

Action Plan- James McIntosh at HMP Norwich on 03/10/16

James	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor of HMP Norwich should ensure that reasonable adjustments are made to allow elderly and infirm prisoners to keep in contact with their families.	Accepted	<p>Elderly and infirm prisoners who do not have the ability to access wing facilities and require medical assistance are located within L-Wing in the healthcare centre. Arrangements have been made to purchase a portable telephone handset, which will be available from June 2017 on L- Wing so that elderly or infirm prisoners who are unable to access the prison phone can make phone calls to their family from within their cell.</p> <p>Staff were made aware of the need to make reasonable adjustments to allow elderly and infirm prisoners to keep in contact with their families through the minutes of the Safer Custody Meeting in February 2017. Formal notices to staff and prisoners, which will include instructions on how to use the new phone equipment, will be published in June 2017. Until the new equipment arrives, officers and nursing staff will assist prisoners to make phone calls, using wheelchairs where required.</p>	Governor Head of Residence and Services. June 2017