



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

**For reporting year
1 March 2022 – 28 February 2023**

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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, 20th and 21st 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.

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.

M wing: 48 spaces – all single cells 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.

Healthcare centre (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.

Service providers

Healthcare Resourcing Group (HCRG) provides the prison healthcare.

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

Dentistry is provided by Community Dental Services.

Substance misuse treatment is provided by Phoenix Futures.

Education is provided by PeoplePlus.

The RECONNECT service is provided by the Forward Trust.

The escort contractor is Serco.

Family services were provided by Spurgeons until 30 September 2022, then Ormiston Family from 1 October 2022.

3. Executive summary

The continued staff shortages have overshadowed all aspects of prison life. This has continued to undermine 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'. At the time of writing much of the prison remains on restricted regime, with most prisoners being locked up for half a day every day.

3.1 Background to the report

In March 2020 the entire prison estate went into command mode and remained in command mode throughout the reporting years 2020-22. The prison only stopped being in command mode on 16 May 2022. However, HMP/YOI Norwich was unable to return to normal regime due to continued staff shortages, and restrictions remained in place, with all prisoners being locked up for half a day every day. Substantial efforts continued to be made by the prison, despite huge shortfalls in staffing, to try to keep prisoners in its care safe and to provide as humane and fair a system as possible. 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 constraints upon activities, education, and time out of cell continues to be a concern, with self-harm remaining at a high level. Prisoners and staff continued to bring this to the attention of Board members.

Attendance at work and education was limited due to the lock-ups and lack of staff to take men around the prison. Gym sessions were also operating with limited numbers. The compliance and acceptance by the majority of prisoners have been commendable, and the various initiatives to alleviate boredom and isolation have been largely appreciated.

Governor's notices to prisoners (GNTPs) are intended to ensure that prisoners are kept informed of all significant matters. However, as noted last year, the Board is concerned that not all prisoners see and understand these important notices (see section 5).

Accommodation in L wing, HCC, E wing and the segregation unit is outdated and would benefit from refurbishment and modernisation. Some of the wings have leaking roofs and, as reported year on year by the IMB, are not satisfactory.

Accommodation fabric and decency checks (AFDCs) have been of variable quality, with some cells not cleaned before the arrival of new prisoners (see sections 4 and 5). The useful key worker programme continues to be curtailed due to staff shortages (see section 5), and education and workshop classes have limited numbers and limited time for attendees. Programmes/qualifications take longer to obtain, and where they rely 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. Prisoner-on-prisoner assaults are too frequent and there has been an increase in gang-related assaults on the wings involving multiple individuals. This was also noted in the HM Inspectorate of Prisons (HMIP) 2022 report. 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.

Levels of self-harm in the prison population remain high. The mental health team is overstretched. Key workers continued to be diverted to support those prisoners suffering the most during the restricted regime, quite correctly focusing on supporting the prisoners with the greatest need. Prisoners are supported using the assessment, care in custody and teamwork (ACCT) process; however, the completion of documentation and monitoring/management of this process needs to be improved. This was mentioned in last year's report.

Current inductions are confusing to some new prisoners, particularly foreign national prisoners. Use of the language line and other facilities for translation is limited, which leaves prisoners relying on other nationals with more understanding of English for support with daily life.

How fairly and humanely are prisoners treated?

Lack of staff has impacted on the humane treatment at Norwich, with prisoners being locked up for long periods each day. 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 or is in a poor state of repair, for example E wing. There continues to be variable provision of some basic essentials. Full accommodation fabric and decency checks (AFDCs) to ensure clean and well-equipped cells for new arrivals and correct cleaning equipment/materials on all the wings are carried out, but newly arrived prisoners continue to find their cells are not clean and lack working equipment (see section 5.1).

There are currently seven foreign national prisoners at Norwich whose sentences have expired. One is a man convicted of shoplifting, who has remained in custody for two years after his sentence expired. His continued detention is neither fair nor humane. The Board raised this with the minister in the last report and his response was unsatisfactory.

There are prisoners who are disadvantaged compared to others, for example those with disabilities, those who are of pensionable age and those with low levels of literacy and numeracy.

How well are prisoners' health and wellbeing needs met?

Healthcare is broadly equivalent to that available in the outside community. However, the low number of prison staff means that many GP and dentistry appointments are cancelled. There are issues with the delivery of medication, and prisoners do not always understand why their medication may be managed differently in the prison environment than it is in the community. The restricted

regime has resulted in a lack of access to activity and exercise, and continues 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.

How well are prisoners progressed towards successful resettlement?

The Accelerator prisons project has ended. A dedicated member of staff still focuses on employment, and this has led to an increase in contact with local employers and more opportunities for men to gain employment on release, in particular Britannia House (the category D site). Opportunities to gain qualifications which may lead to employment upon release are hindered by having limited time in the classroom. Lack of accommodation is a big issue for some men on release and a member of staff is dedicated to this.

There is no funding for accredited interventions and offending behaviour programmes (OBPs) and there is nothing for long-term sentenced prisoners and those serving imprisonment for public protection sentences (IPPs) to help demonstrate a reduction in risk. The IMB has frequently raised this with the minister in the past, who has failed to give a satisfactory response. The Board notes the recent rejection by the government of the Justice Committee's proposal to resentence these men. The impact of this decision on these men could be severe. HMP Norwich highlighted the potential impact on these prisoners in a Governor's notice (GNTP -031-2023).

Video calls continue to be popular and make keeping in touch with families easier, along with the in-cell telephony system. However, foreign national prisoners struggle to use the system and there are no instructions available in foreign languages to assist their families in setting up these calls. Ormiston/Spurgeons have worked hard to maintain family contacts by various means.

3.3 Main areas for development

TO THE MINISTER

Will the minister please explain why there were still seven prisoners serving IPP sentences and 14 life-sentenced prisoners in HMP/YOI Norwich at the end of February 2023 without their being any offending behaviour programmes or accredited interventions to allow progression to release?

This question was asked in the 2021/2022 report, and the Board did not feel that the minister's reply addressed the specific problem it had raised. The Board is aware of the national initiatives that the Ministry of Justice (MOJ) has in place for prisoners on IPP sentences: a bespoke and regularly refreshed IPP plan for every individual. Our concern is that there are no such action plans in place at Norwich. We monitor the mental health provision closely and can see no evidence of prisoners subject to IPP being assisted in achieving release from prison, as there are no programmes at Norwich to reduce their reoffending. In addition, the changes to the eligibility criteria for category D status mean that these prisoners are further disadvantaged in getting the skills required to assist in their release.

