



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

**For reporting year
1 March 2025 to 28 February 2026**

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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 an adult and young adult category B reception, category C, and category D prison for men. It predominantly serves the courts of Norfolk and Suffolk, and houses convicted, sentenced and remand prisoners.

Accommodation is a mixture of Victorian, 20th, and 21st century buildings, spread over three distinct and separate sites. The main site houses up to 553¹ category B and C adult and young adult prisoners. It includes the segregation unit consisting of 10 cells and one special accommodation cell (where furniture, bedding and sanitation are removed in the interest of safety). The category C prison houses 194 adults and young adults, including a healthcare wing with 19 beds and a wing providing specialist support for up to 15 elderly prisoners and those requiring social and palliative care. The category D open prison, Britannia House, accommodates 43 prisoners working in the establishment and the local community.

A certified normal accommodation (maximum number of prisoners that can be held in decent, safe conditions) of 640, means that 150 prisoners live in overcrowded conditions.

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 correspond with Official Statistics later published by the Ministry of Justice.

3. Key points

3.1 Main findings

Safety

- Violence in the prison remains a concern for the Board and the presence of alcohol, drugs and other prohibited items creates an unsafe environment for both prisoners and prison staff. The violence reduction landing introduced in 2024 has proved a deterrent to prisoner violence and intimidation.
- The incidence of illicit drug use within the prison has risen. A lack of effective perimeter protection made this a challenging issue to resolve.
- The Board has observed that assessment, care in custody and teamwork (ACCT) documents (used to support prisoners who are at risk of self-harm and suicide) continue to be of variable quality with observations missing, conversations not meaningful and supervisors' checks not taking place.

Fair and humane treatment

- As reported previously, dilapidated buildings with leaking roofs, broken heating and boilers, faulty lighting, and washing machine failures continue to undermine the efforts of staff and management to make the prison a place of safety and reform.
- Despite the segregation building not complying with PSO1700², there are still no plans to upgrade/refurbish it.
- There is a growing disparity between prisoners aged 18 - 24 and rest of the prison population in respect of use of force, the violence reduction landing and incentive schemes.

Health and wellbeing

- Patient confidentiality, the removal of prisoner complaints from the prison complaints system and difficulty accessing performance data from the healthcare providers have limited the Board's ability to assess the standard of healthcare within the prison.
- The Board observed that prisoners placed into 24-hour isolation by the healthcare provider were denied access to regime for several weeks.
- The prison did not have a dentist for seven months during this reporting period.

Progression and resettlement

- A cut of nearly 40% in the prison's education provision ended all vocational courses and led to six members of education team being made redundant.
- The Board is pleased to note the number and variety of in-house courses developed and delivered by the prison.
- A total of 25% of prisoners released during the reporting period were homeless.

² PSO 1700 is the Prison Service Order that sets out the mandatory standards and procedures for the management of prison segregation units

3.2 Main areas for development

TO THE MINISTER

- **Will the Minister please explain how the departments of Justice and Health align policy to ensure the provision of healthcare in prisons remains safe and effective?**

The Board has observed isolations implemented by the healthcare provider well beyond the timescales defined by prison rules, prisoners who have experienced avoidable harm as a result and breakdowns in communication from the healthcare provider to the prison leading to confusion in care and supervision of prisoners.

The HMIP report following their visit in January 2026 noted that while formal quarterly performance meetings chaired by NHS England had taken place, there have been no quality visits recently.

- **What are the Ministers thoughts regarding the growing levels of violence committed by young adults in UK prisons? Are there any new strategies being developed to combat this serious issue?**

At the end of this reporting year, while young adults aged between 18 – 24 accounted for 15% of HMP/YOI Norwich population, they made up 42% of the prisoners housed in the violence reduction landing and 36% of use of force incidents.

TO THE PRISON SERVICE

- **Will the Prison Service please explain how the 40% cut in the education budget for HMP/YOI Norwich supports the aims of rehabilitation and future employment for prisoners on release?**

The Board was astounded by a 40% cut in the prison's education budget which led to the termination of all vocational courses in both the category B reception prison and the category C training prison.

- **Will the Prison Service please explain why there are currently no plans to improve the Segregation Unit?**

Unfortunately, the Board did not receive an answer to this question when it was raised last year.

- **Prisoners and prison staff have been significantly affected by outdated paper-based processes. Launchpad has already been introduced successfully in several prisons across the region. Are there any plans to introduce it at HMP/YOI Norwich and if so, when?**

TO THE GOVERNOR

- The Board still has concerns about ACCT documents. What action will the Governor take to ensure further improvements in the management of the ACCT process and completion of documents by staff?

- The Board encountered severe difficulties finding out when and where ACCT reviews took place and was only able to observe 17 reviews during this reporting year. What steps will the Governor take to enable the IMB to monitor a process used to support prisoners at risk of suicide or self-harm?
- There are still no baby bonding sessions (aimed at introducing prisoners to newborn babies) for prisoners on the category B site following the removal of facilities in 2023. When will these important sessions be reinstated?
- What action will the Governor take to ensure that all prisoners are offered at least one hour of physical education a week? Sessions are regularly cancelled due to shortages of staff.
- The Board is concerned about the care and supervision of prisoners placed in isolation suspected of suffering from a communicable disease. Could the Governor please ensure that the prison has a written multi agency contingency plan and an isolation policy prepared in line with the HMPPS Control of Communicable Disease Policy Framework implemented on 2 October 2025.

3.3 Progress since the last report

TO THE MINISTER

Issue raised	Response given	Progress
Why are foreign national men still being detained in prison beyond the expiry of their sentence instead of being transferred to an immigration removal centre (IRC)?	The Minister provided assurance that where an individual is deemed unsuitable for transfer to an IRC, their case continues to be regularly reviewed.	The Board remains concerned that foreign national prisoners are detained in HMP/YOI Norwich. It has observed that the length of time these men remain before transfer to an IRC for immediate deportation has reduced.
Why are there neither offending behaviour programmes nor accredited interventions provided within HMP/YOI Norwich?	The Minister explained that this provision is reviewed on an annual basis and adjusted to meet the individual needs on the population. Investment decisions are based on a site having sufficient demand to warrant investment of a delivery team.	Prisoners convicted of sexual offences (PCoSO) continue to remain in HMP/YOI Norwich, a reception prison, for a number of years due to the lack of capacity elsewhere, without access to offending behaviour programmes or accredited interventions.

