



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

**For reporting year  
1 March 2021 – 28 February 2022**

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## Introductory sections 1 – 3

### 1. Statutory role of the IMB

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

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

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

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

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

## **2. Description of the establishment**

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

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

The certified normal accommodation (CNA) is 576, meaning that 134 men live in overcrowded conditions.

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 tertiary healthcare for 23 prisoners.

Virgin Care Limited was contracted to provide the prison's healthcare until the end of 2021 and was then replaced by HCRG.

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 PeoplePlus.

The community rehabilitation company's work was transferred back to the Probation Service in March 2021.

The escort contractor is SERCO.

### **Accommodation**

#### **Main prison**

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

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

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

#### **Category C prison**

F wing: 87 spaces; 33 single cells, 27 double cells and no safer cells.

G wing: 86 spaces; 40 single cells, 23 double cells and no safer cells.

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

HCC: 23 spaces; 15 single cells, one double cell and one six-man dormitory, there is no Listeners' suite or constant watch cell.

L wing: 15 single spaces.

### **Category D prison**

Britannia House: 42 spaces; six single rooms, nine double rooms, six three-man dormitories, no safer cells and no Listeners' suite.

### 3. Executive summary

The Covid-19 (Covid) pandemic continued to have a significant impact on the Board's ability to gather information and monitor in person, as for a period Board members were unable to attend the prison (see section 8: Work of the IMB). The Board was also unable to attend some meetings (see section 5 on GOOD reviews) due to the size of the rooms where they were conducted. Where this occurred, the Board monitored the paperwork. 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 could not be independently verified. The Board uses analysis and quotes prisoners' responses from two IMB questionnaires conducted during the year but due to Covid these questionnaires were limited in scope and sent to a reduced number of prisoners.

The continuous and overarching issue of staff shortages exacerbated by the Covid pandemic has overshadowed all aspects of prison life, undermining the ability of staff and management to make the prison 'a place of safety and reform' and to assist prisoners 'to lead law-abiding and useful lives both while they are in prison and after they are released.'<sup>1</sup>

#### 3.1 Background to the report

In March 2020 the entire prison estate went into command mode and remained in command mode throughout the last reporting year (2020-21) and throughout this reporting year (March 2021-February 2022). Policies continued to be directed nationally by Gold command. As stated in the report of 2020-21, the Board continues to recognise the continued strong and effective local leadership during Covid at HMP/YOI Norwich through the prison governors (Bronze command). Substantial efforts continued to be 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 continued to be evident between many of the prison and civilian staff and management, with many going above and beyond their duty. However, the adverse impact upon prisoners due to the continued severe but mandatory constraints upon activities, education, and time out of cell, and also the impact upon staff, cannot be underestimated. There was an outbreak of Covid at the establishment in November 2021 and the prison was declared an outbreak site. This continued all the way through to the end of the reporting year.

Staff cooperated with testing procedures to try to limit exposure to Covid for the prisoners. Despite efforts to minimise transmission of the virus, there was evidence of prisoner-to-prisoner transmission and staff-prisoner and vice versa.

Time out of cell and activities have continued to be limited. When the prison was not in lockdown, the attendance at work and education was limited due to the need for social distancing in classrooms and workshops. Gym sessions were also operating with limited numbers. 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).

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<sup>1</sup> <https://www.gov.uk/government/organisations/hm-prison-service>

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).

There have been shortfalls in the prevention of infection procedures, with a lack of cleaning materials throughout the establishment. Even though masks were mandatory they were not habitually worn where necessary by all members of staff and prisoners.

As stated previously, the Board welcomes the recent funded restoration plans for the old A wing, along with further expansion projects (with the new M wing) and hopes that catering and activity/education and gym 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.

Accommodation fabric checks (AFCs) have been nominal (see section 4 and 5), first night induction was reduced to a 'through the door conversation' when there were outbreaks on the wings (see section 4), the useful key worker programme continues to be curtailed due to staff shortages (see section 5), and education and workshop classes have limited numbers. This means that programmes/qualifications take longer to obtain and where reliance is made on additional work being done by prisoners in their cells, this disadvantages prisoners with low levels of literacy and numeracy.

### **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. 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.

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. Prisoners are supported using the assessment, care in custody and teamwork (ACCT) process, however there is need for improvements in the training of staff, completion of documents and the management of the system.

Current induction processes during Covid are brief and inadequate, confusing some new prisoners.

### **How fairly and humanely are prisoners treated?**

Covid has impacted on the humane treatment at HMP/YOI Norwich, with prisoners being locked up for long hours due to Covid restrictions. New arrivals at HMP Norwich are kept behind their doors for up to five days or until testing shows they are clear of Covid. Those who are Covid positive are kept behind their doors. There is interaction with staff on a daily basis and the introduction of the in-cell phone system means it is easier for them to keep in contact with friends and family. They are not allowed out of their cells for showers, exercise etc. 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. There is variable provision of some basic essentials e.g. full AFCs to ensure clean and well-equipped cells and correct cleaning equipment/materials on all the wings (see section 5.1).

There are currently 11 foreign nationals at HMP/YOI Norwich whose sentences have expired. Their continued detention is neither fair nor humane.

### **How well are prisoners' health and wellbeing needs met?**

Observations are mainly based on a review of statistical analysis from the prison's meeting minutes provided and from prisoners' comments to the Board/responses to IMB questionnaires. The prison's minutes 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. The air exchange units in the dentist's clinics have not been installed. Covid restrictions and loss of regime, including time out of cell, access to activity and exercise, have continued to impact 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 have been limited. 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 Accelerator prisons project and appointment of a dedicated member of staff to focus on employment has led to an increase in contact with local employers and more opportunities for men to gain employment on release working with KickStart (a Department for Work and Pensions scheme). There have been employment boards with businesses visiting the prison, along with hospitality industry days where employers met with prisoners. This has led to an increase in opportunities for men on release and those residents in Britannia House. Accommodation is a big issue for some men on release and the Accelerator project staff member is working with these men to find accommodation (See section 7.5 for details on this).



Some prisoners do not have an offender assessment system (OASys) plan. 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. Purple Visits (a video calling option) made a big impact on prisoners' abilities to keep in touch with their families during the pandemic when visits were limited and some families were reluctant to visit the establishment. The introduction of in-cell phones has also greatly improved prisoners' opportunities to maintain family contact. Spurgeons (the family support services charity working in Norwich prison) has also worked hard to maintain family contacts by various means (see section 7.4).

### 3.3 Main areas for development

#### **TO THE MINISTER**

As stated in last year's report, the Minister's letter of 30 May 2019 to the IMB National Chair stated '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 are still eight prisoners serving indeterminate sentences for public protection (IPP) and 30 life sentenced prisoners in HMP/YOI Norwich in February 2022 without provision of any offending behaviour programmes or accredited interventions to allow progression towards release?** (See section 7.3.)

The Board continues to have concerns that the increase in prisoner numbers planned for HMP/YOI Norwich is being funded without additional funding for education, catering and activity provision. **Will the Minister confirm that the plan for an increased prison population at HMP/YOI Norwich will ensure sufficient, decent prison spaces alongside adequate provision of rehabilitative programmes and interventions?**

As stated in last year's report: "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'." **The Board asks the minister 'Why are these men still being kept in custody?'**

The budget for food is £2.02 per prisoner per day. With the rapid increase in food prices, this makes it increasingly difficult for the prison to provide a balanced diet for prisoners. The Board commends the catering team who have worked so hard to continue to provide a good variety of balanced diets to the prisoners. **Will the**

**Minister please outline his plan for aligning the catering budget with the increases in the cost of living to ensure prisoners can be offered a balanced and nutritious diet?**

There are currently 11 foreign national prisoners who are still in Norwich prison despite the expiry of their sentences. **Will the Minister please explain why this continues to be the case and what plans there are to move them out of HMP/YOI Norwich?**

### ***TO THE PRISON SERVICE***

The Board requests again that the Prison Service looks at the care of prisoners who are located in the segregation unit for long periods of time. The reason given for this is often that there is nowhere else to take them. In the case of the prisoner referred to in section 5.2 (Segregation), the Board contacted the Prison Group Director (PGD) and HMPPS 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 held at HMP/YOI Norwich.

**Are there plans for refurbishment of the outdated buildings e.g. the healthcare unit, L wing, E wing and the segregation unit, alongside the planned refurbishment of a previously closed wing and the installation of a new M wing?**

The delays in appointing outside contractors are long and lead to unacceptable and inhumane outcomes e.g. the rats mentioned in section 5.1, the cleaning of showers etc. following dirty protests (see section 5.2) **Would the Prison Service define its policies regarding the employment of contractors outside the existing contracts when the circumstances dictate the need for extra work? What are the policies for allowing prison Governors to secure/procure such contracts when they deem them necessary?**

**The Board asks for confirmation that plans are in place, and asks for details, for increasing the education, activities and catering provision alongside the increase in prison spaces following refurbishment of the old A wing.**

Following a fire in the catering manager's office in December, unsafe light fittings were identified in offices throughout the establishment. **What resources are being allocated to replace these fittings to reduce the risk to life of fire?**

Due to the number of deaths following self-harm over the last 12 months, HMP/YOI Norwich has been classed as a 'cluster site'. **What additional resources could be made available to support the prison since it has been labelled as a cluster site?**

The long-standing issue of low staff numbers has led to the further curtailment of regimes on many occasions. **What steps is HMPPS taking to improve recruitment and staff retention and can it outline the policies regarding local recruitment?**

The prison has been operating under a Covid regime for more than two years now, with prisoners having limited time out of cell and access to activities and education is

limited. **As the outside community learns to live with Covid, can HMPPS please outline what steps will be taken to return the prison to a more normal regime which would enable rehabilitation and more humane conditions?**

Loss of property is one of the biggest issues for prisoners. Their belongings go missing during transfers between establishments and they face long and demoralising waits to be reunited with their property. Where property is deemed lost by the Prison Service, prisoners have difficulties in claiming compensation. This takes up a huge amount of staff time and resource. **Can HMPPS please outline the steps it intends to take to address this costly issue?**

### ***TO THE GOVERNOR***

The Board asks the Governor to provide information on 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 This concern was highlighted in the 2020-21 annual report but the Board does not see any improvement.
- ensuring that foreign nationals are better supported and that staff access the translation facilities whenever needed.
- maintaining the focus on decency and provision of basic essentials
- ensuring that scheduled forums take place and minutes are readily available for prisoners to see.
- ensuring that Prisoner representatives have time allocated in order to support their fellow prisoners.
- proper completion of ACCT documents and the management of the ACCT process.
- continued emphasis on AFCs
- managing prisoners' property effectively, particularly during cell clearances
- construction of the workshops on the category C site.
- restoring the intended role of key worker
- analysis of equalities statistics to determine whether minority groups such as those with protected characteristics, physical or mental disabilities, learning difficulties/disabilities, neurodiversity, foreign nationals, younger and elderly prisoners are properly identified and treated fairly and that adjustments are made to support their needs and to make adequate provision for those prisoners.
- controlling bullying and debt issues on the wings

### **3.4 Progress since the last report**

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

- The safety team has worked tirelessly to support men with mental health needs inside the establishment. The numbers of men on ACCTs and those self-harming have been very high and staff have worked hard to support them.
- Dedicated staff have been identified to review ACCTs.
- 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.
- Installation of in-cell telephony has had a big and positive impact on prisoners' ability to maintain contact with their families
- Social video calls (delivered during the reporting period by Purple Visits) have also made a big difference to prisoners' wellbeing by allowing visual contact with their families and loved ones.
- The development of the old A wing, a video conferencing centre and the new M wing (see section 5.1).
- The Accelerator prisons project has brought a greater focus on employment and accommodation on release and its role in reducing reoffending. The employment boards and open days with local employers, along with links to Jobcentre Plus and Department for Work and Pensions, have enabled men to gain employment while at Britannia House and on release. The focus on accommodation on release should also assist prisoners in the transition to life outside.
- Staff reacted professionally and worked long hours to support the prisoners during the power outage on 7 January 2022.
- Spurgeons have worked hard throughout the year to encourage and enable prisoners in maintaining family contact and to support their families.
- Construction skills training offered on the category C site assists prisoners to gain vocational qualifications which can improve their opportunities of entering into employment on release.

