

# **ANNUAL REPORT 2010**

**REPORTING PERIOD 1<sup>ST</sup> MARCH 2009 TO 28 FEBRUARY  
2010**

## **INDEPENDENT MONITORING BOARD HMP NORWICH**

### **THE STATUTORY ROLE OF THE IMB**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent IMB appointed by the Secretary of State from members of the community in which the prison or centre is situated.

A Prison IMB is specifically charged to:

- (1) 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
- (2) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has
- (3) 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 IMB 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.

## **CONTENTS**

The Prison	Page 3
Executive Summary	Page 4
Matters of Concern	Page 5
Work of the IMB and Applications	Page 8
Diversity	Page 9
Foreign National Prisoners	Page 9
Activities, Learning and Skills	Page 10
Healthcare	Page 11
Elderly Lifer Unit	Page 12
Integrated Drug Treatment System	Page 12
Mental Health	Page 12
Safer Custody	Page 13
C & R, Segregation and Special Accommodation	Page 14
Young Offenders	Page 15
New A Wing	Page 15
Local Discharge Unit – F & G Wings	Page 16
Britannia House	Page 17
Resettlement	Page 17
Probation	Page 17
Vulnerable Prisoners	Page 17
Visits	Page 18
Reception and Induction	Page 19
Security	Page 19
Serious Incidents	Page 20
Kitchens	Page 20
Prisoners' Mail and Pin Phones	Page 21
Health and Safety	Page 21
Finances of the Prison	Page 21
Annex A – HMP Norwich Website Information	Page 22

## THE PRISON

HMP Norwich is a local prison, housing Category B, C & D prisoners (convicted, sentenced, remand and trial). The accommodation consists of a mixture of Victorian, 20<sup>th</sup> and 21<sup>st</sup> Century buildings on separate sites, including what was a Young Offenders' Institution (YOI). This latter site was converted during the reporting year into a resettlement/local discharge unit for low risk Category C prisoners as the young offenders were integrated into the main prison population. There is also a separate D Category Open Prison which, like some of the administrative offices, is part of the old Victorian Barracks of the Royal Norfolk Regiment.

In August 2009, the new A Wing replaced its Victorian namesake, which had been condemned and then finally closed in 2007. The new A wing and Activities Blocks consist of the First Night Centre, Induction Unit, and Integrated Drug Treatment System (IDTS) stabilisation and maintenance landings. The new A Wing has cells for 180 prisoners but 30 cells have been doubled to accommodate 210 prisoners.

B and C Wings (a single complex) is a local prison housing about 225 lifer, IPP, B and C Category and Remand Prisoners.

E Wing (the only Victorian residential wing in use on the Main Reception Site) houses up to 34 sex-offenders

M Wing houses up to 40 selected enhanced prisoners in a portakabin-style accommodation.

L Wing houses up to 15 elderly prisoners under the auspices of Healthcare

F & G Wing has been converted to the Local Discharge Unit (LDU) and houses about 180 prisoners with less than 12 months to serve who are destined for release locally.

The main Healthcare building provides Type 3 inpatient healthcare for 23 prisoners

Britannia House is a separate building outside prison walls, housing up to 40 D Category prisoners, many of whom have jobs in Norwich

The Segregation Unit has 10 cells plus two Special Accommodation Cells

The prison has a CNA of 625 and an Operating Capacity of 767.

Currently, HMP Norwich has a Target Staffing figure of 397 against an actual Staff in Post figure of 367.18 (These figures include 3 members of staff on Long Term Detached Duties). There are 62.88 members of management including 1 Governor, 1 Deputy Governor, 8 Governors Grade E, and 6.26 Governors Grade F. There are 167.28 Prison Officers against a Target of 183 Prison Officers. There are 62.25 OSGs against a Target of 67 OSGs. Non-uniformed members of staff (including Administration Officers, Industrial Grades, Chaplaincy, Cleaners, Psychology Trainees/Assistants and PS/Typists) have an Actual Staff in Post figure of 74.77 against a Target Staffing figure of 84.

Healthcare is currently provided by the Norfolk Primary Care Trust and Education is managed through the OLASS regional contract with the LSC and staffed by 7 full time and 20 part time teachers.

(Information correct as at 28.02.2010)

## EXECUTIVE SUMMARY

The Board's report for March 2009 to February 2010 covers a period of great changes in Norwich Prison.

A new Governor had been appointed in January 2008 and he came with a vision to change Norwich Prison from a prison that was described as an over complex prison that was unable to carry out any of its many roles. (Her Majesty's Inspector of Prisons (HMIP) in its report of November 2006).

The new Governor set about his three-year plan to turn Norwich Prison around. He set up a working party to look at the way forward and to incorporate the new A Wing and Education Block that opened on the 31<sup>st</sup> August 2009. His new plan changed the F & G Wings from a Young Offender wing into a Local Discharge Unit (LDU). A numbers of young offenders were removed to other young offender prisons and the Governor incorporated the rest into the prison population with a cap of 25% of young offenders on any one landing. This seems to have worked well.

F & G wing, now the LDU, has the support of many services that are aimed at helping prisoners to prepare for release back into the local populations of Norfolk and Suffolk.

The new Education Block houses the Induction Unit that has been set up to assess prisoners' needs on arrival at Norwich Prison.

The Board congratulates the Governor on his bold plan and over the next year it will continue to monitor the development of this plan as the services are bedded-in and developed.

HMIP, on a snap inspection in February 2010, verbally reported that Norwich Prison now had a planned future with a clear path to follow, and is pleased with the turnaround. HMIP hope that Norwich Prison may continue to develop in the third year of the Governor's plan.

The Board now looks at the future for Norwich Prison. There are many indications of reductions in budgets and staff over the next few years; the Board will be carefully monitoring these budget and staffing issues and their effects on prisoners and staff. We are aware that Norwich Prison has a shortage of officers due to the embargo on recruitment in 2009. This has put a strain on all staff and the Board hopes that these vacancies will be quickly filled in order to allow the prison to run all the regimes without detrimental effects on prisoners and staff.

The Prison has made significant financial savings in this reporting year in spite of increased numbers with the new A Wing opening. The Board is very concerned that a further financial squeeze on HMP Norwich would have a serious impact upon the prisoners and the regimes. The feared future global and regional cuts should be targeted at surpluses and waste and should reflect where efficiencies and savings have already been made.

The Board will leave this summary with a quotation from Winston Churchill who said, in 1910 when he was Home Secretary:

*"The civilisation of a society can be judged by the way it treats its prisoners"*

## MATTERS OF CONCERN FOR THE MINISTER

The Board, once again, has to highlight their deep unease over the treatment of Foreign Nationals, many of whom may have served their sentences but are retained within the prison system awaiting information and decisions from the UK Border Agency. The Board feels that detention within the prison system is a breach of the human right to liberty in these circumstances. The Board asks that the Minister either provides for the release of these prisoners or for their detention in alternative and more suitable accommodation; they should not remain incarcerated within the prison system. Information about the progress of prisoners' cases is not provided promptly and regularly. Long delays, coupled with this lack of information, causes stress and anxiety and the Board asks that the Minister improves the system for advising prisoners of their current situation and deciding their future.

The Board is perturbed by the Ministry of Justice (MoJ) refusal to accept that the doubled cells in the new A Wing provide cramped and inadequate conditions for two prisoners to share and disagrees strongly with their interpretation of the requirements of legislation. The Board reiterates its request to the Minister that he ensures that agencies for which he is responsible perform the task of certifying cells for occupation in accordance with primary and secondary legislation and the requirements of humane treatment for prisoners. The Board asks that the doubled cells in the new A Wing be returned to their intended single cell use.

The Board asks the Minister to ensure that there is appropriate provision of activities for the elderly within the national prison system and that elderly prisoners have access to a full range of activities and educational opportunities.

The Board is of the opinion that the MoJ should provide training for prison officers in recognising the symptoms of mental health problems, so that officers can refer prisoners appropriately to Healthcare for their onward referral to the Mental Health Teams.

Suitable alternative secure accommodation should be provided for those prisoners suffering from mental health problems which cannot be catered for adequately within the prison system.