Why are assaults on prison officers not treated as seriously as those on other emergency workers?	The Minister provided assurance that efforts were underway to strengthen evidence gathering and referral consistency to support more effective police and Crown Prosecution Service (CPS) action.	The Board has yet to observe evidence of more effective action by police or CPS. HMIP Report following visit in January 2026: 'In 2025, over 200 of the most serious breaches of prison rules, such as assaults and drug possession, had been referred to the police for prosecution. However, hardly any prisoners had been charged, and more than 100 referrals awaited a decision.'
Why are possession of mobile phones, supplying or intent to supply drugs or alcohol within the prison not acted upon by Norfolk Police or CPS?	The Minister explained that possession of alcohol was handled internally. Outcome for offences of Drug supply or mobile phone possession depended on meeting evidential and public interest thresholds.	

TO THE PRISON SERVICE

Issue raised	Response given	Progress
Why will there not be a full overhaul of the boilers and heating systems in HMP/YOI Norwich until ongoing projects have been completed?	Need for improvement to the heating systems was recognised and would be considered as and when funding became available. Extra portable radiators were available.	Healthcare in category B prison did not have any hot water from April to October 2025 following a leak from a faulty boiler.
Why are there no plans to improve the Segregation Unit?	Our question was not answered, merely restated.	The unit does not comply with Segregation PSO 1700.
Please advise when a complete overhaul of the current perimeter security surveillance equipment will take place?	Funding to upgrade and link CCTV to the control room to be considered in the future. A project to replace security lighting was underway with an anticipation of completion during 2025 financial year.	Work to upgrade CCTV and security lighting taking place during first six months of 2026.

Evidence sections 4 – 7

4. Safety

From its observations, the Board believes that overall, prison staff are committed to maintaining prisoners' safety, despite the challenges they face with increasing rates of violence and self-harm, the presence of illicit drugs, and other prohibited items.

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 observe that:

- Prison staff and orderlies (prisoners chosen for these positions based on trust and good behaviour) continue to deal compassionately with all prisoners, particularly those in prison for the first time.
- Prisoners are provided with breakfast packs and some toiletries, and they can buy grocery packs, vape packs and items such as paper and pens. Reception staff identify prisoners' needs and where possible, make provision for them, such as offering a variety of meals to meet most dietary/religious requirements and female toiletries/clothing for transgender prisoners.
- Prisoners are processed and assessed by a nurse to identify their medical and mental health needs. New arrivals and recalls go through the body scanner and those who are identified as having secreted items are managed appropriately, in accordance with prison policies.
- As a reception prison, HMP/YOI Norwich normally receives arrivals between 6.30am and 9.00pm. Prisoners who arrive outside working hours complete a reduced reception process, with the full process completed the following morning.
- Reception has benefited from some very good orderlies during the reporting year. They have continued to keep the holding cells, showers and toilets very clean and tidy. The area is also regularly painted to touch up scuffs and marks. There are painted murals on the walls.
- A small library of donated books is available for incoming prisoners to read while waiting or take to their cells to read until they can access the library.
- The reception staff appear to be looking at ways of continuous improvement. At busy times, prisoners can spend two or three hours in reception. The team implemented a change whereby a log is kept of all prisoners arriving and well-being checks are carried out every 30 minutes, opening an ACCT if necessary.
- 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 provided with informative answers. The Big Word, a professional translation service provider, is used to support prisoners whose first language is not English.
- Donated clothing is now available at release for those prisoners who need it.

However, the Board is concerned that:

- There has been an increase in the late arrival of prisoners from the courts and other prisons. This creates problems with the provision of food and showers.

4.2 Self-harm, deaths in custody

The Board is pleased to observe that:

- Staff continue to act professionally and with care towards prisoners who self-harm and manage them through the ACCT process. Referrals to the mental health team are made when appropriate.

However, the Board is concerned that:

- ACCT documents continue to be of variable quality.
- The Board reviewed 47 ACCT documents throughout the reporting year. 13 (28%) were found not to be satisfactory. Of those, two lacked handovers from day to night staff, two did not have sufficient conversations, two had missing observations and one lacked conversation because of a language barrier, Big Word having not been used.
- The Board was only able to observe 17 ACCT reviews during the reporting year. Ongoing problems trying to locate where and when reviews took place have made it extremely difficult for the IMB. The Board has tried to resolve this issue with the prison without any success so far.

Deaths in custody

The Board notes with sadness that there were six deaths in custody during the reporting period. All were expected.

At the time of drafting this report, the Prisons and Probation Ombudsman (PPO) had only published two reports, one for a death that occurred during this reporting year and another for a death during a previous reporting period, and concluded that both deaths were from natural causes.

The PPO investigated the non-clinical issues relating to the prisoners' care and could find no areas of concern. NHS England commissioned independent reviews into both deaths. Five recommendations were made to HCRG Care Group (HCRG) in respect of one of the deaths following evidence of severe terminal agitation. Unfortunately, the clinical review into the other has not been made available to the Board.

In a separate inquest into a death after release in 2024, the coroner issued a Prevention of Future Deaths report (Regulation 28). It cited 'Inadequate arrangements existing at HMP Norwich to provide for the release of prisoners in receipt of mental health care during out of hours periods' to which the prison has responded. The PPO's final report is still awaited.

4.3 Violence and violence reduction, self-isolation

The Board is pleased to observe that:

- The prison continues to have a zero-tolerance policy in respect of violent behaviour. Where behaviour falls short of expected standards, prisoners are relocated to the violence reduction (VR) landing.

- The prisoners have a restricted regime for the first four weeks that they are on the VR landing. For example, they are only allowed out of their cells for one and half hours a day. If their behaviour improves, they return to normal regime but will remain on the landing for a minimum of 12 weeks in total. The Board has observed that there is a clear pathway towards reintegration onto the wings.
- Statistical evidence has shown the violence reduction landing to have a clear deterrent effect, and the Board notes a significant decline in gang related violent incidents since its introduction. Prisoner-on-prisoner assaults have fallen from 256 (2024/25) to 244 in the reporting year. Prisoner-on-staff assaults have fallen from 134 (2024/25) to 109.
- All prisoners on the VR landing are reviewed weekly by the wing governor and all departments involved in their welfare. The Board has observed some meetings and found them to be thorough with follow-up actions monitored.
- As previously reported, some prisoners deliberately start fires in their cells. Incidents fell significantly from 37 last year to 14 this reporting year, The fire service attended eight of these fires.
- Staff are actively encouraged to use body worn video cameras (BWVC) to evidence violent behaviour. The Board has observed that BWVC are appropriately used.

