



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

**For reporting year
1 March 2023 to 29 February 2024**

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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 for men. It predominantly serving the courts of Norfolk and Suffolk and houses 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 555¹ adult and young adult category B and C prisoners and includes the segregation unit. The category C prison (F and G wings) houses 160 adults and young adults. The category D open prison, Britannia House, accommodates 43 prisoners working in the establishment and the local community.

The certified normal accommodation (CNA), the number of prisoners a prison can hold without being overcrowded, is 640, meaning that 152 men live in overcrowded conditions.

The care and separation unit (CSU), Ketts unit, is where prisoners are segregated. It has 10 cells and a special accommodation cell (where items such as furniture, bedding and sanitation are removed in the interests of safety).

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

Accommodation

Main site prison

- A wing: 230 spaces, which include 40 double cells, two cells for prisoners with disabilities, two constant watch cells and one Listeners' suite.
- B/C wings: 251 spaces, which include two single cells doubled up, 57 double cells and one constant watch cell.
- K wing: 26 spaces, which include six single cells, seven double cells, two dormitories for three men each, but no Listeners' suite.
- M wing: 48 spaces, all of which are single cells, and no Listeners' suite.

Category C prison

- F wing: 80 spaces, which include 33 single cells, 27 double cells and no safer cells.
- G wing: 80 spaces, which include 40 single cells, 23 double cells and no safer cells.
- There is one Listeners' suite, shared by F and G wings.
- Healthcare centre (HCC): 19 spaces, which includes 15 single cells, one double cell and one six-man dormitory.
- L wing: 15 single spaces.

Category D prison

- Britannia House: 43 spaces, which include six single rooms, nine double rooms, six three-man dormitories, no safer cells and no Listeners' suite

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

3. Key points

Dilapidated buildings with leaking roofs, broken heating, faulty lighting and washing machines failures have continued to undermine the efforts of staff and management to make the prison a place of safety and reform.

The excellent work carried out by the resettlement team to maximise the prisoners' chances of success after their release is further undermined by cuts in funding.

The prison has returned to a full regime following several years of restrictions due to COVID-19.

Attendance numbers in education and work are low. The reduction in prisoner pay locally to £10 per week, regardless of work-type, has demotivated prisoners. With recent steep rises in prices for canteen and catalogue items, prisoners have been disproportionately affected by the pay cut, especially those without access to private funds and foreign national prisoners. As mentioned in previous annual reports, Governor's notices to prisoners (GNTPs) are intended to ensure that prisoners are kept informed of all significant matters. The Board remains concerned that not all prisoners see and/or understand these important notifications.

Accommodation in L wing, the HCC, K wing and the CSU 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) continue to be of variable quality, with some cells not cleaned before the arrival of new prisoners.

3.1 Main findings

Safety

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 gang-related assaults continue to be a concern. This was also noted in the HM Inspectorate of Prisons (HMIP) 2023 report: *'Levels of violence were very high and were increasing. Leaders had no overarching strategy or plan to reduce this.'*

The planning for safeguarding of more vulnerable prisoners is thorough and there are multi-disciplinary discussions about more complex prisoners at the weekly safety intervention meeting (SIM), which instigate good all-round support. However, the Board has concerns over the safety of housing vulnerable prisoners on landings near non-vulnerable prisoners.

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, quite correctly focusing on supporting those with the greatest need. Prisoners are supported using the assessment, care in custody and teamwork (ACCT) process. However, although ACCT management and completion has improved, the Board believes that further improvements are necessary.

Use of the language line and other facilities for translation has increased but many prisoners appear to still rely on fellow nationals with more understanding of English for support with daily life. This puts them at risk of bullying and does not allow them to have confidential conversations with staff. They are also reliant on fellow prisoners for help completing applications (prisoners' written representations to the IMB).

Fair and humane treatment

Leaking roofs, broken heating and failures of washing machines and tumble driers have impacted on the humane and decent treatment of prisoners. This was exacerbated by problems with the laundry facilities at HMP Whitemoor, where prisoners' bed linen and kit were sent. Frequently, prisoners did not receive any clean kit or bed linen. Prisoners had to wash their clothes in the showers or in their cells and frequent GNTPs advised prisoners to retain their kit. There continues to be variable provision of some basic essentials. The Board understands that the external laundry is outside the control of HMP Norwich.

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 sporadic and newly arrived prisoners continue to find their cells are not clean and lack working equipment.

Prisoners with disabilities, those of pensionable age, those with low levels of literacy and numeracy and foreign national prisoners with limited understanding of English are disadvantaged when trying to access prison facilities and work.

The healthcare centre still does not have showers that are accessible to prisoners with disabilities. This means that disabled prisoners have to be taken to L wing for showers, so are dependent on staff being available to escort them. The Board has highlighted this in many previous annual reports, with the repeated response being that it would be too expensive to fit an accessible shower. The Board considers this to be a breach of the Equality Act 2010.

Health and wellbeing

Healthcare is broadly equivalent to that available in the community. Prisoners report that appointments outside the establishment continue to be cancelled at short notice due to staff shortages. 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. Caseloads for the mental health team are very heavy.

Progression and resettlement

A dedicated member of staff still focuses on employment. Contacts with local employers have been maintained and continue to provide prisoners with more opportunities to gain employment on release, particularly those in Britannia House.

Lack of accommodation is a big issue for some men on release and a member of staff is dedicated to arranging this. The prison is exceeding its target of 87% for finding accommodation for men on their first night of release. However, establishing accommodation for men beyond those first few crucial days following release is still difficult.