## Evidence sections 4 – 7

### 4. Safety

*Despite pressures caused by Covid and low staff numbers, staff work hard to support prisoners and keep them safe. The safer custody team is very active in providing support across the establishment.*

#### 4.1 Reception and induction

*Reception is in an unmodernised Victorian building. Covid-affected inductions are insufficient and confusing. Quarantining procedures are robust. AFCs are not completed thoroughly, and new arrivals find their cells are dirty and lack basic furniture and equipment e.g. kettles, pillows, bedding, working TVs.*

Very little has changed in the main Victorian reception unit over the reporting year apart from the repainting and some artistic murals painted by a very talented prisoner. The whole area including the holding cells has been observed to be very clean. There is only one shower available, but this is observed to have a very poor flow; this was reported several times, but the problem continues. Officers have tried their best to maintain social distancing in the very confined reception area, but the lack of space does not allow for the government guidelines to be met.

The Board has monitored the arrival of prisoners both leaving and entering through reception at HMP Norwich and found the staff to be experienced, supportive and caring. There are two orderlies who offer hot microwave meals (which are all halal and in plentiful supply). They also offer prisoners a phone call, a shower and a first night pack which includes a breakfast pack. Members were concerned when following two foreign national prisoners through to the first night landing as to whether they understood all that was told to them. The use of Language Line (an interpretation service) is not logged therefore it is difficult to evidence how much it is being used. However, an improvement is that there are now two rooms that can be used to carry out interviews using the Language Line. Officers with additional language skills have been identified and their names published to all operational staff, however they are not always available or on duty to assist (see comments in section 5 about foreign national prisoners).

There are now fewer instances of prisoners arriving late to reception. However, it has been observed that when this does happen, there are officers and nursing staff available to attend to them. Prisoners' additional needs are usually identified at reception and appropriate support is put in place. e.g. an 84-year-old man in a wheelchair was witnessed to arrive from a police investigation centre) very confused and worried about his wife for whom he was the main carer. He was dealt with in a very caring way and great efforts were made to locate him to L Wing (for elderly and very ill prisoners). There have been a few isolated instances where this has not happened. (see section 5.4).

For example, on one occasion it was brought to the attention of the Board by a prisoner's relative that there had been a breakdown of communication between reception and the kitchens. The prisoner was noted as being lactose intolerant at reception, but this information had not reached the kitchens.

During Covid new arrivals were located on A wing 4, 5 and 6 landings which were reverse cohort unit the (RCU) landings. There they had to isolate until they returned two negative test results. Alternatively, they had to stay behind their doors for 5-10

days. One first-time prisoner stated how very scared he was when he was located into a double cell with a man he didn't know and didn't understand what was happening. This also had a severe effect on prisoners who spoke very little English and couldn't understand what was happening (see section 5.4). Prisoners receiving long sentences were reviewed in reception and placed on a short ACCT to support them in the first few days. One respondent to the IMB questionnaire in June 2021 (Prisoner A) felt that he had been left to manage his cellmate's mental health issues on the first night in custody. The Board is of the view that the care of prisoners in their first few days in custody is of a high standard. However, we are concerned to note that some prisoners might feel like Prisoner A above. This would appear to be due to a communication issue between staff and prisoners and this does not give the impression of being addressed by management. One prisoner told an officer he was very hungry as he had missed his meal in reception for some reason. Due to the landing being in night state the officer was unable to open the cell door but tried to push cereal under the door for the prisoner.

When face to face inductions were available these were held within a newly refurbished Induction room with a fully trained induction officer. An induction orderly is also present, although it has been reported to the Board that some orderlies are of a very poor standard. The limited inductions the IMB were able to sit in on were found to be completed in a manner that the prisoners understood with informative leaflets and plenty of time to ask questions and receive answers. These inductions included various agencies when Covid policies allowed. The Board is concerned about foreign nationals' inductions where prisoners have low levels of English, particularly where they are conducted through the door, rather than face to face.

When inductions were taking place through closed doors due to Covid restrictions, prisoners were not aware that this was their 'induction'. When Board members raised this with staff, signed paperwork from prisoners about their inductions was produced. This would suggest that there is a communication issue with new arrivals who do not realise they are being inducted onto the wing and that is their opportunity to learn how the wing works.

It was found that several prisoners arrived at their cells to find there was no kettle or pillows, some bedding was missing and some televisions that did not work or had no aerials. In some cases, the cells appeared not to have been cleaned and prisoners were expected to make their cells habitable.

Category D prisoners went through an induction period while being temporarily housed in a dormitory on the healthcare wing before being boarded in Britannia House. These prisoners are released on temporary licence to leave the category C prison in order to spend the day at Britannia House and working around the establishment. This policy did not run well from the start as prisoners being transferred from other establishments were under the impression that they would be located straight into Britannia House. Even after having completed their time in isolation until a negative Covid test result was achieved, some prisoners found there was no place available in the healthcare dormitory or at Britannia House. Several prisoners told the IMB they would have rather stayed at their original prison had they known what was going to happen.

The provision of in-cell phones in July 2021 has made a big positive difference although there are failings with the PIN system resulting in delays to prisoners being able to contact family. It has been found that a lot of PIN requests have not been dealt with in an appropriate and timely manner, with officers not getting them to the

PIN clerk. This has resulted in the prisoner being unable to contact their families and friends (see comments in section 5 and 7).

## **4.2 Suicide and self-harm, deaths in custody**

*Self-harm has again increased in many months during this reporting year.*

There was a steady increase of self-harm incidents through the reporting year; between April 2021 to October 2021 there were 44 incidents. Concerningly, numbers then rose sharply in November, December and January to 86 incidents with a reduction to 51 in February 2022. The prison evaluates that this was due to the restricted Covid regimes limiting time out of cell and consequently the prisoners became very frustrated. The lack of employment, education and gym sessions, and very limited association and domestic periods, has meant long hours in cells, lack of social time and a restricted amount of time to carry out basic personal hygiene and to call families. The Board concurs with this evaluation.

Prisoners who self-harmed were supported by staff including key workers and the safety team (see 5.3).

Most self-harm incidents were caused by cutting, either using razor blades or items such as sharpened plastic knives etc. However, the Board still has concerns that prisoners on ACCTs have unsupervised access to tinned items from the canteen which they can use to self-harm.

The Board has also noticed an increase of the use of ligatures throughout the prison this reporting year. Some quotes taken from daily briefing sheets are as follows:

- 14 November-2021: 'Found attempting to self-strangulate with a T.V. aerial due to being in debt on the wing'.
- 5 November 2021: 'Reception staff were informed a ligature made whilst at court'.
- 27 May 2021: '13:20hrs - Officer called over the net code blue, prisoner had ligatured with a piece of plaited blanket and a screw in the wall. Officer cut prisoner down and started CPR, prisoner then came to and was talking to staff, and he was seen by medical staff. Told Officer he had taken this action as he was feeling depressed, angry and frustrated with his mental health'.

Some self-harm was related to trying to gain extra items/privileges – attempts to gain extra vapes being one of the most common. Quotes from daily briefing sheets include one from 3 April 2021 'made cuts to arm with plastic knife due to wanting vape pen which he was not allowed owing to previous cell fire'.

The 30 March 2021 DBS reported that 'prisoner made deep cut to stomach using razor, having had wound stitched at A&E on his return to HMP Norwich he proceeded to remove the stitches'. This behaviour was deemed to be down to mental health issues. Mental health issues affect a large percentage of prisoners and also results in many instances of self-harm.

Some other observations in the DBS of reasons for self-harming were:

- 16 April 2021: 'not given medications when it was asked for'.

- 7 May 2021: 'being bullied and concerned for his safety'.
- 1 May 2021 and 7 May 2021 'being in debt and being threatened'.

Frustrations were alleviated somewhat with the installation of phones in every cell in July 2021 meaning that prisoners could call their families from 6am to 12am. if they had sufficient funds on their pin credit. Faults such as broken or non-working phones were dealt with very quickly. However, incidents of self-harm continued to increase after the installation of the phones.

In its 2020-21 annual report, the Board found the ACCT system to be sadly lacking in several ways. The lack of training for staff using the new ACCT document was highlighted in that report. Many of the issues highlighted in the ACCT process in prison, and findings from qualitative research Ministry of Justice Analytical Series 2019, remain despite the introduction of the new ACCT document. The Board was disappointed to see that the ACCT system continued to be functioning poorly in this reporting year. ACCT documents that should follow prisoners around the sites have been left at the hubs or wrong places. e.g. it was observed by a Board member on two consecutive occasions in November 2021 that ACCT documents had not followed the prisoner to the market gardens area and were discovered to have been taken to a completely different workshop. This individual should have been on hourly observations. The Board has recorded and reported to senior management where observations have not been carried out in a timely manner or have been missed altogether resulting in the prisoners not being checked for several hours. In some cases, there was poor recording of these conversations. Officers state that the conversations had taken place, but the paperwork was not completed until hours later, as dealing with immediate situations sometimes had to be prioritised over the recording of conversations. The prison is in the process of training its staff to deliver ACCT training and ACCT review training. Of the prison's potential 21 ACCT reviewers, 52.3% are trained, with the others booked on to courses.

The Board attended 19 ACCT reviews, and most were conducted professionally and with care and understanding by the staff. However, the Board observed that some ACCT reviews took place in busy offices with other staff moving in and out of the offices and other conversations taking place in the same room (for example, this occurred on 16 August 2021 in September 2021) which did not allow for the necessary confidentiality and privacy that ACCT reviews demand and merit. On 31 August 2021 ACCT review paperwork for one prisoner in the segregation unit was not able to be located by staff when IMB members asked to see it. These issues concerning timely observations continued throughout the year and the Board noted that Governor's notices to staff (GNTS) were still being issued in January and February 2022 which reminded staff what was meant by meaningful timely conversations. The Board has continued to find these issues in March and April 2022. The Board also has concerns that some foreign nationals on ACCTs may not fully understand the process due to their limited English and the low levels of use of the Language Line by staff.

Since an apparently self-inflicted death in October 2021 there has been an increase in training in the way ACCTs are dealt with, and better scrutiny of the recording of observations. Specific officers have been designated to deal solely with ACCT reviews. The Board believes the ACCT training still falls short of the required standard and newly college-trained officers start out with a very poor understanding



of the ACCT process and documents. (The safety team has informed the Board that suicide and self-harm (SaSH) prevention training is now part of the POELT (prison officer entry level) training. Between March 2021 and February 2022 46 of the 193 eligible operational staff were given SaSH training at work.) Due to staff shortages, officers have reported to the IMB that they find it difficult to carry out observations within the time scales and one officer remarked that sometimes she stayed on after her shift had ended to try and catch up with observations alongside her other duties. The DBS lists the men who are on ACCTs and when their reviews are due. The Board has questioned several times why some men's ACCT reviews appeared to not have taken place (according to the DBS) and were always told that they had taken place, but the record sheet had not been updated. The Board notes that this is a communication and paperwork issue and very relevant to the safe care of the prisoners.

The year ended with an adequate number of Listeners across the establishment, and they have been appropriately facilitated to fulfil their role, e.g. requests for Listeners to be escorted to the segregation unit late at night have been properly complied with. Listeners have been providing additional support on A wing to those men on ACCTs by visiting them once a day for a Welfare check. The Samaritans have returned to HMP Norwich to carry out more Listener training and support in person, which they had been facilitating over the phone during lockdowns.