However, the Board is concerned that:

- From observations, there continues to be a significant number of prisoners who, for a variety of reasons, choose to self-isolate. The Board is still concerned about the effect this potentially has on their mental health. Many of these men spend long periods of time in self-isolation with less social contact than prisoners in segregation. Improvements have been made by the prison to actively address the issues behind self-isolation. However, the Board is aware of a prisoner who was ignorant of the self-isolation regime after several weeks isolating.
- There continue to be instances where deliberate disorder by prisoners was used to force a move to a different wing or segregation because of threats. The lack of available space in the prison puts pressure on security staff to identify and manage these conflicts.
- There have been instances of prisoners self-harming as a response to being under threat and wanting to a move to a different location.
- The VR landing has been used to relocate certain prisoners involved in non-violent anti-social behaviour.
- Once again, there have been several incidents of officers requiring hospital treatment following assaults by prisoners. The Board has noted several incidents of staff being assaulted with unidentified liquid, human waste and spit which have not resulted in court action.

4.4 Use of force

The Board continues to acknowledge the skill and composure shown by staff in addressing potentially violent prisoners. The Board has observed training provided to officers by the prison and by the National Tactical Response Group at their base in Hatfield Woodhouse.

The Board observed that:

- Staff continue to be trained to activate their BWVC to evidence situations as they develop. BWVCs were activated in 69% of cases where force was used.
- Pava incapacitant spray was drawn 10 times and used on four of those occasions during the reporting period.
- Batons were drawn seven times but not used during the reporting period.
- The Board has monitored the use of rigid bar handcuffs during incidents of violent disorder and during the planned relocation of prisoners. Their use during these incidents was proportionate and effective.
- Use of force meetings are held monthly and CCTV and BWVC footage is reviewed.
- Complaints raised by prisoners regarding the use of force are addressed in a timely manner by the prison.

4.5 Preventing illicit items

The Board is pleased to observe that:

- In February 2026, to combat the rise in illicit drug use within the prison, a new drugs strategy was introduced, creating the Drug Strategy Group comprised of prison staff, HCRG Care Group and Phoenix Futures.
- The prison continues to monitor the use of drones and co-ordinates with the police in addressing the problems created by this activity.
- The prison has prevented several visitors attempting to enter the establishment with illicit items.
- The prison has successfully targeted cell searches using various intelligence sources to discover illicit items and has dealt with the finds through prison adjudication and reference to the police.
- The prison continues to restrict access to certain food items used in the fermenting process. The Board acknowledges the restrictions placed upon prisoners not involved in fermenting alcohol.
- Prisoners have complained that clothing packages have been withheld incorrectly due to positive drugs tests on arrival at the prison. There have been challenges as to the accuracy of the drugs testing equipment. The Board is aware that packages are retested once after a set period of time.

However, the Board is concerned that:

- Despite the steps taken by the prison, there are regular discoveries of mobile phones, USB sticks, drugs and other illicit items.
- The incidence of illicit drug use within the prison has risen this year. Prisoners suspected of being under the influence (UTI) of illegal substances are frequently observed, often resulting in several individuals being identified over a brief period. This situation increases demands on officers and healthcare staff responsible for safeguarding the wellbeing of prisoners. The Board believes the prison is making every effort to address the issue with the resources available to them.
- Some prisoners have complained that the ease with which illicit substances are available has impacted the safety of all prisoners.
- Alcohol fermented in cells continues to be a problem.
- Medication continues to be diverted by prisoners.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Accommodation

The Board is concerned that:

- The prison accommodation is in a general state of disrepair due to a lack of funding. In Britannia House, it was observed that there were only three functioning showers for 46 prisoners.
- Problems with the prison heating system persist. The wings can become very cold in winter and too hot in summer. In C wing, system faults meant that the heating stayed on until June 2025.
- Following a leak from a faulty boiler in April 2025, the daycare centre did not have any heating or hot water until October. This led to damp and a lack of access to hot water for cleaning within a clinical building.
- Laundry is no longer sent to HMP Whitemoor following ongoing issues first mentioned in our report last year. This increased workload on limited existing facilities has led to washing machines and dryers breaking down.
- Showers in B, C, F, and G wings were routinely unclean with mould present in some. Grouting is poor in many shower units.

Food

The Board is pleased to observe that:

- The food menu is designed to provide a balanced diet and includes vegetables and fruit.
- Following repeated complaints from prisoners regarding the size of portions served at lunch time, funding was obtained by the prison to include chips for lunch several times a week.
- 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 Ramadan 2026 meal sampled by the Board was found to be a balanced, tasty and plentiful meal. The hotbox contained beef mince stew, diced carrots, potatoes and rice. Dates were provided for Iftar.

However, the Board is concerned that:

- During the year there was a lack of staff supervising mealtimes and ongoing issues with serveries. For example, prisoners not wearing whites or using gloves, the same gloved hands used to serve vegetarian or non-vegetarian meals, incorrect meals.
- Portion control remains an issue.
- 27 IMB applications were received relating to food issues, up from 15 last year.
- Breakfast cereals are provided in disposable cups designed for hot drinks with a paper note providing food allergy advice inside. The cereal sampled by the Board at an evening meeting was stale.
- In October 2025 prisoners and staff reported that there had been no halal chicken available, severely limiting the choices of food available to Muslim

prisoners. Whilst it is acknowledged by the Board that this issue was due to a nationwide shortage, outside the prison's control, more priority should have been given to providing viable substitutions.

- During Ramadan 2025, prisoners reported that they were not receiving their food as it was being taken by other prisoners due to lack of supervision of the serveries by prison staff.
- Prisoners in Britannia House often cater for themselves so less food is provided by the prison. This causes problems for those prisoners who have been unable to find work and do not have any private income.

Clothing

The Board is concerned that:

- The prison has taken steps to bring laundry services in-house. This has led to disruption and delays to clothes being washed. The M wing laundry was being used to wash prison-issued items for both B and C wing in addition to their own laundry, meaning orderlies had reduced social time.
- Whilst most washing machines were functional, many wings had broken driers meaning prisoners were having to dry all their clothes in their cells.

5.2 Segregation

Whilst every endeavour is made, by both staff and orderlies to keep the segregation unit clean, tidy and habitable the unit is in real need of a major refurbishment in order to comply fully with Segregation PSO 1700. The Board therefore considers it inappropriate to refer to it as a care and separation unit.

According to statistics provided by the prison, segregation was used 227 times, with 169 individual prisoners relocated to segregation in 2025 compared to 212 and 157 respectively in 2024.