Funding for the resettlement passport (which provide prisoners with the appropriate paperwork on release) has been withdrawn and the prison can only signpost prisoners towards relevant services. This will impact on their ability to settle back into their communities.

There is no funding for accredited interventions and offending behaviour programmes (OBPs) and there is nothing for long-term sentenced prisoners to help demonstrate a reduction in risk.

Social video calls continue to be popular and along with the in-cell telephony system help make it easier for prisoners to keep in touch with their families. The Board recognises that there are instructions in some foreign languages, such as Albanian, for example. However, there is an inevitable delay in accommodating new languages of prisoners from other nationalities. The Board is pleased to note that foreign national prisoners have access to extra PIN credit (a PIN allows prisoners to make landline and mobile number phone calls) to better enable them to maintain family relationships.

The charity, Ormiston Families, has worked hard to maintain family contacts by various means.

3.2 Main areas for development

TO THE MINISTER

- **Will the Minister please explain why prisoners with severe mental health issues or learning difficulties are still being held in custody?**
This is the third consecutive year that we have had to raise this issue with the Minister. The Government response to the Joint Committee on the Draft Mental Health Bill was only published in March 2024. In the meantime, the Board continues to encounter inhumane treatment through the imprisonment of men with severe mental health issues and/or learning difficulties, who are housed within the HCC or in segregation for their own safety and the safety of other prisoners and staff. The Board is of the view that these prisoners should never have been sent to HMP Norwich but located in establishments that would properly address their issues.
- **Will the Minister please advise when a realistic minimum rate for prisoners' pay will be set under Prison Service Order (PSO) 4460, with corresponding increases made to prison budgets? The Board considers the current levels too low and notes that they have not been reviewed for several years.**
Prisoners in HMP Norwich have been faced with wage cuts, on average, of 24% and then faced with large increases in the cost of their canteen. This has led to extreme financial hardship and poverty within the prison.

TO THE PRISON SERVICE

- **When will the new policy framework relating to prisoners detained in segregation be published?**
Our concerns were raised in the 2021-2022 and 2022-2023 reports. The Board was told that the new policy framework was expected to be issued in May 2023, then in December 2023.
- **Will the Prison Service please advise when there will be a full overhaul of the boilers and heating systems in HMP Norwich?**
During the winter, the boilers broke down on several occasions. Despite efforts made by the staff, prisoners were left without heating in their cells for days at a time. As temperatures fell below zero, the Board finds it unacceptable for prisoners to live in these conditions, which involved them wearing two layers of clothing to keep warm at night.
- **Given the expansion of HMP Norwich in 2025, are there plans to improve and expand the segregation unit? The current unit is not up to standard.**

- **Could the Prison Service please explain why there are no adequate local laundry facilities in HMP Norwich, when the external laundry (HMP Whitemoor) available is inadequate?**

TO THE GOVERNOR

- There would still appear to be a problem with the circulation and comprehension of communications released to prisoners, especially Governor's notices to prisoners (GNTP). Of the prisoners who responded to the IMB's 2023-2024 questionnaire, only 33% found them easy to access and only 48% understood their content. What steps could be taken to improve the situation?
- What steps will the Governor take to ensure the prompt repair/replacement of wing washing machines and driers?
- Prisoners with disabilities and those who are older do not have the same access to jobs, education and gym. What adjustments will the Governor make to meet their needs?
- The Board still has concerns about ACCT documents and would like to see further improvements in the management of the ACCT process and completion of documents by staff.
- The Board has highlighted the issue of safeguarding prisoners' property when they are moved around the prison estate, but with little change. How does the Governor propose to improve processes so that property does not get lost?
- The Board has noticed that prisoners are behaving in such a way so they are held in the segregation unit for longer periods of time, refusing to go back onto the wings. The unit now appears to be a destination of choice for some prisoners. What action does the Governor intend to take to stop this happening?

3.3 Progress since the last report

- 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 (DPP) have been fruitful, with men having employment on release, and residents at Britannia House having employment opportunities.
- Staffing levels are near capacity, freeing staff to interact more with prisoners to enable them to have a more positive experience whilst in custody.
- The new library has been commissioned. It was opened by The Princess Royal and is receiving positive feedback from prisoners.

Evidence sections 4 – 7

4. Safety

From its observations, the Board believes that, overall, prison staff are committed to maintaining prisoners' safety, despite the huge challenges it faces with increasing incidents of violence and self-harm, as well as the presence of illicit drugs and other items.

In the IMB 2022 questionnaire, 84% of prisoners surveyed said they felt safe in the establishment. However, in 2023, this figure had fallen to 67%. The Board remains concerned that prisoners continue to report to IMB members that it takes a long time for staff to respond to cell bells.

Norwich is one of the few prisons that does not have access to safety cells (which are designed to make suicide or self-harm as difficult as possible). Funding was allocated by Ministry of Justice (MoJ) on two occasions, but was subsequently withdrawn.

Prisoner-on-prisoner violence remains a concern.

The Board remains concerned at the lack of consistency and supervision of the completion of ACCT documents.

4.1 Reception and induction

The Board is pleased to note that:

- Reception identifies prisoners' needs and, where possible, makes provision for them, such as halal meals and ladies' toiletries and clothing for transgender prisoners, for example.
- The safer custody team continues to be 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, as they tend to be suitable for most dietary requirements. Prisoners are provided with breakfast packs and some toiletries and they can buy grocery packs, vape packs and items such as 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 continue to be late arrivals into the establishment from the courts. When this happens, officers and nursing staff have been available to process the prisoners, 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. They are informed about translation services such as The Big Word.
- Listeners (prisoners trained by the Samaritans to offer confidential emotional support to their peers) are available during reception.
- From the Board's observations, prison staff and orderlies appear to deal compassionately with all prisoners, especially those experiencing prison for the first time.

