion size of food and a greater choice of lunchtime food has been requested. The meagre daily budget of £2.02 for all meals remains unchanged since 2014, and a prisoner commented '£2.02 per man per day for food is poor. My dog costs more than that a day to feed as does my cat' (IMB questionnaire October 2020, A wing). However, the overwhelming majority of respondents to the IMB questionnaire October 2020 said they were able to get their meal choices easily or very easily. The Board is aware of few diet-based prescriptions within the prison and is concerned that some prisoners may have specific dietary requirements which are not being supported. There is insufficient money in the catering budget to provide for prescriptions for special supplementary and dietary requirements without extra funding received from healthcare. Breakfast packs are small, bland and unappetising. In non-Covid times, members of the Board sample the food going to the wings but this has not taken place this reporting year. Portions are served in individual trays which are of a medium, adequate size and daily meals are nutritionally balanced but variety is hampered by the minimal budget. On 25 October 2020, cheese served at lunch was found to be mouldy and a member of the Board was called to the C wing servery to observe; all the cheese in the main kitchen had to be discarded and the meals were replaced with substitutes of salad,

sausages and ham (Daily Bulletin stated 'Meals were delayed on B wing due to replacement meals being required across the main site'). On 30 November 2020, the main kitchen had to be deep cleaned because of the Covid outbreak and food was prepared for the whole prison on the category C site. There were no hot meals for the main site that day but the prison added a 'goodie bag' to the two sandwich meals and the next evening hot food was again available. The catering manager said that on Fridays an extra 'goodie bag' is provided containing a milkshake and biscuits/snacks. The catering management accepts that some of the 'extra treats go missing'. When wrongdoing is proven, action is taken e.g. all the servery workers on one wing were sacked for inappropriate conduct.

The L wing prisoner forum received complaints that the vegetables are always overcooked. A survey by the catering department at the end of 2020/beginning of 2021 had 126 responses and results were shared with the prisoners. There were no exceptional issues that were raised in the results published. Servery cleanliness has varied throughout the year with rota reports describing both spotless and dirty serveries. The perspex shields on B wing servery were not in place in July 2020, and a rota report notes 'men improvised with bread trays'. This issue was reported in the Board's annual report for 2019-20. Control of mealtime queues at the serveries is variable e.g. on 30 July 2020 there was no social distancing at the A wing (landings 1-3) servery and servery workers were not all properly attired but on 31 July 2020 the IMB rota report states that on A wing there were 'socially distanced queues and all servery workers wearing gloves and clean whites'.

5.2 Segregation, special accommodation

The segregation unit building is no longer up to standard. The regime is limited but staff are proficient in engaging with some of the prison's most difficult prisoners.

The Board is very perturbed that the prisoner referred to in our previous annual report (2019-2020 section 6.12) is once again imprisoned in HMP/YOI Norwich. Due to the ongoing concerns for the safety of staff and other prisoners, he was placed directly in the segregation unit for safe assessment on arrival on 12 February 2021. His behaviour has dictated that he remains in the unit and members of the Board note that he now hardly engages with anyone, only verbalising a torrent of abuse. He is discussed at safety meetings and is on the priority list of the SIM meeting, having self-harmed on several occasions since his latest arrival, including harming his own eye. He has assaulted a member of staff and recurrently verbally abuses and threatens others including non-uniformed members of prison staff and chaplaincy. He refuses to engage in CSIP. His history of threats to staff and assaults on staff is well-documented. Staff have been ordered into full PPE whenever engaging with him. His situation is inhumane and the fact that he is at Norwich and assaulting/abusing officers and staff once again is unfair both to himself and staff. The Board requests that this matter should be considered by the highest authority and properly and finally resolved. The Board notes that segregation reviews have repeatedly taken into account PSI 1700: 'The Segregation Review Board should consider whether they think that the prisoner needs to be transferred to another establishment. This may be inevitable if the prisoner has become so disruptive / dangerous/ notorious that they will be unable to return to normal location in their current establishment or if they have been unwilling to make any progress whilst in segregation.' Despite fulfilling all those stated criteria for a transfer, HMP/YOI

Norwich has repeatedly not received any support from HMPPS in transferring this man.

The Board is concerned that prisoners with mental health issues continue to be held in the segregation unit as there is no other suitable place of safety should they be violent and disruptive. The December 2020 report from the segregation unit regarding another prisoner who had been held in the unit except for very brief spells in HCC since May 2020 reads, 'he has again started a dirty protest this morning and is continuing to abuse and degrade female officers. He continues to have sessions with the psychologist each week but nothing changes in his behaviour' (Question to the Minister). This patient was transferred in from a secure mental health unit where he had been treated for a mental health condition by the same provider who provides mental health services in Norwich. In management notes it said that the Trust stated it did not consider 'there was a need for continued psychiatric in-patient treatment', but the Board is of the opinion that his behaviour was such that he was clearly unsuitable for imprisonment at HMP/YOI Norwich and the situation, both for him and staff members, was indefensible.

The segregation building is outdated and does not offer scope for full compliance with PSI 1700: 'Normal cells are well lit and equipped to a standard similar to that found on normal location within the prison (this includes integral sanitation, in-cell electrics and TV aerial points)'. Each cell includes integral sanitation, apart from the special accommodation cell, but only one cell has a TV aerial point. There are no spare rooms where interventions or education could take place. The only room that could be made available is the small adjudication/segregation review room which is in frequent use. It is inappropriate that male and female members of staff have to get kitted up into personal protective equipment (PPE) either in the adjudications room or in the small staff office where other officers are at work. There is only one shower in use in the shower room. If it is contaminated, prisoners cannot have a shower until the room has been cleaned by the contractors (Norse), unless escorted to another building. The unit's staff have told the Board that the contractor's arrival response time to clean a cell or showers is 'really variable but normally between 2 and 4 hours' on a weekday but at weekends the team comes from Middlesex and may not attend until the following day. The soiled flooring has been replaced in the shower and corridors by industrial vinyl, which has brightened up the unit but flooring in the cells is not routinely replaced even when badly damaged. There are no 'food pass-through' safety/dirty protest hatches for issuing meals into a cell without having to open the cell door. Currently, if a prisoner is deemed by a senior manager to be displaying too violent behaviour to safely open the door, they might not receive a meal. The linen and kit supply appears to have improved; the prisoner orderly states that fewer items need rejecting and there is a good stock, appropriately stored.

The job of segregation orderly continued throughout the pandemic with the orderly "bubbled" and housed in a single cell. In the summer, prisoner orderlies reported to Board members that they had suffered verbal racial abuse by prisoners but had not received much support from staff members, although they said that staff were supportive on most other counts. There is some social normalisation of the frequent and often very offensive abuse in the unit; staff do not challenge every incident of abuse as it can be so commonplace. Members did not witness the specific racial abuse but brought the allegations to the attention of the segregation management.

There is little to occupy the segregated prisoners except for limited in-cell education packs, access to a radio, regular access to the library trolley at mealtimes and distraction packs. There are no gym facilities and exercise is offered daily in two small bare yards. There are no areas for education/work purposes. A number of prisoners are offered a tea packing opportunity in their cells. The aims of PSI 1700 are not met fully and there are no spare rooms to increase such opportunities: 'Positive regimes and activities are encouraged as this will act as a diversion to the boredom and loneliness of segregation', 'Giving vulnerable prisoners something to occupy their time is likely to be a crucial part of safeguarding the welfare of those in segregation' or 'The regime for segregated prisoners (under Prison Rule 45 (YOI 49)) should be as full as possible and only those activities that involve associating with mainstream prisoners should be curtailed'.

The Board was unable to attend most of the GOOD reviews and adjudications but reviewed GOOD review paperwork to corroborate compliance with PSI 1700. The Board has not had reason to make objection to any of the review processes and has agreed with the targets set, but would note that Board members have never seen a target set similar to the PSI 1700 exemplar intervention target: 'listening to a relaxation recording provided by the library at least 3 times in the next 10 days'. The independent adjudications did not take place at the start of the pandemic and since have only been held via video link. No independent adjudications have been observed by Board members in this reporting year. The Board also reviewed all dirty protest logs and documentation.

The special accommodation cell is clean and ready to receive any prisoner; it was used only once in the reporting year in November 2020 for a duration of 20 minutes. The other special accommodation cell is used as a holding cell for prisoners awaiting adjudications and is kept clean by the orderly.

The chaplaincy team has continued to visit the unit daily, nurses are in the unit several times a day and the doctor visits the unit three times a week (this continued during lockdown).