The Board is pleased to observe that:

- All prisoners were offered daily exercise and an opportunity for a shower.
- Prisoners were seen regularly by IMB, healthcare staff, governors and chaplaincy team.
- The special accommodation cell (where items such as furniture, bedding and sanitation are removed in the interests of safety) is clean and ready to receive any prisoner.
- The Board observed 23 good order or discipline (GOoD) reviews (which assess whether a prisoner's continued segregation is justified based on their behaviour and the potential impact on the prison environment) and reviewed the GOoD review paperwork when unable to attend. These reviews were found to be satisfactory.
- The Board observed 72 adjudications (formal disciplinary hearings held when prisoners are accused of breaking prison rules) and found them to be fair.
- It is apparent that staff employed in the unit supported by a dedicated team of custodial managers work hard to build constructive relationships with prisoners, helping them transition out of the segregation. They continue to maintain a professional attitude despite operating in a difficult and challenging environment, often facing constant verbal and physical abuse from prisoners.
- Prisoners the Board spoke to felt they were treated fairly by staff.

However, the Board is concerned that:

- Of 188 prisoners segregated under GOoD in 2025, 37 were for assaults on staff, 1 for a sexual assault on staff and 16 for risk/threats to staff.
- There are still no plans to refurbish the segregation unit. The integral sanitation is old and badly stained. The shower facilities are still not to an acceptable standard with only one operating shower in the unit. If it is out of order, prisoners are unable to shower until repairs are completed or escorted to another building.
- Officers' personal protection equipment (PPE) is stored in the same area as prisoner kit so accessible to prisoners. Changing into PPE takes place in the kit room for both men and women.
- There are no separate showers for the prison officers. If assaulted with unidentified liquids, they must leave the wing to shower.
- Phone sets (handset and cable) are available to prisoners when required to make personal and legal calls. There continues to be problems due to the phone connection points being outside of the doors. Cables are frequently damaged when caught between the door and door frame. Because the phone sets only come as a single unit frequently there is not enough spare cables. This impacts prisoners' access to the phones, leading to the potential for an escalation in unreasonable behaviour.
- As noted in the last three annual reports, the Board remains concerned that prisoners with mental health issues continue to be held in the segregation unit because no suitable place of safety is available when they are violent or disruptive. One prisoner remained in segregation for 225 days. Prisoners due to be sectioned under the Mental Health Act were also held there for some time because of delays in the process.
- As mentioned in previous annual reports, there is little to occupy segregated prisoners. There are no gym facilities and limited exercise is offered daily in two small, bare yards. Radios were unavailable for a time whilst new units were sourced.
- Prisoners continue to behave disruptively because they prefer to be segregated rather than be on the main wings.
- There are not enough hours in the library contract with Greenwich Leisure Limited to include the segregation unit. It is totally reliant on donated books.
- Prisoners continue to report delays in having their property moved to new locations and items are often lost in transit.

5.3 Staff and prisoner relationships, key workers

The Board is pleased to observe that:

- Overall, relationships between staff and prisoners are good. Most staff operate in a professional manner, showing great care for the prisoners in their charge.
- Prison staff were concerned that some prisoners were being released in unsuitable clothing, particularly in winter, leaving them without adequate warm or weatherproof items. They secured donations of men's clothing from staff and several new pairs of walking shoes from a local business. The scheme has continued and the volume received requires use of a storeroom. Links

with the charity New U have also been re-established to help rotate stock to ensure that seasonal clothing and non- standard sizes are available.

- During 2026 staff hope to introduce a further scheme to provide prisoners with suitable clothing for court so that they may attend in smart clothing instead of prison issue track suits.
- There is an active veterans' forum well attended by prisoners from all wings within the prison together with representative from armed forces charities and the Department of Works and Pensions. It's strong sense of camaraderie has led to a war memorial and remembrance flower bed, built in collaboration with local businesses and armed forces charities. With support from prison officers and governor, prisoners raised £630.50 for 2025 Poppy Appeal, a notable achievement given the financial hardship many prisoners face.

However, the Board is concerned that:

- The frequency and attendance of wing forums remain patchy. The Board considers them to be a good way for prisoners to express their views and interact with staff.

5.4 Equality and diversity

The Board is pleased to observe that:

- The equality and diversity team continues to be very active. Diversity and Inclusion Action Team meetings (DIAT) observed by the Board are informative with extensive data presented. All disparities within the diversity strands are clearly identified and explanations provided.
- Prisoner forums for the diversity strands as defined in the Equality Act 2010 are normally held bi-monthly. The race forum is held monthly due to the increased responsibilities placed on the prison following the Lammy Review 2017 (an independent government review into significant racial disparities within the criminal justice system).
- 102 discrimination incident report forms (DIRFs) were submitted during 12 months to 28 February 2026, of which only 10 were upheld and one partially upheld. All DIRFs were investigated thoroughly and supported by well-written reports. Outcome letters to prisoners clearly explained the decision and how it could be challenged. Every DIRF was quality checked by the diversity and inclusion managers, the Governor responsible for the area investigated and the Deputy Governor. Constructive feedback was provided to support future investigations, and prompt action taken where discrimination found.
- All DIRFs are sent to the Zahid Mubarek Trust. Their review for six months of 2025 DIRFs found 'a clear, robust, investigative process and a strong grasp of what good practice looks like'.
- Prisoners are offered the opportunity to practise their religion, with good recognition of different faiths.

Disability

The Board is pleased to observe that:

- The neurodiversity manager continues to assist those prisoners who are identified as needing extra support. Assistance provided not only includes sensory but decency focused training for example personal care and

housekeeping skills to enable such care to become embedded into their daily routine.

- Training is provided to all staff to enable them to support and supervise those prisoners with neurodivergent needs. Specific 'one voice' training is given to officers to ensure that only one officer speaks to them should they be involved in a use of force incident.
- 'My Support Passports' detailing the specific needs of a neurodivergent prisoner are provided by the prison and accompany them to court. There it is given to the liaison officer at court or, where a prisoner is released directly from court, to a representative from RECONNECT (a service that supports vulnerable people leaving prison to access or transition health or care needs to community-based services).
- Prisoners with disabilities who are unable to work, or prisoners who are of pensionable age, are no longer locked up during the day.

However, the Board is concerned that:

- Some prisoners with mobility issues are housed in inappropriate accommodation.
- 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.
- There are no suitable chairs in the exercise yards for prisoners with reduced mobility.
- The healthcare wing remains without a specially adapted shower for 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.

Foreign national prisoners

At the end of the reporting period there were 119 foreign national prisoners from 34 countries being held at HMP/YOI Norwich. 17 of these prisoners were non-English speakers.