The Board notes that the ground floor area in the Daycare centre has been redesigned as an area for men on ACCTs and others with mental health issues to have their reviews and/or spend time in a quiet and therapeutic environment. It is a relaxing atmosphere for men who are suffering. The Board will monitor its use in the coming months.

There have been seven deaths in custody (DICs) in this reporting year; four of these were through natural causes and occurred on L Wing where older and more seriously ill prisoners are located. The three other DICs followed self-harm. Coroner's courts have fallen seriously behind due to Covid, meaning none of these deaths have been dealt with by way of inquests although the Prisons and Probation Ombudsman (PPO) have carried out some investigations resulting in recommendations being put to the head of healthcare and the Governor.

The Board notes that several letters of thanks have been received from next of kin of the deceased prisoners which indicate good practice by the family liaison officers involved.

Due to the number of deaths following self-harm, the prison has been classed as a 'cluster site'. However, the Board notes that there has been no additional resource made available to the prison to address this.

#### **4.3 Violence and violence reduction**

*There has been an increase in self-harm due to lock down conditions. Staff have worked tirelessly to keep prisoners safe from violence, despite the low numbers of officers on the landings due to staff shortages.*

There has been a dramatic drop in violence by way of assaults at the end of this reporting year. In March 2021 the prison's analysis and intelligence showed violence

in comparison to the same period for the previous year was 37% lower overall. However, there was a peak in the number of violent incidents in March 2021. According to the prison's analysis, the overall number of incidents of assault in January 2022 was down to 12 from a high for the reporting year of 39 in July 2021. This was attributed by the prison to the extremely restricted regime during the period of the Covid outbreak in December 2021-February 2022. Of the 12 assaults in January 2022, nine were prisoner on prisoner, five were related to prohibited items (although they also relate to a single incident), three were gang-related issues and four were assaults on officers (compared with 19 assaults on officers in July 2021).

The violence in prisons estimator (Viper) continues to record and oversee the most violent prisoners. It has been difficult for staff to deal with bad behaviour due to all prisoners being given standard level on the incentives scheme during Covid restrictions, which meant that privileges such as access to in-cell televisions, which would normally be removed for bad behaviour, could not be taken away. Improvised weapons continue to be a problem: for example, the 5 October 2021 daily briefing sheet (DBS) recorded 'prisoner threatened to 'kettle' an officer, then turned to pick up a mop handle and set himself up as if to strike at the staff'; the 9 October 21 DBS recorded 'Prisoner informed that he would be subject to a level B rub down search due to intelligence that he was carrying a weapon, became aggressive towards staff and attempted to draw a weapon from his left pocket, subsequently restrained and the weapon was recovered'. Some weapons are found in the regular cell searches whilst others are taken from prisoners at the actual times of assault.

The prison's analysis attributes prisoner on prisoner violence, more often than not, to bullying and debt as well as gang problems stemming from outside the prison as well as inside. It also attributes debt and bullying to the selling of vapes and drugs, and prisoners having to pay to launder their clothes on another landing due to a washing machine being out of use on their own landing.

The Board has concerns over the degree of reported bullying and debt within HMP/YOI Norwich and the lack of effective countermeasures to reduce the impact of such issues

The Board noted and reported on several occasions that up to 15 prisoners were waiting to gain access to medication on B and C wings' first floor landing and they were left unsupervised and at times spilling out onto the stairwell. They could be seen vaping and not observing social distancing. This lack of supervision is the result of staff shortages, but it also allowed illicit contact between wings and landings.

The Board has real concerns about safety due to the shortage of staff and the numbers of newly trained staff who have never experienced whole landings being unlocked together. It has only been due to some experienced officers, who have demonstrated their skill and restraint when faced with incidents such as fights involving multiple prisoners, that batons have rarely been drawn and injuries to both prisoners and staff have been kept to a minimum.

Gangs are an ongoing issue and with the limited accommodation available it is difficult to split these gang members up. There was a noticeable increase in prisoners involved with county lines drug trafficking in February 2022, which increased the gang-related issues.

There is little verification of perpetrators of prisoner on prisoner violence as many incidents take place in cells out of view of CCTV and most prisoners are not

prepared to give evidence against their peers. The Board has noticed a rise in the use of body-worn cameras (BWCs) which are gradually being updated to newer models. These provide valuable visible evidence.

Challenge, support and intervention plans (CSIPs) continue to be used to manage prisoners who have violent behaviour problems. CSIPs address those who pose a risk to others and set out targets to reach non-violent means to reach their goals in the future. CSIPs have had some real successes over this reporting year and the violence reduction team has been observed to work hard with those who pose a risk to others.

The weekly SIM and population management meetings continue to be a valuable multi-agency tool in the management of violent and difficult prisoners and in devising a working plan e.g. locating prisoners in the best location within the prison and when considering transfers.

#### **4.4 Use of force**

*Use of force is appropriate and reviewed by management staff at regular meetings.*

The Board assesses that the use of force within HMP/YOI Norwich is consistently appropriate and adequately monitored by senior management. Use of force is recorded via BWCs and with pre- and post-briefings of staff taking place. In addition, there is written reporting of incidents; however, the prison reported that there were seven instances of outstanding paperwork (paperwork not completed within the appropriate timescales) in August 2021. Senior managers scrutinise CCTV and BWC footage after each removal and at regular use of force meetings. The Board has observed some planned uses of force and has also viewed use of force CCTV and BWC footage at some of the times they were not present. The Board has encountered no difficulties when requesting access to such footage and the Board has not needed to raise any concerns about inappropriate use of force. Examples of use of force include:

‘DBS 18-3-21 UOF used to remove ligature. The difficult and violent prisoner ligatured to get Officers into the cell in an attempt to assault them’.

- observation by IMB member of a use of force on 26 April 2021: ‘planned removal to segregation from A Wing where the prisoner’s refusal to move was observed to be violent and difficult, the transfer took place safely and professionally with no injuries incurred and the prisoner being seen by the nurse once relocated. The force used deemed to be safe and appropriate’.

Statistics provided by the prison on use of force are detailed, e.g. for July 2021 there were, five planned and 51 unplanned incidents of UOF; of these 61% were full restraints, 18% guiding holds, 9% personal protection and 7% compliantly cuffed. In the same month 42.9% of UOF incidents involved prisoners in the 21 to 29-year-old age group. B wing showed an increase of 10 incidents, however eight of these were attributed to two prisoners. Two officers received minor injuries and one ex-prisoner received dog bites from a patrol dog when found throwing a package over the prison wall.

There was a large (8.3%) reduction in BWC footage from June to July. The Board was concerned by this reduction in footage which the prison has not explained.

In August batons were drawn but not used four times. Baton drawing at HMP Norwich is unusual, as experienced and skilled staff are usually able to manage violence without drawing them.

PAVA has been used twice in this reporting year. Board members viewed its use via CCTV and praised the actions of the officers in the way they looked after the prisoner in carrying out the correct procedures following its use and its effects on the prisoner. This reporting year was the first time PAVA had been used at the prison.

#### **4.5 Vulnerable prisoners and safeguarding**

Residents of C1 and C2 landings are classed as vulnerable due to the nature of their offence or for their own protection. Since the demolition of M wing and enhanced prisoners being located on C3 landing, which is above landings C1 and C2 where vulnerable prisoners are located, there have been continuing issues related to abuse, debt and bullying. It has been reported to the Board by prisoners on several occasions that due to debt issues some of the prisoners on the enhanced landing were receiving extra or larger meals as a payoff for debts incurred. The prison has been seen to be trying to deal with this by moving the perpetrators. The Board has not observed C3 prisoners receiving bigger meals directly, however, multiple IMB observations show that staff are frequently not present in serveries during mealtimes to control portion sizes (an issue also raised at prisoner forums). It has been reported at several C wing forums that the prisoners on C1 and C2 get a lot of abuse from the C3 landing. The prison has worked hard to address this issue and there have been no recent reports about abuse issues.

Vulnerable prisoners have continued to work in the print, textiles and market gardens, although the actual numbers of those being able to work has been reduced due to Covid restrictions.

#### **4.6 Preventing illicit items**

The body scanner was useful in finding secreted items on new arrivals, e.g. from the 27 July 2021 DBS '2x parcels of cannabis concealed within the body'. Officers have stated to the Board that the training given was inadequate and the system was 'only as good as the member of staff using it'. They have also reported that there are inadequate numbers of trained officers to operate the body scanner. This means prisoners have been held under the secreted items policy longer than necessary as prisoners have had to wait for a trained operative to come on duty for the body scanner to be used.

There are continuing concerns regarding the amount of drugs available within the prison despite the prison's efforts to disrupt the supply. Cannabis continues to be the dominant drug of choice alongside Spice.

All prisoner mail (except for legal mail which is checked by the 'passive' drug dogs) is copied and the prisoners receive the copies; the originals are stored for 28 days and can either be returned to families during visits or, if within the time scale, to prisoners being released. The Board still has real concerns about prisoners who have no visits or have difficulty completing the necessary paperwork to retrieve their mail within the 28 days which means their mail is destroyed. The Board finds this practice discriminatory.

A Rapiscan machine was introduced so that items of mail and clothing could be scanned for drugs. After giving several false readings this is now out of use with no prospect of it coming back into service. The Board finds that there is therefore no consistent approach to prisoners receiving parcels and the time it takes to get them.

The current Covid-19 guidance has prevented HMP/YOI Norwich from performing mandatory drug tests (MDTs) again this reporting year. This has reduced the prison's ability to prove certain suspicions regarding illicit substances.

Hooch (alcohol fermented in cells) continues to be a major problem, aggravating possible violence against officers and between prisoners and potentially endangering the health of prisoners who drink it. The prison has been successful in finding a great deal of hooch through the use of detection dogs; for example the 21 August 2021 DBS recorded: 'approximately 15 litres of fermented liquid in cell bins/buckets was found under the desk. The prisoner became aggressive and confrontational he was believed to still be under the influence.' The DBS on 25 August 2021 recorded '7litres found in cell cupboard, 9ltrs under bed in cell'.

Discoveries of prohibited mobile phones are also frequent but there is evidence that there continue to be many illicit telephones within the prison. These can facilitate the communication for drug dealing, throw overs and drones to aid the movement of drugs into the prison.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

*Accommodation fabric checks (AFCs) are inconsistent, and cells are not properly cleaned before the arrival of new residents. The budget for food is meagre but well managed and a balanced diet is available. Lack of cleaning materials and equipment means cleaning regimes are not always adhered to. Wing equipment is frequently broken and the time taken to fix or repair the damaged items is unacceptable. Some buildings are in a state of disrepair and in sore need of attention.*

#### **Accommodation**

Rats (reported in the 2020-21 annual report) continued to be an issue in the establishment for several months until an external contractor was brought in. The main site had rats in all the wings, and the offices. Delays in appointing this external contractor were unacceptable, although the Board acknowledges that this was outside the control of the prison. The external contractor successfully eradicated the rats and there have been no reports about them to the IMB since June 2021.

Lack of cleaning materials and broken equipment on wings (mentioned in the 2020-21 annual report) remained a problem and there were unacceptable delays in repairing/replacing equipment on the wings. This was of particular concern during Covid-19 outbreaks. These issues were noted by the Board while monitoring and during prisoner forums. For example, B wing prisoner forums in March-June detailed broken washing machines and hotplates not working in the serveries. There was a lack of cleaning materials reported at the B wing forum in June 2021. Throughout the months of June to September 2021 the Board noted a lack of cleaning materials in A wing and dirty serveries, including shortages of red bags for the laundering of clothing of men in Covid isolation. In November the showers were broken in A2 landing. In October the tumble drier was broken on B wing and November some of the A wing showers were broken. In December a shortage of cleaning materials was reported on the category C site at the prisoner forum and in January 2022 in F and G wing the washing machine was broken.