Within the national prison estate, there is inadequate provision for B Category Vulnerable Prisoners (B Cat VPs). The Board requests that the Minister investigates this and takes steps to bring to an end the current accommodation blocking by B Cat VPs at HMP Norwich and other similar prisons which do not and cannot provide the necessary facilities to aid rehabilitation for this category of prisoner.

The Board is concerned that the budget for prisons may be reduced within the current economic situation and comments that any such reduction would impact adversely upon the ability of prisons to provide effective programmes for rehabilitation of offenders.

## MATTERS OF CONCERN FOR NOMS

Whilst the Board appreciates the pressures on spaces within the system, it is adamant that the Operational Capacity Figure (Op Cap) of 767 for HMP Norwich should not include the beds within the Healthcare Facility. These beds are for in-patient use for prisoners from HMP Norwich, Wayland, Bure and Blunderston, should not be used as an overspill from the prison itself and should not be included in the Op Cap.

Once again, the Board has to argue that implementation of elements of the Disability Discrimination Act is not being given enough priority and not enough is being done to bring facilities for the disabled up to date.

The Main Gate of the Reception Site continues to be extremely hazardous and the required separation of pedestrians and vehicles using this entrance/exit continues to be of the highest priority for the Board. The dangers of this dual entrance were highlighted once again this year

by a near miss between a vehicle and a member of staff, re-emphasising the ever-constant possibility of serious accident. The Board remarks that this concern has been a priority for many years and that liability for any accident could fall upon the authorities as nothing constructive has been done to ameliorate a known risk.

The Board would like to see Reception on the Reception Site modernised, as the outdated and scruffy appearance of this unit is not appropriate for the reception of prisoners to HMP Norwich.

The Board would like NOMS to review the recently introduced Prisoners' Canteen Programme in the near future as it appears to be giving cause for concern, with many complaints from prisoners.

The Board asks that the centralised switchboard operators be trained to be more aware of the individual rules and regulations of each prison to ensure that general information, which might not apply to every prison, is not given out to prisoners' families. Incorrect information (for example regarding the provision of personal clothing from home to prisoners – either being brought or sent in) can cause deep distress to families if they have asked the questions but subsequently are told that the information does not apply to HMP Norwich, etc.

The Board does not think that the old education block on the Reception site has adequate fire safety provision and asks that NOMS ensure that safety requirements are met before this facility is re-utilised.

The Board asks NOMS to provide sufficient accommodation for Vulnerable Prisoners (VPs) within the region so that HMP Norwich has adequate capacity in E Wing and does not have to house any VPs on A Wing.

The Board asks NOMS to take into consideration the significant financial savings made by HMP Norwich in the reporting year. They ask NOMS to discriminate and reflect efficiencies already made when applying any future financial restraints. HMP Norwich has very tight regimes; the Board fears that further budgetary constraints would impact seriously upon the provision of effective regimes and rehabilitation of offenders.

## MATTERS OF CONCERN FOR THE GOVERNOR

The shifts for staff on Constant Watch duties are too long. It should be possible for more Constant Watches to take place on the Wing. However, the facilities for Constant Watch on the Wings are inadequate - particularly with regard to restricted vision into the cells unless the officer is standing.

The Board requests that the Governor should invite the UK Border Agency officials to hold regular surgeries for Foreign Nationals on a monthly basis. The Board asks that the Governor continues to emphasise that the Big Word (the interpreting service) must be used as the norm whenever there is any doubt whatsoever about a prisoner's ability to understand or to express himself adequately in English. ESOL classes for non or limited English speakers should be delivered throughout the Prison and the Board asks the Governor to ensure that A4E (the contracted educational provider) provides these classes regularly.

The Board notes that according to PSO 2510 (a 'mandatory instruction') oral and written applications 'must be held daily' on each 'wing or landing' and 'wherever possible in a room or office out of hearing of other prisoners'. It seems likely to the Board that if prisoners had the opportunity to have an answer to an application made orally, many matters that at present become complaints or IMB applications would be more easily resolved. We would like the Governor to consider introducing such a system.

The Board does not accept that any Vulnerable Prisoners (VPs) should be accommodated on A Wing where there is not an adequate regime for them and their safety is not guaranteed. The Board asks that all VPs that cannot be housed on E Wing be transferred out immediately.

The attendance of prisoners at education, work, religious services and the Day Care Centre is not always timely and the Board asks the Governor to make sure that the movement of prisoners around the estate is done punctually.

The Board asks that the Governor makes sure that all contractors are fulfilling their contracts and meeting the necessary standards to provide all round high-quality educational and skills tutoring.

The Board requests that the Governor ensures that there are sufficient ACCT assessors to be able to complete the ACCT assessments within the required time frame. Also the Board asks the Governor to ensure that there are appropriate Listeners' Suites available on all Wings and that the prisoners always have 24-hour access either to a Listener or to the Samaritans' help line.

The handling of prisoners' property is of concern, highlighted by the number of applications the Board receives. The Board requests that there is an improved and well-structured procedure to handle prisoners' property, to ensure that property matters both within HMP Norwich and from other prisons/courts are dealt with promptly and competently. The current system does not outline dedicated time for the Reception team to handle property efficiently.

The Chaplaincy Team appears under strength with many of the team providing pastoral support in their own time. The Board asks that the Governor looks at the staffing of this team.

The Board requests that the Governor identifies and provides for the specific needs of the various populations within HMP Norwich, e.g. disabled, YOs, lifers, the elderly, Foreign Nationals, etc.

The Board feels that the scope of programmes provided throughout the prison needs to be expanded, with activities increased and occupations diversified to provide full and varied resettlement facilities.

The Board asks the Governor to ensure that the targets are met for Time out of Cells. (7.6 hours of unlock achieved against a KPT of 8 hours for LDU, B/C wing and E wing)

The Board asks the Governor to provide appropriate educational programmes for those who fail the educational criteria of the LDU. This would ensure that all prisoners meeting the other LDU criteria, in particular Young Offenders with low educational skills, could take advantage of the LDU's dedicated programmes for resettlement, focused upon the local area.

The Board remains concerned regarding the Visits Booking Line and asks the Governor to take the necessary action to ensure that booking a visit is not a stressful procedure, as it is at present.

The Board reiterates its concern that the manager charged with responsibility for disabled prisoners should receive the necessary training and should be given the time to fulfil the role.

Prisoners within the inpatient facility in Healthcare and those in the Elderly Lifer Unit need to be provided with sufficient and appropriate purposeful activity.

## MATTERS OF CONCERN FOR THE PRIMARY CARE TRUST

The deficiencies within the system are listed within the Healthcare and Mental Health sections of the report, including in particular the following:

- the significant delays in appointments for dentistry, opticians, genito-urinary medicine and smoking cessation
- insufficient podiatry sessions
- too many appointments being missed
- the screening at Reception failing to identify mental health, physical and sensory disabilities
- care plans needed for chronic diseases
- staff recruitment difficulties
- in-patient beds being inappropriately used, primarily for those prisoners with mental health problems
- prescription problems over the weekends
- constant watches should take place on the Wings
- testing for contagious diseases (e.g. Hepatitis and HIV) and minimisation of harmful behaviour, including distribution of condoms
- discharge planning
- inadequate paperwork for medical diets
- prisoners' reluctance to attend the psychosocial intervention programmes
- unreliable methasoft dispensing machine
- lack of purposeful use for the Day Care Facility
- simplified access needed to PALS (Healthcare Advice and complaints system)

## WORK OF THE IMB AND APPLICATIONS

The Board has been observing the many changes within HMP Norwich over the past reporting year with considerable interest and looks forward to monitoring the continuing evolution. The Board has been in attendance at many meetings and continues its work of monitoring the Prison by pursuing an active presence within the whole establishment.

The Board completed 696 applications during the reporting year. 70% of these applications were received in the second half of the year. The Board is of the opinion that this was due to the re-organisation of the Prison coming into effect in the second half of the year.

### Applications Received:

Medical	107	Food	20	Visits	34
Transfers	73	Employment	34	Adjudications	16
IEP	18	Immigration	20	Recategory	48
Property	87	Bullying	5	Other prisons	23
Education	6	Legal	39	Racial	13
Mail	38	Telephones	20	Smoking	2
Regime	13	Conditions	1	Housing	5
Gym	2	Others	22		

The highest numbers of applications received were medical in nature (see Healthcare Section).