However, the Board is concerned that:

- Prisoners report that the language line (The 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.
- As referenced in the Board's 2022-2023 annual report, prisoners are still reporting that they arrive in their cells on the first night to find items missing, such as kettles, pillows and bedding. They also find televisions without aerials or not working, and cells barely habitable because they are so dirty. Only 26% of respondents to the 2023-2024 IMB questionnaire felt that their cell was properly clean and fully equipped. During an evening visit, specifically to monitor the reception process, IMB members found one first night cell on A wing with a blocked, dirty toilet and another with a broken sink.
- Reception staff appear to be good at identifying prisoners who have vulnerabilities. However, the Board is concerned that capacity issues may put these prisoners at risk if the prison is unable to place them in an appropriate environment.

4.2 Self-harm, deaths in custody

The Board is pleased to note that:

- 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 observed 20 ACCT reviews during the year. ACCT reviews are carried out professionally by a dedicated member of staff, along with a healthcare professional's presence.
- The reporting year ended with enough Listeners across the establishment. Listeners requested by prisoners in the CSU late at night have been escorted across from the wings. Listeners report to the IMB that they feel supported by the prison and have not encountered any problems getting to talk with prisoners who request them.

However, the Board is concerned that:

- Self-harm has, once again, increased during the reporting year. This appears to be for a variety of reasons, including bullying and debt.
- 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 greatly improved since the previous year's report. However, it has still come across missed observations (see Annex C). The Board notes that whilst daily comments have also improved, there is still a lack of meaningful conversation in some documents. We understand that staff are needed at specific times, such as lunch, to carry out their duties, so appreciate that the recording within the ACCT documents may not be as timely as they should be.

The Board routinely checked ACCT documents throughout the reporting year. Between March 2023 and January 2024, we checked a number of documents on 42 occasions. On 28 occasions, they were found to be satisfactory. However, on 13 occasions, they were not (32%). In some cases, the observations were not

completed in a timely manner. There was a lack of meaningful conversation and cases where ACCT documents did not accompany prisoners when they went to work, education or healthcare.

Deaths in custody

The Board notes with sadness that there were four deaths in custody during the reporting period. One was following self-harm and another occurred after release from custody. The inquests into all of the deaths have not yet been held.

4.3 Violence

The Board is pleased to note that:

- The challenge, support and intervention plans (CSIP) continue 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 and body worn video camera (BWVC) evidence is available.
- Staff are now activating BWVCs at appropriate times.
- The safety intervention meeting (SIM) and population management meeting, held every week, effectively manages some of the prisoners with the most challenging and violent behaviour.

However, the Board is concerned that:

- Violence in the prison has continued at a high level during the reporting year due, in part, to the increased number of gang members involved in county lines drug dealing imprisoned at HMP Norwich.
- Prisoner-on-prisoner violence can also be attributed to bullying and debt. The Board has noticed an increase in bullying following the decrease in prisoner pay.
- Illicit mobile phones, SIM cards and phone chargers continue to be found on a regular basis.
- Some prisoners are deliberately starting fires in their cells. In the last quarter alone of this reporting period, there were 15 reported cells fires, some of which required the attendance of the fire service.
- There were several incidents of prisoners accessing the safety netting on the wings during the reporting period.
- There are a growing number of instances where deliberate disorder by prisoners was used to force a move to a different wing or even the CSU as a result of threats made by gang members. The lack of available space in the prison puts pressure on security to identify and manage these conflicts.

4.4 Use of force

The Board is pleased to note that:

- Staff continue to show real composure and skill when dealing with violent prisoners, always trying to talk the prisoner down when they are in an agitated state. Force is used only as a last resort.
- Batons and PAVA incapacitant spray are used under extreme circumstances. Batons were drawn 19 times and used 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 continue to remain the last resort. IMB members have observed removals on several occasions and noted that they seemed to be carried out correctly and the prisoners treated fairly.
- Use of force meetings are held monthly and CCTV and BWVC footage is reviewed. The reports produced are comprehensive to ensure that prisoners are not being discriminated against and no one particular officer is overly involved in the use of force. All concerns raised are investigated by senior managers.

4.5 Vulnerable prisoners and safeguarding

Vulnerable prisoners (VPs) include prisoners convicted of sexual offences (PCoSOs) 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.
- However, the Board is concerned that: VPs who have controlled medication or self-harm are located near non-VPs, which has led to issues of bullying and harassment.
- Some VPs have reported to Board members that their food is tampered with and, as they are usually the last to receive their meals, their portions are considerably smaller and/or their menu choices are not always available. The Board has observed that there is insufficient supervision of mealtimes. This issue was raised in last year's report.
- Prisoners who are self-isolating are often served last and do not always get their meal choices.

4.6 Preventing illicit items

The Board is pleased to note that:

- The prison's active approach in attempting to prevent the entry of illicit items into the establishment. This has been demonstrated by the number of visitors stopped with contraband, the regular finds made by the security staff and the arrests and prosecutions, which are a matter of public record.
- The installation of airport-style security scanners has made it more difficult for illicit items to be brought into the establishment.