At the December category C prisoner forum it was also reported that a dirty protest on one of the landings had been left uncleaned for some time; this was due to a change in the contractors who cleaned up after these events. There was frequently an unacceptable delay in the cleaning of the showers in the segregation unit due to waiting for external contractors (see section 5.2). These delays in cleaning by external companies are of great concern to the Board. The Board accepts that some of the delays are outside the prison's control, resulting from delays in suppliers' deliveries and difficulties in getting contractors to do the work. This issue has been exacerbated by the moving of Gov Facility Services Limited into the Ministry of Justice estates team.

Many of the buildings are in poor condition and require substantial capital investment, work which is outside the control of the Governor. E wing is in a particularly poor state with leaks in the roof and damp and mould in some areas. In March 2021 E wing had no kitchen, so men did their washing up in the shower and the trollies were cleaned using the mop bucket. A fire in December 2021 started in the office of the catering manager and was caused by faulty light fittings. These fittings have been identified in offices throughout the establishment, posing a fire

safety threat. The programme for replacing these has not yet been put in place. This is another example of items outside the control of the Governor.

Of the prisoners surveyed by the IMB in June 2021, 66% stated that their cells were dirty when they moved in and did not have all the appropriate equipment.

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 the isolation period. This is not humane. The Board welcomes the fact that this isolation period has now been brought down to just five days.

On Friday 7 January 2022 there was a power cut at approximately 8.30pm which lasted more than 12 hours in some areas of the prison. The Board was impressed with the professionalism and dedication of staff (both uniformed and others, e.g. healthcare) who worked tirelessly to support the men during this period. Extra support was provided for those men with mental health needs and additional blankets etc. were provided as the temperatures dropped very low.

## **Food**

Food is designed to be a balanced diet including vegetables and fruit, but many of the men do not eat vegetables. 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 of £2.02 per person per day. Special diets are catered for where a medical need is established, and vegetarian/vegan meal choices are made available. Meal options are available to meet the needs of religious requirements, such as halal and kosher food. In September-December the catering team had challenges with suppliers not delivering the food ordered, and fewer items being available to order. Changes had to be made to menus and canteen options were reduced. The catering manager attended prisoner forums to explain these issues. There was a particular problem for special events such as Ramadan in 2021 when only six boxes of dates were delivered when 10 had been ordered. During Ramadan there were hot boxes available in reception for any new arrivals who were fasting.

The Board recognises that these matters are outside the prison's control and the Governor communicated well with prisoners the reasons for these changes; for example, the 22 October 2021 GNTP 093 explained that fewer food items were available due to a national shortage of lorry drivers. Therefore, canteen and meals were limited as 97 food items had to be removed from the list of available foods.

Further notices to prisoners in December 2021 explained to prisoners that there would be limitations on the coffee products available

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. The catering budget does not cover prescriptions for special supplementary and dietary requirements and so without extra funding from healthcare they could not be provided. There were a number of examples of men who had special dietary needs identified at reception, but due to some internal

communication issues, this information was not passed on to the catering team e.g. in March 2021 a man who was lactose intolerant was identified at reception, however, this information did not get passed to the catering team and the issue was not resolved until the man's partner contacted the prison. Once the issue was reported to the catering team, it was immediately rectified. There were some reports to the IMB that when special diets were provided these went missing in the A wing servery, showing a lack of supervision by officers.

The Board received 21 applications about food and the kitchens (7.3% of the total number of 285 applications received). IMB members have been told by prisoners, and observed themselves, that officers are not always on hand in the serveries to control portion sizes and that food goes missing between the kitchens and the serveries. For example, in the April, June and October prisoner forums on C wing it was stated that staff were not controlling portion sizes, meaning those men who were at the back of the queue for meals missed out on items. Concerns were raised in June on C wing that prisoners did not always get their fruit allowance at the servery. On 8 December Board members noted that the orderlies on the B wing servery had made an improvised screen at the servery using bin bags to prevent prisoners from taking extra portions. The B wing forum on 6 October identified that servery workers on B wing had not been getting enough meals delivered to the servery each day and this had been going on for two or three weeks; this was confirmed by the staff. June-September B wing forums identified lack of control of portion sizes, incorrect meal numbers being supplied to the wings and insufficient chips being sent to the wings. The catering manager and his staff visited the wings and attended serveries at mealtimes to observe these issues for themselves. These issues were subsequently rectified.

The Board noted that the catering team continued to provide balanced meals to prisoners throughout the year despite Covid outbreaks, staff shortages and lack of food items due to delivery problems. The kitchen workers were 'bubbled' throughout the Covid lockdowns to enable them to continue to work.

The Board notes that there were some complaints about the food provided e.g. the L wing prisoner forum received complaints that 'the vegetables are always overcooked'. The Board has not been able to taste the food at the serveries due to Covid restrictions, so cannot comment on this complaint.

There were complaints in March 2021, and an IMB rota entry about food in Britannia House reads 'the hot meals brought over from the main site are cold when they arrive. Sometimes there are no microwavable meals available for those who work outside the establishment.' The Board accepts that this has now been rectified.

In the June 2021 IMB survey a prisoner stated 'C1 people who need medication have to eat cold food every evening'. This was highlighted to prison staff. The Board believes this is due to delays in dispensing medication.

## **Clothing**

In the June 2021 IMB survey a prisoner stated 'Getting clothes sent in is trouble Catalogue ordering is very limited to M&M and sports direct which officer has to do on line, they rarely have time to look. Clothing helps us feel more like our individual selves and self-representation – smart and clean'



The Board has made comments above about the issues around laundering of clothing and bedding.

## 5.2 Segregation

*As stated in the 2020-21 annual report, '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.'*

PSO 1700 stresses the mandatory element and importance of exercise in the open air (but there is a caveat on exercise/regime if for the good order of the establishment). In April 2021 a management plan was put in place which used the sanction of next-day deprivation of exercise following poor behaviour by one prisoner on the exercise yard. Following contention by the Board that this was an infringement of the prisoner's human rights and contrary to the PSO 1700 guidance that 'every day should be a clean slate', the Governor had the management plan altered. It should be noted that staff (including the segregation governor and head of safety) were not aware that it is illegal to deny regime. This lack of knowledge about prisoners' rights was clearly widespread, as in May 2021, staff had to be reminded by Governor's notice (GNTS 085/2021) that they could not curtail regime for poor behaviour or refusing to move wings.

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. A prisoner who was due to be sectioned under the Mental Health Act was held there for some time as there were delays in getting him sectioned. The Board is also concerned that some prisoners are in the segregation unit for too long, repeatedly being signed up for extended periods in the unit by the prison group director (PGD). In the opinion of the Board this is inhumane treatment and breaches PSO 1700. The Board has contacted the PGD about these prisoners and remains concerned that as HMP/YOI Norwich cannot offer any programmes or treatment for these men. In some cases they will spend their whole sentence inside the segregation unit against the declared outcome aim of PSO 1700 to return the men 'to normal location as soon as it is practicable to do so'.

The Board reiterates the comments made in last year's annual report: "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...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 [this can take several days]. 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."

"...There is little to occupy the segregated prisoners except for limited in-cell education packs, access to a radio, and 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 many GOOD reviews due to the Covid outbreaks and the need for social distancing (the room used for reviews is very small and the IMB could not safely attend); 32 were attended in the year. However, the Board reviewed the 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.

One special accommodation cell is clean and ready to receive any prisoner; it was used seven times in the reporting year. The other special accommodation cell is used as a holding cell for prisoners awaiting adjudications and is kept clean by the orderly.

The Board also reviewed all dirty protest logs (37 throughout the year) and special accommodation documentation paperwork. On 29 July 2021 staff in the segregation unit were found by the IMB not to have completed the relevant paperwork for a man on dirty protest; there were no entries for the day on which he commenced his protest. Staff were unable to locate the special accommodation paperwork for a prisoner who had been in that cell for some time over the weekend.

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, 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. All staff are offered access to counselling and support on a monthly basis and managers cover their work to allow them time to access this resource. This can only have had a beneficial effect on staff-prisoner relationships.

### 5.3 Staff-prisoner 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, as key workers are spending time supporting those with mental health or physical needs. Important communications do not reach all prisoners. With time out of cell reduced significantly during Covid outbreaks in the prison, the opportunity to develop relationships is further limited.*

In the June 2021 IMB survey one prisoner stated 'staff do their very best despite being short on numbers'. The Board feels that this comment is applicable to most staff at HMP/YOI Norwich.

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 absence rates (due to a variety of reasons such as Covid, long-term sickness etc.). There was an outbreak of Covid during the reporting year and the Board withdrew from the establishment and continued monitoring remotely during those times. The impact on staff numbers has been huge and has affected regime delivery (even the restricted Stage 3 regime operating under Covid); for example, on 2 February 2022 there were 53 cases of Covid in the establishment spread across the site. There were 53 Band 3 staff (approximately a third of the total) not available – 25 due to Covid, and 28 due to other illnesses, maternity leave and other reasons.

The offender management in custody (OMiC) model was implemented from April 2018 as a framework to coordinate a prisoner's journey through custody and back into the community. OMiC intended to put 'rehabilitation at the centre of custodial and post-release work to reduce reoffending and promote community reintegration'. Whilst its aims remain laudable, the ability of HMP/YOI Norwich to facilitate the key worker process has proven impossible during the pandemic. HMP/YOI Norwich provided emergency support for those prisoners who were most vulnerable but the universal assistance offered by the key worker scheme has not been available, as key workers were redeployed, and key working focussed on supporting vulnerable prisoners rather than dealing with the issues expected for key workers. For example on 16 March 2021 there were only four key working sessions; on 11 June 2021 there were no sessions; on 19 May 2021 four sessions; on 3 July 2021 four sessions; on 9 September 2021 20 sessions; on 6 October 2021 six sessions; on 4 December 2021 five sessions; on 4 February 2022 4 sessions.

Forums are organised and provide a good way for prisoners to express their views and interact with staff. However, these often did not take place due the prison being in lockdown due to Covid. There is evidence of broad discussions, and prisoner and staff suggestions for improvement and information sharing have been minuted. There are opportunities for staff to reinforce messages about social distancing and hand washing and to promote vaccinations. Due to Covid it has been difficult for representatives to garner information from their fellow prisoners and in the IMB June 2021 survey 60% of respondents stated that they did not know who their wing representative is. The same survey showed that only 24% found forums effective.

The majority of respondents to the survey (78%) did not know who their key worker was, and communication was identified as an issue on the category C site regarding Covid issues at the forum in December 2021. The Board is concerned that prisoners do not have access to the forums' minutes or know where they are. The prison communicated widely with prisoners throughout the reporting period via GNTPs;

these are put on noticeboards, or occasionally put under prisoners' doors. The Board remains concerned that GNTPs are not seen and understood by many prisoners e.g. foreign nationals who have difficulty reading English and prisoners with low literacy levels being unable to read the notices. The limited time out of cell also meant men had little time to read the noticeboards. As mentioned above, wing representatives were also used to disseminate information, however the restricted time out of cell meant their ability to do this was limited. The IMB survey showed that only 46% of prisoners found it easy to access GNTPs.

## **5.4 Equality and diversity**

*Equality and diversity supervision and awareness has improved considerably. Some protected characteristics need greater focus and support The equalities noticeboards do not have information on all the protected characteristics e.g. age, gender etc.*

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. In the Board's opinion this would appear to be in breach of health and safety legislation and the Equality Act 2010. The lack of an accessible shower in this unit is discriminatory and unacceptable.

Much of the information garnered regarding equality and diversity has come from minutes of forums rather than Board monitoring on the ground due to the Covid situation. However, this information is backed up to some extent as the Board has only received five applications regarding diversity in the reporting year. The Board did carry out a survey of men aged 50 and over in June 2021 which is referred to in this document.