Staff members face a near constant barrage of both verbal and physical abuse from some of the segregated prisoners (the safety diagnostic tool shows 12 assaults on officers), but the Board continues to observe that staff members deal with all the segregated men in a professional and tolerant manner, trying to build a relationship to help the prisoner move forward and off the unit. In December 2020 most of the regular segregation staff were off sick or isolating. This led to untrained staff having to be deployed to the unit. Good management made sure that segregation-experienced supervisors were redeployed to be in charge in this period, an essential move to support untrained staff in this challenging environment.

5.3 Staff-prisoner/detainee relationships, key workers

During Covid, staff shortages have been acute but on the whole there is a reasonably good staff-prisoner relationship. The key worker role has been decimated by Covid. Important communications do not reach all prisoners.

The Board recognises the impact of Covid upon the ability of the prison to enable regime both due to national guidelines and also the large staff sickness/self-isolation

numbers (the Board noted approximately one third of operational staff off in January 2021: e.g. on 26 January 2021, 59 staff were off work). Staff shortages were so serious that officers were informed during January 2021 that they might have to be ordered to work extra shifts by agreement with the POA. The Board applauds the prison for managing to continue as successfully as they have and recognises that staff and management are exhausted. The prison detailed staff in "bubbles" as much as possible but at times this was not possible as so many staff were off work. When the "bubbles" were effective, it did mean that there was less cross-deployment of staff. However, the minimal regime undoubtedly impacted on constructive relationships between staff and prisoners as, although many prisoners appreciated the difficulties and some sympathised with the staff, there was also huge frustration among prisoners because of the Covid restrictions. 'All staff are busy', 'Always short of staff', 'Officers and staff too busy or do not have the knowledge to deal with simple queries', 'lading staff are lazy when you ask them to do things you need, their response is normally "I'll do it later" and it never gets done' (IMB questionnaire February 2021). Some prisoners gave positive responses e.g. 'the staff here are very attentive and caring always when you need. Overall with only 10 days I have been here I am pleased with the service from staff. Many thanks' (IMB questionnaire July 2020) and 'I also know and get along with all the staff here' (IMB questionnaire October 2020).

Prior to Covid, key working had begun to afford a new consistency, allowing staff-prisoner relationships to better develop. Key working per se then virtually stopped and the key worker programme did not continue effectively during Covid. Under the offender management in custody (OMiC) model, key workers at HMP/YOI Norwich had improved the stability and consistency of contact between a prisoner and a specific member of staff who knew of and understood their needs and who could help to prompt necessary actions and report on progress. However, staff shortages throughout Covid dictated substantial curtailment of this programme as the year progressed, forcing minimum engagement. The few remaining key workers were focused on supporting the more vulnerable prisoners (approximately 100) suffering most due to the locked down regime and in particular those on ACCTs, medically vulnerable or subject to CSIP processes. The minimal number of key workers detailed was frequently cut e.g.

- on 19 October 2020 4 key workers detailed a.m. and 4 p.m. but 1 member of staff redeployed a.m. and p.m. for emergency escorts;
- 17 November 2020 4 key workers detailed a.m., 4 key workers p.m. but 5 of the 8 cancelled due to cover B wing regime and staff sickness;
- 25 January 2021 only 1 key worker a.m. and 1 p.m. detailed and both cancelled due to staff sickness;
- 27 January 2021 No key workers detailed a.m. and 3 detailed p.m. all 3 redeployed due to '2 emergency escorts and shortage of staff on detail' .

The majority of respondents to our October 2020 questionnaire (52.5%) did not know who their key worker was) but this had risen to 80% of respondents in February 2021(IMB questionnaire, February 2021). A Choices and Changes resource pack is available for key workers.

Forums are recognised as a good conduit for prisoners to express their views and interact with staff. Evidence of broad discussions, prisoner and staff suggestions for improvement and information sharing have been minuted. Some "you said, we did"

posters are displayed. However, several forums were cancelled. It has been hard to find out which have taken place, and copies of the minutes have been difficult to obtain by the Board, despite frequent requests.

The Board raised with the Governor their concerns that GNTPs were not being distributed to every prisoner but on some wings just placed in offices or on notice boards, e.g. 'Senior management fail to tell us what's going on and any governors notices are not displayed' (IMB questionnaire February 2021, C wing). On 18 November 2020, the Board was informed that on B/C wings the GNTPs were in the landing offices, A wing's notices were placed under doors at night, Ketts unit notices were on the notice board 'unless it is something that will impact upon the men then it is put under the door', E wing notices were on the notice board, L wing notices were on the notice board, F & G wings had a copy of the GNTPs on the notice board and in the landing office. The Board is of the opinion that without full distribution to each prisoner, many prisoners may not see or would not understand important notices, e.g. GNTPs announcing free vitamin D tablets available from the canteen, a new pin phone application form, a change to methods for prisoner monies being sent in, the latest updates on COVID, and how to access legal aid/immigration services etc.

5.4 Equality and diversity

Equality and diversity supervision and awareness has improved considerably. Some protected characteristics need greater focus and support.

The Board recognises the vast amount of work that has been done by the diversity and inclusion officers to improve this area, which the Board had previously reported as neglected e.g. the Board received no applications about equality and diversity during the reporting year. More work on awareness needs to be done, for example it was reported in the March 2021 diversity forum that 'some staff continue to mimic and use the regional accents of BAME residents'. The Board has been informed that these matters are subject to management investigation. A few members of staff, whether consciously or unconsciously, do not consider the impact of their discourse despite some training sessions e.g. a banter workshop and an unconscious bias workshop which was sponsored by the racial inclusion and striving for equality (RISE) staff support network. RISE representatives have been appointed on the main and category C sites. Tackling unacceptable behaviours unit (Tubu) posters and reminder cards have been distributed around the establishment and the mediator role has been filled. Ipswich and Suffolk Council for Racial Equality (ISCRE) are coming into the establishment on a regular basis giving advice and guidance and identifying training needs. New staff have received extensive training on diversity and inclusion during their induction weeks. A regional action plan founded on the David Lammy report 'Tackling racial disparity in the criminal justice system: 2020' was RAG rated by region with positive outcomes for HMP/YOI Norwich, including upgrading of all the five previously red RAG rated actions, and the number of RAG ratings which were rated green increased from 6 to 13. Regular diversity forum dates were rolled out in December but the severe Covid outbreak at the end of the year brought an abrupt halt to these again.

The Board reiterates concern that some foreign nationals do not understand their induction or the GNTPs. There have been reports that some foreign nationals have not known how to contact legal aid or the immigration services. Immigration officers' attendance has been reduced. There is a too common assumption that prisoners

understand or speak more English 'than they let on' although the prison usually attempts to house prisoners who speak the same language together or near each other. As not all the library stock has been available (see section 7.1 Education), there has been a shortage of books in foreign languages and little in the way of distraction or education packs that non-English speaking prisoners can understand.

Prisoners convicted for or on remand for sexual offences (VPs) are housed on C wing and on the whole receive equal treatment to those on normal location although they are separated for their own safety, which curtails the scope of work and educational opportunities. The Board contends there is no benefit for VPs at HMP/YOI Norwich as there are no offending behaviour programmes or facilities to aid progression. Many have to wait a long time before they are transferred on to a more suitable establishment or released without having received the benefit of any interventions. The Board is concerned that the old gym used by C wing prisoners has been closed and so VPs will have to use the gym in the education block - despite it being considered unsafe for them to attend education classes upstairs in that same building. C wing education takes place in a small classroom on C2 landing with an enthusiastic teacher but a limited curriculum.

Some years ago there was an over 50s club run by Age Concern which the older prisoners enjoyed. Currently there is little differentiation or facilities on offer for those over 50s not resident in L wing and this population would benefit from consideration. These older prisoners have commented on the questionnaires that they feel 'rather off the radar' or 'forgotten'. (see also section 6.2 Mental Healthcare). The prison is investigating and trying to address the problem of over-representation of younger and Black and mixed ethnicity prisoners in violence and disciplinary procedures e.g. the psychology department has a focus on YAs. The maturity screening tool is used, officers are being trained in engagement but there is inadequate tailored support, structure and consistency for YAs and insufficient differentiation between the YA and adult population.

A survey for canteen requirements was conducted in November 2020, allowing the prisoners to request items specific to their cultures or faiths. However, some Black, Asian and minority ethnic (BAME) products, in particular hair products, are still not available.

Protected characteristics are being highlighted and celebrated more positively e.g. during Black History Month (BHM), four meals devised and prepared by BAME prisoners were printed on the menu and chosen by over half the population. Material was submitted to a BHM magazine designed by both BAME and white prisoners and over 500 copies were distributed to prisoners and staff.