The Board is concerned that:

- Despite the prison's efforts to disrupt the supply, there remain large amounts of drugs available within the prison.
- 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 problem.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Accommodation

The Board is concerned that:

- As previously reported, some buildings are in a state of disrepair. B wing, K wing and Britannia House flooded during the bad weather. A collapsed sewer pipe in F Wing resulted in a prisoner's cell being flooded with sewage.
- Some window vent systems in A wing were broken during the summer of 2023 and not repaired. This led to unacceptably cold conditions in the cells during the winter.
- The heating system throughout the prison is a great concern. The heating broke down in A and B wings during the winter months. As there was no other source of heating, the prison was only able to provide prisoners with additional blankets, when and if they were available. Board members were told by the prisoners that they had to sleep in their clothes in an attempt to stay warm. With temperatures falling below zero in November, December and January, it is unacceptable to find prisoners living in these conditions. This is particularly difficult for those with limited mobility.
- Throughout the year, the Board reported in monitoring reports that landings and communal areas such as serveries on the main site were frequently dirty and there were some shortages of cleaning equipment. These observations were also made in last year's annual report.
- External security lighting failures near F and G wings resulted in the introduction of temporary lighting. The Board received complaints from prisoners of generator fumes entering their cells from the prolonged use of this lighting.

Food

The Board is pleased to note that:

- The food menu is designed to provide a balanced diet and includes vegetables and fruit.
- Prisoners have reported that lunches have been improved to include hot dogs and burgers.
- Although the IMB 2023-2024 questionnaire shows that only 27% prisoners are happy with the food, the Board has found, through observation of the kitchens and servery, that the food is of a good standard and a balanced diet is available. There were 12 prisoner applications complaining about food . However, the Board has tasted the food at the serveries and found it to be satisfactory.
- 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.

However, the Board is concerned that:

- Serveries on A, B and C wings are still not being monitored appropriately by staff, despite the Governor instructing them to do so. This has resulted in the uneven distribution of food.

- The servery workers are not always wearing whites or gloves when handling food. This is despite a Governor's notice reminding staff of this issue.
- As mentioned in 2022-2023 report, 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.
- Prisoners responding to the IMB 2022-2024 questionnaire said:
 - 'Small portions. Child-like sizes. Left constantly hungry.'
 - 'Good meals, just not enough given at mealtimes.'
 - 'Not enough sugar, tea, milk or food. Not enough food. Men are hungry here.'

Clothing

The Board is concerned that:

- Of the prisoners who responded to the IMB 2022-2023 questionnaire, 80% said they got a kit change and clean bedding once a week. This figure fell to 42% in 2023-2024.
- The issues with HMP Whitemoor laundry service noted in 2022-2023 report continue. Prisoners and staff report that the laundry service at Whitemoor is frequently disrupted. There have been several GNTPs, where prisoners were told to retain their kit, as the laundry wasn't working.
- As mentioned in the previous report, washing machines and tumble driers continue to frequently break down on the wings and there have been significant delays in getting them replaced/repaired. The washing machines on A wing (landings 4-6) had been broken for several months and prisoners were told to retain their clothing and wash it themselves. This led to prisoners washing their clothes in the showers or in sinks in their cells. The Board has been told that budgetary constraints led to a delay in replacing the machines. It is neither decent nor humane to expect prisoners to handwash their clothes in such conditions and then dry them in their cells.

5.2 Segregation (CSU)

The Board is pleased to note that:

- The Board observed 47 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 98 adjudications (disciplinary hearings held when a prisoner is suspected to have broken prison rules) and found them to be fair.
- Once again, we are pleased to report that staff members try to build constructive relationships with prisoners to help them move off the CSU. 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.
- Those prisoners the Board spoke to felt they were fairly treated by the CSU staff.

However, the Board is concerned that:

- As stated in previous annual reports: *'The segregation unit building is no longer up to standard.'*
- There is only one shower in the CSU. 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 last two annual reports: *'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 them being sectioned.
- Some prisoners are deliberately disruptive, as they prefer to be segregated than to be on the main wings. This makes the unit a preferred location rather than a deterrent. As stated in a previous annual 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 (the segregation policy) are not being met.
- As the library contract still does not cover the CSU, the unit is totally reliant on donations of reading material.
- Prisoners in segregation complain that there is a delay in their property moving with them to their new location and that it is frequently lost in transit.

5.3 Staff and prisoner relationships, key workers

The Board is pleased to note that:

- From the Board's observations, overall, relationships between staff and prisoners appear to be good.
- The majority of staff operate in a professional manner, showing great care for the prisoners in their charge.
- The Board feels that wing forums provide a good way for prisoners to express their views and interact with staff. However, the 2022-2023 prisoner questionnaire indicates that only 16% of prisoners who responded think they work, only 14% have access to the wing forum minutes and only 25% know who their wing reps are. When the forums took place, there was evidence in the minutes of broad discussions and prisoner and staff suggestions for improvement.
- The prison communicated widely with prisoners via Governor's notices displayed on noticeboards, or occasionally put under prisoners' doors. However, only 33% of prisoners who responded to the 2023-2024 questionnaire had easy access to these notices and 42% understood their content.

However, the Board is concerned that:

- While prisoners often praised the professional approach of experienced officers to the Board, they were far more critical of the less experienced staff. This is perhaps to be expected, following the recruitment of new officers during the reporting period.
- The key worker process in HMP/YOI Norwich has not functioned as it should. Only 47% of prisoners who responded to the 2023-2024 questionnaire knew who their key workers were and, of those, only 39% had spoken to them within the last 14 days. However, the Governor has told the Board that the key worker process is being relaunched and the Board will monitor its progress.