Four of the IPP prisoners in Norwich have served 10 years or more beyond their tariff.

Will the minister please explain why prisoners with severe mental health issues or learning difficulties are still being held in custody?

In his response of 19 August 2022, the minister wrote that the draft Mental Health Bill will '*improve support for people with acute mental health needs that are in contact with the criminal justice system*'. This bill has yet to reach the statute book. In the meantime, the Board continues to encounter inhumane treatment through the incarceration of prisoners with severe mental health issues and/or learning difficulties who are housed within the HCC or segregation unit for their own safety and the safety of other prisoners and staff. The Board has also found delays in prisoners being sectioned due to the unavailability of places within secure mental health accommodation.

The Board is of the view that these prisoners should never have been imprisoned but located in establishments which could properly address their issues.

Will the minister please explain why seven foreign national prisoners are still in HMP/YOI Norwich despite the expiry of their sentences?

In his reply to the 2021/2022 report, the minister stated that foreign national prisoners are usually there because they have been assessed as unsuitable for immigration removal centres, as they pose a high risk to others. The Board contends that this does not apply to all of those detainees and notes that one individual was sentenced for shoplifting. The Board accepts that foreign nationals with more serious convictions may require further investigation but can see no evidence of this taking place.

The Board acknowledges the MOJ's confirmation that the continued incarceration of foreign nationals beyond expiry of their sentences is neither fair nor humane. The Board is surprised that further intensive action to secure their release from prison is not being pursued.

TO THE PRISON SERVICE

When will the new policy framework relating to prisoners detained in segregation be published?

Following concerns raised by the Board in 2021/2022 regarding prisoners detained in the segregation unit for long periods of time, the Prison Service advised that a review of Prison Service Order 1700 (Segregation) was taking place, with a new policy framework due to be published in spring 2023.

Are there plans for the refurbishment of the other outdated buildings?

Despite the refurbishment of the Elizabeth Fry wing, due for completion in 2024, and the installation of the new M wing, there still remain many other areas of the prison in need of modernisation: the healthcare unit, L wing, E wing, F wing and the segregation unit.

Will the Prison Service please advise when the new prisoners' property framework will be published?

Loss of property is still the biggest issue for prisoners. They face long and demoralising waits to be reunited with their property and, if it is deemed lost by the Prison Service, have difficulties claiming compensation.

When will instructions for booking video calls be available in different languages?

This makes it difficult for foreign national prisoners' families to book the visits and it is discriminatory.

TO THE GOVERNOR

The Board asks the Governor to provide information on plans for the following:

- Ensuring that all communications especially Governor's notices to prisoners (GNTPs) are distributed to, and seen and understood by, all prisoners, including foreign national prisoners who have difficulty reading English and prisoners with low levels of literacy: this concern was highlighted in the last two IMB annual reports but the Board has not seen any improvement
- Ensuring that there is improved support for foreign national prisoners: areas identified by the Board include difficulties encountered during induction due to them not understanding English, not always having their language noted on the Prison National Offender Management Information System (PNOMIS), problems incurred by their families when booking video calls, and the unfamiliarity of staff booking and using translation services
- Ensuring that Accommodation Fabric and Decency checks (AFDCs) are conducted appropriately and not used by officers as an opportunity to carry out cell searches
- Ensuring that scheduled forums take place more regularly and minutes are available for prisoners to see: the Board would also like to know what steps will be taken to make sure that prisoner representatives are allocated time to garner prisoners' concerns or pass on information to forums
- Continuing the improvement of ACCT documents completed by staff and the management of the ACCT process
- Managing prisoners' property effectively, particularly during cell clearances
- Restoring the intended role of key worker now that staffing levels are improving
- Improving the job and educational opportunities for vulnerable prisoners (VPs) remaining on C3: the Board would also like confirmation that mealtimes on C wing will always be managed by officers now that non-VPs are working in the servery used by the VPs
- Ensuring that a balanced diet will continue to be maintained in the future, when there will undoubtedly be increases in the cost of foodstuffs
- Ensuring that complaints and IMB application forms are always available on wings and not only on request from officers

3.4 Progress since the last report

The continued impact of low staff numbers means many planned improvements have not taken place. However, the following should be highlighted:

- The safety team continues to work 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 these men.
- 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.
- The work done by the reducing reoffending team has continued to provide employment opportunities for prisoners and access to accommodation on release. Links with local employers and the Department for Work and Pensions have been fruitful, with men having employment on release, and residents at Britannia House having employment opportunities.
- The family services provider Ormiston, which took over from Spurgeons in October 2022, continued to work hard throughout the year to encourage and enable prisoners to maintain family contact and to support their families.

Evidence sections 4 – 7

4. Safety

In the IMB 2022 questionnaire, 84% of prisoners surveyed said they felt safe in the establishment. However, the Board was concerned from replies received that the time taken to respond to cell bells could be up to 90 minutes.

A prisoner commented that he felt the safety of prisoners was not a priority for some officers.

Another B wing prisoner stated *'sometimes people are not always unlocked for medication which I feel needs to be addressed and looked into as soon as possible as this is people's health and medication and could run a risk to their health.'*

4.1 Reception and induction

The Board is pleased to note that:

- Despite pressures caused by 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.
- Despite the limitations of the main Victorian reception unit, the orderly keeps the area clean. Prisoners are processed and assessed by a nurse to identify their medical and mental health needs. All meals provided here are halal meals. After the meal, they are given breakfast packs, vape packs if needed and items like paper and pens.
- All prisoners go through the body scanner and those who are identified as having secreted items are managed appropriately according to prison policies.
- There have been few late arrivals into the establishment from outside courts. When this has happened, officers and nursing staff have been available to process prisoners through, regardless of time of arrival.
- Inductions were found to be completed in a manner that most prisoners understood, with informative leaflets now available in most languages. The prisoners are given time to ask questions and are given informative answers.