Last year the Board recognised the vast amount of work that had been done by the diversity and inclusion officers to improve this area. Despite some Covid-induced interruptions to forums and diversity and inclusion meetings due to lockdowns and staff shortages etc., the work has continued. The race forums meet on a monthly basis, whereas the other forums meet on a bimonthly basis. The Board believes this to be discriminatory. The June 2021 IMB questionnaire to older prisoners showed that only 5% of these prisoners knew who their representative was and the same number knew that the forums are taking place. Statistics are regularly scrutinised. Inclusion is promoted (see sexuality forum below), no prisoner or group is noticeably disadvantaged and any anomalies are analysed (see below). Specific needs of prisoners are generally met when identified, although senior management intervention remains too often necessary. Prisoners are offered the opportunity to practise their religions with a good recognition of different faiths. Recognition of the needs of young adults has much improved.

Prisoners have commented on the fact that forums allow them to express themselves and feel that they are being heard, but many of their requests have not been met although they are potentially feasible (see below e.g. team sports).

The new 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.

At quarterly diversity and inclusion (D&I) meetings the statistics are reviewed. In March 2021, 16% of prisoners working in the kitchen were from black and minority ethnic communities (BAME) and 17% of workers were BAME compared with 19% of the population. The prison has stated that these figures will be looked into and efforts made to raise the numbers. The Board notes that these percentages show under-representation equivalent to one man.

The Board notes that in November 2021, the diversity and inclusion Band 6 officer reported the anomaly that adjudications charged and proven for black and mixed race prisoners showed a higher percentage found guilty. It was shown that the CSU staff and D&I team were recording the figures differently. There are some anomalies identified in use of force (see section 4).

The Board questions why statistics are not produced and analysed for other strands, such as older prisoners and those with disabilities. In April 2021 26% of prisoners were recorded as having a disability. The number had increased by January 2022 – at the DIAT meeting, 202 men were identified as having disabilities (28%). Also, see comments below regarding Gypsy, Roma and Traveller prisoners.

Some reports of racism were mentioned in the young adult forums on A wing July 2021 and September 2021 but the Board is pleased to note that discrimination incident reporting forms (DIRFs) continue to be scrutinised by Ipswich and Suffolk Council for Racial Equality (ISCRE).

The race forum on the category C site in October 2021 reported that there are insufficient experienced staff to impart knowledge about issues of race to new members of staff. A request from the A wing race forum November 2021 for afro combs produced a supply of combs available on reception. A complaint that pork was placed near halal food on the servery resulted in food dividers being ordered.

There are currently 11 foreign nationals who are still in detention despite the expiry of their sentences. The Board finds this unacceptable. Foreign nationals in the March 2021 forum reported that they had issues accessing immigration officers and legal advice. This difficulty of access to immigration officers was reiterated in the September 2021 forum and the difficulty in contacting solicitors was raised in the B and C wing race forum in January 2022. The Board welcomes the announcement in January 2022 of a new company to facilitate video calls to other countries in the future.

In September 2021, 21 different languages were noted in the prison; there are forms and books in different languages but the variety of such books and the availability of distraction packs in foreign languages is limited.

The Board reiterates concern that some foreign nationals do not understand their inductions or the GNTPs. There have been reports (at prisoner forums) that some foreign nationals have not known how to contact legal aid or the immigration services. Many foreign nationals are relying on other prisoners to help them understand what is going on. There is access to a language line for prison purposes, however, anecdotally this is not used much. There was little awareness of the line amongst staff. The prison has identified staff members with additional language skills, however there are not many of them and they are often not on duty when their assistance might be required. The Board has concerns about how foreign nationals interact with the ACCT process.

As mentioned elsewhere in the report, the key workers have been diverted to support those prisoners identified as needing additional support. This lack of regular key working will have had a disproportionate impact on foreign nationals. In July 2021 foreign nationals reported difficulties getting money put into their accounts by family. The staff at HMP/YOI Norwich were unaware of the method for doing this and so some prisoners got into debt on the wing by borrowing from other prisoners. When the IMB raised this with staff at a high level in the establishment they were unaware of how to resolve this until HMPPS were contacted and staff were told about PSI 01/2012 Managing prisoners' money. The prisoners who went into debt in order to contact their families were put at risk by prison staff not knowing the protocols.

Foreign national forums identify that they have difficulties accessing immigration and/or their legal parties. However, they did not feel that they were treated any differently to British nationals and had good relationships with staff. They did request education materials in different languages.

The Board notes that foreign nationals who are not getting visits are entitled to an extra £5 of phone credit each month and an extra Purple Visit call to enable them to keep in touch with family and friends. In the May forum prisoners identified that families do not understand the Purple Visits process, also there is not enough information for those detained under immigration powers on how to access legal services and there are irregular meetings with immigration advisers. As mentioned previously, use of Language Line does not happen often.

Some foreign language newspapers are available for prisoners.

One foreign national (a Hungarian) contacted the IMB as he was unable to access healthcare services due to his lack of English. He had not been made aware of Language Line.

Although a religion forum in October 2021 on the category C site raised a concern that prisoners were not asked about their views on cell sharing with any sexuality, which could prove an issue for someone whose faith does not accept certain sexualities, the prison reported that this is in fact done on reception.

Disabilities are better recognised than in the past, although the Board still has concerns about the way some men with disabilities are dealt with. Prisoners with disabilities are identified at reception, however this information is not always passed to the landings. An internal enquiry was requested as 203 men were registered as having disabilities in January 2022 but not identified as either registered with the Department for Work and Pensions or self-assessed. There were 222 men with disabilities in the establishment in April 2021; the number is consistently high, and the Board questions what support and adjustments are made for these prisoners. The Board has concerns that prisoners with hidden disabilities may be overlooked e.g. An autistic prisoner stated in the October forum that he had been helped by the fact that staff had been made aware of his autism, but he stated that cell sharing risk assessment (CSRA) does not always take into account the need for 'those who need these quiet moments'. Personal emergency evacuation plans (PEEPS) are kept up to date. In November there were 20 PEEPS throughout the establishment, although all of L wing have PEEPS which may not be sufficiently personalised. A 'You don't look disabled' poster campaign was launched in October for prisoners to design. Trays requested in the October forum to help carry meals for prisoners with

disabilities had not been provided by the January forum but DIAT minutes showed that the deputy governor had requested a purchase order to be raised. Enabling environments are not on the ground floor, hence prisoners with disabilities are disadvantaged as there is no provision for them. In September a man on the category C site was on crutches when he arrived at reception. His crutches got broken and replacement crutches were not provided for several weeks. He had difficulty getting his meals and accessing other prison services to assist with his other disabilities. He was entitled to be on the enhanced landing but could not access it as it is on F3 and he was unable to manage the stairs, so he did not see any benefit in being an enhanced prisoner. In September an elderly man on crutches was located on A3 landing and had difficulties getting his meals (from the servery on the ground floor). When these matters were raised with the prison, some adjustments were made.

At the forum in January 2022, prisoners felt that staff did not understand their disabilities and they were getting negative comments from staff. They also stated that they had limited access to work and so less time out of cell. As noted previously the statistics are not analysed for number of prisoners with disabilities in work.

In the June 2021 Board questionnaire 28% of respondents were identified as having a learning difficulty and 18% had a disability. Of these, only 50% said the prison had made changes to help them. The Board is concerned that some men with hidden disabilities may be overlooked. However, there have been some very good examples of staff dealing appropriately with prisoners who have learning difficulties.

Recognition of the needs of transgender prisoners is good and prisoners have the opportunity to discuss their needs in forums. A prisoner stated in the October 2021 transgender forum that 'the prison operates as it should with regards to treating all as equal'. The same prisoner stated that appropriate gender recognition searching had been carried out on reception. Reception has requested that they are given pre-warning of a transgender prisoner's arrival from court or another prison so that they can ensure that appropriate clothing is readily available if requested. After the issuing of 20 incentives scheme warnings following a Governor's patrol during exercise when substantial abuse had been heard between the vulnerable prisoners and other prisoners on B and C wings August 2021, in the October 2021 sexuality forum VPs stated that the relations between VPs and the prisoners on C3 had improved and there were no issues following senior management intervention on abuse.

Gypsy, Roma and Traveller (GRT) forums take place and no major issues have been reported. A request that more cabbage, boiled potatoes and stews should be available was passed to the kitchen and an extra stew was added to the menu choice. It was GRT History Month in June 2021, and the D&I staff organised awareness-raising events and special food options were available. They were looking into organising special meals for saints' days. A prisoner was reported as saying in the September GRT forum that 'no-one felt treated differently due to being GRT'. Another prisoner in the same forum said that some of the staff members do not do things that they are asked to, e.g. it took two days to get a cup, but this was not attributed to them being GRT. Representatives reported that when a prisoner asked to see a GRT representative, the officers were asking 'Why?' and the prison agreed to brief officers on the need to allow representatives to support their fellow prisoners. Reduced time out of cell has made it more difficult for GRT representatives to get time to offer assistance to other prisoners. GRT prisoners felt

they were being overlooked for work; this was investigated and found not to be the case.

In the June 2021 IMB survey one man stated that 'no travellers or gypsies are allowed on C3 enhanced wing and not allowed as server workers. This has been ongoing for over a year.' In April 2021 there were 18 prisoners who were GRT: one employed in the kitchen, 10 were enhanced and one man was on the enhanced F3 landing. In February 2022 there were 18 prisoners identified as GRT in the establishment: 13 were enhanced but none of them were on the enhanced landings of C3 or F3 and none of them were employed as server or kitchen workers. The Board notes that the number of kitchen and server workers is quite small.

Differentiation for young adults has improved since the appointment of a custodial manager young adult lead. A staff training package to educate staff on the needs of young adults has been introduced and a young adults project pack has been sent to all young adults (category C forum November 2021). A young adult strategy was completed in October 2021, developed by the young adult lead and psychology. The young adult population is reviewed as part of the population management meetings. In the July 2021 young adult forum on the category C site, prisoners said that it would be good if money from private accounts could be spent on PIN credit to increase family contact. They stated that the slow reception process had good and decent treatment although there was nothing specifically directed at young adults. They complained of poor cleanliness in the RCU without basics such as TV, kettles and basic cleaning equipment and that the induction process was rushed. In the September 2021 young adult forum, prisoners stated that they liked the idea of external agencies working with them around gangs, education, housing and work on release but complained regarding the slow roll out of education, work and opportunities post-Covid. In all of the young adult forums a desire for team sports such as football and basketball was expressed. In forums on A wing in July and B wing in September prisoners stated that they wanted more help on release from external agencies and they would like courses to aid them with emotions, feelings and behaviour. On the category C site, prisoners at the young adult forum expressed the thought that staff required more training on mental health and the needs of young adults. There are some anomalies in the statistics for use of force for young adults (see section 4). Anomalies are investigated; for example, in the November DIAT minutes it showed that 18-20 year olds made up 6% of the population but 21% of the prisoners on the basic level of the incentives scheme, whilst only 3% were on enhanced; the young adult lead was asked to investigate why every prisoner in that age group had been put on basic.

Older prisoners do not have much differentiation or an older prisoners club where they can meet. They have told the IMB that there was not a lot of appreciation for their needs and often they had to share a cell with younger prisoners who were noisier and did not share the same interests. They also reported difficulties in climbing into bunks. They complained in the category C forum November 2021 of the noise at night from other prisoners' music. Residents in L wing identified a lack of tools for use in the garden and lack of exercise activities available to them as issues. They felt that staff were helpful. In the June 2021 IMB survey of older prisoners, 50% of respondents (15 prisoners) said the food was not suitable for them and this was reiterated at the forum when prisoners said breakfasts like coco pops or rice krispies were unsuitable. At the time of the survey, older prisoners represented 12% of the prison population. Forty-six percent of those surveyed said they did not work, but some said that they would like to have work of some sort. None of the



respondents felt that there were activities available to cater specifically for their age group. Twenty-five percent of them said they did not have enough time to do their chores, even including things like meal choices which took them longer. The overwhelming feeling that the IMB members got when speaking to these prisoners was one of loneliness, many choosing to self-isolate in order to cope with the prison environment, with 50% not going outside for exercise. The Board feels that older prisoners are being overlooked by the prison (see previous comments about D&I analysis).