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 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 2023, 44% of prisoners were recorded as having a disability (compared with 37% in December 2022).
- Diversity and inclusion action team (DIAT) meetings have prisoner representatives from the black, Asian and minority ethnic population. Their comments are taken on board by staff where appropriate.
- Prisoners are offered the opportunity to practise their religion, with good recognition of different faiths. There have been difficulties in recruiting an Imam, which has led to Friday prayers being cancelled. Roman Catholic services have also been cancelled on several occasions.
- 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 previous reports, prisoners with some protected characteristics need greater focus and support, such as those with disabilities and older prisoners who do not have adjustments made for them. As a result, disabled prisoners are unable to obtain work, which may have a detrimental impact on their mental health as they remain locked up for long periods of time. It also adversely affects them financially.
- There are no disabled-friendly cells on the wing that houses PCoSOs.
- Prisoners on K wing told the IMB that they were unaware of prisoner forums.
- VPs told IMB members there is a shortage of Listeners on their wings.
- In-cell education is not available on M wing.
- Although prisoners on M and L wings did not have any family visits during the reporting period, which the Board considered discriminatory, we are pleased that this situation was resolved in April 2024.

Disability

The Board is pleased to note that:

- Prisoners who are neurodiverse are now supported by a dedicated neurodiversity support manager (NSM) and training on neurodiversity is now provided.

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. The Board considers this to be inappropriate.
- Statistics are not analysed for those with disabilities. The reason for this, the Board is told, is that there are low numbers of men with disabilities. This does not appear to be the case, as illustrated by figures provided earlier in this section.
- Some prisoners with mobility issues are housed in inappropriate accommodation, making it difficult for them to access showers and serveries. For example, a prisoner in a wheelchair was housed on an upper landing, leaving him reliant on other prisoners to get his meals, etc. This made him vulnerable to issues such as bullying.
- Prisoners with reduced mobility on the wings struggle to get 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.
- 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.
- Dedicated gym sessions are not available for prisoners with disabilities. The Board feels very strongly that adjustments should be made for them.

Foreign national prisoners

The Board is pleased to note that:

- The Big Word and other translation services are more widely used now.

The Board is concerned that:

- Some foreign national prisoners do not understand their inductions.
- Foreign national prisoners do not always understand prison correspondence and rely on others to translate for them.

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.
- The compassion and care shown to prisoners who were given end-of-life care on L wing and the other prisoners impacted by these deaths was exemplary.
- Regular group activities are available to the prisoners on L wing.
- Of the 104 prisoners who completed IMB 2023-2024 questionnaire, 18 were aged 50 or over. Of those, 13 felt safe within the prison, 11 thought they were fairly treated, 16 had received medical and educational assessments when they arrived, 13 then received the support recommended by those assessments and 15 found it easy to access healthcare. Interestingly, 13 of them had received their full gym allocation. Only five participated in any educational courses.

Gender identity

The Board is pleased to note that:

- 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 continues to work at HMP Norwich.
- The Board does not find any group suffering discrimination. From its observations and analysis of data, the Board believes the prison takes steps to ensure that all prisoners are treated fairly, regardless of race.
- A sustained period of racial abuse by a prisoner in the CSU was addressed appropriately by the prison.

Young adults aged 18-24

The Board is concerned to note:

- As a result of gang-related violence, use of force statistics indicate that force is used disproportionately on this age group.
- Younger prisoners achieve fewer qualifications than their older counterparts.
- Following an incident where it was discovered that a young offender was sharing with an adult, the prison was unable to confirm that this was an isolated incident.

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.
- Appropriate treatment and foods were available for Ramadan and other religious festivals.

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). The prison is having difficulties recruiting an Imam and this has impacted heavily on prayer sessions for Muslims.

5.6 Incentives schemes

The Board is pleased to note that:

- Prisoners' incentives levels are reviewed on a regular basis.
- Some wings have been designated as for prisoner on the enhanced level of the incentives scheme. Prisoners can cook some of their own food and there are recreation rooms and rooms with exercise equipment.

However, the Board is concerned that:

- Prisoners on remand and those who are unsentenced are still being told to work or face having their incentives status downgraded. This is in breach of PSOs.

5.7 Complaints

In general, the prison complaints system works well. While understanding that prisoners do not always accept the conclusions reached, there is a willingness in the main to address issues fairly. The Board is pleased to note that:

- The standard and timeliness of responses to complaints have improved during the reporting year.
- There is a good understanding of how the complaints system works amongst the prisoners. A total of 80% of prisoners responding to IMB 2023-2024 questionnaire knew how the complaints system worked and said that complaint forms were freely available.

5.8 Property

The Board is concerned that:

- As in 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 2023-2024 questionnaire showed that 36% of the prisoners who responded received their property within two weeks of arriving at their new location. Of 64% who had not, 36% still had property missing.

6. Health and wellbeing

6.1 Healthcare general

The nature of monitoring the healthcare centre, as a result of patient confidentiality and the fact that prisoner concerns about healthcare are now excluded from the prison complaints system, means the Board can only generally monitor by analysing the performance data assimilated by the providers.

The Board is pleased to note that:

- Using the minutes of Healthcare Resourcing Group (HCRG) meetings and, where available, provider performance quality reports, comments made by in HMIP inspections and the Board's monitoring, there are no overarching major concerns about provider delivery in general.

However, the Board is concerned that:

- In the IMB 2023-2024 questionnaire, 69% of prisoners who responded felt they found access to healthcare easy. However, only 46% of those felt that their problems were satisfactorily dealt with.