The Board is pleased to observe that:

- The prison now has a foreign national specialist and a supervising officer for keyworkers to oversee the care and supervision of these prisoners.
- Access to Big Word within the prison has improved and is now available on all wings. Staff are kept informed of all non-English speakers on their wing and are expected to use Big Word for all their interactions where possible. Usage of Big Word has increased to 227 (March 2025 – January 2026) from 110 sessions during a similar period 2024/2025.

However, the Board is concerned that:

- At the end of the reporting period there were four foreign national detainees being held at HMP/YOI Norwich. The Board acknowledges that some of these individuals were deemed unsuitable for the immigration removal centres (IRC) and that transfer times from the prison estate to IRC for imminent deportation has improved. However, detention in prison beyond the end of a sentence causes frustration and manifests itself in bad behaviour.

- Foreign national prisoners do not always understand prisoner correspondence, relying on other prisoners to translate for them.

Older prisoners

The Board is pleased to observe that:

- Prisoners in L wing are well cared for, and the atmosphere is friendly and supportive.
- Forums take place regularly in L wing and issues are addressed by staff.
- The wing is generally clean and tidy and has a very pleasant dining area called Forget Me Not Café set out with small tables and chairs. The IMB has observed tables laid with table clothes and flowers during the year.
- The outside area has been redeveloped to include a fishpond, a timber gazebo and raised flower beds and is proving very popular with the prisoners.
- Regular group activities are available to the prisoners on L wing.

Race

The Board is pleased to observe that:

- It did not find discrimination against any group. From its observations and analysis of data, the Board the prison takes steps to ensure that all prisoners are treated fairly, regardless of race.

However, the Board is concerned that:

- The Zahid Mubarek Trust, a charity focused on promoting racial justice in the prison system, no longer has any advocates at HMP/YOI Norwich. Recruiting and training new advocates in a reception prison has proved difficult. The course initially involved 14 weeks training but has since been reduced to an intensive seven weeks. Security clearance to attend the course takes nearly as long. Following a recruitment drive in 2025 15 applications were received with 8 prisoners successful after interview. Three were then cleared by Security but either transferred out or left the prison before attending the course.

Young adults

At the end of the reporting period prisoners aged 18 -24 accounted for 15% of the prison population in HMP/YOI Norwich.

The Board is concerned that:

- Use of force remains disproportionate for this age group: 41% and 36% of all incidents in January and February 2026 respectively.
- Of 26 prisoners housed in the violence reduction landing at the end of the reporting period, 11 were aged between 18 – 24 (42%).
- There are also disparities within the incentive schemes. Young adults accounted for 41% of all prisoners on basic and only 9% enhanced.

Many factors have been identified as contributing to these disparities, including gang involvement, peer pressure, lack of maturity, and a lack of purposeful activity. The prison is currently examining each of these elements. However, the Board believes that without funding to assist greater psychological evaluation into this area, the

problem will continue to grow.

5.5 Faith and pastoral support

The Board is pleased to observe 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 continue to be available from the chaplaincy and there are collective worship programmes available on the TV.
- Appropriate treatment and foods were available for Ramadan and other religious festivals.
- Angeltree, run by Prison Fellowship volunteers operates in the prison. Volunteers buy, wrap and send gifts from prisoners to their children. Support is provided by Ormiston Families.
- Chaplaincy arranged for Kairos Torch Prisoner Rehabilitation Programme to take place in the prison, the first in United Kingdom.

5.6 Incentive and earned privileges scheme

The Board is pleased to observe that:

- Prisoners' incentives levels are reviewed on a regular basis.
- The principles of the scheme are understandable and there is evidence that prisoners act to achieve an enhanced status within the structure.
- The prison will downgrade a prisoner's incentive level for violence and/or anti-social behaviour on a timely basis. Goals are set for the prisoner to improve the level in the future.
- The Board has access to the regular incentive level reviews. These are well documented.
- The scheme is used to encourage attendance at work/education. A downgrade can result from a failure to attend purposeful activity without good reason.
- The prison responds to any challenges made by prisoners to a downgrade in status where they believe that officer's actions are not consistent with Prison Service Instructions (PSIs) promptly.

However, the Board is concerned that:

- There continue to be examples of prisoners' access to television, library and time out of cell being restricted due to resource issues. When a prisoner does not receive the enhancements for the incentive level achieved, this has provoked complaints.
- There were several occasions during the reporting period of restricted regime due to staff shortages.
- The Board has noted several examples of prisoners feeling unfairly treated regarding the failure to attend work/education classes and the impact on their incentives scheme level. A continued effort to improve communication with

prisoners is an ongoing process for a prison of this size. The Board has found no evidence of any systemic failure to address the issue by the prison.

- Prisoners may see the removal of the television from their cell following an incentive level downgrade. This has provoked violence and put officers at risk of assault where the prisoner feels the penalty is unjust.
- Prisoners are not always aware of a negative review that could impact upon their future incentive level status.

5.7 Complaints

The prison operates a complaints system in line with the HMP/YOI Norwich local complaints policy. While understanding the prisoners do not always accept the conclusions reached, there is a general willingness to address issues fairly.

The Board is pleased to observe that:

- There is evidence that the prisoners understand the system and the ultimate right to complain to the Independent Prisoner Complaints Investigation Team (IPCI). IPCI posters are displayed on each landing.
- The Board has access to and reviews the complaints register and has observed unfounded complaints being robustly dealt with, as well as examples of apology and remedy where the prison has fallen short.
- The Board has monitored the processes in place for serial complainers. The procedures are fair and proportionate. Such prisoners retain the right to make complaints and raise matters with the IMB.

However, the Board is concerned that:

- Some prisoners believe that complaints raised about property matters are not robustly investigated by prison staff.
- In some circumstances a prisoner may benefit from a verbal response in addition to the written reply to a complaint to avoid misunderstandings.
- Some prisoners claim that either complaints have been lost or no response has been received. However, the Board has found no evidence of a systematic error in the recording and responding to complaints.

5.8 Property

The Board is pleased to observe that:

- Following compensation awarded to a prisoner after the loss of property, the Governor issued a notice to operational staff ensuring they are familiar with the Prisoners' Property Policy Framework. This suggests senior management staff are aware of ongoing property issues and are taking steps to reduce property complaints.

However, the Board is concerned that:

- Prisoners continue to complain to the IMB that their property has not been safeguarded when relocated elsewhere in the prison.
- The Board has observed the chaotic storage of prisoners' property by officers in the segregation unit.
- Property related IMB applications have increased from 39 in 2024/25 to 50 in 2025/26.