The new discrimination incident report form (DIRF) was distributed throughout the wings and investigations are monitored by the diversity and inclusion team, the deputy governor and ISCRE. However, BAME prisoners attending forums in March 2021 spoke of generally not putting in DIRFs when they felt discriminated against because they said they were not confident that their complaints would be robustly addressed.

A television in the main entrance of the main prison can be used for diversity and inclusion information for staff and visitors. Staff receive numerous power points in

line with the faith, diversity, equality and celebrations calendar and these are mirrored by presentation slots on Way Out TV for residents.

The Board notes that the diversity and inclusion team has proactive plans for the future: the Board will monitor implementation of these strategies.

5.5 Faith and pastoral support

Continued strong multi-faith pastoral support.

The chapel on the main site has been out of commission since the last reporting year and services are planned to take place in the multi-faith room in the education block. This has the advantage of greater accessibility but is a much smaller room. Services have been suspended during lockdown periods as in the community but the chaplaincy team has been present on the wings and in the segregation unit offering assistance to all and demonstrating their care and support for prisoners e.g. one member of the team travelled daily from London to the prison when hotels/lodgings were unavailable. The chaplaincy team has been particularly busy during the pandemic and the Board has noted that the standard cross-faith support to all prisoners by each member of the team, always a strength, has continued. The managing chaplain was of particular comfort to those in L wing and HCC and on occasions brought in his dog as therapy during the summer months. The team was reduced for approximately a month by the secondment of the managing chaplain until a Roman Catholic chaplain was appointed as acting managing chaplain on 14 December 2020.

Muslim prisoners wishing to observe Ramadan were well supported despite the Covid lockdown.

In-cell worksheets on all faiths are available from the chaplaincy and there are collective worship programmes for all faiths available on the TV stations.

5.6 Incentives and earned privileges (IEP)

The Governor stated that he expected that enhanced prisoners would not stay on A-wing and therefore there were no privileges or recognition of their enhanced status. However, on 9 March 2020 there were 27 enhanced prisoners on A wing, who expressed frustration that their good behaviour was not being properly recognised or rewarded.

Due to the pandemic, the IEP system has been revised in line with Gold Command instructions. TVs remained available for all except in the segregation unit and there is little or no difference between enhanced and basic status apart from the wearing of own clothes. There has been no enhanced association due to the Covid regimes.

5.7 Complaints

The standard and timeliness of responses to complaints has improved but forms are not freely available at all times on all landings. Complaint forms and IMB application boxes have been emptied by the night custodial manager during Covid, potentially compromising perceptions of impartiality and independence.

The Board is concerned that it could be perceived that confidentiality could be compromised by the collection of complaint forms and IMB applications by uniformed

staff instead of civilian collection that takes place under normal circumstances. It is hoped that as soon as Covid allows, the collections will revert to civilian collection again. In November 2020, prisoners were informed by a GNTP that all forms put into the complaints boxes during Covid would be kept in isolation for a period of 72 hours but that prisoners could inform the wing officer if the query or complaint was an emergency. Forms are not readily available on all wings at all times despite members raising the issue on numerous occasions e.g. 6 October rota report 'no landings on A wing had Comp 1 forms or IMB application forms', 16 October 2020 rota report 'B/C wings no IMB application forms'. Officers have stated on a number of occasions over the years that prisoners use the forms improperly and therefore they cannot be left out on the wings; this is not acceptable as forms should be available without having to ask an officer.

The Board received only a few applications regarding the prison's complaints system and found no cause for concern e.g. checking one prisoner's complaints that he had received no or inadequate answers to his complaints, a comprehensive and lengthy response from the governor was found which addressed all of the complaints and complied with the Incentives Policy Framework essential points of 'voice, neutrality, respect, trustworthy motives' (December 2020).

The prison runs an internal quality assurance process for complaints. This assurance process sampled 15 complaints out of 118 received from January to March 2021; the complaints were on various issues, there were several different respondents and the assurance process found that all had been replied to effectively. Missing property and compensation for property (25 complaints) and food/catering (14) continued as main issues in January 2021 but there were also 19 complaints about the Covid regime.

The Board received a number of applications from prisoners stating that their mail and legal mail had been intercepted and opened. The Board referred to PSI 04/2016 Monitoring and Managing Prisoner Communications - Regulation of Investigatory Powers Act RIPA. Section 4 (4) of RIPA makes lawful the interception of communications in a prison provided such interception is undertaken in accordance with the Prison Rules Annex A of PSI 02/2016 and the Board noted that when interrogating the documentation, the processes used complied with the instructions.

Some prisoners were querying the legality of the DIS1 (notice of report form) and it was pleasing to the Board that the Governor responded to this by explaining via a GNTP the system of introduction in phases of the PSI 05/2018 and the planned national roll-out of updated adjudication paperwork in order that staff members would be equipped to explain this to prisoners.

5.8 Property

Property losses feature among the highest concerns for prisoners.

Property, as ever, remains an issue e.g. March 2020, there was an IMB application regarding property missing from HMP Whatton and in January 2021, the largest number of prison complaints received (25) were concerning missing property and compensation for property. Cell security is not always stringent enough when a prisoner is relocated e.g. in November 2020, an application was received regarding property alleged to have been 'stolen' during transfer to the segregation unit.

The Board is of the opinion that not all members of staff properly appreciate the importance of each and every item to a prisoner, especially when those items in his cell may be the only possessions that the prisoner has, both in and outside of the prison.

In February 2021, the 28-day limit on having a clothing parcel sent in for new receptions was extended to 3 months to give a more realistic timescale for arrangements to be made. This allowance was extended to all new receptions to HMP/YOI Norwich, not just those newly sentenced, which is over and above national policy; the authorised items were detailed clearly on a GNTP. The sensitivity of the Rapiscan equipment is such that it picks up even minor traces of illicit substances. As a consequence, some articles of clothing are not issued to prisoners even when the reality of threat to the establishment is minimal (see section 4.6 Substance misuse).

The Argos catalogue is now accessible only online, meaning prisoners have to ask staff to look things up for them. The MandM catalogue is available in the library which has been closed due to Covid. The Board has concerns that prisoners may find it difficult to ask officers to order items if staff are busy, or may not be able to order exactly what they want if they cannot see the catalogue and will have to accept what staff members choose for them.

6. Health and wellbeing

6.1 Physical healthcare

Healthcare within HMP/YOI Norwich provides equity of provision with the community with the exception of dentistry.

There is a statutory duty for the Board to be provided with access to collated and statistical healthcare information. In the last couple of years, the Board has been denied this access and this continued for much of this reporting year. The Board resorted to writing to the Prison Group Director to try to help access this important information. Finally, in February 2021, the Board was given all Quarter 3 (Q3) information for the period October – December 2020. Results from the IMB questionnaires, observations from a Norfolk County Council (NCC) meeting with the NHS commissioner at the East of England Health and Justice Team (the commissioner) into equity of health and care provision for Norfolk in January 2021, together with the other information recently provided by Virgin Healthcare (Health and Justice indicators of performance (HJIPs) for 2020-2021 /clinical governance meeting minutes) have now given the Board some better means to comment on healthcare provision.

From an overall evaluation of documentary evidence, taking into account the unprecedented Covid situation, it seems that healthcare is equivalent to outside comparators, with the notable exception of dentistry. However, prisoners' perceptions of the provision of primary healthcare, which incorporates a triage system, diverge strongly from this. Prisoners voiced their clear concerns about the general standard of healthcare, with results from the IMB questionnaire of February 2021 showing 62% of respondents in the randomised survey rating healthcare as 'poor or very poor', only 36.5% rating it as 'good' and just 1.5% rating it as 'very good'. Fifty-one percent of respondents stated that they had access to a doctor whilst 49% stated they did not. Comments from the IMB questionnaires included: 'GP access is non-existent. Was waiting for an appointment for 3 1/2 months then got an appointment letter a week after appointment date' (IMB questionnaire July 2020, F wing); 'Healthcare is non-existent' (IMB questionnaire October 2020, A wing); 'Haven't been able to see a doctor since arriving ..3 months ago andI have a medical need' (IMB questionnaire October 2020, A wing). The Board notes that the majority of adverse healthcare comments in the questionnaires refer to prisoners being unable to see a GP. However, HJIPs show that the longest wait for routine care by a GP was recorded as four days in November and the longest wait for urgent care was two days in July 2020. HJIPs also show attendance for telephone consultations as high. This reporting does not equate with the prisoners' views above but healthcare responses to such complaints stated that there was no medical need for those prisoners to actually see a GP, indicating the triage system by a nurse or nurse practitioner was sufficient. The Board notes that no cancellations of GP clinics were attributable to the prison but that six cancellations were shown due to healthcare provider issues.