6.2 Physical healthcare

The Board is pleased to note that:

- The dental service has a clinician on site who is able to undertake work that would previously have required trips to the Norfolk and Norwich University Hospital (NNUH).
- HCRG days lost to staff sickness is on a downwards trajectory. There has been a decreasing reliance on agency staff and an increase in the use of permanent staff.
- There have been reduced waiting times over the year to see a physiotherapist, although the wait for a podiatry appointment has increased.
- Pregabalin prescribing levels are now in line with targets.

However, the Board is concerned that:

- Safety audits revealed the absence of anaphylaxis response kits in emergency boxes kept on B, C and M wings and reception.
- Recruitment for pharmacy staff has been a struggle.
- The partnership board meetings show continuing issues with discharge letters from NNUH.
- There are large numbers of lost appointments with healthcare professionals due to the lack of availability of officers to escort prisoners to their appointment within the prison and external facilities.
- There was a persistent concern throughout the reporting year about the cleanliness of healthcare centre areas. This would appear to be caused mainly by existing contracts not covering weekend cleaning, a situation that has still not been resolved for over a year. Comments such as 'towel and soap dispensers not filled' are, in cross-infection control terms, quite alarming findings.
- Dentistry waiting lists remain long and many dental appointments are cancelled due to lack of prison staff for escorts.

6.3 Mental health

The Board is pleased to note that:

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

However, the Board is concerned that:

- As referenced in section 5.2 (Segregation), delays in finding suitable outside secure mental health facilities led to prisoners being held for long periods in segregation facilities.
- In responses to the IMB 2023-2024 questionnaire, 57% of prisoners who responded indicated they needed mental health support. Only 24% of those felt it was easy to access the support.

6.4 Social care

The Board is concerned that:

- There has been delayed access to the System One computer system for the psychosocial misuse team.
- There has already been one case at HMP Norwich where a prisoner had to be kept in custody beyond his confirmed release date due to outside agencies being unable to implement an appropriate care package or even take ownership for such care. The duty of care to keep him safe had to take precedence, but the Board feels that the prison should not have been placed in this position in the first place. We have been made aware of another case of a similar kind that may occur in the near future and find this highly unsatisfactory.

6.5 Time out of cell, regime

The Board is pleased to note that:

- When the regime was curtailed for operational reasons, prisoners were kept informed by Governor's notices. Essential events, such as social visits, were always maintained.
- However, the Board is concerned that PE staff continue to be diverted to other duties, which means that gym sessions do not run.
- Prisoners responding to the IMB 2023-2024 questionnaire said:
 - 'I like to play sports to keep fit, but there are no sports we can play.'
 - 'Officers unlock at 9.30 most times and by the time you have exercised and cleaned your cell, it's time to lock in. So actually cannot socialise.'
 - 'Chapel on Saturday is during association time and no exercise on Saturday. Two one-hour gym sessions a week is insufficient.'

6.6 Drug and alcohol rehabilitation

The Board is pleased to note that:

- Mental health services are broadly equivalent to those in the community.
- 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 them on entering HMP Norwich, particularly during the induction process.

However, the Board is concerned that:

- Although Phoenix Futures reports greater prisoner engagement with their service, they are faced with problems recruiting staff.
- In responses to the IMB 2023-2024 questionnaire, 57% of prisoners who responded indicated they needed mental health support. Only 24% of those felt it was easy to access the support.

6.7 Soft skills

The Board is pleased to note that:

- Performance statistics show a consistent uptake of the relatively new wellbeing service.

7. Progression and resettlement

7.1 Education, library

Library

The Board is pleased to note that:

- A new, centralised library has been opened on the top floor of the education block on the main category B site.
- The librarians continue to show a high level of support towards the prisoners using their facilities. For example, a prisoner who had been placed on an ACCT on arrival at reception asked if it would be possible to borrow books, as his own had yet to arrive and reading helped ease his anxiety. An IMB member mentioned this to the librarian and as the prisoner would not be able to visit the library for another four days, the library staff selected a number of books and delivered them to his cell later the same day.

However, the Board is concerned that:

- As mentioned in last year's report, the library contract does not include L wing, the healthcare unit, Britannia House and the CSU.
- The location of the centralised library on the top floor of the education block prevents those with mobility issues from accessing the facilities easily. Whilst the library may be accessed via a lift in the education block, it is not always possible for prisoners with mobility issues to leave their wings in order to reach it.
- Prisoners' attendance at the library is heavily dependent on availability of officers to accompany them.

Education

The Board is pleased to note that:

- Prisoners arriving at HMP Norwich who have learning difficulties are assessed during their induction period. Those 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.

However, the Board is concerned that:

- Prisoners on M wing are unable to access online education, as their TVs do not connect there.
- There are no education classes on the category D site.
- The Board has noted in previous reports that high numbers of prisoners could benefit from working with the Shannon Trust but that take up is low. The prison estimates that only 20% of those who may be eligible sign up to the scheme.

7.2 Vocational training, work

The Board is pleased to note that:

- The practical workshops provide useful vocational qualifications, such as the Construction Skills Certification Scheme (CSCS) and National Vocational

Qualifications (NVQ), for example, which may allow prisoners to get work in the construction industry on release.

- Market gardens continues to flourish and provides work now for VPs, as well as for other prisoners. It makes a valuable contribution to the prison kitchens.