6. Health and wellbeing

6.1 Healthcare general

Patient confidentiality, the removal of prisoner complaints from the prison complaints system and difficulty accessing performance data from the providers HCRG Care Group (HCRG) and Norfolk and Suffolk NHS Foundation Trust (the trust) have resulted in the Board having limited insight into the standard of care within the prison.

The Board can only generally monitor by analysing the performance data offered by the providers. At the end of this reporting period, the Board was given access to minutes from HCRG clinical governance and medicines management meetings and PPO reports into deaths in custody published during the reporting year.

The HMIP report following their visit to the prison in January 2026 noted that 'While NHS England held quarterly performance meetings, no quality review visits had taken place recently.' and '...the absence of local delivery or partnership board meetings meant there was no strategic oversight'.

6.2 Physical healthcare

The Board is pleased to observe:

- Electronic prescribing at release has been introduced.
- Pregabalin, a pain-relief drug, prescribing levels remain in line with or better than targets.
- 97% of those who are eligible for and accept Naloxone kits on release directly from the prison, receive the kits.
- Reporting of medicine management errors remains transparent.
- Vaccination rates for Flu and Covid were high.
- The contents of emergency grab bags throughout the establishment were made uniform, for ease of use and safety.
- Action was taken to reduce the rate of prisoners who did not attend (DNA) their optician appointments from 75% to 10% in the reporting year.
- In response to a PPO report:
 - A palliative care lead has been appointed, and multi discipline team (MDT) meetings now occur weekly.
 - The out of hours prescribing process has been established and is communicated weekly to healthcare staff.
 - Where end of life is expected, verification of death now takes place in the prison, thus avoiding delays in passing a death over to the coroner.
 - A tissue viability nurse has been appointed and links established with Norfolk and Norwich University Hospital (N&N).
- Prisoners who receive a general anaesthetic for day surgery at N&N are allocated an overnight bed in the prison's healthcare unit.
- A retinal screening team now visits the prison three monthly.
- Speech and language assessment, necessary for feeding those possibly unable to swallow is now accessible in the prison for the bed bound.

However, the Board is concerned that:

- There was no regular dental service other than a dental nurse for seven months from August 2025.
- Prisoners have been placed into 24-hour isolation by healthcare for several weeks with suspected Tuberculosis (TB) without regime. Prisoners have gone without showers, kit changes, any time out of cell, visits from chaplaincy, governors and family. Recently the Board learned of at least one prisoner who was refused a legal visit and translation facilities.
- The Board was extremely concerned to observe breakdowns in communication between HCRG and prison staff leading to confusion in required personal protective equipment and disease containment measures when caring for these prisoners. A copy of the prison's local written isolation procedure in accordance with HMPPS Control of Communicable Disease Policy Framework 2025 has yet to be received despite several verbal and written requests.
- Category D prisoners have difficulty accessing medication as the community liaison officer who collects from a local pharmacy is often deployed elsewhere.
- DNA rates for the GP and Nurse practitioner were around 20% during the reporting period with little meaningful investigation or action taking place to reduce this.
- Although Healthcare facilities were recognised as needing deep cleaning, this was not carried out despite year-long discussions.
- The day care centre on category B site had no hot water from April to October 2025 following a leak from a faulty boiler.
- Delays in vetting staff hindered recruitment, particularly for mental health and Phoenix Futures.
- HCRG clinical governance reports continue to show inconsistencies in checking the emergency bags. There are no documented actions taken to improve these figures in the reports.
- There were 14 errors in the reporting year relating to spillage, recording and administration of controlled drugs.
- Cell storage lockers for medications have not been sourced.
- Compliance levels for training, particularly for immediate life support (ILS), for nurses and bank staff has been low.
- Pharmacy hours in the morning rely on prisoners being unlocked promptly. If this doesn't occur, prisoners have to make a choice between education, work or receiving medication.

6.3 Mental health

Throughout the reporting year there has been uncertainty over contractual arrangements for the provision of mental health care, still unresolved. This uncertainty appears to have resulted in staff resignations and a reduction in services.

The Board is pleased to observe that:

- Mental health staff demonstrate commitment to their work and knowledge of their patients.

However, the Board is concerned that:

- As referenced in section 5.2, delays in finding suitable outside secure mental health facilities has led to prisoners being held for long periods in segregation.
- Self-isolation and isolation by healthcare is having a detrimental effect on the mental health of prisoners.
- Day care facilities for prisoners on an ACCT have been reduced due to staff shortages.
- The mental health team no longer automatically follows up with prisoners whose mental health issues were managed in primary care before prison admission, unless the prison doctor refers them. Automatic follow-up continues for patients under secondary mental health care.
- Consultant psychiatric input (15 hours per week) has been absent for about six months due to ill health.
- Despite significant anticipated prison expansion in 2026, there has been no agreed increase in mental health staffing levels.

6.4 Social care

It is impossible for the Board to establish if there is any difference between social care provided in the prison and in the community as their remit ends at the prison gate

The Board is pleased to observe that:

- Norfolk County Council (NCC) maintains links with the prison and commissions HCRG to provide social care. Any needs identified by HCRG and wing staff are assessed by an occupational therapist.
- A NCC social worker coordinates outside support and continuity of care after release.

6.5 Time out of cell, regime

The Board is pleased to observe that:

- When the regime is curtailed for operational reasons, prisoners are kept informed by Governor's notices. Essential events, such as social visits, are always maintained.

However, the Board is concerned that:

- Not only have staff shortages curtailed regime, activities such as visits to the gym and library have to be cancelled at short notice due to staff being needed elsewhere.
- Under Prison Rule 7(2), unconvicted prisoners who object to taking part in activities with convicted prisoners must not be forced to do so. As a result of staff shortages, the prison continues to lock these prisoners in their cells if they refuse to attend work or education.
- Prisoners working in kitchens and the market garden are still complaining that they do not get enough time out of cell for domestics (showers etc). They must shower immediately upon their return to the wings making them late collecting their meals from the servery because there is insufficient time for showers afterward.

6.6 Drug and alcohol rehabilitation

The Board is concerned that:

- According to the most recent HMIP report following their inspection in January 2026, 43% of prisoners reported that acquiring drugs was easier than before. The report also revealed that 24% of random drug tests return positive.
- Staff shortages within Phoenix Futures has led to a reduction in drug and alcohol services. It has stopped offering one to one, group or drop-in services. The lack of dedicated facilities on the wings limits their therapeutic opportunities.