In July 2021 the category C site race forum stated that some men felt they had to humble themselves as staff were always expecting them to be violent and they are treated differently when refusing to move units. They felt that more heavy-handed approach is used with them. This was addressed with staff.

The treatment of transgender prisoners is generally appropriate within HMP/YOI Norwich. There remains a requirement for all transgender prisoners to have a local transgender case board within 14 days of arrival into custody. There is a voluntary agreement which is gone through with all transgender prisoners which the prisoner is required to sign. Clothing for transgender prisoners is stored in the safety department and is issued upon request from prisoner or staff member. Kit exchange for transgender prisoners is via safety officers. It has been observed by the Board that transgender prisoners have been treated appropriately whilst on C wing; they are able to shower at different times alongside making sure that needs such as makeup and toiletries are available. It was commented however by a transgender prisoner that whilst regular officers to C wing acted in a most considerate and helpful way, non-regular officers to the wing were not always so understanding, calling them 'Mr' and not being so accommodating with separate showers. Training is needed for new staff in reception, which currently completed on an ad-hoc basis, to ensure they are aware of procedures and how to conduct themselves. (see comments in section 5 on equality).

There is no lift installed on C wing and several prisoners with disabilities have struggled throughout the reporting year to climb the flight of stairs to collect their medication twice a day. Due to staff shortages the older prisoners and those with disabilities have sometimes not been out of cell during the morning and afternoon.

## **5.5 Faith and pastoral support**

*Continued strong multi-faith pastoral support was maintained throughout the reporting period.*

The chaplaincy department is proactive, visible and provides good support for prisoners. The number of those attending services was reduced due to Covid restrictions but a list was maintained in order that anyone who could not attend a service was put at the top of the list for the following week. In the February 2022 forum on C wing, cancelled services were reported as being due to Covid lockdowns, prison staff shortages and chaplaincy staffing issues. The chaplaincy lead reported that there is no Mormon chaplain and no Rastafarian chaplain at a time when there were four Rastafarians in the prison. There are published 'excusals for work' for major religious festivals and corporate worship, and classes are available for prisoners adhering to numerically larger faiths.

The chaplains have been very active during the lockdown periods, providing essential support to prisoners. Corporate worship returned to both sites on 15 October 2021, however due to limited numbers it was only offered fortnightly.

Muslim prisoners wishing to observe Ramadan were well supported despite the difficulties in obtaining certain food items due to 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.

Numbers attending worship have been limited due to social distancing and this can cause frustration amongst prisoners, and low staff numbers have also impacted on the prison's ability to enable joint worship. Corporate worship is often cancelled due to staff shortages, e.g. corporate worship was cancelled on the main site on the weekends of 23 October, 30 October, 6 November and 12 November. The Board assumes the majority of these cancellations were due to the acute staffing issues at these times.

## **5.6 Incentives schemes**

Due to the pandemic, the incentives scheme has been revised in line with Gold command's instructions. TVs remained available for all except in the segregation unit and there was 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. The Board has concerns that there is little to motivate prisoners to get enhanced status. The C3 and F3 landings have now been designated as an enabling environment for enhanced prisoners. The prisoners have extra regime and more opportunities to purchase additional items through the canteen etc. Residents report that they like it.

In April 2021 a prisoner recognition scheme was introduced. Staff are encouraged to nominate prisoners who have taken on extra work or shown particular flexibility or positive attitude. The rewards for prisoners include -a certificate, additional payment to their spends account, or an additional visiting order. These are awarded every month. Between October 2021 and February 2022, 27 prisoners received an additional payment into their spends account as part of the scheme.

## 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 prison runs an internal quality assurance process for complaints.

A prison survey in March 2022 identified that prisoners were not getting timely replies to their complaints.

## 5.8 Property

*Property losses feature among the highest concerns for prisoners.*

Property remains a big issue. The June 2021 IMB survey showed that only 24% received their property within two weeks of arrival. The IMB received 58 applications about property within the establishment (20% of the apps received). Management of prisoner property has been poor. A new process has been developed for dealing with property and the Board will monitor its implementation and outcomes.

There were 13 applications (4.5%) received about property on transfer between establishments. The Board notes that HMPPS's policy on property transfer between prisons limits the amount of property that a prisoner can carry with him to another establishment – each prisoner is allowed to take onto the transport the following: up to three bags (each weighing up to 15kg), legal paperwork and one large item like a stereo. Many prisoners, and in particular those serving long sentences, have legitimately accumulated a lot of property which they are unable to carry with them. It has been reported to the IMB that prisoners are having to choose between taking their clothes or their bedding and are often having to leave their canteen behind. Items left behind must be sent on separately by the prison at the establishment's expense. There are many instances where such property goes missing and there are lengthy delays in reuniting it with its owner. In some instances, the property is never recovered and the prisoner must attempt to obtain compensation, which can be time-consuming for both staff and prisoners. The Board recognises that this issue is outside the control of HMP/YOI Norwich. The Board has reported on this issue in the past. The Board finds the management of property transfers between establishments is unacceptably poor and cannot be deemed to be treating prisoners in a reasonable manner.

## **6. Health and wellbeing**

*The Board is of the opinion that healthcare delivery in most areas within the establishment has been on a par with that in the outside community, with the exception (as it was in the 2020/21 annual report) of dentistry. The Board accepts and understands that Covid-19 has caused hitherto unseen delivery difficulties within the establishment. The high levels of professionalism and dedication of healthcare staff has provided support for the men in their care during these unprecedented times.*

### **6.1 Healthcare general**

At the end of 2021 Virgin Care was replaced by the HCRG as the healthcare contractor. Prison staff commented to the Board that there seemed to be a decrease in provision during the final few months of Virgin Care's contract. There have been several interim heads of healthcare and this impacted upon delivery as it lacked continuity of the leadership focus.

Phoenix Futures continue to support prisoners with alcohol, drug and smoking addictions. All prisoners are assessed by Phoenix Futures on entering HMP Norwich, particularly during the induction process.

### **6.2 Physical healthcare**

As stated above, the Board understands the inevitable impact Covid had on provision of dental services; however, the Board is of the opinion that there were periods when delivery has been less than could reasonably be expected. This is particularly true for dentistry. In Q3 the Community Dental Service (CDS) said 'there were not enough prison officers to bring residents to appointments.' This is an inevitable impact of the low staffing numbers which have been mentioned elsewhere in this report. There were 172 face-to-face appointments in Q3 compared with 283 in the previous quarter. Towards the end of 2021, the existing dentist left and was not replaced until early 2022. Whilst the experienced dental nurse provided an excellent triage service this could be no substitute for a qualified dental operator. Regulations on the exchange of air within windowless surgeries were recommended early in the Covid outbreak. However, while such units have now been delivered to the site, no work has yet been carried out to install them. This is almost two years after the recommendations were first made and the Board considers this is unacceptable. Parity with outside dental services has not been achieved in this respect. Providers suggest there has been a low level of dental complaints from prisoners. The Board notes that there are no specific complaint forms on the wings for concerns relating to dentistry and the healthcare contractor was neither responsible for nor able to process any such complaints. There were however a number of both written and verbal complaints about dentistry which did reach the Board. (There were two complaints about dentistry out of 23 IMB apps: 9%.)

As was noted in the annual report for 2020/21 'From an overall evaluation of documentary evidence, taking into account the unprecedented Covid situation, it seems that healthcare is probably equivalent to outside comparators, with the notable exception of dentistry. However, prisoners' perceptions of the provision of primary healthcare, which incorporates a triage system, can diverge strongly from this.' This has continued to be the case for this reporting year. The IMB conducted a survey across the establishment in June 2021 and also surveyed those prisoners

aged over 50. In the June 2021 IMB survey, 80% of prisoners stated it was easy to get access to a nurse, 58% said it was easy to get access to a GP and 60% said it was easy to see a dentist. Prisoners on C wing commented:

- 'Healthcare treated me like a child'
- 'Healthcare do not listen to prisoners'
- 'They took me off my medication which I have had for 5 years and need'
- 'Access to healthcare and dentist is very poor. I've had to wait 13 months to get dental treatment'.

Those on B wing said:

- 'There is no way to make a complaint to healthcare. I had severe side effects from COVID jab and no support'
- 'Difficult to get appointment to see a doctor. Wing nurse are brilliant.'
- 'Not happy with healthcare, been waiting a long time to get my back looked at'

On A wing a prisoner said: 'Thank you everybody, especially healthcare and prison staff'.

Amongst the over-50s who were surveyed in June 2021, 39% felt that healthcare was good or very good (see comments in section 5). The over-50s made the following comments:

- 'Been treated really well especially with my mental health'
- 'Should see dietician'
- 'Having a personality disorder I do feel I have simply been ignored as I don't have the confidence to speak out as I am mainly housed with men half my age'
- 'Put in an App to see GP in September no appointment till Feb'
- 'Bad for health/self-esteem'
- 'Had an extraction 2 years ago still waiting for dentist - full extraction'.

See comments in Section 5 that the Board is of the opinion that the over-50s are overlooked.

Q3 performance showed some dips in areas such as non-Covid vaccination delivery (hepatitis B, flu etc.), secondary screening and NHS health checks. For example, NHS screening (for blood borne viruses (BBV), bowel cancer etc.) in August-September ranged from 30%-40% of target, then improved in November to 93% and dropped back to 73% in December. BBV screening remained low throughout the year in (at around 20%) reaching a highest level of 36% and then dropping back to 17% in December. Understandably the focus has been given to both rigorous testing for Covid and consequent Covid vaccine roll out (where applicable individuals have agreed to it), which has impacted on delivery in other areas, as Norwich used existing healthcare staff to deliver the vaccination programme. Vaccination levels in the prison have been low, as prisoners have been reluctant to take up the vaccine. The Board notes the attempts by staff to encourage vaccinations e.g. through

prisoner forums and prisoner reps (see section 5). Norwich has used its own healthcare staff to deliver vaccine and testing programmes.

Another area of concern picked up in both IMB applications to and in daily briefing sheets is access to secondary care referrals at hospitals such as the Norfolk and Norwich University Hospital (NNUH). Quotes from prison meeting minutes (June 2021) included 'Potential performance issues due to prison service challenges.' The Board acknowledges that there were clearly major staffing problems which will impact on escort possibilities leading to a high number of cancelled secondary care appointments e.g. 34 in December. Triaging definitely takes place to prioritise patients on these days and therefore inevitably some patients are unable to leave the establishment. Likewise, the staff shortages throughout the reporting year impacted upon in-house GP appointments e.g. the prison held a valuable staff wellbeing day and this impacted on staff availability so that prisoners' GP appointments for that morning were either cancelled or not attended.

The patient advice and liaison service (PALS) has been as effective as it can be in Covid times. The PALS officer appears to work diligently. Meetings minutes suggest that early interventions by the PALS worker have often prevented further escalation of prisoners' complaints. However, the Board has observed that there is still no clear external appraisal of grievances, and the Board cannot offer an opinion on the quality or timeliness of responses to complaints.