However, the Board is concerned that:

- Although there are now more officers trained in the use of the body scanner, these officers are not always available, which leads to prisoners spending extended time in the holding cells or being transferred to segregation.
- The language line (Big Word) is available but is not consistently used, which results in foreign national prisoners being taken to first night cells in a confused and uninformed state. The IMB rota report dated 1 February 2023 stated *'Lithuanian prisoner received into Reception on 17/01/23 and despite the fact he obviously had real difficulties fully understanding what he was being told, he said he was not offered the language line. He submitted an IMB App asking for*

help and was feeling discriminated against. On 6 February 2023, this prisoner was given another induction with the aid of Big Word.

- It is still being reported by some prisoners that they arrive in their cells on the first night to find items missing, such as kettles, pillows and bedding. They also found televisions that did not have aerials or did not work, and cells barely habitable as they were so dirty.
- The response time for answering cell bells is variable and has been reported by prisoners to be over an hour in some cases.

4.2 Self-harm, deaths in custody

The Board is pleased to note:

- Staff act professionally and with care towards prisoners who self-harm and manage them through the ACCT process as necessary. Referrals to the mental health team are made when appropriate.
- Board members attend ACCT reviews when possible. ACCT reviews are carried out professionally by a dedicated member of staff, along with a healthcare presence.
- The year ended with a sufficient number of Listeners across the establishment. Listeners who have been requested in the segregation unit late at night have been escorted across from the wings. Listeners report to the IMB that they feel supported in the establishment and there are no problems in getting to talk with prisoners who request them.

However, the Board is concerned that:

- Self-harm has again increased during the reporting year. The main reasons for the rise appear to be the restricted regime and reduced time out of cell, which in turn means a lack of social time, and this adversely affects prisoners' mental health. Prisoners continue to report to the IMB that officers do not have time to address their issues and that there are not enough officers on the landings to speak to about their concerns. This is also borne out through the applications sent to the IMB. Some self-harm appears to be from goal-orientated behaviour, such as wanting more vapes or extra phone credit, according to prison reports. The Board has made regular checks on ACCT documents and found the recording of observations and discussions has improved greatly since the previous year's report. However, it has still come across missed observations. The IMB rota report of January 2023: *'Checked ACCT documents and found one with obs required 1x an hour had not been completed for two hours and going into the third. Two docs x2 am, pm and nights had no entries for the am. Therefore, not being completed in a timely manner.'* The Board notes that daily comments have also improved, but in some cases there is still a lack of meaningful conversations. It is appreciated that due to staff shortages the recording in ACCT documents is sometimes not as timely as it could be. The Board understands that staff are needed at specific times such as lunch to carry out their duties.

Deaths in custody

The Board notes with sadness that there were three deaths in custody during this reporting period. One of these occurred after release from custody. At the time of

this report, the inquests into all of the deaths had not yet been held.

4.3 Violence

The Board is pleased to note that:

- The challenge support and intervention plan (CSIP) continues to work with and manage prisoners who have violent behaviour problems.
- Staff work hard to investigate and identify the perpetrators of violence and bullying, using whatever CCTV evidence is available. However, body-worn camera (BWC) footage of incidents has not been widely available this reporting year, due to cameras not working or being unavailable. Since February 2023 there have been sufficient new BWCs available for every member of staff to wear one.
- The safety intervention meeting (SIM) and population management meeting held every week effectively manage some of the most difficult and violent prisoners.

However, the Board is concerned that:

- Violence in the prison has continued at a high level during this reporting year, and this was highlighted by the HMIP 2022 report. This violence is due in part to the increased number of gang members being imprisoned at HMP Norwich, who are often involved in county lines drug dealing.
- Prisoner-on-prisoner violence has increased since the change of regime, which, although still restricted, allows more time out of cell than the Covid regime. Prisoner-on-prisoner violence can often be attributed to bullying and debt, as well as gang-related problems stemming from issues outside the prison. Debt and bullying can be due to the selling of vapes, drugs and phones, as well as the simplest of things like having to pay to have clothes laundered on another landing due to a broken washing machine on their own landing.
- Increasing numbers of assaults involve weapons.
- There are concerns that there may be an increase in violence when the prison goes back to normal regime. Many newly trained officers have never experienced the prison operating under normal regime, having never been involved in the unlocking of whole landings and wings.
- Mobile phones, SIM cards and chargers continue to be found on a regular basis. These can be used for further criminal activity.

4.4 Use of force

The Board is pleased to note that:

- Staff have shown real composure and skills when dealing with violent prisoners, always trying to talk the prisoner down when they are in an agitated state, and force is used only as a last resort.
- Batons and PAVA incapacitant spray are used under extreme circumstances. Batons were drawn 19 times and deployed three times in the year. PAVA was drawn and deployed once. The Board viewed CCTV footage of these occurrences and found the force used to be appropriate.
- Planned removals are always the last resort and staff have spoken with prisoners at length prior to the removal to try to gain compliance with a lawful request before force is used. IMB members have observed removals on several occasions and always observed that these were carried out correctly and prisoners treated fairly. The IMB rota report of 7 September 2022 stated: *'observed use of force as prisoner was refusing to move to CAT C site. Officers arrived in full PPE – he had blocked the door. Officer attempted to persuade him to exit the cell without restraint. He jammed plastic around door. The enforcer (ram) was used but it didn't break the door down. Eventually officer persuaded him to come quietly. He was given clear instructions and exited the cell backwards where he was handcuffed. Followed him to the Segregation Unit. He was searched. No violence. No struggling at all. Guiding holds were used as it was explained that they didn't want him to fall. Member checked with him – no issues, nurse present and confirmed no injuries.'*

4.5 Vulnerable prisoners and safeguarding

Vulnerable prisoners (VPs) include people who have committed sexual offences and those deemed vulnerable for their own safety.

The Board is pleased to note that:

- Transgender prisoners are treated as being vulnerable after a risk assessment.
- VPs are generally managed in such a way as to keep them safe inside the establishment.
- The installation of the new M wing, 48 individual cells/pods specifically for enhanced VPs, is rehabilitative in that it allows the men to manage themselves to some extent. This wing is adjacent to the print and textiles workshops, so those VPs have easy access to their workplaces.

However, the Board is concerned that:

- Before the completion of M wing, non-VP enhanced prisoners were located on C3 above the VP landings C1 and C2. There had been continuing issues of abuse, debt and bullying of the VPs by those prisoners on the C3 landing. It was reported to the Board by prisoners that due to debt issues those prisoners on the enhanced landing were receiving extra or larger meals as a payoff for debts incurred.
- VPs who have controlled medication, self-harm or who are otherwise ineligible for M wing are now located to C3 landing with C1 and C2 used for category B prisoners.