Nursing provision is considered good by prisoners, with 83% of respondents to the IMB questionnaire in February 2021 stating they had access to a nurse. The

observations of the Board concur with this. The 'professional and committed permanent core' (Annual Report 2019-2020) of nursing healthcare provision continues and has provided a dedicated service through the Covid lockdowns despite having many nurses off sick, e.g. on 21 January 2021, nurses were caring for 34 cases of Covid on one side of A wing alone.

Dentistry provision continues to cause concern following the change of provider. The Board does not recognise the commissioner's response to the Norfolk County Council: 'the provider has done a fantastic job in Norfolk Prisons going way above and beyond what it is required to provide, to ensure that wait times are reduced' (January 2021). During full lockdown, no band 2 dental treatments were allowed in the community or in prison, only essential emergency procedures as arranged per protocols. However, the Board cannot ascertain whether any emergency treatment for the prisoners took place and prisoners allege it did not. Thereafter band 2 treatments were permitted as long as all essential emergency treatments had been identified and prioritised but prisoners remained unconvinced that they were receiving equivalence with the community. HJIPs show an erratic pattern of clinics cancelled during this period. Reported wait times reached a peak level of 28 days in December 2020 but the IMB questionnaire of February 2021 showed only 24.5% saying they had any access to dentistry and all three questionnaires produced many adverse comments e.g. 'Dentistry phone call (presumably a triage call) has been cancelled 8 times' (IMB questionnaire February 2021); 'I've been waiting to see a dentist for 10 months' (IMB questionnaire October 2020, C Wing); 'I've been waiting ages to see a dentist and still haven't seen anyone over 7 months' (IMB questionnaire October 2020, M wing). Another application to the Board talked of an inability to repair a broken denture over many months.

Covid vaccinations were provided in line with the community in terms of age groups. However, prisoners in L wing were not considered as residents in a care home environment and therefore the unit was not considered within the highest priority group. The Joint Committee on Vaccination and Immunisation advice on priority groups for Covid-19 vaccinations, 30 December 2020 stated: 'There is clear evidence that those living in residential care homes for older adults have been disproportionately affected by COVID-19 as they have had a high risk of exposure to infection and are at higher clinical risk of severe disease and mortality. Given the increased risk of outbreaks, morbidity and mortality in these closed settings, these adults are considered to be at very high risk. The committee's advice is that this group should be the highest priority for vaccination. Vaccination of residents and staff at the same time is considered to be a highly efficient strategy within a mass vaccination programme with the greatest potential impact'. Given the undisputed health care needs and the age of the majority of L wing prisoners together with the care home configuration and environment of L wing, the Board questioned why this wing was not included within this priority group. The exclusion put L wing prisoners at risk and a number needed hospital care, suffering with severe Covid symptoms. On the same basis, it is also regrettable that prison staff were not included as a priority group for vaccination as they work so closely with and care for a very vulnerable sector of society.

Several years ago the use of the prison complaints system for healthcare matters was removed and any patients' concerns would need to be vented either directly to healthcare, usually via the in-house patient advice liaison service (PALS) or via the NHS directly. From September 2019 to 5 October 2020 there was no PALS officer in post and it was inappropriate that the complaints response and investigatory role fell to an already burdened healthcare manager. Not only was no independent assessment or alternative external appraisal of grievance available but the tenure of the healthcare manager post also changed part way through the year. This meant prisoners were receiving a response from an arguably partisan, busy new incumbent without experience of HMP/YOI Norwich provision and delivery. The new PALS officer and the Board have received some applications from prisoners saying they have had no responses to healthcare complaints. The PALS officer reported that these applications had never been received and she is being proactive in investigating why this is the case. As a consequence, a new medical application form is being devised outlining the proper process for submission of a complaint and requesting more details. There will be an easy read version for those who have literacy difficulties and a new healthcare leaflet is planned outlining all healthcare services etc. The Board will continue to monitor and see whether these steps resolve the problems.

Other main concerns in IMB applications and complaints were the initial, sometimes compromised privacy of telephone GP consultations (this situation was improved by the prison) and medication delays and changes from prescriptions written in the community. Responses to complaints from prisoners regarding medication delays referred to low staffing levels while there were Covid restrictions, and responses to changes in prescriptions referred to the safer medication management regulations within the prison.

The Board welcomed the introduction of free vitamin D tablets through canteen. Some prisoners did not understand the benefits of these vitamins nor how to obtain them, although these were promoted through posters and GNTPs. The Board hopes this practice will continue as a highly cost-effective preventative health measure for the foreseeable future.

The Board notes that many routine actions have been stood down or reduced in order to allow staff to respond to the pandemic and protect prisoners' health and preserve life. Some of the following observations from the HJIPs reflect this:

- Hepatitis C testing levels seem to be on the low side, in direct contrast with HIV ones which seem to have achieved impressively high levels
- Outside the month of September 2020, flu vaccine uptake levels seemed to remain lower than one might expect in the community. A similar though less monthly sensitive picture for MMR, shingles & hepatitis B appears to have been the case
- The numbers of patients identified with learning disabilities (LD) on the quality and outcomes framework (QOF) register (using accepted modelling templates) averaged between 1.5% and 2.5% of the total population. Research by J. Talbot ('No one knows' project, Prison Reform Trust 2007 and 2009), shows that an average of 7% of prisoners have learning disabilities

and between 20% and 30% of prisoners have learning disabilities or learning difficulties, which would indicate this is a relatively low figure. The Board concludes that a number of prisoners with less immediately obvious LD issues may remain undetected.

- The percentage of prisoners initially identified as having alcohol related problems and then accessing some form of rehabilitative treatment rarely seems to pass 50%.
- The percentage of patients transferred in and receiving their medications within a period of seven days seems somewhat variable i.e. four reporting months show 100%, yet other months show variation from a low of 44% to a high of 86.7% receipt of medications within seven days.
- Prisoners discharged with at least seven days' supply of medication show consistently acceptable figures averaging around 90%. However the ongoing reported issue of the difficulties in accessing FP10 paper issue prescription forms to accompany the prisoner has been recurrent for almost 10 years and surely should have been resolved.
- Smoking cessation take up for prisoners coming in to prison is not high but once identified at a later date and support given, cessation figures are impressively good over the period of monitoring.
- Results for bowel screening tests are very low; 68 men were eligible from April 2020 to February 2021 but HJIPs show only four test results recorded, with two men declining and one prisoner being given advice. The Board again records its concern over the myriad difficulties and loss of dignity when undertaking this test in a shared cell with only a shower curtain separating the patient and his cell mate.

The fundamental need for a nurse qualified in suturing to be onsite at all times has again been highlighted recently in incidents shown on the daily briefing sheet (DBS) and especially by a specific incident in the segregation unit. While understanding this is an additional specialist nursing skill, it is unacceptable in a prison with 24-hour healthcare provision that prisoners have to be taken to hospital for suturing alone.

The Board would like to praise the work of the core nursing staff who continue to provide consistency, patient knowledge and dependability, all of which have been especially crucial in the last year. Staffing levels/vacancies etc are an issue in the community but there is too strong a reliance on bank/temporary staff at HMP/YOI Norwich, many of whom by nature of the difficulties of complex prison environments will inevitably be hard pressed to match the performance of their permanent professional colleagues. This situation was worsened by Covid, e.g. in Q3, only 77.9% of staff posts were filled, 22 agency and bank staff were utilised and 59% of Virgincare staff were off sick.

6.2 Mental healthcare

The Board is very concerned that men with severe mental health and behavioural issues are not being housed suitably and humanely due to inadequate appropriate placement capacity nationally and therefore the prison is being used incorrectly as "a place of safety" (see section 3.3 Question to the Minister). A man was transferred back into HMP/YOI Norwich from a mental health secure unit; he had to be housed

on the segregation unit where his condition and behaviour deteriorated noticeably (see section 5.2 Segregation).

The Board contends again that the size of the mental health team is insufficient to care for all of the high number of prisoners with mental health issues. Caseloads for all practitioners are heavy and referrals have increased, while Covid restrictions made it difficult to see some patients and at times there were reduced staff numbers. This busy team worked harder than ever and mental health appointments continued throughout the reporting year. Booked appointments totalled 1,035 in Q1 with 1,013 patients seen and 22 'did not attend' (DNA); in Q2 there were 1,209 booked appointments, 1,160 patients seen and 30 DNAs; in Q3 there were 1,058 booked appointments, 1,048 patients seen and 15 DNAs; in January and February 2021 there were 690 booked appointments, 666 patients seen and 11 DNAs. No appointments were reported as cancelled. Analysis of the IMB questionnaire of February 2021 finds that 50% of all respondents found it was difficult to get mental health support, rising to 75% of the respondents over the age of 40 saying it was difficult to get support. One prisoner commented 'if you kick off, you get more attention'. Lockdown exacerbated problems for some prisoners e.g. 'The most difficult thing during lockdown is that more and more has been taken away but more has been expected. Mental health and wellbeing has been disregarded' (IMB questionnaire July 2020, D wing); 'I haven't had efficient communication in 16 weeks and my mental health is being affected' (IMB questionnaire July 2020, F wing); 'Don't get enough time out of your cell and if you haven't got mental health problems you will have. This 22 1/2 hour lock up is a joke we are only humans not animals' (IMB questionnaire October 2020, B wing).