Property and Transfers were also mentioned by many prisoners. Property being moved within the prison system remains a problem and the Prison Service must place a higher priority on Prisoners' property. HMP Norwich needs to be vigilant to ensure that property is processed and reaches the prisoners promptly and the Reception Staff need to be allocated specified

time to be able to do this effectively. The Board considers that this was done most efficiently when there was a dedicated Property Officer and is of the opinion that the Governor should review these procedures and this post.

HMP Norwich was encountering many difficulties in transferring prisoners during this reporting year and received a large number of applicants from prisoners regarding their transfers. However, on each occasion that the Board checked with regard to a transfer, it was satisfied that the procedures for PMU transfers were very competently processed and handled within the burdensome restraints imposed by national restrictions and problems.

The Board is also encouraged that The Prison has set up a Population Management Meeting. This aims "to ensure the best use of accommodation available, to facilitate the creating of spaces to enable HMP Norwich to service the courts, to ensure the LDU and Britannia House maintain the maximum possible population comprising prisoners from the East of England, to enable appropriate transfer of prisoners to other establishments and to prioritise the transfer of prisoners by consensus of all attendees". A member of the Board is usually in attendance at these useful meetings and the Board will continue to monitor that transfers are handled appropriately.

The Board notes that PSO 2501 is not adhered to. The Board asks that the Governor provides for daily Wing Application 'Surgeries' and that he ensures that Wing Officers deal with more of the concerns of prisoners. As it is, the Board and the Governor receive too many applications on matters that should be dealt with by wing staff.

## DIVERSITY

The Board notices that insufficient emphasis is placed on diversity generally. The main strand has been Race Relations with the other five diversity strands having a relatively low priority.

The Board continues to be concerned that although some progress has been made in the provision of disabled facilities in the form of ramps, showers and lower siting of telephones, much more remains to be done. The Board understands that late in 2010 there will be a re-launch of the Diversity Team under the newly appointed Race Relations Manager. There needs to be greater and more equal emphasis placed on this important area of the Prison and the Board will continue to monitor this area closely.

The REAT (Race Relations Action Team) has met every month under the Chairmanship of either the Number 1 or Number 2 Governor. The meetings have been well attended by prison staff and prisoners and have been monitored by Board Members.

The Prison has an average of 22% of BME (Black and Minority Ethnic) prisoners throughout the year but there are only 8 members of staff (4.3%) from the BME communities. However this low percentage does reflect the fact that the percentage of the BME population in the local community is also very low, making recruitment of BME staff difficult.

The Prison appears aware of the range of difficulties in holding a large proportion of BME and Foreign National Prisoners and has a dedicated team to deal with all racial complaints. The Board received 13 applications on racial concerns during the reporting period.

## FOREIGN NATIONALS

Norwich Prison currently accommodates prisoners from some 34 countries (e.g. as at February 2010, there were 14 prisoners from Lithuania, 13 from Vietnam, 11 from Poland, 8 from Portugal, 6 from Nigeria and 6 from Ireland etc.)

At the end of this reporting year, the Prison held 120 Foreign Nationals, of which 7 have completed their sentences and are held awaiting Immigration decisions.

The Board considers that Foreign Nationals awaiting immigration decisions are not informed regularly by Immigration on how matters are progressing. This causes considerable worry and distress. The Board received 20 written applications over the reporting period but members are approached regularly on the wings by Foreign Nationals, many of who are exhibiting signs of stress due to uncertainty about their immigration status. Further to last year's IMB report, the Board has not been persuaded that the UK Borders Agency is giving information in good time and the Board is concerned for the well being of those Foreign National Prisoners awaiting immigration decisions. The UK Borders Agency should improve communication with prisoners to keep them informed on a regular basis of their status.

The Prison has a designated Foreign National Co-ordinator. The Board considers that more emphasis needs to be placed on the needs of Foreign Nationals and this need should be given more prominence on the REAT agenda.

The Big Word facility (the telephonic interpreting service) has been used to good effect but the Board is of the opinion that, on a few occasions, some of the staff still try to communicate by gesticulating and pointing rather than using the Big Word. The total annual cost of using the Big Word in HMP Norwich was £4,638.32 (April 2009 – March 2010 invoices). The Governor has made it known through staff notices that the Big Word should be used whenever necessary. The Board will continue to monitor the use of the Big Word over the next year and have asked for further breakdowns of how and when it is used.

When prisoners have little or no English, by use of a spreadsheet showing languages spoken, where possible the Prison has attempted to locate those prisoners near others who speak their language. This has had a beneficial effect in preventing isolation of non-English speakers.

## ACTIVITIES, LEARNING AND SKILLS

During this reporting year, the opening of the Local Discharge Unit (LDU) within the former YOI has given the opportunity of a further range of vocational skills courses, important for prisoners as they prepare for release. These courses give opportunities in horticulture, painting and decorating, kitchen skills, social and life skills, IT and other vocational areas. Working alongside the well-developed and successful Founding Training Company courses, they should provide balanced opportunities for prisoners once fully developed. However, the Board will be monitoring the planned changes to the contract for provision of some of the services in this area, with some trepidation (See Resettlement). Other workshops include printing, textiles and contract packing services.

On the Reception site, verbal feedback from the recent HMIP report indicates that the quality of teaching is not consistently good enough and numbers of prisoners attending classes are regularly low. Recently there were only a very few prisoners in both mathematics and English classes; particularly inappropriate considering the paucity of education in some prisoners. The Board feels that the Governor should scrutinise closely the quality and scope of teaching and training throughout the establishment and query poor provision and low attendance. Also the Board is concerned that due to staffing problems, some of the classes (particularly ESOL) have not been taking place on a too frequent basis. The Board questions the quality of the contracted provision of education.

Whilst appreciating that the turnover of prisoners meant that some prisoners did not finish their Enhanced Thinking Skills (ETS) courses due to transfers, the Board is disappointed that the ETS Programme is terminating and has been replaced by the less challenging A-Z motivational skills course.

The Gymnasium and multi-use surface are in frequent use, with good clubs and courses including Gym Instructors Course and Health Trainer Course run by the enthusiastic PE Instructors. There have been some complaints about access to these facilities, which the Board has looked into but it does appear that the timetables and allocations are run on a fair basis.

The prison aims for 8 hours of time out of cell but has achieved only 7.6 hours unlock. The Governor should remain watchful to ensure that the prisoners throughout the estate not only have sufficient time out of cells but also have adequate purposeful activity.

The Board will be monitoring Learning and Skills closely in the coming year, hopeful of an improvement in provision and quality.

## HEALTHCARE

Norwich has Type 3 Healthcare and a primary care service staffed by doctors, nurses and healthcare officers. Currently, there is a tendering process taking place, the outcome of which is unknown. It is hoped that this will address the longstanding problem of being provided with locum doctors, who can be unfamiliar with a prison healthcare setting.

There are a number of deficiencies in the system:

- Significant delays in prisoners being able to get appointments for dentistry, opticians, genito-urinary medicine and smoking cessation
- Insufficient podiatry sessions
- Many missed appointments, the reason for which is unclear
- Reception screening is not a robust tool because it often fails to identify prisoners with mental health issues as well as physical and sensory disabilities
- No care plans for chronic diseases other than asthma
- Difficulties with the recruitment of staff and lengthy delays in security clearances
- In-patient beds are largely used by prisoners with mental health diagnoses in a facility which provides them with no cativity and is a totally inappropriate setting
- Prisoners prescribed medication on a Friday afternoon can find that they do not get that medication until Monday. This could have serious consequences
- Access to PALS (the patient advice liaison service) is difficult
- A MORI questionnaire showed that prisoners did not feel that they received a good service from the NHS in HMP Norwich

There is also much on-going work:

- Upgrading of pharmacy
- Improvements to healthcare facilities and access to IT
- Review of inpatient and the Elderly Lifer Unit (L Wing). L Wing is used as a national resource but is funded locally

There are a number of other issues that need to be addressed:

- The need for some Constant Watches to be on the Wings, as opposed to inpatient healthcare
- Prisoners need to be returned more quickly to their original prison
- There needs to be more testing and minimisation of harmful behaviour, along with the distribution of condoms
- There needs to be better discharge planning

## ELDERLY PRISONERS

The position for elderly prisoners, both in the main part of the prison and in the specialist Healthcare L Wing, has not improved over the last year in relation to social care. Those on L Wing have very little with which to occupy themselves, although they do now have a poly-tunnel to grow plants. Special diets can be problematic. Those requiring social care in the main part of the prison either do without or have to rely on the goodwill of others, which may not be appropriate. The MoJ are unwilling to grasp this nettle but with ever-growing numbers of older people imprisoned, this is becoming a glaring omission.