Again, as a result of Covid IMB members have generally had a much-reduced site presence in the last year. Consequently, medical staffing levels, other than those assessed through meeting minutes, have been difficult to ascertain. The dedication, expertise and professionalism of staff during the year meant that healthcare delivery was maintained throughout the difficult periods, especially during Covid outbreaks both inside the establishment and outside in the local community (which impacted on staff absence). It is relevant to note comments from prison healthcare minutes such as (in Q3):

- 'staffing very low across site during quarter'
- 'Pharmacy tech shortages/very limited prescribers on site'
- 'got through Xmas & New Year despite massive staff shortages'

Low staffing levels in healthcare remain a concern and certain areas are particularly affected.

Physiotherapy has long wait times, as does podiatry, which is of great concern to those prisoners who are diabetic or have mobility issues. The most recent partnership board meeting reported that whilst there were continuing issues with staffing levels, recruitment had slightly improved with some candidates coming directly from NNUH. At the same meeting it was reported that GP waiting times were quite good with sometimes patients even being able to be seen on the same day. At previous meetings there had been a number of complaints from prisoners referring to 'lack of face to face GP time'. Spring Covid booster vaccinations for appropriate patients are all in hand and the prison reports that vaccination performance at Norwich is better than the NHS England prison average.

Administration of drugs and medicines is an area in which it's quite difficult to give accurate evidence-based trends. Examples in applications to the IMB, medication management minutes and entries in the daily briefing sheets show that mishaps/

mistakes do still occur from time to time. The low levels of staffing mentioned previously must have an impact on this. Following MHRA/CHM advice on the risk of abuse and dependence, the prison aimed to reduce the number of Pregabalin prescriptions. No effective solution has been found to the problem of providing medication to those going to court appearances who might be released directly back into the community. Prisoners on C1 landing have commented to the IMB that their evening meals are always cold when they get them, as they have to get their medication first. The Board thinks this is an issue with the delays in distributing medication.

Very little has changed in the 'in-bed' healthcare facility, despite even more fresh paint in certain areas. Some space has been given over to 'dormitory style' accommodation for category D prisoners from within Norwich and other establishments. Being housed in this 'holding pattern' until full access to category D facilities becomes available is not appropriate (see comments in sections 4 and 5) for the category D prisoners or those whose health conditions are managed on this wing. The diligence, forbearance and patience of the staff in this unit (both medical and prison staff), should be noted, as they look after prisoners with highly challenging conditions. There is still a lack of understanding by the hospitals in the region about what exactly this unit can offer, as it is not comparable with a managed 24-hour ward facility in a mainstream hospital environment. This fact needs to be understood fully by hospital clinicians prior to any discharge back to the HCC.

L wing building continues to remain an outdated unit and meeting minutes covering this unit show that there are unacceptable waits for replacement pieces of essential equipment e.g. suitable hoists. The dedicated staff do their utmost to support the prisoners there, despite the shortcomings in facilities. This is borne out by numerous testimonies from prisoners in written form praising the staff. However, the most recent partnership board meeting deemed that there are individuals waiting unacceptable amounts of time for health and social care assessments.

Positives that have occurred during this period included the concept of setting up 'virtual wards' to enable some secondary care appointments to take place within HMP Norwich walls (all initial visits will still remain face to face in a hospital environment). The Board notes that the direct transfer of outside GP records to prison GP records should go live in May (assuming patients agree) which will be doubtless invaluable in enabling a much greater knowledge/understanding of the patient.

### **6.3 Mental health**

Mental health services continue to be provided through Norfolk and Suffolk NHS Foundation Trust who also commission the parallel 'improving access to psychological therapies' (IAPT) and wellbeing service. The primary mental health team continue to provide a core presence of experienced and dedicated staff. The lack of complaints suggests that there are no obvious issues of concern for those receiving treatment from the team. However, some prisoners tell the IMB that they are of the opinion that their mental health is not being treated, e.g. they have been referred to IAPT and they consider that they should be with the mental health team itself.

However, in the Q3 reporting figures there has been a marked rise in self-harm. This is mentioned in section 4 of this report. There is no doubt that the restricted regime associated with Covid has had an impact on self-harm numbers. NHS funding has

enabled the introduction of a freshly staffed ground floor unit in daycare (originally planned for when the unit first opened), which opened on March 14. Its primary role is to help those subject to an ACCT and other vulnerable prisoners. As stated elsewhere, the Board will monitor the provision of prisoner support in this unit.

Last year the Board noted the delay in transferring prisoners with mental health issues to appropriate secure units. This year the Board has been told by staff that they are able to make transfers within the required time limits for prisoners whose original domicile is within the Eastern region. However, the mechanics of facilitating similar transfers out of region are more problematic. The Board has no evidence as to the timely delivery of wellbeing services on the wings and can make no comment about its delivery.

The Board has received 23 (8% of the total) apps concerning healthcare (including physical, mental and social care) in this reporting year compared to 37 (14% of total) last reporting year.

#### **6.4 Exercise, regime**

Physical education instructors (PEIs) have told the IMB of their concerns that when the regime gets back to normal there will not be enough room to hold the legal requirement of sessions. (Each prisoner is supposed to get one hour in the gym each week). This is because the old gym on the main site has been converted into a video conferencing centre. The Board shares these concerns. During Covid lockdowns the PEIs were redeployed and so were often unable to take gym sessions. At one stage C wing went without gym for three weeks.

There were frequent adjustments to regime due to staff shortages, e.g. on 12 August 2021 there was no work or education. On Saturday afternoon 29 October 2021 the category C site was locked up due to operational reasons. On Saturday 7 November 2021 the evening meal was served at lunch time (as cold), and the category C site locked up in the afternoon with a cold evening meal given at same time as lunch. A GNTS stated 'There will be changes to the published regime on Monday 13<sup>th</sup> December until Wednesday 15<sup>th</sup> December 2021. All residential units will run a weekend regime'. Another GNTS stated 'Due to operational reasons beyond our control we have had to curtail certain parts of the regime on Saturday 22<sup>nd</sup> January 2022. There will be no unlock period on E wing or Regime in Kett's on Saturday 22<sup>nd</sup> January 2022 in the PM period. There will be no unlock period on F wing on Saturday 22<sup>nd</sup> January 2022 in the PM period. The hot meal will be served at lunch time with a cold tea in the evening.'



## 7. Progression and resettlement

### 7.1 Education, library

*Covid interrupted classroom sessions during outbreaks. The education staff worked extremely hard during this period to support the prisoners in their learning during the lockdown periods.*

Prisoners complete a universal assessment on arrival to measure their literacy and numeracy needs. They are told about other courses which are available. Prisoners coming in with learning difficulties are assessed at induction during Covid lockdowns and then again once out of lockdown they are interviewed/assessed by education to see what course would be appropriate for them. Prisoners with low levels of literacy and numeracy are supported by the Shannon Trust, with prisoner mentors supporting them either face-to-face or using self-study leaflets; between April 2021 and December 2021 there were 28 prisoners working with the Shannon Trust. In Q3 the prison reported that 37% of prisoners were at a literacy or numeracy level where they could benefit from support from the Trust. This equates to 250 prisoners, so only 11% of prisoners with low levels of literacy and numeracy were engaged with the support they needed. The Board notes that this low level may be due to the constraints of the restricted regime. The Board notes elsewhere in this report the impact of low levels of literacy on the prisoners' abilities to gain extra qualifications whilst in custody (see section below on workshops).

Teaching staff continued to deliver teaching packs to prisoners in their cells, as well as face-to-face education in small groups (small group face-to-face education recommenced on 26 April). However there have been complaints to the IMB that the marking of in-cell education materials takes a long time. e.g. in July a prisoner handed in work for marking as part of his Way Forward sentence planning; it was still in the collection box two weeks later on F wing. There had been some confusion between whether prison or education staff were supposed to be collecting it.

In-cell work was supported by Wayout TV. However, there have been complaints to the IMB that some of the Wayout TV channel's reception has not been good and this has made in-cell education difficult.

The library initiated a new 'reading ahead' challenge for 2021/2 which began in October and runs until September 2022. This was for each prisoner to read six books over the period. Thirty-six prisoners have completed the challenge.

The Board is encouraged by the continued enthusiasm and drive of the education manager from PeoplePlus. Despite the restrictions on education due to Covid, an in-cell educational induction was given to all those entering custody; prisoners who did not complete this were visited by a member of the education team.

During lockdown on the category C site in-cell work was provided for painting and decorating. The painting and decorating workshop remained closed from November 2021 until mid-March 2022.

The libraries reopened, but then had to close again in December due to Covid and reverted back to an ordering system. They are now offering a counter service at the library door on the main site and a full walk-in service two days a week on the category C site. Approximately 30% of prisoners use the library, e.g. in A wing about 30 prisoners use the library when it is open. In November 39% of the whole prison

population were active users of the library. In December, due to the outbreak, that fell to 24%

The library ran reading groups prior to lockdown, but these have not resumed and there is no plan to restart them. The library worked with the psychology service to provide self-help and distraction packs: a wellbeing pack, a 'mind matters' pack, and a distraction pack. To date 100 packs have been given out.

April 23 was World Book Night. The library had two boxes of books donated by the Reading Agency charity for the event and distributed more than 50 books to participants in the reading ahead programme and to other residents who were not currently library members.

There is a stock of books held on a trolley in the segregation unit and copies of newspapers and old magazines are available. The unit increased its stock with two boxes of donated books and more new stock in November.

## **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). There has been an unacceptable delay in building the carpentry and bricklaying workshops (mentioned in the annual report 2020/21). Prisoners with low levels of literacy are not able to access the workshop courses e.g. painting and decorating. Britannia House prisoners were able to continue working throughout the year. The Accelerator prisons project and other initiatives e.g. employment boards have provided excellent opportunities for men to gain employment on release, or work while serving in the category D site. The practical workshops which do run are providing useful vocational qualifications which would allow prisoners to get work in the construction industry on release (e.g. construction skills certification scheme (CSCS) qualifications and national vocational qualifications (NVQs)).*

The workshops have been open with a limited workforce throughout the year, except when C wing was put into full lockdown in November (and didn't reopen until mid-March 2021), 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 workplaces, as C3 landing is now an enhanced landing (rather than housing VPs). 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.

Prisoners with low levels of literacy and numeracy are not able to access the practical courses, as PeoplePlus states that they do not want to set them up to fail. The workshop courses provide valuable vocational qualifications which would enable prisoners to gain employment in the construction industry on release. The Board is of the opinion that this is discriminatory and that the prisoners should be supported to gain both sufficient literacy and numeracy skills, while also given the opportunity to learn in the workshops to gain these vital qualifications, as in the outside community there are many employees in the construction industry who have low levels of literacy.

Prisoners continued to work in other essential areas such as the kitchens, serveries and waste management.

Britannia House, the category D open prison, 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 unless working in an essential industry. However, non-essential ROTL resumed at the end of April 2021 and continued through the Christmas 2021 period.

There have been delays in starting the construction courses of bricklaying and carpentry (which should have started October 2021) due to there not being a suitable workshop to hold these classes in.

Pre-pandemic, a bus came regularly to the category C site to allow the men to take their CSCS qualification, which is a computer-based test. This bus stopped coming during the pandemic and so on release from custody the men went to the centre on Prince of Wales Road in Norwich to take the test.

RMF Ltd are working on the category C site providing construction-type health and safety courses which included roles like banksman. This enables the men to get a CSCS qualification. Courses on forklift truck driving and industrial cleaning have also been delivered.

### **7.3 Offender management, progression**

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

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. It is well recognised that long-term prisoners are impacted significantly by their experience. In August 2021 an IPP prisoner had to visit the outside hospital having swallowed a number of unknown tablets; he stated he had 'had enough of being an IPP prisoner' (DBS 18 August 08 2021). There are no programmes for people convicted of sexual offences.