A successful application to the Captain Sir Tom Moore's appeal funded purchases of distraction pack materials, stress balls and earplugs for clients.

HJIPs show that not all patients are discharged, released or transferred with appropriate mental health discharge summaries e.g. in May 2020, 47 patients left HMP/YOI Norwich but only 34 had discharge summaries recorded. However, the Board notes that in February 2021, three patients were released without notice but a handover was subsequently provided to their ongoing care providers.

The Board notes from the HJIPs that there seems to be an increasing wait time to see a psychiatrist from 17.3 days in Q1, to 21 days in Q2, and 36 in Q3. The two figures we have so far in Q4 rather suggest a similar increase. This might simply be pandemic related but no explanation is given within the statistics.

An important point raised by the commissioner at the NCC forum was about the suitability of the building used for '24 hour healthcare' (February 2021). This healthcare unit is intended to cater for a wide range of physical and mental health conditions. However, the majority of the NHS-funded beds, and on frequent occasions this year all 10 NHS beds, have been used by patients with such acute mental health issues that they could not safely remain on the wings or be supported adequately in general accommodation. HMIP has previously criticised this unit for what it has deemed 'non clinical use' and the Board endorses this opinion. The Board has stated in past reports that the HCC building is outdated and in need of

refurbishment. The commissioner supported this view stating that she felt it was very old and it was not a suitably therapeutic environment. The NCC committee requested that the commissioner should ask the Governor to address this matter.

Following representation from a prisoner's concerned family in December 2020 regarding a prisoner's care and alleged lack of mental health support, a detailed assessment of documented evidence provided to the Board proved regular and good all-round support for the prisoner's welfare and support needs. The Board considered it a good example of all aspects of prison – safer custody, mental health, education, key working, offender management – combining to provide a sound support package.

The wellbeing service has continued to support prisoners alongside the mental health team throughout the reporting year; interestingly, initially there were fewer referrals in April and May but referrals returned to normal by the autumn. The wellbeing team were onsite throughout the pandemic and played an important role in providing face-to-face support to prisoners.

Menscraft in HMP/YOI Norwich provides support to men of all ages in the last three months of their sentences, but this service is not used to full capacity and needs more referrals. In November 2020 a practitioner was still coming into the prison but had only one prisoner on their books, as the others had been released.

The introduction of four wellbeing mentors on A wing to allow a more supportive environment is welcomed but it is unfortunate that the mentors do not achieve an accredited qualification.

Pets in Therapy was just beginning to provide a useful service but has not been into the prison during Covid. The group remains involved and keen to return to the prison when Covid allows. The Board recognises the therapeutic benefit to their clients having observed Pets in Therapy at work with groups of prisoners.

Court backlogs are lengthening the time some prisoners are remanded in custody with detrimental effects (see section 3.3 Question for the Minister) e.g. one prisoner commented 'I'm innocent and in poor mental health due to the fact....I'm afraid I'll be forgotten about and serve 10 years...' (IMB questionnaire February 2021, C wing).

6.3 Social care

The social care in L wing and HCC is commendable. However, we reiterate that there is no accessible shower on HCC. This deficit was highlighted in both the annual reports 2018-19 and 2019-20. The Board notes that tracking for a hoist on L wing was ordered in November 2020 but has yet to be fitted. The care of a prisoner in a wheelchair both in L wing and HCC was good. Elsewhere in the prison, there are few adaptations to support any physical social care needs.

On average throughout the reporting year there have been about 27 personal emergency evacuation plans (PEEPs) and questioning by the Board confirmed that all officers questioned knew where the PEEPs lists were displayed, how to help and what to do in the event of an emergency. All lists were displayed in wing offices except for the G wing list, which was displayed in the main F wing office.

6.4 Exercise, time out of cell, gym

Covid has undermined this aspect of prison life.

Covid regimes cut time out of cell drastically e.g. in the Covid standard regime prisoners were scheduled to have 1.5 hours out of cell for domestics, phone calls and exercise; half a landing were out at any one time. Only 26% of respondents (IMB questionnaire October 2020) said they had sufficient time for telephone calls and chores but this rose to 80% by February (IMB questionnaire February 2021). A prisoner on F wing said he wanted to 'exercise more ... (have) more time for showers etc'. Other comments included: 'Not enough time on the yard. 20 minutes not enough' (IMB questionnaire July 2020); 'When we have been at work all day we get back to the wing, we get 25 minutes to have a shower and make a call. Its a joke. 30 people trying to use 2 phones and 4 showers in 25 minutes it is not possible' (IMB questionnaire October 2020, C wing); one of the G wing prisoners said 'no exercise. constant behind door' (IMB questionnaire February 2021). Listeners on C wing stated that they did not have time to perform their domestics as they were having to perform their Listening role during association time. In February 2020, a half hour delay twice a week to an 08.30 unlock was introduced to facilitate staff Covid testing. The Board received reports of some staff locking up early towards the end of their shifts, therefore curtailing domestics, but has no evidence to substantiate these claims. The RCU is the only area where prisoners are kept behind their doors until supplying two clear PCR tests.

In the summer of 2020, the B/C wing gym was permanently closed, leaving only A wing gym for the residents on the main site plus staff members. The Board registered its concern that not only could their gym sessions be reduced but the VPs from C wing could potentially suffer verbal abuse from other prisoners when using this gym as it is in the education block (see 5.4 Equality). There has been no gym during Covid regimes but the Board has been informed that PEIs will begin exercise classes on the exercise yards on both sites from March 2021.

6.5 Drug rehabilitation

The withdrawal of Phoenix Futures has curtailed improving drug rehabilitation support at the prison. Covid restrictions have limited access to prisoners. Supported reductions for drug misuse are infrequent.

Prisoners' needs should be met by collaborative clinical, psycho-social and mental health interventions. This support has been undermined during Covid and Phoenix Futures (PF), the support agency, withdrew completely from all face-to-face contact on 30 November 2020. PF has three offices throughout the prison normally allowing easy access for all prisoners, providing a reasonable psycho-social service for clients aimed at short-stay prisoners, including a variety of interventions and through-care referrals to community services for those being released. Following their withdrawal, PF offered self-assessment packs and a selection of in-cell packs and activity packs. Release packs including harm reduction advice and support in the community were available in reception. In January 2021 PF continued to operate a

'postal only service' with a total caseload of 175 clients plus 41 clients in isolation (having received an induction pack and interventions to minimise harm) awaiting assessments. PF issued service user feedback questionnaires but none were returned.

The plans for drug free designated units based on the enabling environment ethos with Narcotics Anonymous fortnightly meetings, wellbeing and dedicated PE sessions were well developed and due to start in November 2020 but have been put on hold due to Covid as drug testing is suspended and PF are not on the wings to hold monthly drop-ins and support groups.

Ninety-five prisoners were on the clinical substance misuse caseload in August 2020 dropping to 65 in December 2020. The Board queries to what extent reductions in drug misuse were being actively promoted, understanding that some prisoners do not stay at HMP/YOI Norwich long enough to safely undergo supported reduction. Of the 95 cases in August, 69 patients were on methadone and seven on Subutex but in the period April to December inclusive 2020, there were only 25 completions of methadone reduction and no completions of Subutex reduction. Alcohol reductions show better results with 20 patients recorded as having addressed their misuse of alcohol in October 2020. The Board was pleased to note that Virgincare continued the essential Naloxone training in PF's absence.

Many reviews have not been completed, although the records on clinical review statistics at five days, 14 days and 13 weeks are good, with reasons given when not completed and notes made of re-bookings e.g. from April to June 2020 reports show that inclusive initial assessments for prisoners all took place within 48 hours (except for five non-clinical clients who were released with harm reduction and release information in April 2020). It was reported that a problem with substance misuse reviews in Quarter 2 was due to the lack of a nurse and a GP helped complete reviews, but there was no backlog of reviews reported in November 2020 and a full-time substance misuse nurse had been appointed. No 13-week reviews were completed and in December 2020, due to the Covid outbreak, all were rebooked.