## INTEGRATED DRUG TREATMENT SYSTEM (IDTS)

There were early teething problems when IDTS was being provided on the Wings. There were many difficulties with attempted diversions of medications, with the timing of dispensing and with movement of prisoners about the prison to take their insight medications from the dedicated hatches. However, more recently, with the majority of IDTS prisoners being housed in the purpose-built new A Wing, the IDTS Programme seems to have settled down.

There have been issues, however:

- The number of new receptions needing to go onto the Programme continues to grow
- Prisoners are reluctant to attend the Counselling, Assessment, Referral, Advice and Through care (CARATS) psychosocial interventions programme, which they have agreed to do as part of the compact.
- There is a high breakdown level with the methasoft dispensing machine which is proving difficult to solve
- The diversion of medication
- The problems arising from the diversion of medication e.g. bullying, intimidation and threats to prisoners and staff

## MENTAL HEALTH

Prison life is not conducive to psychological well-being ('a healthy prison is almost a contradiction in terms' *Royal College of Psychiatrists*) so prison mental health services need to keep running just to stay in the same place. At present, the Primary Care element in the service is commissioned by NHS Norfolk from Norfolk Community Health Care, and the Mental Health (formerly 'In reach') Team separately from the Norfolk and Waveney Mental Health Care Trust. The problems identified by a Needs Assessment in 2008 were still apparent in NHS Norfolk's own Health Care Delivery Plan for 2010-2011, and, despite some increases in staffing, and unquestioned hard work, the Board sees little evidence of substantial change since the last Annual Report.

Some prisoners are successfully transferred to care outside prison, but for those whose mental health has to be looked after inside prison (the majority) it is hard to see how the service as currently constituted (locum GP, primary care nurses with mental health qualifications, nurse practitioners, and the nurses in the Mental Health Team, supported by sessions from psychiatrists) can deliver the care required by national guidelines. Locum GPs with no specific mental health training do not provide continuity and seem to limit themselves to diagnosing and making referrals (often not judged appropriate) to the Mental Health Team. Contrary to national guidelines, almost all prisoners suffering from depression and anxiety are treated with medication and the Board has not been able to establish that the primary mental health care nurses make use of the evidence-based psychological treatments that those guidelines require. The Mental Health Team accepts responsibility for, among other things,

personality disorder but, given the known prevalence in prison populations, it is not clear what it can realistically offer in that difficult area.

The provision of health care to the prison is currently out to tender and new arrangements are to be in place by October 2010. In relation to mental health the tender specification requires *'Integrated comprehensive mental health services utilizing a stepped model of care which includes assessment, treatment, onward referral, crisis management, dual [sic] diagnosis, early intervention and day care services'*. Those are brave words and the Board will hold them hostage, looking, in particular for evidence that

- the various elements in any new service share their skills constructively and cooperatively
- interventions are evidence-based and match national guidelines, and that their effectiveness in the prison setting is being monitored
- if the inpatient Health Care facility continues to be used for prisoners with mental health problems, it develops a clear therapeutic regime
- a clear purpose has been found for the underused Day Care facility.

## SAFER CUSTODY

The Safer Custody Team and those associated with it have held monthly meetings chaired by either the Governor or Deputy Governor. The increase in attendance mentioned in the last report has been maintained.

During the reporting year 569 Assessment, Care in Custody and Teamwork documents (ACCTs) have been opened and there have been 244 incidents of self-harm. A valid comparison with previous years would be difficult because of a large increase in operational capacity from 557 to 767. Quality control measures of ACCTs are carried out monthly and the Safer Custody Team analyse these documents carefully. There are some inconsistencies but the ACCTs are of a generally high standard. The board are concerned that a lack of Assessors, due to the transfer of trained officers, may affect the quality of the ACCTs. The prison is actively pursuing new Assessors by asking staff managers to identify officers as well as civilians who are willing to take on the role.

Listeners, who are trained by Samaritan volunteers, continue to play an important role but their number continues to be depleted because of transfers out. The Board notes that in the new A wing a Listener suite was not provided and there is a lack of privacy; this should be remedied and a provision made. The Governor should ensure that prisoners have 24-hour access either to a listener or to the Samaritan Telephone.

There were 824 incidents noted in the annual violence reduction report. This included 203 actual assaults, 296 threats and 140 incidents of bullying. A new full time Violence Reduction Officer was appointed early last year although this has been changed in the last month to part time. The Board will monitor this to determine that this reduction in hours is not detrimental to the role.

There was a peak of violence in September and October, which may have been due to the opening of a new wing and new staff. The Young Offenders from F and G Wing have been integrated into the main prison and since then there seems to have been a reduction in assaults.

In a Prisoner Exit Survey only 4% felt unsafe and 90% said they were never bullied.

There have been a number of new initiatives:

- Monthly ACCT foundation training for new staff.
- Constant Watch Supervision Training for all staff.
- A spreadsheet of prisoners who speak other languages so that same language speakers can be located near each other, helping to prevent isolation of non-English speakers
- A new violence reduction form. The Safer Custody Team is informed within 48 hours of a form being filled in and the victims visited by a member of the Safer Custody Team.
- Prisoners with drug problems go to the IDTS Landings on A Wing.
- A new referral pathway to Mental Health has been established.

Sadly there have been six deaths in custody since the last report. (N.B. This number reports deaths between December 31<sup>st</sup> 2008 to 28<sup>th</sup> February 2010). Three were due to natural causes and the prisoners were in the Elderly Lifer Unit. Three deaths were apparently self inflicted and are awaiting an inquest. There was also a death in hospital one day after self inflicted injuries in custody; this is also pending an inquest. There was an incident of severe injury as a result of self harm. This is pending further inquiry.

The board remains concerned about the length of time before Inquests take place. Prisons cannot react appropriately to the findings of reports after such long delays. Prisoners' families need closure as soon as possible. It is also unfair on the officers to wait so long before attending an inquest. Delays in inquests have been noted nationally.

The work of the Safer Custody Team is evolving and constant efforts are being made to maintain high standards. The verbal HMIP report mentioned that the Safer Custody Policy Document was the best it had seen. It also stated that HMP Norwich was perhaps overly risk aware. However, the Board is of the opinion that the high level of risk awareness is appropriate with the history of deaths in custody at HMP Norwich, provided the staff continue to remain alert and focused on all prisoners.

The Board reiterates its hope that the MoJ will consider providing some training for prison staff in recognising indications of mental health problems.

## C & R, THE SEGREGATION UNIT AND SPECIAL ACCOMMODATION

The Control and Restraint (C&R) training of staff continues with enthusiastic and able instructors. The Board monitors both training and, whenever possible, the use of C&R. It is not used often at HMP Norwich but will be used always when necessary to protect both staff and prisoners. From observation, it would appear that spontaneous C&R is used only when there is no alternative and de-escalation of the situation is not succeeding. De-escalation starts again immediately the prisoner has been restrained and the situation is under control.

The dedicated Segregation Unit Staff continue to work hard with some of the more difficult prisoners and the Board monitors the Unit very regularly and attends most reviews.

The showers in the Unit are old and in need of renewing. The Board understands that plans are underway to refurbish the showers within this financial year and hopes that this will be the case.

The cells are no more than functional. On one occasion, a prisoner on Constant Watch was housed in the Unit (as he was being too disruptive to other prisoners in the Healthcare Unit). Although he was very carefully assessed by Healthcare Staff to ensure that he was able to be in the Segregation Unit, it is not an appropriate place for a prisoner on Constant Watch nor suitable, as visibility into the cells is restricted.