However, the Board is concerned that:

- Due to severe budgetary constraints, the prison had to standardise prison wages during 2023, a decrease of approximately 24% overall but, for some, a decrease of over 40%. Now most prisoners, regardless of the number of hours worked or the nature of work undertaken, receive the same wage. For example, prisoners on M wing work full-time, Monday to Thursday, and half-day on Friday. Despite signing a compact agreement for a rate of £16 per week, they now receive £10, the same amount as other prisoners who work five half days a week. When queried by the Board, the prison's response was that their improved living conditions (single cells with showers and air conditioning) would provide some recompense for their decrease in wages.
- The drop in wages for the majority of prisoners has had an impact on their willingness to work or attend education. The Board also feels that there has been a disproportionate impact on those who do not have an outside source of income. This may lead them to incurring debts, which will influence levels of prisoner-on-prisoner assaults.
- Prisoners responding to the IMB 2023-2024 questionnaire said:
 - 'Paid wages are being decreased to less than £10.00 a week and now cannot afford to buy credit and food and vapes.'
 - 'Catalogues you order from are ridiculous. Prices twice the price of others like Amazon.'
- Painting and decorating workshops did not take place during the reporting year, as the area was set aside for Lotus Cars to build training workshops. Unfortunately, this is not now going ahead.
- Lack of workshops led to prisoners on the category B site being locked up for longer periods.
- Prisoners on remand or unsentenced are expected to attend education or work and are subject to sanctions if they refuse. 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 in breach of the relevant Prison Work Order.
- The Board is concerned that some large local employers who have previously recruited prisoners on the category D site are closing sites and reducing their workforce. This will impact on prisoner resettlement and progression.
- Prisoners with low levels of literacy continue to be denied access to access the workshop courses, as there is no in-class support for them. However, the Board has been advised that new courses are being introduced with low-level entry requirements and we will monitor this going forward.

7.3 Offender management, progression

The Board is pleased to note that:

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

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 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.'* Recent changes to Government policy have meant that some prisoners previously eligible for open prison conditions are now languishing in the closed estate.

7.4 Family contact

The Board is pleased to note that:

- The prison continues to work hard to enable men to maintain family contact, well supported by Ormiston Families, which offers 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. The prison and Ormiston Families arranged specific family days for a small number of qualifying prisoners, which were well organised and received positive feedback.
- In the IMB 2023-2024 questionnaire, 81% of respondents said they had social visits or social video calls with their families, which were very popular.

However, the Board is concerned that:

- There are still problems in providing prisoners with PIN numbers (which allow prisoners to make phone calls to family). This particularly impacts those who are in prison for the first time. Prisoners report that PIN numbers can take up to 14 days to be organised for new arrivals on A wing. This issue was also noted in last year's annual report. In the IMB 2023-2024 questionnaire, 26% of respondents said they had difficulty obtaining a PIN number.
- Prisoners continue to report that they were very upset by the poor-quality photocopying of their mail, particularly with children's paintings and drawings. Also, there is often a delay in receiving the mail.

7.5 Resettlement planning

The Board is pleased to note that:

- The reducing reoffending team is very active in getting prisoners to be work-ready on release from custody.
- 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.
- People Plus and the information, advice and guidance (IAG) service are 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.
- Jobcentre Plus continued the ongoing strong and effective relationship with the prison.
- 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.
- More than 87% (the target) of men have accommodation on their first night of release from custody. The Board 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 opportunities for men to gain employment on release or work while serving on the category D site.

However, the Board is concerned that:

- The early release scheme authorised by the Government has led to many men being released without accommodation.
- Funding for the resettlement passport (providing prisoners with bank account details and a pack of information to maximise their opportunities on release, such as landlord references) has been withdrawn and the prison does not have the budget to maintain a member of staff to deal with this important work.

The work of the IMB

In September 2023, 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, although we were able to make 254 visits to the prison.

Members carried out recruitment campaigns during 2023, which will resulted in six new members to the Board. However, with some members leaving during the year, the Board remains under-strength, limiting its ability to visit the prison.

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	10
Total number of visits to the establishment	254
Total number of segregation reviews observed (in person)	38

Applications to the Board

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	20	13
B	Discipline, including adjudications, incentives scheme, sanctions	6	5
C	Equality	11	12
D	Purposeful activity, including education, work, training, library, regime, time out of cell	15	8
E1	Letters, visits, telephones, public protection restrictions	16	34
E2	Finance, including pay, private monies, spends	6	16
F	Food and kitchens	12	6
G	Health, including physical, mental, social care	31	36
H1	Property within this establishment	47	26
H2	Property during transfer or in another establishment or location	6	12
H3	Canteen, facility list, catalogue(s)	12	9
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorisation	21	23
J	Staff/prisoner concerns, including bullying	26	16
K	Transfers	8	5
L	Miscellaneous, including complaints system	87	80
	Total number of applications	324	301

Annex A

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 People Plus.
- Library services are provided by Suffolk Libraries.
- Gov Facility Service Limited (GSFL) provide estate maintenance.
- The RECONNECT service is provided by the Forward Trust.
- The escort contractor is Serco.
- Family services are provided by the charity, Ormiston Families