Peer supporters had been trained and supervised but PF stated that there were difficulties retaining peer mentors on the main site due to a combination of throughput of population or security concerns. Having had no peer mentors on the main site, in January 2021 there was one peer mentor on A wing but none on other wings on the main site, and one each on HCC, F and G wings.

Therapeutic activities, community-based activities and voluntary drug testing were all placed on hold due to Covid working restrictions.

Adjudications for drug misuse have been reviewed by management and it was agreed that all incidents of drug misuse are referred to Phoenix Futures as part of the adjudication process.

It is good practice that attendance at all appointments is paid so no resident suffers financial penalty for attending sessions instead of work/education.

6.6 Soft skills

Specific soft skills training needs to be improved at HMP/YOI Norwich and the areas where soft skills are integral to every day existence would benefit from a sharper focus.

HMP/YOI Norwich has few programmes to assist prisoners in soft skills and the mutually supportive atmosphere of M wing was lost after the building was condemned. The general ethos of prisons is counter-productive to positive acquisition of such skills without substantial support and guidance.

Although examples of purely soft skills guidance are not immediately evident, the prison has enabling environments in the category C site and on C3 landing to encourage a community spirit. These enabling environments are in the process of development.

Regular forums did not take place throughout the year because of Covid but, where they did, they encouraged appropriate social attitudes, open communication and teamwork, both among peers and between staff and prisoners.

Britannia House is structured to allow prisoners to learn to live alongside each other in an autonomous space leading to working full-time in the wider community.

Mentoring schemes and some orderly positions can achieve some success in encouraging better life skills including teamwork, problem solving skills and flexibility; the segregation orderly position demands interpersonal and communications skills and regularly puts such skills to the test.

The continuing attempts to encourage a stronger educational and work ethic for all prisoners have been cut short by Covid but part-time working for as many prisoners as possible has been encouraged with rewards for consistent attendance.

There are opportunities for assistance with CV writing and interview training.

7. Progression and resettlement

7.1 Education, library

Covid interrupted classroom sessions but 50% of those taking part in in-cell education rated the packs as good or very good.

Following the disappointing 2019 OFSTED report, the educational curriculum has been reviewed and a needs analysis conducted to meet the needs of prisoners. Teacher observations were routinely completed prior to Covid and contract delivery is analysed and challenged during the prison education framework (PEF) meetings between the prison and People Plus.

The Board is encouraged by the enthusiasm and drive of the education manager from People Plus, despite the restrictions on education due to Covid. An in-cell educational induction is given to all entering custody; prisoners who do not complete this are visited by a member of the education team. By November 2020 People Plus had sent out over 2,500 in-cell packs and such work modules are available for all prisoners. Puzzles and quizzes were sent out to entice prisoners into education and a number of prisoners who under normal circumstances would not go to classes have engaged with People Plus. Plans to continue some in-cell education are being developed and will also include those employed in industry.

In-cell courses on painting and decoration are currently available. Closer scrutiny of individual learning is being employed e.g. an individual learning plan (ILP) is drawn up with progress and achievements included and this ILP is being rolled out across all industry areas with a proforma for routine evaluation of progress and needs. Over 50% of users of the in-cell education packs (IMB questionnaire February 2021) stated that they rated education materials as very good or good; however the Board was surprised that as many as 30% of those surveyed did not answer this question and non-English speaking prisoners have reported that very little is provided that they can understand. The rate of pay for in-cell education modules completed was increased from £2.50 per module to £4.00 per module, commencing 2 November 2020, which has encouraged greater participation.

The education department produced a Christmas newsletter for all prisoners with articles, puzzles and quizzes and which included a space for all the agencies to 'advertise' how they can help.

It is disappointing that collective learning opportunities above level 2 have been discontinued due to the average length of stay at HMP/YOI Norwich. Open University courses are available through IAG support of distance learning but there are some difficulties, e.g. a student stated he has self-funded an open university degree but had no access to computers when the education department was closed. He handwrote his assessments, which were then typed by People Plus and sent to the university; there were problems with this which he stated have affected his grades. He also stated that he is 'now not being given appropriate support to progress' following his move to Britannia House. The Board was told that the MoJ policy changed last year and the education department is no longer able to allow laptop use outside of the classrooms.

The normally proactive library was shut or curtailed throughout much of the reporting year, returning on a limited basis on 8 January 2021. In February 2021, figures for

active users of the library were very reduced to only 20% of the prison population against an HMIP expectation of a minimum of 27%, but the library reports that this number is improving rapidly now that they have resumed access. In autumn 2020, contingency boxes were prepared and 1,000 books were set aside in the stockroom. A successful but limited 'request and delivery' service was provided in the autumn and from February 2021, when librarians were again able to access libraries and collect and deliver to wing offices, e.g. in October there were 874 requests, 643 books and 90 magazines were delivered and 231 activity packs were handed out. Various programmes and awards continued in-cell e.g. participants in the Reading Ahead programme were awarded a bronze certificate with 50 completers in 2020 and a Covid-19 creative writing competition took place. Promotion packs were prepared during lockdown in conjunction with mental health. In November a yoga and meditation pack was introduced (IMB questionnaire F wing, February 2021 'learning meditation' was indicated as a positive) and a promotional leaflet on self-help books was sent out. A winter activity pack was distributed and 386 packs were issued in February 2021. New history and archaeology books and information leaflets were bought through a joint initiative with the Castle Museum Norwich and Norfolk Museum Service.

7.2 Vocational training, work

Norwich prison has limited facilities for workshops and vocational training but these work spaces were utilised as well as possible during Covid. Prisoners say much of the work is mundane (e.g. tea packing) but they say they enjoy some of the workshops (e.g. painting and decorating). Britannia House prisoners could not go to work for much of the time during the outbreak of Covid.

The prison has tried to offer some work opportunity to as many prisoners as possible during lockdown and given them encouragement to participate e.g. prisoner wages were increased in November 2020 by an extra £2.50 per week and part-time work was offered in all available positions. Prisoners in waste management, the kitchens and food packing were given either a morning or afternoon shift to allow the employment of other prisoners; the designated orderlies remained full time. If every session offered was attended, there was no detriment to weekly pay rates and a 50p bonus was offered for full attendance.

The workshops have been open with a limited workforce throughout the year, except when C wing was in full lockdown, as prisoners who are not VPs cannot work in printing and textiles workshops, as they have not been trained in the use of the machines. Printing, textiles and market gardens remain at reduced capacity, partially due to Covid social distancing but also because fewer VPs are available for these work places, as designated landings on C wing for the VP population were reduced from three to two due to the relocation of prisoners from M wing to C3. Having a place of work has undoubtedly helped some prisoners during lockdown e.g. '23 hours locked up is very hard on mental health. I am lucky enough to have a job in tea packing which helps a lot' (IMB questionnaire October 2020 A wing); 'I've been working throughout lockdown so I am quite fortunate and I don't really want to go anywhere else' (IMB questionnaire October 2020, M wing). Prisoners have told Board members that the work and training in the market gardens have particular added value for mental health as well as promoting the hope of a job on release.

Although the range of vocational training and work spaces are limited on the main and category C sites at HMP/YOI Norwich, new opportunities are being created: an electrical workshop has been fitted out in the education block together with an independent living skills classroom (washing, cooking, cleaning etc) and a new range of courses has been commissioned for the annual delivery plan of 2021/2022 to increase vocational delivery including fork lift driving, industrial cleaning and additional construction skills certificate scheme (CSCS) courses. The Board questions why the bricklaying workshop has not been completed during the pandemic as it understands this is in this year's capital bid.

Britannia House, the category D open prison site, accommodates 42 men. Under normal circumstances these men are released on temporary licence (ROTL) to attend work in the community. An outbreak inside Britannia House, resulted in all men having to stay within the walls (isolating as per government advice). This meant they were unable to go out to work for that period.

7.3 Offender management, progression

There is no offending behaviour programme provision at HMP/YOI Norwich.

Applications to the Board concerning sentence management (including home detention curfew (HDC), ROTL, parole, release dates and recategorisation) increased marginally by two from last year but applications concerning transfers reduced markedly from 29 to five in this reporting year.

The OMU team continued as best they could, prioritising their work as necessary and delivering paperwork to the prisoners at the earliest opportunity. Ninety-two prisoners were assessed for the end of custody temporary release scheme but this resulted in only three prisoners being released successfully, as few prisoners were released nationally. At the beginning of the reporting year there were several outstanding OASyS assessments but this reduced to only four outstanding assessments by the end of 2020. In late January 2021 outstanding assessments increased again as more sentenced prisoners were transferred in, a high percentage of whom did not have an assessment or a sentence plan. OMU stated that they had received positive regional recognition around their HDC performance. Multi-agency public protection (MAPPA) work continued as before. The encouraging work to link prisoners who had previously or recently been in the care system with their personal advisors had to be ceased during the worst of the pandemic but in February 2021, the work recommenced and prison offender managers (POMs) started to engage with prisoners who had been identified via the BCST process.