It is difficult for Moslem Prisoners to attend the Friday Prayers from the Segregation Unit as the policy for this is complicated and unwieldy. Members of the Chaplaincy Team visit the Segregation Unit daily and there is opportunity for private prayer.

Although there were 18 dirty protests within the Segregation Unit during the reporting period, 13 of these were repeat offences by 3 prisoners.

Special Accommodation was used 17 times and we have noticed that the Staff try to move the Prisoners out of this accommodation at the earliest opportunity. Of these 17 times, one prisoner was put into Special Accommodation on 9 separate occasions (he also dirty protested on 6 occasions in the Unit). The Board monitored this prisoner extremely carefully, as it does not consider appropriate the repeated use of Special Accommodation, particularly for Young Offenders as in this case. However, the Board is of the opinion that the Staff in the Unit tried very hard with this prisoner and dealt remarkably calmly and sympathetically with him in an endeavour to encourage him to comply with the Prison's regimes. He was transferred out of HMP Norwich.

The Board continues to monitor the use of the Segregation Unit and Special Accommodation to satisfy itself that it is not used inappropriately.

## YOUNG OFFENDERS

This year has seen two main developments in the provision for Young Offenders (YO)

From March 2009 onwards, numbers of YOs fell by as much as 30% due to additional provision within the prison estate in general. This resulted in better management of young offenders with fewer instances of bullying and other difficult behaviour.

Last year the Board reported there was to be a planned integration for Adults and YOs. This took place, in a phased and well-organised manner, late in the summer of 2009 in conjunction with the change of function of F & G wings and the opening of the new A Wing. The Board is pleased to report that this appears to have been a positive development. Evidence supports the impression that gang related incidents have diminished and that the use of force on YOs (76 in 2009) and cases of general bullying among YOs are reducing. The Governor allows a maximum of 25% YOs on each landing and this appears to be a sensible proportion. The Board is hopeful that this development of integration will have further positive effects on the behaviour and rehabilitation of YOs. However, the Prison needs to be very watchful that their specific needs continue to be catered for separately and that they do not allow this category of prisoner to lose its priority.

A significant proportion of YOs in HMP Norwich have a low educational standard and several cannot be relocated into the LDU due to failing to reach a basic standard of competency in English and Mathematics. The Board is saddened that the educational system in the UK is failing this section of the youth of our country. The Board asks the Governor to look at how this problem can be remedied so that those local YOs within this category can take advantage of the dedicated programmes of resettlement to the local community.

## THE NEW A WING

A wing was commissioned on schedule and a well planned and staged occupancy was efficiently effected. The building itself is pleasantly light and airy as is the new A Wing Activities Block. The use of A1 as a first night centre is working well and the drug treatment facilities are a considerable improvement (See IDTS Section).

In last year's report the Board expressed our objections to the proposed doubling up of some 30 of the single cells in the New A Wing (A wing). The Board is perturbed that following our conversations and letters, the Area Manager and the Ministry of Justice, while not denying the veracity of these concerns, basically ignored our misgivings. We were given platitudes and justifications as a response. While appreciating that doubled cells have their uses, the Board

has not altered its opinion that these doubled cells are unacceptably small for two people and this should be changed.

There is inadequate space for prisoners to manoeuvre around each other, there is no privacy when using the WC and the tables used for meals are too close to the WC. The dignity of the prisoners cannot be preserved in these conditions.

There were a number of problems that came to light as the building was occupied. Chief amongst them were:

- Poor (sometimes no) radio signal
- Oral communication between the control room and the landings (the staff have to bang on the windows or gesticulate to be noticed)
- The tables in the disabled cells were fixed too low for wheelchairs
- The lift has proved to be extremely unreliable
- The volume of water supply to the basins is controlled and limited excessively
- The privacy curtain provided in the doubled cells is not effective
- The doubled cells are very cramped
- There is no listeners' suite
- VPs being housed on A wing with inadequate regimes and safety concerns

The Prison has rectified some of the above problems and works are still underway. The Board is of the opinion that HMP Norwich is aware of the issues and we are observing closely their actions and will report further in next year's Annual Report.

#### LOCAL DISCHARGE UNIT – F & G WINGS

Planning for the change of use of F & G wings from the Young Offenders Unit took place over 18 months and the Resettlement Unit, with emphasis on training for release, was launched on 31<sup>st</sup> August 2009 with great expectations. However, the Head of Reducing Re-offending went on long term sick leave leaving the deputy head in charge, having to combine the onerous duties of realising the unit with his own as Senior Probation Officer. This was unfortunate, as without the dedicated line manager at this important time coupled with the uncertainty of the length of her absence, the unit could not evolve as envisaged initially. The expectations of the unit were also set too high, few of the ambitious plans had been carried to maturity and there was inadequate funding to create the training and job opportunities required.

These problems were compounded by the fact that some prisoners have stated they were enticed to transfer to the new unit with frankly misleading information about the facilities and opportunities. At its most extreme, the dismal 1980s blocks of F & G Wing were sold as a new wing with good training opportunities. As a result, some prisoners abandoned good training in other prisons for a more restricted regime and were understandably angry.

The unit was renamed the Local Discharge Unit (LDU). The criteria for this unit was set at low-risk C Cat prisoners with a planned discharge to Norfolk or Suffolk, with less than 12 months to serve and with a basic level of education.

The Prison has tried to ensure the success of the LDU but it has been evolving slowly and painfully. There is access to help with housing, debt counselling and job information and the Foundation Training Company (FTC) gives prisoners good advice and training in many aspects of resettlement including job seeking and opportunities. The Board understands that the contract with FTC expires early in the next reporting year (May 31<sup>st</sup> 2010) and is concerned that the new contract providers will meet the needs of the prisoners. A mentoring scheme to aid prisoners with their transition from Prison to the community has been started but, as it is in its infancy, it is too early to comment on outcomes.

A number of outside agencies come into the LDU to offer their services but there is a considerable amount of overlapping of roles and the focus of each of the agencies needs to be clarified with clear roles and prescribed outcomes.

There are limited opportunities for employment and in November 2009 some jobs were split into part-time jobs and shared by two prisoners divided into shifts. When not employed, prisoners have gym, domestic periods and participate in resettlement related activities with FTC and the other outside agencies. However, the Board have noted too many prisoners just sitting around doing nothing and looking bored.

The Board understands that from April 1<sup>st</sup>, 2010, Governor Nicholson is appointed as Head of Reducing Re-offending. The Board is hopeful that the LDU will improve with a full-time, dedicated and focused line manager and will continue to monitor this area with considerable interest over the next reporting year.

## BRITANNIA HOUSE

The performance of Norwich's open prison for D Cat prisoners, Britannia House, continues with experienced and dedicated staff members maintaining sensible balance and control. The average occupancy has been 36 with a maximum capacity of 40. The Board is encouraged that 49 prisoners were released during the year into permanent accommodation with 46 gaining full-time employment.

## RESETTLEMENT

Norwich Prison discharged 1012 prisoners in the reporting year. 237 went into employment (23.4%) with 882 (87.2%) having settled accommodation. With the emphasis on the new LDU, the Board feels that prisoners being released from other areas of the Prison have been overlooked. We understand that the Prison is aware of this and the Board will monitor this closely during the next reporting year to see how this evolves under the new Head of Reducing Re-offending.

## PROBATION

Probation has undergone considerable change and the team has been under pressure. However, in July 2009 the team was combined successfully with the Oasys Team and the Public Protection Team to create the new Offender Management Unit (OMU). The department has taken a multi-agency approach and works with relevant partners both within and outside the prison. With amalgamation of the Norfolk and Suffolk probation areas in April 2010, the Board looks to seeing the OMU role in HMP Norwich evolving and becoming more settled in the next year.

## VULNERABLE PRISONERS

Once again there have been a number of changes for the Vulnerable Prisoners (VPs) over the reporting year. In 2008, VPs were located wherever there was space on B2 and B3 landings. At the end of 2008, sex offenders worked in the Print Shop and were housed in M wing (a separate 40-bed wing) with other VPs being located mainly on B3. With the opening of the new A Wing, in September 2009 VPs were moved to E Wing, the former first night centre.