- There is no lift installed on C wing. Some older prisoners and prisoners with disabilities have struggled to climb the flight of stairs to collect their medication on C2 twice a day.
- Due to staff shortages, older prisoners and prisoners with disabilities have not been out of cell during the morning and afternoon.

4.6 Preventing illicit items

The Board is concerned that:

- Despite the prison's efforts to disrupt the supply, there are large amounts of drugs available within the prison. Cannabis continues to be the dominant drug, along with increased amounts of spice.
- Medication continues to be diverted by some prisoners.
- Mandatory drug testing (MDT) has still not been restarted. The lack of MDT has reduced the prison's ability to prove certain suspicions regarding illicit substances.
- Alcohol fermented in cells continues to be a major problem. It may result in increased aggression towards officers and other prisoners. In November 2022 there were 177 litres discovered.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Accommodation

The Board is concerned that:

- Accommodation fabric and decency checks (AFDCs) are inconsistent, and cells are not properly cleaned before the arrival of new residents. Prisoners arrive in cells to find them lacking basic equipment. A rota report of 11 April 2022 noted that a newly arrived prisoner's cell in B wing was still contaminated with body fluids. An IMB rota report of 16 August 2022 noted that two men in one cell had a broken toilet that would not flush. For two weeks they had to flush their toilet using a bucket.
- In the IMB's 2022 questionnaire of prisoners, only 54% of respondents said that their cells were clean when they arrived in them. The figure fell to 36% for the prisoners on A wing.
- In some cases, prisoners report that the AFDCs are not conducted appropriately. The race forum January 2023 on A wing, the category C residents forum in May 2022 and the gypsy, Roma and traveller (GRT) prisoners forum on B and C wings in January 2023 all mention officers using this as an opportunity to do cell searches, which is not in accordance with procedures.
- Some buildings are in a state of disrepair. E wing and F wing have leaking roofs. Individual cells in B wing, C wing, and F wing were in poor condition and the time taken to repair them was unacceptable. It is neither appropriate nor humane to house men in such conditions.
- Throughout the year the Board reported in rota reports that landings and communal areas such as serveries on the main site were frequently dirty and there were some shortages of cleaning equipment.
- The May 2022 C wing prisoner forum stated that the showers were so hot that they scalded people and there was a shortage of toilet rolls. This has been highlighted in previous annual reports. The problem with the showers continued to be reported in the August 2022 prisoner forum.

Food

The Board is pleased to note that:

- Food is designed to be a balanced diet and includes vegetables and fruit.
- There were only six applications to the IMB about food.
- In the IMB's 2022 questionnaire, 70% of prisoners who responded felt that the food was good or OK. On A wing, 82% of respondents felt that the meals were good.
- 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 religious requirements, such as halal and kosher food.

- The Board has tasted the food at the serveries and found it to be satisfactory. During Ramadan, prisoners reported the food was of variable quality; however, when a Board member took a box home, it was found to be nutritious and tasty.

However, the Board is concerned that:

- Frequent breakdowns in kitchen equipment meant that meals were often changed.
- National shortages of some foodstuffs led to changes in the menus and some canteen items were limited. A Governor's notice 5 December 2022 advised that a limit of two bananas per canteen order was applied and the canteen choice of items were cut. National shortages of eggs meant that eggs were temporarily removed from the menu. Further notices advised prisoners that the shortage of halal chicken legs meant that Sunday roast lunch was replaced by halal brown chicken stew for Muslim prisoners on numerous occasions.
- Serveries on the main site (A, B and C wings) were not monitored appropriately by staff. IMB members routinely observed that some prisoners took extra food, for example whole loaves of bread, several pieces of fruit, and additional biscuits. Servery orderlies and staff confirmed that there were often insufficient meals for all the prisoners, as food had gone astray due to lack of supervision. The servery workers did not always wear whites or gloves when handling food. This is despite a Governor's notice reminding staff of this issue. The Governor instructed the senior management team to be visible on the wings at mealtimes. The Board noted that this happened infrequently.
- Prisoners working in kitchens state that they do not get enough time for domestics (showers etc.) and they often have to shower immediately when they return to the wings. This means their own food is cold when they get to eat it.

Clothing

The Board is pleased to note:

- Of the prisoners who responded to the IMB's 2022 questionnaire, 80% said they got a kit change and clean bedding once a week.

However, the Board is concerned that:

- Due to issues with Whitemoor laundry service, it was frequently reported to the Board, and confirmed by officers, that there had been no clothing or bedding exchange. C wing prisoners went without clean clothes and bedding for three weeks in January 2023.
- In the IMB's 2022 questionnaire, a prisoner said that the laundry system was not working, as the orderly was only out for an hour a day. Orderlies on the wings confirmed this to be the case to Board members. As mentioned earlier in the report, laundry issues can lead to debt and bullying.
- Washing machines and tumble driers frequently broke down on the wings and there were significant delays in getting them replaced/repaired.

5.2 Segregation

The Board is pleased to note that:

- The Board attended 51 good order or discipline (GOOD) reviews and checked the GOOD review paperwork when unable to attend. These reviews were found to be satisfactory.
- All prisoners were offered daily exercise and an opportunity for a shower. They were seen regularly by healthcare staff, governors and chaplaincy.
- The special accommodation cell is clean and ready to receive any prisoner.
- The Board attended 62 adjudications and found them to be fair.
- Staff members try to build constructive relationships with prisoners to help them move off the unit. They behave professionally in a difficult and challenging environment, where they are dealing with constant verbal and physical abuse from some of the segregated prisoners.

However, the Board is concerned that:

- As stated in previous annual reports, *'The segregation unit building is no longer up to standard.'*
- As stated in the 2021/2022 report, *'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.'* Prisoners due to be sectioned under the Mental Health Act were also held there for some time, as there were delays in getting them sectioned.
- Some prisoners are in the segregation unit for long periods of time, repeatedly being signed up for extended periods in the unit by the prison group director (PGD). The Board has contacted the PGD about these prisoners and remains concerned that as Norwich cannot offer any programmes or treatment for these men, there is no opportunity to progress. In this reporting year, a prisoner, who was also mentioned in 2021/2022 report, was kept in the segregation unit for 142 days before being moved to another prison.
- There is only one shower. If it is contaminated, prisoners cannot have a shower until the room has been cleaned by the contractor, unless they are escorted to another building.
- As stated in the 2021/2022 report, *'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.'* This means the aims of PSO 1700 are not being met.
- The library contract does not cover the segregation unit, and the Segregation unit relies on donations.
- The Board remains concerned that sometimes the dirty protest paperwork is not completed in a timely manner, suggesting that men are not offered opportunities to end their protest and take a shower.