The psychology team has been unable to conduct the required full needs analysis during Covid but has had a continued focus on young adult men (YA) and has used a restricted needs analysis based on assessments through the maturity screening tool.

Ninety-five members of staff were trained in working with YAs during the period March 2019 to November 2020, 83 of whom were in key worker roles.

Veterans in custody are sent quizzes and newsletters by a veterans' charity but there were no face-to-face meetings for veterans during Covid.

There are no accredited interventions or offending behaviour programmes (OBP) running at HMP/YOI Norwich and long-term sentenced and IPP prisoners can do

nothing to demonstrate a reduction in their risk. If such prisoners are held in HMP/YOI Norwich, it is unjust for them to not have access to interventions and OBPs. As research (Experiencing long term imprisonment from young adulthood: identity, adaptation and penal legitimacy. Ben Crewe, Susie Hulley, and Serena Wright Institute of Criminology, University of Cambridge, MoJ Analytical series 2019) says 'such courses had helped them (long term prisoners) to 'think differently' about particular issues, and some spoke very positively about interventions involving forms of victim awareness as well as time spent in prison-based therapeutic communities'. The psychology team works closely with prisoner offender managers (POM), screening cases for eligibility for an OBP and accessing programme needs assessments to support transfer to appropriate treatment sites. However, the chronically limited availability of OBP places nationally has been further impacted by Covid and spaces are even more at a premium.

In non-Covid times, living in Britannia House offers a steady, supported integration back into society but long-term sentenced prisoners and IPPs in the category B and C sites have nothing to ameliorate the effects of long-term institutionalisation, despite the research which states 'long-term prisoners were impacted significantly by their experience. Most reported they had changed profoundly as a result of having to cope within the prison environment and with the problems that they encountered over an extended time period. Many appeared to have become 'over-adapted' to the environment – emotionally over-controlled; socially withdrawn, and so on - in ways that might make it more difficult for life after release' (see citation in paragraph above, Ben Crewe et al. 2019).

Release on temporary licence (ROTL) has been restricted due to Covid, at times preventing Britannia House prisoners from going to work (see 7.2 Vocational training, work) and impacting upon ROTLs for family contact at Christmas. However, the prison informs the Board that all prisoners arriving in Britannia House have a full assessment for ROTL within eight weeks.

7.4 Family contact

The prison tries hard to maintain family contact, well supported by Spurgeons. Although 48% of respondents (IMB questionnaire October 2020) said it was difficult, 63% of respondents (IMB questionnaire February 2021) said it was easy or very easy to maintain contact with family and friends.

The visits halls are not looking clean and fresh e.g. rota report July 2020: 'visits hall on Main site - chairs/seating looking dirty and tired'. Many prisoners have felt acutely the curtailment of visits due to Covid and the increased detrimental impact upon their families, especially children, has been acknowledged in research (The impact of Covid 19 Prison Lockdowns on children with a parent in prison, Dr. Shona Minson, Oxford University, published March 2021). 'The most difficult thing for me has been not getting contact with the outside world, including friends and family' (IMB questionnaire July 2020, A wing); 'Only thing bothering me is not seeing my son' (IMB questionnaire July 2020). The IMB questionnaires evidenced an improvement in the ease of contacting family and friends over the year, with 48% stating it was difficult to maintain contact in October 2020, reducing to 37% by February 2021. This improvement was upheld by the increase in opportunities to use a pin phone.

The free 30-minute Purple Visits through video calls have been much appreciated, although the installation of equipment was very slow. Calls frequently have upsetting

technical difficulties so that much of the 30 minutes is disjointed. There is a limit of four visitors so some larger families cannot all join the call. Prisoners reported in the IMB questionnaire of February 2021 that it is 'difficult if people don't have ID on the outside – can't do purple visit'. Prisoners have also stated that it is difficult for people who do not have much data on their mobile phones or do not have internet access at home. The introduction of a temporary mobile phone service to the wings is also well-liked although prisoners complained that they could not get a phone call when they wanted and retaining control of all the mobile phones has proved challenging on occasions. 61% of prisoners said it was very easy or easy to access a pin phone but a prisoner on C wing said 'access to the phones is awful' (IMB questionnaire February 2021). Officers confirmed that sometimes it can take in excess of 14 days for pin phones to be sorted. Some prisoners have smashed the phones after unhappy phone calls or if told to finish a conversation. Telephone repairs have not been prompt: in October 2020 the telephone on G1 remained broken for several weeks without repair. The £5 additional telephone credit granted in lockdown was welcomed as it allowed prisoners to telephone their families more frequently and still be able to use their minimal wages for items from the canteen. The lack of in-cell phones has been highlighted: 'I find it hard to call my partner or mum as I don't feel the phone privacy is enough, if I had an in-cell phone I would use my pin credit a lot more' (IMB questionnaire October 2020 M wing). The Board understands that in-cell telephony and a new video-conferencing centre are planned for HMP/YOI Norwich. These would make a significant improvement.

The Board was concerned about the changes to prison accounts implemented on 2 November 2020 as this stated that 'money sent in must come from a debit account and be sent in via the Money to Prisoner Portal. Exemptions for cash, cheques and postal orders will only be made in limited circumstances.' This could prove discriminatory and off-putting for those prisoners whose family and friends do not have bank accounts.

Spurgeons have continued their valuable and constructive role supporting families and ensuring that new receptions receive information from Spurgeons about visits and opportunities for families. They worked extremely hard to try to maintain contact between families and prisoners each time social visits have had to be stopped. Resource packs and keeping in touch packs continued to be sent to families and fathers and Story Book Dads recordings were made (three times weekly in November 2020); the prison reading group has been financing the purchase of the book to be given to the children together with the recording of the reading. Useful in-cell courses have continued with New Prospective Dad and Parenting. Spurgeons, together with the chaplaincy and the Prison Fellowship, support Angels Gift Giving for fathers to send presents to their children by post.

During the early summer, Spurgeons staff and volunteers, young people from St Edmunds Society (the Norwich-based collaborative vocational learning hub for teenagers who would otherwise not be in education or training) and Britannia House prisoners joined together to improve the play facilities at the visitors' centre. Funding for the project was largely met by a £15,000 donation from the KPE4 Trust and the improvement to the outside play area is commendable. 'Visits are an important part of life in prison for offenders' mind-sets and I am eager to help them restart. We've refurbished the outdoor garden play area to a high standard for the visitors and I know my daughter would enjoy playing in here now. I hope families and children will

enjoy this transformation for years to come' (Britannia House prisoner). A senior Spurgeons employee reported: 'We wanted to create a space that welcomes the children to play outside while they wait for their prison visit. Visiting days can be long and tiring for families, some having to travel considerable distances to visit their loved ones, and so having a safe outside area at the Visitors Centre that is enriching and inviting makes a real difference to the whole experience for children and families.'

7.5 Resettlement planning

Little progression has been possible in this difficult year. Actions in response to HMIP recommendations have been delayed. Many of the resettlement agencies were withdrawn, affecting delivery and planned improvements. The resettlement strategy review has been deferred. Looking ahead, HMP/YOI Norwich has been selected as one of the participants in the reducing reoffending accelerator project.

The community rehabilitation company (CRC) had a very limited presence on the wings in the last twelve months, mainly working remotely e.g. in November 2020 coming in only one day a week, mainly doing a 12-week pre-release interview for accommodation and financial help. Prisoners being released over the Christmas period were provided with an information resource pack, which would not have been helpful for service users with low levels of literacy or who were non-English speaking. The enhanced through the gate (ETTG) exceptional delivery model removed the requirement for basic custody screening tool 2, which in turn reduced the number of service users accessing the ETTG service through the CRC, although staff and other prison agencies were able to refer users to ETTG. The PEI team were particularly proactive in supporting the CRC e.g. by facilitating telephone calls and referrals. The CRC state that improved access to the probation recording system, Delius, has equipped them with more information on service users, better tools for recording information and enhanced their joint working with probation officers.