Before the opening of HMP Bure, HMP Norwich repeatedly found they had to house several VPs on A5 Landing, as there were no spaces in E Wing. It was very evident that a satisfactory regime was not being delivered. There was limited or no exercise with no gym being offered, no work, no library (except when the VPs were taken to E wing on a Saturday), no inside education and non VPs were being unlocked at the same time as VPs.

HMP Norwich was not able to relocate or transfer these VPs and was not delivering an acceptable regime.

With the opening of new accommodation within HMP Bure, HMP Norwich moved on a large number of VPs and is trying now to limit VPs to about 40 prisoners at any one time. However, they are not always able to do this and, if E wing has no space, VPs are still housed on A5 or even in the Segregation Unit awaiting transfer. The Board considers neither of these locations satisfactory nor providing a suitable regime.

The VPs on E wing are employed in the tea-packing workshop, which is adjacent to E wing.

## VISITS AND THE VISITORS' CENTRE

The Visitors Centre (run by the charity, Ormiston Children and Families Trust) continues to provide a welcoming and caring start to the visits and is an example of good practice.

The main problem with visits stems from the booking line about which frequent complaints are received because callers cannot get through to the operator, as the line is always busy. The Prison has recognised this, has added two more telephone lines (the legal visits line has also been opened to general visits booking) and has said that it will investigate a queuing system, email and/or text bookings. This has ameliorated but not solved the problem. An internal number to access the booking line would help the Centre when trying to assist visitors with further bookings. There is some argument that Ormiston should book visits at the desk but the Service Level Agreement does not provide for this nor does Ormiston have the staffing capacity. The Board will continue to monitor this area.

Since the change to a centralised switchboard, prisoners' families are sometimes given incorrect information regarding local rules and regulations e.g. items of clothing cannot be dropped off at HMP Norwich; they have to be posted in unlike at some other local prisons. This misinformation can cause distress and inconvenience to the families and friends and the Board feels that the centralised switchboard operators should be trained appropriately to ensure misleading information is not given out

Although the visitors sometimes have a perception of foreshortened visits, the Prison complies with the statutory minimum. Sometimes it can take a long time to get through the gate – particularly on the Reception Site due to traffic movements – and coupled with the necessary security procedures, visitors can become unhappy, as they perceive they are losing precious moments. The Board has long stated that a separate pedestrian entrance is required, principally for health and safety reasons, as the Board feels very strongly that the current arrangement is dangerous and waiting can be very protracted at times.

The waiting area for prisoners on the Reception Site is not ventilated and the Board would like the Prison to consider how to solve this problem.

Evening Visits were introduced in the LDU twice a week but the take up has been poor and it is likely that one of these visits will be cancelled. The sought after privilege of Children's Visits is offered on Tuesdays on the Reception Site, Thursdays on the LDU and once a month on Saturdays on each site. 10 Baby Bonding Visits were arranged but for various reasons – transfers/security – none took place this year. The Board hopes that this facility will continue and expand and will continue to monitor the progress. Story Book Dads is offered as an integral part of the You and Your Child Parenting Programme run by Ormiston. This programme suffered from intermittent delivery in the early part of the reporting year due to staffing issues but this has been resolved and the course is evidencing good outcomes.

The Centre commissioned a DVD produced by a local filmmaker which 'leads' the visitors through the visiting process and what to expect. This film is able to be updated as information

changes and has been translated into several languages. This facility needs to be expanded to include all key languages. Visitors have said that it is very helpful; the Board were invited to view the DVD and were very impressed.

The Governor has initiated a regular surgery for visitors at the centre and this is proving popular.

Ormiston and the Prison appear to have a good working relationship and the Service Manager of Ormiston feels that the Governor and Prison are very supportive and listen when Ormiston express concern about issues or have problems.

## RECEPTION AND INDUCTION

The Reception staff are dedicated and experienced and they receive good help from the orderly. Prisoners are received in a compassionate and cheerful way and are not put behind a closed door unless absolutely necessary. Particular care is taken to reassure first time prisoners and to explain procedures.

Conditions are cramped but a new booth has been provided which provides confidentiality. The general appearance of Reception is outmoded and shabby, partially due to the age of the building, and the Board does not feel that this is appropriate for reception prisoners entering HMP Norwich.

The First Night Centre is now in the new A Wing, which has improved the introduction and facilities for prisoners newly coming into prison.

Prisoners are given a pamphlet on induction, which is friendly and easy to read. This is to be commended but it should be translated into other languages. Use of the Big Word should be monitored. Care should be taken to ensure that the less able and the growing number of foreign nationals in HMP Norwich understand fully the whole of the induction process as some of the other paperwork is daunting and 'wordy'.

There are changes afoot which will involve an increased number of officers who could be made available to the Reception Team. This needs to be monitored closely to ensure that the experience required of these officers is maintained.

Property is dealt with as part of the general remit of the Reception Team. The Board is not convinced that this is satisfactory. The Reception Team is very busy and dealing with property inevitably has a lower priority than many of the other duties. Management thinks that there is sufficient time to deal with property, particularly during the weekends; the staff do not think that this is the case. An improved process for dealing with property is necessary as the Board is noticing longer and unacceptable delays in sorting property.

## SECURITY

In last year's Annual Report, we commented on gaps in Security. The Board has noted the new fencing behind F & G Wing and the additional electronic equipment installed to help in the detection of prohibited items into the Prison.

The Board regularly attends the monthly Security Meetings and note that attendance from officers from the wings is patchy. The meetings are chaired normally by the Security Governor. The Board has mentioned in the last two Annual Reports that the No 1 or No 2 Governor might chair the meetings. This would show the Chair to be impartial and may assist in better attendance of wing staff who would be able to give input on prisoners and be able to feed back directly to staff on the wings.

The Board feels that Security should use the wing staff, as they are the staff on the front line in the fight to prevent drugs, phones and other banned items from entry into the Prison. The wing staff are the eyes and ears of Security and should be more involved by the Security Team.

The Board is of the opinion that staff and professional visitors should be searched more frequently on entry and exit of the prison.

## SERIOUS INCIDENTS

Members of the Board try to attend all serious incidents and also inquests following a death in custody.

Sadly the Board has to report that there were six deaths in custody, a death in hospital after self inflicted injuries in custody and an incident of serious injury as a result of self-harm since the last report. (Please refer to the Safer Custody Section).

There was a fire in G Wing showers, which started when contractors were laying a new floor. The fire started when flammable adhesive was ignited, creating thick black smoke. Staff trying to deal with this fire inhaled toxic fumes and seven members of staff were taken to hospital suffering from the effects of inhalation of toxic fumes. All were released from hospital the same day. The local fire brigade attended. A full investigation was carried out under Health and Safety with new guidelines being issued to staff. An IMB member attended the incident and the following debrief.

## KITCHENS

It has been another difficult year for the kitchens with staff problems and the new A Wing opening. However, the kitchen staff, under the astute direction of the Catering Manager, have managed to continue to provide a reasonable standard of catering throughout the Prison in spite of these.

One of the main problems through the year has been the provision of medical diets and there have been a number of complaints. The Board has monitored this very carefully and it appears that when all the information necessary to produce the correct diet is provided by Healthcare, with the correct paperwork, then the kitchens produce the appropriate meals. The Board would like to see this necessary information being provided as a matter of course and without delay.

The department took advice from the Muslim advisor to the prison service regarding the provision of halal food and a Muslim kitchen worker praised HMP Norwich to us for the great care taken in providing appropriate food for the various religions and their festivals.

Members of the Board have sampled the food provided on a large number of occasions; portions tend to be large and the food quite tasty, although chips are sometimes either very dry or very soggy by the time they are served! The menus are quite varied with a four-week cyclic multi-choice menu (normally 5 choices per meal) but most prisoners have indicated that they like the old favourites. Discussions have taken place about whether there is a need for two hot meals each day and cooked breakfasts at weekends and it appears that this may change. The Board will monitor the outcome of these discussions.