6.7 Soft skills

The Board is pleased to observe that:

- Wellbeing services continues to be important for prisoners and for some is sufficient, whilst for others it acts as a route to further support from different areas of the mental health team.

7. Progression and resettlement

7.1 Education, library

Library

The Board is pleased to observe that:

- With effect from 1 July 2025 the library contract was taken over by Greenwich Leisure Limited (GLL).
- The library staff have been able to refresh the shelves with new stock.
- A dedicated library staff, with help from certain committed education staff, have put a lot of work into creating very welcoming environments in both B and C prisons.

However, the Board is concerned that:

- The contract with GLL does not provide sufficient hours to allocate time to all areas of the prison. During the reporting year prisoners in L wing, healthcare wing, the segregation unit and Britannia House did not have access to books from the library. The prison must rely upon donations to provide these prisoners with access to books.
- As mentioned in previous reports, the location of the category B centralised library prevents those with mobility issues from accessing the facility easily. Although 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 to reach it.
- Prisoners' attendance at the library within the category B prison remains low. Staff believe this to be partly due to escort officers lack of willingness to promote the library. Regime must also be playing a part. In February 2026, over five full days were lost for operational reasons.
- There continues to be a loss of stock caused by men failing to return books when they are released.

Education

Education delivery at HMP/YOI Norwich in 2025 experienced considerable upheaval following a cut in education provision of nearly 40%. This resulted in the termination of vocational courses within the prison. The Board was concerned about the impact this would have on the prisoners' ability to obtain meaningful work after their release.

The Board is pleased to observe that:

- Digital Educational Platform (DEP) IT facilities have been set up. 30 Coracle PCs, providing controlled online courses, are available to English for speakers of other languages (ESOL) prisoners and prisoners studying open university degrees.
- Excerpt from Ofsted 2026 report:
'Leaders had made sustained progress to rectify the weaknesses identified at the previous inspection such as improving the quality of careers advice and guidance for prisoners. Leaders continued to explore employer-led strategies to mitigate the ongoing challenge of replacing closed education and workshop provision.'

However, the Board is concerned that:

- As a reception prison there is a high turnover of prisoners, a high level of prisoners on remand and high levels of short-term recalls creating difficulties on the broader concept of educational delivery. 21% of prisoners in education remain in the category B prison for less than one month and 74% for less than six months.
- Following their visit in 2026, Ofsted noted that attendance and engagement in educational activities, especially maths and English were too low.

7.2 Vocational training, work

The Board is pleased observe:

- The number and variety of in-house courses developed and delivered by the prison staff following large funding cuts to the prison's education budget in 2025. Whilst these are not nationally recognised courses, they do provide evidence of skills which would increase the employability of prisoners on release. Annex C contains details of courses available.

However, the Board is concerned that:

- Funding cuts led to all vocational courses such as painting and decorating etc. being withdrawn from the prison. There is a lot of well-paid work available in the building industry in the community around HMP/YOI Norwich and the men are not being prepared to enter this work environment. They can get a Construction Skills Certification Scheme (CSCS) card at the prison, but none of the practical qualifications to go with it.

7.3 Offender management, progression

The Board is pleased to observe that:

- The offender management unit (OMU) continues to work tirelessly to support sentenced prisoners.
- There now appears to be some improvement in the availability of places for the transfer of sentenced prisoners, as capacity pressures affecting most prisons have begun to ease.

However, the Board is concerned that:

- There continues to be difficulties transferring PCoSOs out of HMP/YOI Norwich. This results in delays accessing courses needed for their sentence management plans. As a reception prison, it does not receive funding to provide these courses which limits prisoners' rehabilitation and prevents progress when their cases are considered by the parole board.
- While 12 weeks prior to release is considered the ideal period for OMU to become involved with a prisoner, in practice this is often reduced to one month due to work pressures.
- The relatively higher number of remand prisoners currently in HMP/YOI Norwich do not have access to the support of POMs in OMU. The board notes the recent appointment of a bail information officer which should offer some assistance to these prisoners.

7.4 Family contact

The Board would like to commend Ormiston Families' employees and volunteers for the invaluable support they provide to prisoners and their families. Families can raise concerns with Ormiston about issues such as property, contact lists and prisoners' mental health, confident that the prison will be informed and appropriate action taken.

The Board is pleased to observe that:

- Members from Ormiston Families regularly visit the induction wing and library to ensure that prisoners are aware of Storybook Dads.
- The prison and Ormiston Families arrange 10 children's social visits and six family days each year in addition to statutory entitlements. These visits are very popular with prisoners, particularly family days, which allow them to spend up to five hours with their families in a relaxed, informal setting. Food and entertainment are provided.
- Local charities and churches donated new toys and books for goodie bags given to children at the Christmas party.
- Bid Foods supplies all food and drink available to purchase in the visitors' centre. Any profit made by the prison is ploughed back into a fund used to support family days and events.
- Category D prisoners continue to have access to children's social visits inclusive of lunch held at the visitor centre. Mothers may leave their children with their dads and a member of Ormiston during the visit, enabling them to enjoy time to themselves.
- Ormiston currently offers two in-cell and classroom-based parenting courses. They hope to add five 'Family Matters' courses to their curriculum.
- The Board has observed the kindness and care shown by the dog handlers to young children visiting their fathers.

However, the Board is concerned that:

- Baby bonding sessions are still unavailable on category B site.
- The visits halls in the category B and C prisons need redecorating. Carpet tiles are badly stained and furniture is worn.
- The prison currently limits child visits to a prisoner's own children, stepchildren and grandchildren. This creates difficulties for some men who have large extended families for example, gypsy, roma, traveller prisoners.

7.5 Resettlement planning

The Board is pleased to observe that:

- The resettlement team continues with it's good work in preparing men for their release as acknowledged by HMIP Report 2026.
- The housing team has introduced a specialist to deal with the men who are on fixed term recall of 56 days to assist with their resettlement.
- The Board notes that the POMs have a heavy workload with steady turnover of prisoners at Norwich. However, with recent changes in sentencing, this should allow staff more time to develop sentencing plans. The Board will monitor this going forward.