5.3 Staff-prisoner relationships, key workers

The Board is pleased to note that:

- Overall, relationships between staff and prisoners are good.

- The majority of staff operate in a professional manner, showing great care for the prisoners in their charge. However, in the IMB's 2022 questionnaire, a prisoner wrote, '*staff don't help us find things out or chase things up for us. They don't care about us just their pay checks. They don't let us out on time for work or they try to bang us up before we should be*'. The Board is of the view that this statement represents a small minority of staff.
- Wing forums provide a good way for prisoners to express their views and interact with staff. When they occurred, in the minutes there was evidence of broad discussions, and prisoner and staff suggestions for improvement.
- The prison communicated widely with prisoners via Governor's notices, which were put on noticeboards, or occasionally put under prisoners' doors.

However, the Board is concerned that:

- The ability of HMP/YOI Norwich to facilitate the key worker process has proven impossible after the pandemic, due to low staff numbers. Key workers were redeployed and focused on supporting vulnerable prisoners rather than dealing with the issues expected.
- The IMB's 2022 questionnaire showed that, of those prisoners who responded, only 44% knew who their key worker was, with that number falling to 20% on A and B wings.
- Wing forums rarely took place and minutes were late.
- Prisoners do not have access to the forums' minutes or know where to look for them. There is little opportunity for prisoner representatives to garner prisoners' concerns or pass on information, and for men to read the notice boards.
- Governor's notices are not seen and understood by some prisoners, for example foreign national prisoners who have difficulty reading English and prisoners with low literacy levels. In the IMB's 2022 questionnaire, 58% of those prisoners who responded knew who their wing representatives were, but only 40% felt that wing forums work.

5.4 Equality and diversity

The Board is pleased to note that:

- The equality and diversity team is very active, and prisoner forums for the diversity strands (as defined in the Equality Act 2010) are held on a regular basis.
- Discrimination incident report forms (DIRFs) are investigated and action taken where the discrimination is proven.
- Prison statistics are regularly scrutinised in terms of race, religion and age. Inclusion is promoted. The Board continues to question why statistics are not produced and analysed for all the other strands, such as for prisoners with disabilities and older prisoners. In December 2022, 37% of prisoners were recorded as having a disability.
- Prisoners are offered the opportunity to practise their religion, with good recognition of different faiths.

- Equality forums are held on a regular basis. The race forum meets monthly, whereas other forums are bi-monthly. The Board continues to contend that this is discriminatory.

However, the Board is concerned that:

- As mentioned in 2021/2022 report, prisoners with some protected characteristics need greater focus and support, such as those with disabilities (more than 30% of the prison's population) and older prisoners (more than 10% of the population) who do not have adjustments made for them.
- Forums often only have one or two prisoners attending. One of the over 50s forums had only one prisoner, and the October 2022 category C foreign national prison forum had only two prisoners. Forums may clash with work, gym or education, and the prisoners are worried they will lose their jobs if they miss a session to attend a forum. The Board wonders what steps are taken to encourage attendance.
- Now that M wing is opened, VP prisoners remaining on C3 no longer have the same opportunities as other prisoners. There are frequent delays in unlocking them, there are no work opportunities or education, and their meals are served to them by category B enhanced prisoners. The Board does not find this fair.
- VPs often have to wait much longer to get inductions for work/education than other prisoners (the Ofsted inspection in 2022 reported this).
- VPs were only able to have social visits on weekdays until the middle of January 2023, when they were allowed weekend visits. The Board challenged this and was told that it was due to staffing numbers. However understandable the reason given, it was still discriminatory, as it made it difficult for VPs' relatives and friends who work to visit.

Disability

The Board is pleased to note that:

- Prisoners who are neurodiverse are now catered for by a dedicated neurodiversity support manager and training about neurodiversity is now being provided. A staff awareness day is planned for March.

However the Board is concerned that:

- Prisoners with disabilities who are unable to work or prisoners who are of pensionable age are locked up during the day due to low staffing levels. The Board considers this to be inappropriate.
- Statistics are not analysed for those with disabilities.
- Those prisoners with reduced mobility on the wings struggle with getting their meals and with other daily activities. There are no lifts on B and C wings and the only lift on A wing remains out of action despite this being mentioned in 2021/2022 report.
- The HCC remains without a shower accessible to prisoners with disabilities. These prisoners need to be taken to L wing for showers, so are dependent on staff availability. This has been reported in many previous annual reports, with

the repeated response being that it would be too expensive to fit an accessible shower. In the Board's opinion this is a breach of the Equality Act 2010.

- It was raised at forums for prisoners with disabilities on B and C wings that gym sessions suitable for them should be organised, as they feel too embarrassed to attend routine gym sessions.
- There were also reports from disabled prisoners that they had been dismissed from their employment as they were not able to attend every day due to their condition. The Board finds this unacceptable and discriminatory.
- There is a large number of prisoners identifying as having a disability (37% at the January diversity and inclusion action team (DIAT) meeting), and the Board questions what adjustments have been made to accommodate them. This was also raised in the annual report for 2021/2022.

Foreign national prisoners

The Board is concerned to note:

- Many staff are not familiar with the process for booking translation services such as Big Word, so do not use them, instead relying on other prisoners to translate. Confidential issues are not discussed, as this may lead to bullying and exploitation. The Prison and Probation Ombudsman's recommendations following the death of a foreign national prisoner in 2022 included having a dedicated line for language translation and a dedicated room on each landing for its use. This has not been implemented, and the Board continues to observe the language line being used in offices where other staff are coming and going and so disturbing any conversations.
- Some foreign national prisoners do not understand their inductions.
- Details of prisoners' languages are not always recorded on PNOMIS at reception. In one case in January the mental health team contacted the IMB about a Lithuanian national on A wing, as they were so concerned that he didn't seem to understand anything that was going on. When wing staff were contacted by the IMB, the response was *'we'll move him so that he is closer to other Lithuanians.'* In February 2023 the IMB received an application from the prisoner begging for assistance. He had been in the establishment for three weeks and had not understood his induction or any of the information given to him.
- Foreign national prisoners' families have difficulty booking video calls. This issue of lack of access to video calls remains and is a national issue.
- Foreign national prisoners do not always understand prison correspondence and rely on others to translate for them.
- There are currently seven foreign national prisoners held at HMP Norwich beyond the expiry of their sentence. The Board finds their continued detention inhumane and raised this with the minister in the 2021/2022 report. In the minister's response to the report, he agreed that their detention was inhumane; however, he stated that these men are held due to their high risk to the public. The Board contends that this is not always the case – one of the men had served a sentence for shoplifting and had been held at HMP Norwich for many months beyond the expiry of his sentence.