The Catering Manager organised a food survey (published in February 2010) and attends prisoner forums to ensure that the department keeps abreast of prisoners' views.

There are problems with transporting the food on trolleys for the long distances between the kitchens and some of the wings (45 minutes being the maximum time allowed from putting hot food into trolleys until service is commenced). The Board has monitored that the food temperature is recorded and although some adverse comments have been received, the records appear consistent.

The kitchen equipment has been improving slowly but the procedure to repair machinery is not good and it can take a fortnight to repair something that has broken down. With the increased number of meals since the new A wing opened, there is no capacity for equipment failure and some of the heated trolleys are still causing concern.

The heating and ventilation system in the LDU kitchens is still problematic and is being renovated. This is taking too long and the kitchens were cold over the winter.

The new course offered in the LDU, 'Developing Good Practice Skills for Use in the Kitchen', is well taught in a compact classroom with a combination of theory and practical work. The course provides Level 2 accreditation rather than a NVQ qualification as before. This could disadvantage the prisoners when looking for work upon release, as many establishments are not aware of this accreditation.

## PRISONERS' MAIL AND PIN PHONES

During the year, the IMB received 58 applications about mail and Pin Phone issues and a number of verbal complaints on the wings. This was a large increase on the previous year.

The Prison also had a noticeable increase in mail complaints following the re-profile and changes to the prison mail systems in autumn 2009. The effects of the postal strike at the same time compounded the impact of these changes. While senior governors are aware of the issue and have implemented changes to reduce the delays, there is anecdotal evidence that distribution of mail at wing level is given a low priority. This also impacted on the sending out of Visitors Orders (VOs).

## HEALTH AND SAFETY

IMB Members observed Health and Safety meetings covering a range of issues. During the year, the Governor took action to ensure Health and Safety remained a high priority for managers and staff. However, a reduction of staff may impact upon its ability to support line managers. The opening of new accommodation and increase in prison numbers has not adversely impacted on accident statistics.

Following previous concerns about safety in the Main Gate of the Reception Site, there was a near miss. While limited remedial action – more intensive briefing of drivers – has been taken, this does not remove the potential for a more serious accident. Safety in this area remains a serious concern. The Board considers that separation of pedestrian and vehicle traffic at the Main Gate should be an urgent priority.

IMB members are also concerned about fire safety in the former education block on the Reception Site. This has had a high risk assessment score and no action has been taken to resolve the matter.

## FINANCES OF THE PRISON

The Board has noted the Prison has made significant financial savings in this reporting year in spite of the increased numbers with the opening of the New A Wing. The prison is run more efficiently and regimes are tight. The Board observes that the staff are stretched and there is no leeway. The Board is very concerned that a further financial squeeze would have a serious impact upon the quality of the regimes and consequently upon the prisoners. HMP Norwich has extremely limited scope for further savings (without a radical overhaul of the prison buildings and site locations). The Board feels that any future global and regional cuts imposed on the prison should be limited, reflecting those considerable savings already made by HMP Norwich.

## APPENDIX A



HMP Norwich predominantly serves the Courts of Norfolk and Suffolk. The prison has occupied its current site overlooking the city of Norwich since 1887.

The site consists of:

A wing:	Induction unit, First Night Centre, IDTS stabilisation and maintenance.
B & C wing:	Local prison housing Cat C prisoners.
D wing (Britannia House):	Resettlement unit housing Cat D prisoners.
E wing:	Rule 45 Sex Offenders.
F and G wings:	Local Discharge Unit (LDU) housing low-risk Cat C prisoners, local to the East of England, serving 12 months or less.
Health Care Centre:	Type 3 unit also serving HMPs Wayland and Blundeston.
L wing:	Elderly Lifer Unit.
M wing:	Houses Cat C prisoners serving 2 years or less.

### Segregation Unit

---

Category:	Cat B, C & D prisoners (Convicted, Sentenced, Remand & Trial)
-----------	---

Operational Capacity:	767 (@ 28/02/2010)
-----------------------	--------------------

CNA:	625 (@ 28/02/2010)
------	--------------------

---

Postal Address:	The Governor, Knox Road, Norwich, Norfolk, NR1 4LU.
-----------------	---

Telephone:	01603 708600          VPN: 7081 + extension
------------	---

Fax:	01603 708601
------	--------------

---

NOMS Region: East of England	Regional Manager (Custodial Services):	Adrian Smith
------------------------------	--	--------------

Accommodation: HMP Norwich has a majority of single cells, with shared accommodation available across the establishment.

Reception Criteria: Normal reception arrangements. HMP Norwich accepts male prisoners (Adult men & Young Offenders) whether convicted (Cat B, C or D) or on remand.

---

### **Regime**

Our profiled establishment Regime provides all those in our care with access to the following facilities:

**Education:** Education is staffed by seven full-time and twenty part-time teachers. This provision is managed through the OLASS regional contract with the LSC, across five locations within the establishment

Our Education provision reflects an emphasis on Basic Skills (Literacy & Numeracy), Key Work Skills, Social & Life Skills and IT across both the Reception and Local Discharge Unit sites. Other available courses include ESOL, Basic Food Hygiene, Basic First Aid, Health and Safety, NVQ Catering, Painting & Decorating, Arts & Crafts and pre-release work programmes.

### **Workshops & Programmes:**

A number of workshop places are available across the prison varying from Printing, Textiles, Contract packing Services, Single portions and Gardens (with City and Guilds accreditation available to identified prisoners).

Our Offending Behaviour Programme (OBP) makes full use of the Short Duration Drug Programme (SDP) which is designed for prisoners held on remand, or within the last six months of their sentence.

We are currently developing an Alcohol programme, which is due to go-live towards the end of April 2010.

In place, alongside both of these, are A-Z motivational programmes intended to engage people and motivate them to undertake Offending Behaviour Programmes if/when they are transferred to other East of England prisons.

### **Gymnasium & Sports:**

Norwich has three separate gymnasiums and an artificial multi-use surface with programmes being staffed by a PE Senior Officer and nine PE Officers. All gymnasiums offer a wide range of clubs and run an accredited Gym Instructors Course at Level 1, 2 and 3.

### **Faith & Religion:**

HMP Norwich provides access to 1 x full-time Pentecostal Acting/Co-ordinating Chaplain, 1 x part-time Imam, 1 x part-time Church of England Chaplain and a part-time Roman Catholic Chaplain.

Prisoners can also receive spiritual support from a Buddhist Chaplain, Quaker Chaplain, Mormon Chaplain, Jehovah Witness Chaplain, Sikh Chaplain and a Jewish Rabbi.

There is a large Christian chapel in the Reception prison and a multi-faith room.

There is a multi-faith space within the Local Discharge Unit, and a separate multi-faith space in the Health Care Centre.

Prisoners who reside in Britannia House visit faith centres located within the city of Norwich and surrounding areas.

Roman Catholic services take place every Saturday. Church of England, and Free Church, services are held on Sunday.

The Chaplaincy holds midweek groups during most daytimes and evenings.

There are other Multi-faith rooms available for the use of all faiths across the prison site.

---

### **Healthcare**

HMP Norwich has Type 3 Healthcare Centre status, with a maximum of 32 beds being available.

There is 24 hour nursing cover, provided by 1 x Health Care Manager, 1 x Health Care Principal Officer, 2 x Health Care Senior Officers, 2 x F Grade Nurses, 20 E Grade Nurses and 8 Health Care Officers.

HMP Norwich provides in-patient beds for HMP Wayland and HMP Blundeston. Weekly visits are made by a Dentist, with Optician/Chiropody services being available on a monthly basis. Use is made of NHS services (Asthma and G.U. clinics) when necessary.

---

### **Drugs Strategy**

Prisoners with a drug problem are identified at various stages:

- at the initial health care screening;
- on the induction programme;
- by CARAT assessment;
- by random Mandatory Drug Testing;
- by self referral;
- on receipt of previous medical records.

Arrangements can be made for detoxification, drug rehabilitation, treatment, education, CARAT assessment and Hep C nurse consultation. Places are funded for prisoners utilising our Compact-Based Drug Testing (CBDT) programmes (available across the establishment).