The Anglia Care Trust is contracted by the CRC to manage accommodation on release for prisoners along with housing advice. They also provide an advice, guidance and advocacy service within the prison. They report they have been providing two phone calls a day to speak to prisoners on the wing. They report that bank account applications were taking 8 - 12 weeks in November 2020 due to a backlog at the banks. Funding through the homelessness prevention taskforce (HPT) scheme was invaluable in addressing the ongoing problem of lack of accommodation immediately on release, providing accommodation to reduce homelessness during the pandemic. A long-term scheme to continue and extend this provision after Covid is vital to prevent the iniquity of homelessness among ex-offenders. Prison leavers make up 34% of accommodation demand in Norwich and the lack of accommodation on release is a perennial problem. The prison is linked into a commendable partnership project, Housing for People leaving Prison, which was launched in June 2020 and is running until September 2022.

The Board is also pleased to hear that Norwich has been selected to take part in the new initiative to reduce reoffending, the reducing reoffending accelerator (RRA) project, which will be focussing on employment and accommodation. Two new temporary roles will be created – an employment lead and a housing specialist.

The community chaplaincy team based in Norwich provides volunteer mentors for through the gate support. They currently have a team of 20 mentors. They meet and assess the needs of the prisoner while he is still in prison and continue the support once he has been released, giving the prisoner the stability needed to succeed. One prisoner who they supported, helping him access housing, drug treatment services and probation, is staying drug free and has begun to rebuild his relationship with his family. He has since taken part in research into the effectiveness of community chaplaincy to understand the support needs of prisoners. The team continued to train new mentors, encouraging mentors from diverse backgrounds and welcomed referrals for all prisoners of all faiths or none.

Prospects, part of the Shaw Trust, has worked remotely during Covid, encouraging prisoners by sending out 447 self-assessments by November 2020, of which 154 were returned. They assist with CV writing and have been sending out discharge packs and working with Britannia House prisoners in particular to help to get them 'job ready', displaying a weekly Jobs Board at Britannia House. This agency links in with Job Centre Plus and helps source funding schemes.

Job Centre Plus continued the ongoing strong and effective relationship with HMP/YOI Norwich, e.g. a resident from Britannia House who started work through Job Centre Plus was promoted and was retraining as an engineer; the New Life Project received nine referrals from the prison, seven of whom were accepted and five of whom were already in work by November 2020; a work-based academy took place in November 2020 which included an induction video of a strongly connected local employer, budgeting guidance and a guaranteed interview on completion.

8. The work of the IMB

When the wider community went into lockdown in March 2020, the Board reluctantly took the decision to withdraw from the prison and to monitor remotely. The Board was in regular contact with the prison. Members phoned in to meetings and received minutes of meetings and forums as requested. Prisoner applications were emailed to members and answered in an appropriate manner. Segregation reviews (GOOD reviews) were not attended in person, but IMB members reviewed the paperwork. The chair had regular contact with the Governor and Bronze Command. Board members were still able to contact managers by phone and secure email as necessary.

Monthly Board meetings were held via ZOOM and the Governor dialled in to these meetings to give his update and answer questions posed by the Board.

Some members of the Board recommenced visits to the establishment in July 2020 and continued these until the first confirmed outbreak of Covid inside the establishment on 29th November 2020. The Board then recommenced remote monitoring as before. This continued until the end of February 2021 when there were no longer any active cases within the establishment. The Board resumed visits on 25 February 2021.

The Board acknowledges that remote monitoring is limited in scope, particularly in getting the prisoners' perspectives. However, it was deemed by the Board as the safest solution for both members and prisoners at the time to prevent infection.

During the reporting period (in July 2020, October 2020 and February 2021), the Board produced three questionnaires for small, randomised samples of prisoners from each wing to enable some analysis of key aspects of the prisoners' lives during the lockdown. Examples are shown in the text of this report.

The Board was disappointed that a majority of prisoners did not appreciate that members of the IMB continued to monitor from outside the prison but understand that our usual visibility was much reduced. The Board considers that this not only emphasises but underlines the importance of visibility and frequent interaction between members and prisoners to strengthen trust and confidence in the IMB. It was very noticeable that applications received from prisoners reduced by over 120, from 398 in 2019-2020 to 263 in 2020-2021. This reduction further highlights the need for regular and frequent IMB presence in the prison to make certain that prisoners know who and where to contact if they feel that the prison service is not helping them or not answering their questions and complaints.

A visits allocation has been imposed on the Norwich Board of only 455 visits per year. This represents an almost 50% cut in visits allocation. This total is to cover Board meetings, local training and prison meetings, as well as monitoring visits. Even with the suggested 20% leeway for the next two years (bringing the total to 546 visits), the Board is gravely concerned that it would be unable to monitor effectively or meet its responsibilities under OPCAT. 'Monitoring involves frequent, systematic and purposeful observation to determine how well objectives are met. It involves keeping track of outcomes continually', IMB National Monitoring Framework.

The Board was pleased that over 70% of respondents to the IMB questionnaire October 2020 rated 'how the IMB responds' as very good or good.

The Board was most grateful to the custodial manager appointed as the single point of contact (SPOC) provided by the prison who fielded, disseminated and collected responses to our questions and requests for information. While the Board was not able to monitor in person, the SPOC was unfailingly helpful.

Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	143
Total number of segregation reviews attended (in person)	N/A

Applications to the IMB

Code	Subject	Previous reporting year 19/20	Current reporting year 20/21
A	Accommodation, including laundry, clothing, ablutions	8	4
B	Discipline, including adjudications, IEP, sanctions	18	8
C	Equality	6	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	19	11
E1	Letters, visits, telephones, public protection restrictions	25	22
E2	Finance, including pay, private monies, spends	10	8
F	Food and kitchens	6	17
G	Health, including physical, mental, social care	39	37
H1	Property within this establishment	60	33
H2	Property during transfer or in another establishment or location	30	6
H3	Canteen, facility list, catalogue(s)	8	3
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	19	21
J	Staff/prisoner concerns, including bullying	23	18
K	Transfers	29	5
L	Miscellaneous, including complaints system	98	70
	Total number of applications	398	263

GLOSSARY

ACCT	Assessment, Care in Custody and Teamwork
ACT	Anglia Care Trust
AA	Alcoholics Anonymous
AFC	Accommodation Fabric Check
BAME	Black, Asian and Minority Ethnic
BCST	Basic Custody Screening Tool
BICS	British Institute of Cleaning Science
BWC	Body Worn Camera
C & R	Control and Restraint
CM	Custodial Manager
CNA	Certified Normal Accommodation
CRC	Community Rehabilitation Company
CSCS	Construction Skills Certification Scheme
C-SIP	Challenge, Support and Intervention Plan.
DIC	Death in Custody
D & I	Diversity and Inclusion
DIRF	Discrimination Incident Reporting Form
DWP	Department of Works and Pensions
EAT	Equalities Action Team
ESOL	English Speakers of Other Languages
ETTG	Enhanced Through the Gate
FLO	Family Liaison Officer
GFSL	Government Facility Services Limited
GOOD	Good Order or Discipline (Segregation Review)
GNTP/S	Governor's Notice to Prisoners/Staff
HCC	Health Care Centre
HDC	Home Detention Curfew
HMCIP	Her Majesty's Chief Inspector of Prisons
HMP	Her Majesty's Prison
HSE	High Security Estate
IAPT	Increased Access to Psychological Therapies
IEP	Incentives and Earned Privileges
IPP	Indeterminate Sentence for Protection of the Public
KPT	Key Performance Target

LDU	Local Discharge Unit
LGBTQ+	Lesbian, Gay, Bisexual, Transgender and Queer
MDT	Mandatory Drug Testing
MQPL	Measure of the Quality of Prisoners' Lives
MQSL	Measure of the Quality of Staff Lives
NOMIS	National Offender Management Information System
NCS	National Careers Service
OASyS	Offender Assessment and Sentence Management System
OLASS	Offenders' Learning and Skills Service
OMU	Offender Management Unit
OSG	Operational Support Grade
PALS	Patient Advice and Liaison Service (NHS)
PEI	Physical Education Instructor
POELT	Prison Officer Entry Level Training
POM	Prison Offender Manager
PPO	Prisons and Probation Ombudsman
PRT	Prison Reform Trust
ROTL	Release on Temporary License
SIM	Safety Intervention Meeting
SAS	Self Awareness Skills Course
SASH	Suicide and Self-Harm Prevention
SMARG	Segregation Monitoring and Review Group
SMT	Senior Management Team
SO	Supervising Officer
UA	Universal Assessment
VIPER	Violence in Prison Estimator. Prisoners are given a VIPER score based on perceived likelihood of their participation in violence.
VP*	Prisoner charged with a sexual offence *
VTC	Vocational Training Centre
YA	Young Adult

* VPs at HMP/YOI Norwich are usually those prisoners charged with or sentenced for a sexual offence. Prisoners who are vulnerable are not known as VPs at Norwich unless they are accommodated on C1 and C2 landings.



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