Older prisoners

The Board is pleased to note:

- The prisoners in L wing are well cared for and the atmosphere is friendly and supportive.
- Forums take place regularly in L wing and issues raised are addressed by staff.

However, the Board is concerned that:

- Reasonable adjustments are not made for the over 50s in terms of their accommodation, work, exercise and education activities. Many remain locked behind their doors during the day due to lack of staff. At the January DIAT meeting, it was noted that there were 101 prisoners (14.19%) over 50 years old in the establishment. As stated last year, many of the over 50s struggle to get into the top bunks when in shared cells, and also find it difficult sharing with younger prisoners.

Gender identity

The Board is pleased to note:

- Care plans are completed for all transgender prisoners and the Board is satisfied that their needs are met within the prison's guidelines. There is access to female products via the canteen. Clothes and kit change are managed by the safety team. Where possible, transgender prisoners are given single cells with a shower. Where this is not possible, showers are offered when other prisoners are locked up.

Race

The Board notes that race forums are predominantly attended by black prisoners and questions why other ethnicities are not attending.

The Board is pleased to note that:

- The Zahid Mubarek trust is beginning work at HMP Norwich and will be running an equality advocate scheme on the wings.
- A member of staff has been allocated to look at the experiences of black staff and prisoners in custody.
- The Board does not find any group is suffering discrimination and the prison takes steps to ensure that all prisoners are treated fairly regardless of race.

However, the Board is concerned that:

- Black and minority ethnic prisoners report at forums that they feel that the officers show favouritism to white prisoners.
- In the January 2023 A wing forum, prisoners highlighted that the staff were not conducting Accommodation Fabric and Decency checks appropriately, often using them as an excuse to do a full cell search and making the prisoners stand outside the cells while they were being conducted.

Gypsy, Roma, and Travellers

The Board is concerned that:

- GRT prisoners report that they do not initially identify as GRT at reception, as they are concerned that they will face discrimination.
- In January one prisoner told the Board that when he is released and returns to his home, a caravan, he is likely to be recalled by probation as he does not have a permanent address. He is not eligible for hostel accommodation and outside probation wanted him to have a permanent address. This is discriminatory and likely to happen to other GRT prisoners.
- GRT prisoners have told the C wing forums in November and IMB board members in February 2023 that they are called 'pikey' by other prisoners and some of the foreign national officers. Wing managers have told the IMB that they are addressing this behaviour with the officers concerned. The Board asks why these officers are not receiving appropriate equality and diversity training when they join the prison service and why this has been allowed to continue for such a long time.

Young adults 18–24

The Board notes:

- Use of force statistics at the January DIAT meeting showed that force is used disproportionately on this age group, with 62.5% of force incidents involving them. Much of this is gang related. It was noted that younger prisoners achieve fewer qualifications than their older counterparts.

5.5 Faith and pastoral support

The Board is pleased to note that:

- The continued strong multi-faith pastoral support was maintained throughout the reporting period. The chaplaincy department is proactive and visible, and provides good support for prisoners.
- There are published 'excusals from work' for major religious festivals and corporate worship, and classes are available for prisoners adhering to numerically larger faiths. 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.

However, the Board is concerned that:

- Corporate worship was frequently curtailed due to staff shortages and regime changes. Prisoners were kept informed of these changes via Governor's notices (see comments about prisoners not being able to access these notices). During the reporting period Muslim prayers were only running once every fortnight. Corporate Christian worship was cancelled on seven weekends and at other times during the year.

5.6 Incentives schemes

The Board is pleased to note that:

- Prisoners' incentives levels are reviewed on a regular basis.
- Landings A3, B3, C1 and C2, along with the whole of F and G wings, have been designated as enhanced. Prisoners can cook some of their own food and there are recreation rooms and rooms with exercise equipment.
- Prisoners in the new M wing are enhanced.

However, the Board is concerned that:

- Prisoners on remand and those who are unsentenced are being told to work or face having their incentive level reduced.
- Prisoners with little English state that they do not get the same opportunity for good reports to be put on their PNOMIS records and do not understand the process.
- Enhanced prisoners do not get extra association, due to lack of staff. The Board notes that there have been new Band 3 officers appointed and hope this issue will be resolved in the near future.

5.7 Complaints

The Board is pleased to note that:

- The standard and timeliness of responses to complaints have improved during the reporting year.

However, the Board is concerned that:

- Complaint forms are not freely available on all landings and have only just become available in foreign languages.
- A prison survey in March 2022 identified that prisoners were not getting timely replies to their complaints, and this is confirmed by IMB applications. However, the Board notes that some prisoners are unaware of the designated response time to COMP1s.

5.8 Property

The Board is concerned that:

- As with last year's report, the Board finds that the management of property, in particular transfers between establishments, is poor and cannot be deemed to be treating prisoners in a reasonable manner. Property losses feature among the highest concerns for prisoners. The IMB's 2022 questionnaire showed that 72% of prisoners who responded had problems with the management of their property and of those only 29% got a satisfactory solution.

6. Health and wellbeing

6.1 Healthcare general

The Board is pleased to note that:

- Healthcare delivery in most areas within the establishment has been on a par with that in the outside community.

However, the Board is concerned that:

- In the IMB's 2022 questionnaire, 78% of prisoners who responded said they had completed a healthcare complaint, but only 48% of those felt that they got a satisfactory response.