There are currently eight IPP prisoners and 30 lifers who have no programmes available for them and consequently limited prospects of proving to a Parole Board that they have made progress and fulfilled the necessary criteria for release, as required by the Parole Board: 'Offenders released on parole demonstrated progress during their sentence. For example, they completed programmes appropriate to the offence (or the offender's needs).' (Ministry of Justice Research Summary, February 2012.)

### **7.4 Family contact**

*The prison tries hard to enable men to maintain family contact, well supported by Spurgeons.*

Of the respondents to the June 2021 IMB questionnaire, 57% said it was easy to keep in touch with family. This compares favourably the June 2020 IMB

questionnaire, in which 27% of respondents said it was easy or very easy to maintain contact with family and friends.

Prisoners state that PIN numbers (for telephones) can take up to 14 days to be organised (March and May 2021 prisoner forums) for new arrivals at A wing. New arrivals are given emergency 24-hour PINs. However, before in-cell phones were installed (summer 2021), due to being locked behind their doors for up to five days for Covid security, new arrivals may not have been able to use them as there was only one mobile phone on A wing to be shared between them all. Consequently some of their PINs expired resulting in a 14-day wait for the permanent PINs to be sorted out by staff. Listeners on A wing had reported concerns about the mental health of these men and its big impact on new arrivals. The installation of in-cell phones (summer of 2021) has been very positive. Prisoners can now have private conversations with their family members and they do not have to try to fit their phone calls into the limited time they have for domestics. Prisoners report to the IMB that this has led to much improved and more regular contact with their families. In November, a Governor's notice to visitors explained that the telephone calls from the prison are recorded and there would be a message to that effect at the start of the call. Telephone repairs have been prompt. The £5 additional telephone credit granted in lockdown continues as it allows prisoners to telephone their families more frequently and still be able to use their minimal wages for items from the canteen.

In November 2021 the Lullaby project ran for the second year. The BBC Philharmonic Orchestra worked with prisoners, allowing them to explore their thoughts and feelings about their children, enhancing the bond between them and creating a precious memory that will be treasured forever. The musicians and prisoners worked one-to-one to write songs that reflect the memories and experiences that the fathers have shared with their children. This was then recorded with the orchestra with the prisoners singing or speaking as part of the presentation. All of those prisoners involved stated that they felt closer to their children after taking part in this programme.

The free 30-minute Purple Visits (video calls) have been much appreciated and take up is high. These calls take place in the daycare ground floor. Some prisoners reported that it is 'difficult if people don't have ID on the outside – can't do purple visit'. This is still the case. There are also difficulties for people who do not have much data on their mobile phones or do not have internet access at home. Feedback from a prisoner to the June 2021 IMB survey was 'Purple visits coming into prison life has been great.' This is representative of most prisoners' reactions to video calls. The repurposing of the daycare centre to support men with mental health issues has not been affected by the video calls and the prison will continue to monitor this, as will the Board.

From October 2021 foreign national prisoners or those with close family abroad were permitted a free five-minute call once in a four-week period if the prisoner had had no social visits during the preceding four-week period. Consideration is given to allowing such prisoners to have access to telephones outside normal hours to make calls to their country of origin where there is a significant time difference between their country of origin and the UK. However, there have been some problems with foreign nationals being able to add credit to their accounts see section 5.4 on foreign nationals and phones).

Socially-distanced visits restarted in June 2021. Family visits continued throughout the summer and the Covid outbreak which began in December 2021. Prisoners had

to have a negative lateral flow test (LFT) to have these. Visitors also needed negative LFTs. There was good communication to prisoners and visitors about this and prisoners were given the option of a free video call each month instead of a visit. The first children's visits took place in November. These visits were for three hours to allow them to be located in their own space in the visits hall. Crafts and games were tailored to each family's needs. In November and December, a total of 17 family visits took place on the main site and only one on the category C site; the category C family visits planned for December were cancelled due to the Covid outbreak. All children's visits were cancelled in January 2022 due to Covid.

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 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. 48 videos were made in April – December 2021.

'Dad's representatives' are active on the wings – they are men who have engaged with the Spurgeons service and promote the service to other dads coming onto the wings. When the prison is not in lockdown there are monthly dads' representatives meetings.

'Keeping in touch' craft packs were sent to dads who requested them – they followed the same theme as the children's' packs which were sent to children each week. In the period April-December, 65 packs were sent out to dads, allowing extra contact between prisoners and their children for a total of 165 children.

There were 397 children's activity packs provided in the visits hall during the period April – December. This helped the prisoners engage with their children in the visits hall.

Category D prisoners were also getting 'dads' visits' but these had to stop during the most recent Covid outbreak and have not restarted.

In November it was raised with IMB members that some prisoners were very upset by the poor quality of photocopying of their mail; this is especially a problem with children's paintings and drawings. There were delays in getting mail from home and emails being sent out. One prisoner reported that he had seen emails in the office which were waiting to be sent. He felt that these types of issues were impacting on men's mental health and leading to increases in self-harm. Initially there was no lower limit for the Rapiscan detector, meaning even a trace of drugs on letters meant they were not given to prisoners – this has now been resolved.

## **7.5 Resettlement planning**

*The initiation of the Accelerator prisons project and appointment of two staff specifically to address employment and accommodation has led to a big increase in opportunities for prisoners on release and those living in Britannia House.*

For men in Britannia House, resettlement overnight releases (ROR) had stopped during Covid, but were restarted in May 2021 except for areas where there were

high levels of Covid, e.g. Bolton, Leicester, Kirklees, Hounslow, Bedford, Blackburn with Darwen, Burnley and North Tyneside.

The employment boards now operating, where employers such as Bernard Matthews and Lotus offer jobs to prisoners on release, are working well. An employer open day was held on the category C site. The catering team also has links to outside agencies to obtain work for prisoners on release. There are several more employers keen to get involved with this project.

The Accelerator prisons project is working to help men with accommodation and employment. These issues have been highlighted as essential in terms of reducing reoffending and some prisoners have self-harmed due to not having places to go on release. Lotus has been in several times to speak with prisoners on the category C and main sites. On 15 December 2021 an open day was held at the category D site which provided the opportunity to discuss job opportunities and recruitment. There was a total of 44 names taken down by potential employers and these were followed up by prison staff working with the men. Initially Lotus were looking to recruit young people through the Kickstart scheme run by DWP. The Kickstart scheme creates jobs roles in companies which are paid by DWP. The Accelerator prisons project is linking with job centres in the community to identify companies who are struggling to recruit. 'Only a Pavement Away' came in during the hospitality drive with a company called 'YEO' which is hospitality-focused. This has an online jobs board which establishments can post candidates on, whom employers can reach out to if interested. CV workshops on the category C site took place with PeoplePlus and the information, advice and guidance service. Since July 2021 there have been 61 job offers to prisoners. The team is working with prisoners to develop CVs and references so that they have a pack on release.

JobCentre Plus continued the ongoing strong and effective relationship with HMP/YOI Norwich. They are looking at how they can work with prisoners to fill the shortage of workers throughout East Anglia.

Prisoners in Britannia House have reported difficulties in opening a bank account. Britannia House is now cashless. Staff have worked hard to help them overcome these issues.

Prisoners are now given resource packs when entering custody, so that they can navigate their housing journey. Prisoners who face homelessness on release are highlighted to staff. Between October 2021 and February 2022 83.4% of prisoners had accommodation on release. There is a focus on prisoners who are on remand (approximately 40% of prisoners held at Norwich) with the Accelerator project staff member working with local bail information officers, local authorities and community offender managers to develop an alert system for men facing homelessness on release. They are also working to ensure prisoners have all that is necessary to maximise their opportunities on release e.g. bank accounts, landlord references etc. All staff are receiving training on housing awareness issues. The Accelerator project reports that about 85% of men released from custody have accommodation for their first night on release. The Board notes that this is only for their first night, but acknowledges the huge steps taken by the staff at HMP Norwich to get the numbers to this level. It does mean that some men are still being released without accommodation and of the 85% with first night accommodation, some are homeless from day two of their release from custody.

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 prisoners while they are still in prison and continue the support once they have been released, giving the prisoner the stability needed to succeed. The chaplaincy worked with 34 men during the year 2021. The team continued to train new mentors, encouraging mentors from diverse backgrounds and welcomed referrals (from the chaplaincy, CRC, safer custody etc.) for prisoners of all faiths or none. New referrals were stopped for six weeks in autumn 2021 due to lack of mentors.

The Board notes the successful and empathetic 'through the gate' service offered by the Christian charity Community Chaplaincy Norfolk (CCN) working with men whilst in custody and providing a mentoring and supportive provision on release. CCN provide a safe and confidential environment where mentors can meet their clients and can socialise. Their vision is to see their clients become integrated, confident and fulfilled members of the community. They also offer a pen pal service for prisoners with longer sentences to serve.

## The work of the IMB

The Board reluctantly took the decision to withdraw from the prison and to monitor remotely from mid December 2021 to the start of February 2022. During this period 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. Throughout the year the Board continued to have some members unable to visit the establishment and did not visit parts of the establishment where there were confirmed outbreaks (e.g. at one point the category C site). 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.

The Board was unable to attend some GOOD reviews, adjudications etc. due to social distancing rules, as the room used for these is very small and could not accommodate the IMB members along with essential staff. In these instances, the Board reviewed paperwork.

During the reporting period (in June 2021), the Board produced a questionnaire for small, randomised samples of prisoners from each wing to enable some analysis of key aspects of the prisoners' lives during the lockdown. The Board also did a survey of prisoners over the age of fifty. 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.

The Board continues to maintain that its visits allocation of only 455 visits per year is insufficient to monitor a prison which is as complex as HMP/YOI Norwich. 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 number of visits made during the year is less than the Board would have liked, but was caused by the Board's withdrawal (see above) due to Covid outbreaks.

The Board was disappointed that only 42% of respondents to the IMB questionnaire in June 2021 rated 'how the IMB responds' as very good or good. This is something the Board will address.



## Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	12
Total number of visits to the establishment	315
Total number of segregation reviews attended (in person)	32

## Applications to the IMB

<b>Code</b>	<b>Subject</b>	<b>Previous reporting year 2020/21</b>	<b>Current reporting year 2021/22</b>
A	Accommodation, including laundry, clothing, ablutions	<b>4</b>	<b>7</b>
B	Discipline, including adjudications, IEP, sanctions	<b>8</b>	<b>3</b>
C	Equality	<b>0</b>	<b>5</b>
D	Purposeful activity, including education, work, training, library, regime, time out of cell	<b>11</b>	<b>12</b>
E1	Letters, visits, telephones, public protection restrictions	<b>22</b>	<b>15</b>
E2	Finance, including pay, private monies, spends	<b>8</b>	<b>11</b>
F	Food and kitchens	<b>17</b>	<b>21</b>
G	Health, including physical, mental, social care	<b>37</b>	<b>23</b>
H1	Property within this establishment	<b>33</b>	<b>58</b>
H2	Property during transfer or in another establishment or location	<b>6</b>	<b>13</b>
H3	Canteen, facility list, catalogue(s)	<b>3</b>	<b>7</b>
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	<b>21</b>	<b>9</b>
J	Staff/prisoner concerns, including bullying	<b>18</b>	<b>16</b>
K	Transfers	<b>5</b>	<b>6</b>
L	Miscellaneous, including complaints system	<b>70</b>	<b>79</b>
	Total number of applications	<b>263</b>	<b>285</b>

## **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 for Work and Pensions
EAT	equalities action tea
ESOL	English for 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	Healthcare centre
HDC	home detention curfew
HMCIP	Her Majesty's Chief Inspector of Prisons
HMP	Her Majesty's Prison
HSE	high security estate
IAPT	Improving Access to Psychological Therapies
IPP	indeterminate sentence for public protection

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 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
RCU	reverse cohort unit
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 prisons estimator. Prisoners are given a VIPER score based on perceived likelihood of their participation in violence.
VP*	vulnerable prisoner *
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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