The establishment is fully live with IDTS which can identify prisoners clinically recognised as having opiate substance misuse issues, and can place them onto a substitute prescribing regime. Our long-term aim is to safely reduce an individual's need for medication, over a period of time, to enable them to become drug-free.

Norwich PCT is contracted in to provide health promotion (BBV)

The establishment is represented on the local Drugs Alcohol Action Team (DAAT) and is also involved in community work.

Community drugs agencies such as the DIP Norfolk and Suffolk are members of the Drug Strategy Team.

## Visiting arrangements

### Social (Domestic) visits:

Reception site (wings: A, B, C, Britannia House (D), E, M, U)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
AM	-	-	-	-	-	-	09:30 -11:30
PM	-	14:15 -16:15	14:15 -16:15	14:15 -16:15	-	14:15 -16:15	-

Local Discharge Unit/HCC (wings: F, G, H, L)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
AM	-	-	-	-	-	09:30 -11:30	-
PM	-	14:15 -16:15	-	-	-	-	14:15 -16:15
<b>Evening</b>	-	18:15 – 19:45 (Cat C only)	-	<b>DELETED</b>	-	-	-

The Visits Booking line is open during these hours:

<b><u>Tel: 01603 708795</u></b>	AM	PM	Evening
Monday	08:30 – 12:30	13:30 – 16:00	17:00 – 19:45
Tuesday	08:30 – 12:30	13:30 – 16:00	-
Wednesday	08:30 – 12:30	13:30 – 16:00	-
Thursday	08:30 – 12:30	13:30 – 16:00	-
Friday	08:30 – 12:30	13:30 – 16:00	-

Please note: ALL social (domestic) visitors must pre-book their visit by phoning the Visits Booking line. Visits cannot be booked more than 7 days in advance.

Visits must be booked by 16:00 hours on the day before the visit (or by 16:00 hours on a Friday for visits on a Saturday or Sunday).

**LATE VISITORS:** visitors must have booked in, and arrived at the relevant gate by NO LATER than 10:45 (for morning visits) or 15:00 (for afternoon visits). Arrival outside of these times may result in your visit being cancelled, and needing rebooking.

If the prisoner you would like to visit has recently arrived at HMP Norwich, direct from court, he may be entitled to a RECEPTION VISIT (remand and sentenced prisoners). Booking Line staff will be able to confirm any entitlement. This does not apply to prisoners transferred in or who have had their licences revoked.

In accordance with the Disability Discrimination Act we will endeavour to make facilities available to enable visits to take place. Please let Booking line staff know if you require any assistance.

Up to three adults and their children are allowed in any one visit.

## Property:

The only items of property allowed into Visits rooms are:

- locker keys;
- baby feeding equipment;
- a maximum of £10.00 per group of visitors (in loose change only);
- identification for all adults;
- baby's bottle or cup;
- essential medicines.

Lockers for storage of property are located in the Visitors' Centre and the gate area of the main prison. These are operated by the insertion of a **£1.00** coin, which is refundable.

Pushchairs are not allowed through on visits

---

## **Visitors' Centre**

**Tel: (01603) 702301**

We have a dedicated Visitors' Centre for use by families and friends visiting those in our care. This facility is run by the Ormiston Children & Families Trust, a large charity supporting children, young people and families from the East of England.

Opening times:

Mon	Tues	Weds	Thur	Fri	Sat	Sun
-	09:00 -17:00	-	13:00 – 17:00	-	09:00 -16:30	09:00 -16:30

On arrival at HMP Norwich please go directly to the Visitors' Centre to book in. Staff from the Ormiston Trust will take the name of the person you have come to see, check your ID, and make sure that you have the correct Visiting Order (if you require one to visit).

You will be asked to complete a form with your name and address, which must be handed in when you go into the prison.

To ensure that you do not miss your visit you will be given a number, which will be called when it is time for you to visit.

For further details please ring the given number or, on arrival, ask a member of the Visitors' Centre team.

## **Access for Children:**

We offer special visits for children. These are an opportunity for families to spend 'quality' time together – the emphasis being on the Dad, Step-dad and/or Grand-dad interacting with their children.

These visits take place in a separate room, specially equipped for families with children of all ages.

A **Children's Visit Application form** must be completed. All prisoners are subject to the Rules and Regulations on the reverse of the form. Only one adult can accompany the child/children.

**Please note:** Only the prisoner can apply for these visits. This scheme is restricted to prisoners having at least one child (including step-children) aged 12 years and below.

## Crèche:

To help families with children we offer crèche facilities within the Visitors' Centre. We can cater for children from 0 – 8 years old. This service is OFSTED-registered and is free of charge. It offers fun, safe and secure indoor and outdoor play areas staffed by qualified childcare workers and volunteers.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
AM	-	-	-	-	-	09:15 – 12:15	-
PM	-	13:30 – 16:30	-	13:30 – 16:30	-	13:30 – 16:30	-

Please ring to confirm that the Crèche is open.

---

### Further helpful information

#### **Prisoners' Families National Help-line**

(0808) 808 2003

#### **Websites**

[www.hmprisonservice.gov.uk](http://www.hmprisonservice.gov.uk)

[www.prisonersfamilieshelpline.org.uk](http://www.prisonersfamilieshelpline.org.uk)

---

### Official (Legal) visits

Reception site (wings: A, B, C, Britannia House (D), E, M, U):

Mon	Tue	Wed	Thu	Fri	Sat	Sun
08:30 – 12:00	08:30 – 12:00	08:30 – 12:00	08:30 – 12:00	08:30 – 12:00	-	-

Local Discharge Unit/HCC (wings: F, G, H, L):

Mon	Tue	Wed	Thu	Fri	Sat	Sun
-	08:30 – 12:00	-	08:30 – 12:00	-	-	-

The Visits Booking line is open during these hours:

Tel: (01603) 708795	AM	PM
<b>Monday</b>	08:30 - 12:30	13:30 – 16:00
<b>Tuesday</b>	08:30 - 12:30	13:30 – 16:00
<b>Wednesday</b>	08:30 - 12:30	13:30 – 16:00
<b>Thursday</b>	08:30 – 12:30	13:30 – 16:00
<b>Friday</b>	08:30 – 12:30	13:30 – 16:00

Bookings can also be made by email: [legalvisits.norwich@hmprisonservice.gov.uk](mailto:legalvisits.norwich@hmprisonservice.gov.uk)

---

### General Information

Escort Area/Contractor: Area4/G4S.

Local Authority: Norfolk County Council.

Police: Norfolk Constabulary.

Probation Service: Norfolk.

Her Majesty's Inspector of Prisons (HMIP): last report:  [November 2006](#) HTM [1KB]

Independent Monitoring Board (IMB): Most recent report covers the period March 2008 – April 2009.

### **How to get there**

HMP Norwich is situated on the eastern outskirts of Norwich, in Norfolk.

Bus: The No. 19 or 20 bus from Riverside Road goes past HMP Norwich. Ask for Knox Road (or simply ask for the prison)

Train: Take a train to Norwich Station (from London services are via Liverpool Street).

From Norwich Station it takes approximately 20 minutes to walk to the prison. At the main junction outside the station follow Riverside Road (keep river on your left). At the roundabout turn right up Ketts' Hill onto Plumstead Road. PLEASE NOTE: up a steep hill. Turn left into Barrack Road. The prison and Visitors' Centre are situated at the end of the road.

No special transport is provided. Buses and taxis can be taken to the prison.

Car: FROM A11: Join A47 (Southern bypass around Norwich) and follow signs for Great Yarmouth. Take the slip road signposted A1042 (Norwich N & E & Thorpe St. Andrew). Go STRAIGHT OVER roundabout and under railway bridge. At mini roundabout turn RIGHT. Take left-hand slip road by traffic lights (Sainsbury's should be on your right-hand side) signposted Cromer, Norwich Airport (A140). Follow road up hill to roundabout. Take the 2nd exit, Plumstead Road (B1140), signposted "HM Prison". Turn RIGHT into Barrack Road. HMP Norwich, and the Visitors' Centre, is situated at the end of the road.

Limited parking is available on site. Turn RIGHT at the end of Barrack Road.

## **Information in Appendix A copied from the HMP Norwich Website**