- In the category D site, all eligible prisoners work in the community, while those who are not eligible, work within the prison.
- Action Community Enterprises, affiliated with the Department for Work and Pensions, continue to work with the prisoners in the open estate to develop employability skills including dealing with payslips and bus timetables. 59% of prisoners responding to our questionnaire had help getting the information needed to make a claim for Universal Credit.
- The reducing reoffending team assists prisoners obtain their national insurance numbers, birth certificates and qualification certificates so they are 'work-ready' on release from custody.
- The prison continues to have strong links with local employers, and some prisoners leave with a job offer. 46 job offers were made directly through the prison to prisoners on their release. Of these, 63% were to prisoners in Britannia House.
- There were four employment fairs held throughout the year. However, only 19% of the prisoners who responded to the IMB questionnaire attended any of them.
- Since January 2026, a specialist board has met weekly to discuss prisoners subject to a fixed term recall. This focused approach helps to identify the reasons for recall and ensures that any barriers such as employment, housing, mental health support or substance misuse are explored prior to re-release and additional support provided where needed.
- Norse (a local service provider) is continuing to develop an employment link website so employers can find out what skills the prisoners have. In addition, the CEO chairs the local employment advisory board.
- People Plus and the Information, Advice and Guidance Service work with prisoners developing CVs and references.
- The resettlement support team continues to work with prisoners who are neurodiverse to support them when re-entering the community.
- Jobcentre Plus continued the ongoing strong and effective relationship with the prison.
- According to prison figures all prisoners leaving Britannia House during the reporting year had a job offer.
- Of those released from HMP/YOI Norwich 18% were employed after six weeks increasing to 37% after six months.

However, the Board is concerned that:

- Of the prisoners who had responded to IMB questionnaire, only 38% felt that their sentence plan had prepared them for release and only 41% had completed a training course whilst in prison.
- There are currently seven IPP (imprisonment for public protection) prisoners in HMP/YOI Norwich. The Board notes the hard work and commitment of the probation officers involved with these men in trying to prepare them for release.
- Once again, 25% of prisoners left custody without accommodation during the reporting year. The prison does not keep records of those who have accommodation beyond their first night, so the Board is unable to comment on their longer-term accommodation.

- 27% of prisoners who responded to IMB questionnaire had met with someone from the housing team, 57% had accommodation for their first night on release, and 51% had accommodation for the first few weeks ranging from approved premises to the homes of family and friends.
- Prisoner responses included
 - 'I need somewhere to live. If not, I'll end up coming back because how am I to support myself other than committing crime to live?'
 - 'Prison is on its knees, pre-release should be in place and checks made on prisoners 2 weeks before their release.'
 - 'I would like a job centre appointment, still waiting to see the housing officer and no communication from the POM.'

The work of the IMB

In February 2026 the Board produced a questionnaire for a randomised sample of prisoners due to be released between 18 February and 11 May 2026 from within category B, C and D sites. Unfortunately, the Board did not receive any response from category D prisoners.

The Board has operated on reduced numbers following the non-availability of members for a variety of reasons. There are currently two members on sabbatical. The recent IMB recruitment campaign attracted three new members who are waiting security clearance.

The Board would like to record its thanks to the retiring Governor for his support and the respect that he has shown to the IMB. The Board wishes him a long and happy retirement.

Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	11
Total number of visits to the establishment	216
Total number of segregation reviews observed (in person)	52

Applications to the Board

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	30	25
B	Discipline, including adjudications, incentives scheme, sanctions	16	14
C	Equality	9	11
D	Purposeful activity, including education, work, training, library, regime, time out of cell	25	27
E1	Letters, visits, telephones, public protection restrictions	33	30
E2	Finance, including pay, private monies, spends	11	9
F	Food and kitchens	27	15
G	Health, including physical, mental, social care	52	62
H1	Property within this establishment	44	30
H2	Property during transfer or in another establishment or location	6	9
H3	Canteen, facility list, catalogue(s)	3	10
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorisation	26	21
J	Staff/prisoner concerns, including bullying	28	36
K	Transfers	6	7
L	Miscellaneous, including complaints system	10	32
	Total number of applications	326	338

Annex A

List of service providers

- Healthcare: HCRG Care Group.
- Mental health: Norfolk and Suffolk NHS Foundation Trust.
- Dentistry: Community Dental Services.
- Substance misuse programme: Phoenix Futures.
- Education: People Plus.
- Careers, Information, Advice and Guidance (CIAG): Get Set UK
- Library: Greenwich Leisure Limited.
- Maintenance: Gov Facility Service Limited.
- RECONNECT: Forward Trust.
- Escort contractor: Serco.
- Family services: Ormiston Families

Annex B

HMP/YOI Norwich: Category B and C IMB 2025/26 questionnaire - prisoners due to be released (conducted February 2026)		
Prisoners due to be released between 18 February and 11 May 2026	112	
Number of Completed Questionnaires	37	33.0%
	Number of Yes Answers	Percentage of Yes Answers
Are you on recall?	12	32.0%
Have you met a member of the housing team to get assistance with housing?	10	27.0%
Have you any accommodation arranged for the first night following your release?	21	57.0%
Have you any accommodation arranged for the first few weeks following your release?	19	51.0%
Have you completed any training course whilst in prison?	15	41.0%
Have you been to an employment fair?	7	19.0%
Do you have any employment to go to on release?	6	16.0%
Have you had help getting information needed to make a claim for Universal Credit?	22	59.0%
Have you had help from the prison to get the following?		
Bank Account	13	35.0%
Valid ID such as passport, driving licence or birth certificate	23	62.0%
National Insurance Number	11	30.0%
If you are within one month of release, have you had any assistance registering with a local doctor's surgery? 30 prisoners told us that they were within one month of release.	4	13.0%
Do you think that your sentence plan has prepared you for your release?	14	38.0%
Has the prison supported you as you approach your release date?	14	38.0%

Annex C

Britannia industrial Training

Print Shop

- Competency Certificate – Premier 115cm Guillotine
- Competency Certificate – Heidelberg Speedmaster Printer
- Introduction to Computing
- Quality, assembly, and despatch
- Quality Assurance

Land Based Activity

- Competency Certificate – Green house Management
- Competency Certificate – Handheld machinery, strimmer's & hedge cutters including routine maintenance
- Competency Certificate – Pedestrian Lawn mower including daily maintenance
- Competency Certificate – Tractors with front loading bucket & rear attachments
- Quality, assembly, and despatch
- Competency Certificate – Hand Guided Rotavator
- Quality Assurance
- Hygiene Awareness

Textiles

- Competency Certificate – Five thread overlocker
- Competency Certificate – Single needle direct drive straight lock stitch
- Competency Certificate – Table end cutter & Eastman straight knife
- Quality, assembly, and despatch
- Quality Assurance

Production Workshops

- Quality, assembly, and despatch
- Quality Assurance
- Hygiene Awareness

Britannia Industrial Training Homework Packs

- British/Community Values
- Equality and Diversity
- Introduction to Health & Safety
- Manual Handling
- COSHH Awareness



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