Annex B

HMP/YOI Norwich: Category B and C IMB 2023-2024 prisoner questionnaire (conducted between November 2023 and January 2024)		
Total Unlock Roll Cat B and C 31/01/2024	719	
Number of Completed Questionnaires	104	14.0%
	Number of Yes Answers	Percentage of Yes Answers
Do you feel safe within this prison?	70	67.0%
Do you feel you are fairly treated here?	40	38.0%
Do you have access to a listener when required?	74	71.0%
Do you have a Key Worker?	49	47.0%
Have you spoken to your Key Worker within last 14 days?	19	39.0%
Have you been able to discuss your sentence plan with your POM?	28	51.0%
Was your cell clean, furnished and undamaged when you arrived?	27	26.0%
When you arrived did you have an assessment of your medical needs?	85	82.0%
When you arrived did you have English and Maths assessments?	88	85.0%
Did you receive all of your property within 2 weeks of arriving at the prison?	37	36.0%
If not, do you still have problems with missing property?	37	36.0%
Are you happy with the meals provided by the prison?	28	27.0%
Are food and vapes on the canteen now outside your price range?	76	73.0%
Do you get enough time out of cell for domestic chores and exercise?	65	63.0%
Have you had problems obtaining a PIN?	27	26.0%
Do you have contact with family and friends?	84	81.0%
Is it easy for family and friends to book visits?	52	50.0%
Do your family and friends find Video Visits easy to use?	35	34.0%
Have you found it easy to access Healthcare, Dentist or Nurse?	72	69.0%
If you have, was your problem satisfactorily dealt with?	33	46.0%
Have you needed Mental Health support?	59	57.0%
If you did, was it easy to see a member of Mental Health team?	14	24.0%
Are you able to access your full gym allocation?	69	66.0%
Do you have easy access to the Chaplaincy?	70	67.0%
Are you receiving classroom or in-cell education?	48	46.0%

Do you think that education improves your chance of getting work in the future?	46	44.0%
Do you know who your wing reps are?	26	25.0%
Do you think wing forums work?	17	16.0%
Do you have access to forum minutes?	15	14.0%
Is it easy to get cleaning materials?	52	50.0%
Do you receive clean bedding and kit change each week?	44	42.0%
Is it easy to access the Governor's Notices to Prisoners?	34	33.0%
Do you understand these notices?	50	48.0%
Do you know how to use the prison complaints procedure?	83	80.0%
Have you submitted an app to the IMB?	23	22.0%
If you did, were you happy with the response?	14	61.0%

Annex C

HMP/YOI Norwich Schedule of ACCT documents reviewed March 2023-January 2024			
Date	Location	Comments	Good Y/N
13.03.23	Ketts	All documents were well completed.	Y
21.04.23	Ketts	2 ACCT documents reviewed. Good completion.	Y
28.04.23	Ketts	1 ACCT document reviewed. Good notes by staff.	Y
23.05.23	A wing	Checked 2 ACCT docs. Both had hourly observations missing.	N
25.05.23	A wing	2 ACCT docs checked. Hourly observations missed. When challenged, officer showed CCTV to member. The observations had been made but the officer was too busy to complete the paperwork.	N
01.06.23	Healthcare	No records of interactions with doctor, even though the prisoner had been seen by the doctor.	N
02.06.23	A wing	Meaningful conversations recorded.	Y
05.06.23	A wing	No observations recorded. Checked with SO. Evidence of observations by staff claimed no time to complete paperwork.	N
05.06.23	Ketts	3 documents checked. Good completion.	Y
13.06.23	K wing	1 checked. Good observations.	Y
13.06.23	Ketts	1 document checked. Good observations.	Y
23.06.23	Healthcare	ACCT documents checked. Good completion.	Y
23.06.23	A wing	Meaningful conversations.	Y
27.06.23	F wing	2 reviewed. Good completion.	Y
06.07.23	Ketts	1 document checked. Good observations.	Y
14.07.23	K wing	Comprehensive notes in documents.	Y
14.07.23	Ketts	Mr S had observations missing. He'd been to healthcare that day and his ACCT did not go with him.	N
25.07.23	Ketts	Foreign national prisoners: excellent work by staff to support him, including daily visits by officer who could speak their home language.	Y
28.07.23	B wing	Good detailed notes on Mr Y.	Y

28.07.23	C wing	Mr X checks should have been 5 per hour. Missing from document.	N
28.07.23	B wing	Mr Z had no checks in the afternoon the previous day. The SO had brought this up with staff during supervisor checks.	N
28.07.23	B wing	Mr S. Detailed notes	Y
01.08.23	A wing	Mr C. 2 checks per hour not shown in paperwork. Staff had done observations but had not had time to complete the paperwork. 2 other ACCT documents had good notes	N
03.08.23	K wing	Incomplete notes as Mr S ACCT document had not followed him to daycare.	N
14.08.23	A wing	Documents reviewed. Good completion.	Y
18.08.23	Ketts	Mr Bs hourly observations were not completed. Staff said it had been a busy time in Ketts	N
21.08.23	A wing	Good notes on Mr T's documentation.	Y
23.08.23	A wing	Documents reviewed. Good completion.	Y
04.09.23	B wing	2 documents reviewed. Good completion.	Y
11.09.23	A wing	Documents reviewed. Good completion.	Y
18.09.23	Ketts	Documents reviewed. Good completion.	Y
22.09.23	K wing	Documents reviewed. Good completion.	Y
16.10.23	Ketts	Good completion of paperwork	Y
09.11.23	A wing	Documents reviewed. Good completion.	Y
27.11.23	B wing	Documents reviewed. Good completion.	Y
29.11.23	Ketts	3 Documents checked. Good completion.	Y
06.12.23	A wing	Arrived 11.00am. There were 4 ACCTs with hourly observations needed. One had nothing recorded since 8.00am. One missed observations between 10.00am and 11.00am. 2 documents were satisfactory.	N
06.12.23	B wing	Two documents checked. The observations were timely but there were no meaningful conversations.	N
15.12.23	Ketts	4 documents checked. All were ok	Y
10.01.24	Ketts	No entries made for Governor visits or doctor's visits.	N
13.01.24	Ketts	Documents reviewed. Good completion.	Y



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