6.2 Physical healthcare

The Board is pleased to note that:

- The healthcare team is striving to improve the service, with initiatives like:
 - Buvidal pilot initiative – grant funding has been obtained to promote the continuity of care for patients requiring substance misuse services between the prison and the community. It aims to provide weekly or monthly treatment as an opiate substitute, nullifying the need for daily methadone prescriptions.
 - Hepatitis C Cepheid machine – acquired from the Norfolk and Norwich University Hospital (NNH) to expedite diagnosis and treatment pathways.
 - Communications – adopting in-cell phone lines to improve links with patients.
 - Accreditation – enables NNH and Suffolk University trainee nurses to be included in the team.
- The dental service has a clinician on site who is able to undertake work which would previously have required trips to the NNH.

However, the Board is concerned that:

- Low staffing levels have impacted on patient care. This has been noted in healthcare meeting minutes: *'No access due to reduced custodial staff – Impacting on patient health.'* *'Restricted access due to low staffing levels.'* This impacts on prisoners' ability to attend appointments, as well as insufficient staff being available to ensure medical staff's safety. Prisoners' responses to the IMB's 2022 questionnaire also indicated this as a problem:
 - On B wing: *'getting medical attention is next to impossible and needs to be improved.'*
 - G wing: *'I waited a month to see a doctor and still never got my bipolar meds.'*
 - Another G wing: *'Been asking for mental health and haven't had it.'*
 - A wing: *'Access to GP and wait time for an appointment in August was 4-5 weeks and lot longer to see mental health services.'*

- Medication delivery is not timely. Meeting minutes show there have been problems with *'medication errors persisting'* and *'continued lack of pharmacy tech'*. There have been a number of applications to the Board about medication. The Board notes that some prisoners do not understand why the medication they had in the community may not be prescribed in the same way inside the prison. Prisoners' responses to the IMB's 2022 questionnaire include:
 - A wing: *'medication still isn't correct. Having a big impact.'*
 - *'Sometimes people are not unlocked for medication. This is people's lives.'*
- Waiting times for physiotherapy and podiatry are unacceptably long.
- Staffing levels have impacted on Phoenix Future's work.
- Dentistry waiting lists remain long and many dental appointments are cancelled due to lack of prison staff. The air exchange units in the dentists' clinics have not been installed.

6.3 Mental health

The Board is pleased to note that:

- Mental health services are broadly equivalent to those in the community.
- The daycare centre ground floor (Platinum suite) is being used to enhance wellbeing and low-level psychological help.

However, the Board is concerned that:

- As mentioned in section 5.2 (Segregation), delays in finding suitable outside secure mental health facilities lead to prisoners being held for long periods in segregation facilities. This is outside the prison's control.
- In responses to the IMB's 2022 questionnaire, 45% of prisoners who responded indicated they needed mental health support. Only 35% of those felt it was easy to access the support. Quotes included:
 - *'Been asking for mental health and haven't had it yet.'*
 - *'Takes even longer to get to see mental health than a GP.'*

6.4 Exercise, regime

The Board is pleased to note that:

- Some wings have exercise equipment available for prisoners to use.
- When the regime was curtailed for operational reasons, prisoners were kept informed by Governor's notices. Essential items like visits were always maintained.

However, the Board is concerned that:

- The regime has been severely curtailed for the last few years and continues to be limited by staffing levels. Being locked up for long periods had a significant

impact on prisoners' mental health. In some cases prisoners missed out on daily exercise.

- PE staff are frequently diverted to other duties, which means that gym sessions do not run. The Prison Service states that 2.5 hours of gym per week should be offered to prisoners. In May 2022, only 39.9% of gym hours planned were completed. There were 460 hours of staff time lost due to other duties. The average gym time per prisoner was 1.34 hours. In August, 467 hours of staff time were lost and the average gym time per prisoner was 1.72 hours.
- Prisoners responding to the IMB's 2022 questionnaire said:
 - *'not enough time out of cell.'*
 - *'we are being locked down too often. Again this weekend we will be on full lockdown no exercise, no gym. Also cleaners should be allowed out on lockdown'.*
 - *'Don't get enhanced social time.'*
 - *'Not enough time for showers after work. This prison chooses to spend far too much time with prisoners locked behind their doors. Also they really need to sort out their religious priorities. I don't even get to go to church on a Sunday!'*

6.5 Drug and alcohol rehabilitation

The Board is pleased to note that:

- In response to the growing numbers of men presenting alcohol issues at reception, an Alcoholics Anonymous worker has now been employed.
- Phoenix Futures continues to provide help with alcohol, drug and smoking addictions. All prisoners are assessed by Phoenix Futures on entering HMP Norwich particularly during the induction process.

The Board is concerned that:

- Some prisoners are discharged without seeing the nurse and therefore are not offered Naloxone to combat a drug overdose. This also means they are leaving without their medication to carry them over until they can get it in the community.

7. Progression and resettlement

7.1 Education, library

Library

The Board is concerned that:

- The new library contract still did not cover L wing, the healthcare unit, Britannia House and the segregation unit. The library is well used across the prison. There is a plan to have a centralised library on the main category B site. The Board has concerns that some prisoners will be disadvantaged by this and that staffing issues will impact on prisoners' ability to visit the library. The Board will monitor this once it is implemented.

Education

The Board is pleased to note that:

- There are incentives for prisoners to complete various levels of education/skills.
- Prisoners arriving at HMP Norwich who have learning difficulties are assessed during their induction period. Prisoners with very low levels of literacy and numeracy are supported by the Shannon Trust, with prisoner mentors able to work with them either face to face or using self-study leaflets. The Board has noted in previous reports that high numbers of prisoners could benefit from working with the Shannon Trust, but the take-up is low. The prison estimates that only 20% of those who may be eligible sign up to the scheme.

However, the Board is concerned that:

- There is currently no dedicated worker supporting men with low levels of numeracy.
- There are long waiting lists for prisoners to start classes, as class sizes are still limited by the regime. This has impacted on the delivery of some courses, as it takes longer to complete courses, and prisoners are expected to complete some work in their cells. The in-cell packs only cover the basics of courses and those with limited literacy and numeracy find them difficult to complete.
- There are no education classes in the category D site.
- The HMIP report of 2022 found that information, advice and guidance was limited.

7.2 Vocational training, work

The Board is pleased to note:

- The practical workshops provide useful vocational qualifications which may allow prisoners to get work in the construction industry on release, for example the construction skills certification scheme (CSCS) and national vocational qualifications.

However, the Board is concerned that:

- Norwich prison has limited facilities for workshops and vocational training, and class sizes are small due to the restricted regime, so that it takes longer to gain qualifications.
- Prisoners with low levels of literacy are not able to access the workshop courses like painting and decorating, as there is no in-class support for them. The Board finds this discriminatory.
- A Governor's notice dated 10 October 2022 stated that prisoners must attend allocated activities and failure to do so would be dealt with through the incentives scheme, and they would be unlikely to be able to gain enhanced status. The prison stated that this respected the rights of prisoners on remand and those who were unsentenced. The Board is of the opinion that as prisoners on remand have not been found guilty of any offence and are not required to work, the prison is breaching the relevant PSO on prisoners' work.
- Some prisoners on G wing reported in the IMB's 2022 questionnaire that they felt there were not enough jobs on the category C site, which meant there was little opportunity for men to earn money. They stated that if prisoners did not have families to send money in, they were more likely to get into debt. When category D prisoners were housed in a dormitory in the healthcare unit while waiting for spaces in Britannia House, they worked each day around the Britannia House site. These prisoners told the IMB that they would have preferred to have remained as a category C prisoner.

7.3 Offender management, progression

The Board is pleased to note that:

- The prison offender managers (POM) and prison probation staff work tirelessly to support the sentenced prisoners within the prison.

However, the Board is concerned that:

- There is no provision for offending behaviour programmes at HMP/YOI Norwich. As stated in previous reports, *'Britannia House offers a steady, supported integration back into society but long term sentenced prisoners and IPPs in the cat 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. There are no programmes for people convicted of sexual offences.'*
- There are currently seven IPP prisoners and 14 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: *'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 Board is pleased to note that:

- The prison tries hard to enable men to maintain family contact, well supported by Spurgeons/Ormiston, who offer a variety of support, such as children's visits, baby bonding visits, Storybook Dads, and the Angel Tree project.
- Dads' representatives work on the wings to promote the benefits of family contact to the prisoners.
- In the IMB's 2022 questionnaire, 69% of respondents said they had social visits or video calls with their families and they were very popular.

However, the Board is concerned that:

- Foreign national prisoners have difficulty booking video calls with their families, as there are no instructions in foreign languages. The Board was disappointed to note that two years after video calls were introduced, foreign national prisoners were still disadvantaged in this way.
- Prisoners state that PIN numbers for telephones can take up to 14 days to be organised for new arrivals at A wing. This issue was noted in last year's annual report. In the IMB 2022 questionnaire, 30% of respondents said they had difficulty obtaining a PIN number. One prisoner responding to the IMB survey said *'I had to wait 2 weeks on arrival to let my uncle know that I was ok and where I was.'*
- Prisoners continue to report that they were very upset by the poor quality of photocopying of their mail; this is especially a problem with children's paintings and drawings.

7.5 Resettlement planning

The Board is pleased to note that:

- The reducing reoffending team has a variety of different initiatives to assist men to be work-ready on release from custody, including working with the Forward Trust, Nacro, the Prison Advice and Care Trust (Pact) and probation, who run interventions, including emotional wellbeing, family/relationships and social inclusion.
- A member of staff focusing on accommodation has led to a decrease in the number of men being homeless on release.
- Job fairs are held on the category C site, where some major employers, such as Premier Inn, Bernard Matthews, Banham Poultry and Lotus Cars, promote a full range of jobs available in their organisations.
- PeoplePlus and the information, advice and guidance (IAG) service is working with prisoners to develop CVs and references so that they have a pack on release.
- The resettlement support team is working with men who are neurodiverse to support them to re-enter the community. In February the relevant staff member was working with 18 men who were neurodiverse. This is approximately 20% of those who have been identified.
- Jobcentre Plus continued the ongoing strong and effective relationship with the prison.

- The prison is also working to ensure prisoners have all that is necessary to maximise their opportunities on release, such as bank accounts and landlord references.
- Recovery through Nature, a project working with men with mental health conditions, developed a garden behind the Platinum suite on the main site.
- The Board notes the continuing successful and empathetic through the gate service offered by the Christian charity Community Chaplaincy Norfolk, which works with men whilst in custody and provides mentoring and supportive provision on release.
- It was reported that in March 2022, 85% of prisoners released had housing on their first night of release. This figure was 77% in June 2022. The Board notes that this is only for their first night, but acknowledges the 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 those with first-night accommodation, some are homeless from day two of their release from custody.
- The prison has made great improvements in trying to assist prisoners through rehabilitation and resettlement and focusing on reducing reoffending. There are strong links with external organisations supporting men on release from custody.
- The initiatives by the reducing reoffending team have provided excellent opportunities for men to gain employment on release or work while serving in the category D site. The employment boards have created strong links with local employers, like Lotus Cars, Premier Inn, Banham Poultry and Bernard Matthews.

However, the Board is concerned that:

- There are delays in approving/confirming accommodation on release for some prisoners. This delay is caused by outside agencies. It can adversely impact on prisoners' re-entry into the community. A prisoner contacted the IMB in October 2022 as he was due for release a week later and had a job offer, which he could not take up, as he had not had his address confirmed.
- In June, residents in Britannia House stated that there were delays in getting their blue books for release on temporary licence (ROTL). Some were waiting up to three months. On investigation, this was due to delays with outside probation.

The work of the IMB

In September 2022, 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.

The Board has struggled with low numbers of active members throughout this reporting year; however, 409 visits were made by members.

Members carried out a recruitment campaign at the end of 2022, which will result in six new members of the Board.

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	9
Total number of visits to the establishment	409
Total number of segregation reviews attended (in person)	51

Applications to the Board

Code	Subject	Previous reporting year 2021/22	Current reporting year 2022/23
A	Accommodation, including laundry, clothing, ablutions	7	13
B	Discipline, including adjudications, IEP, sanctions	3	5
C	Equality	5	12
D	Purposeful activity, including education, work, training, library, regime, time out of cell	12	8
E1	Letters, visits, telephones, public protection restrictions	14	34
E2	Finance, including pay, private monies, spends	11	16
F	Food and kitchens	21	6
G	Health, including physical, mental, social care	23	36
H1	Property within this establishment	58	26
H2	Property during transfer or in another establishment or location	13	12
H3	Canteen, facility list, catalogue(s)	7	9
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	9	23
J	Staff/prisoner concerns, including bullying	16	16
K	Transfers	6	5
L	Miscellaneous, including complaints system	78	80
	Total number of applications	283	301



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