



**ANNUAL REPORT OF
THE IMB AT HMP NORWICH
1ST MARCH 2012
TO
28TH FEBRUARY 2013**

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 Board appointed by the Secretary of State for Justice from members of the community in which the prison or centre is situated.

The Board 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 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 except for the medical records.

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1. DESCRIPTION OF HMP NORWICH (during the period of the report)

HMP Norwich is a multi-functional Adult and Young Offender Category B, C and D Local Prison predominantly serving the courts of Norfolk and Suffolk, housing convicted and remand prisoners. Accommodation is in a mixture of Victorian, 20th and 21st century buildings, spread over 3 separate sites. The Main site houses Category B and C prisoners. A Local Discharge Unit (LDU) is situated in what was previously the Young Offenders Institution (YOI); this now houses low risk Category C prisoners as the Young Offenders have been successfully integrated with the adult population. A separate Category D Open Prison, Britannia House, is sited in part of the old Victorian barracks of the Royal Norfolk Regiment. Within the first month of the reporting year there has been a major re-lease of some of the wings with a considerable number of prisoners re-located.

- 1.1 The main reception site has 5 main wings with the capacity to hold 518 prisoners. A wing is a multi-functional wing; it holds 210 prisoners in 180 cells. It accommodates the First Night/Induction landings, prisoners who are waiting to go to other wings (or who have been returned from other wings) and the Integrated Drug Treatment System (IDTS) stabilisation and maintenance landings. Induction sessions take place in the adjacent Activities block. B and C wings (a single building) serve the local courts and house both Category B and C prisoners (remand, convicted and prisoners sentenced to an indeterminate sentence – life or imprisonment for public protection (IPP) and detainees). B and C wings have the capacity to hold 240 prisoners. C2 and C3 landings accommodate up to 75 vulnerable prisoners in single and double cells. E wing – the only Victorian residential wing still in use - accommodates up to 28 more-settled prisoners in double or four man cells. M wing houses 40 selected prisoners, who are in work or education, in portakabin-style accommodation. During the reporting year the Care and Separation Unit has been re-named Ketts Unit. It has 10 cells and 2 Special Accommodation cells. Major re-furbishment of the whole unit has begun and is continuing as expected. Static exercise equipment has been fixed in all exercise yards for prisoners to use as they wish whilst on exercise.
- 1.2 The Local Discharge Unit (LDU) is on the same site as L wing and the Healthcare Centre (HCC). It consists of F and G wings and houses prisoners with normally less than 12 months to serve and who are destined for release into the local community. It has the capacity to hold 171 prisoners.
- 1.3 L wing houses up to 15 elderly prisoners needing specialised nursing care and is overseen by Healthcare.
- 1.4 The Healthcare Centre (HCC) provides Type 3 healthcare for 23 prisoners. The prison's healthcare contract is managed by Serco Health (Serco).
- 1.5 Britannia House is a separate Victorian building outside the prison walls. It has 6 single rooms, 9 doubles and 6 triple rooms housing 42 Category D prisoners in open prison conditions, many of these prisoners have jobs in Norwich.
- 1.6 Education is managed through the Offender Learning and Skills Service (OLASS) regional contract with the Learning and Skills Council (LSC).
- 1.7 HMP Norwich has a Certified Normal Accommodation (CNA) of 625 and an Operating Capacity (Op Cap) of 769.
- 1.8 The Visitors' Centre is run by Ormiston Children and Families Trust.

2. EXECUTIVE SUMMARY

At the beginning of our reporting year, HMP Norwich underwent a further change including a re-organisation of areas within the Main Reception Site, the introduction of freeflow at specified times to enable prisoners to move to appointments/places of work/education etc without escorts, identity tags for prisoners, the opening of the new Vocational Training Centre and the start of dining out. These adaptations were well planned and implemented smoothly on the whole, with only some minor problems in the initial stages, bringing necessary improvement, especially to some particular sectors of the population.

The prison has been planning in detail for the implementation of Fair and Sustainable (F & S) in April 2013 followed by Benchmarking; the impact of these two mandatory processes will be monitored extremely carefully by the IMB at HMP Norwich as they will impose radical change. This year, more of our concerns than usual are from areas outside the Governor's control and several are centred on financial or bureaucratic restrictions having made implementation of potentially good initiatives unrealistic.

Last year the Board was pleased with the general direction of the prison although retaining strong reservations about certain aspects and systems. The advances continue, driven by a more corporate, cohesive and stronger management team, but underlying the progress is considerable uncertainty and anxiety amongst some staff, despite comprehensive explanation and discussions with management, about the direction of the whole of the prison service and the effects of planned implementation of F & S coupled with benchmarking restructuring. This inevitably affects staff morale. Throughout the year there has been marked understaffing and a high level of staff sickness, causing difficulties with detailing staff. These factors, compounded by the unwieldy and basically unsuccessful team based self rostering system (TBSR), all conspired to impact upon the delivery of the regime, resulting in some early lock-ups and the cutting of some induction, gym and association sessions. Last year we questioned the ability of the prison to function fully with the stringent staff cuts and this was justified. TBSR is due to cease on 1st April and some new members of staff should be recruited in the next financial year which may help the situation but our concerns remain about the expediency of minimal staffing levels.

The senior management team (SMT) has based sound action plans principally around the HM Inspector of Prisons (HMIP) report, the results of the Measure of Quality of Prisoners' Lives (MQPL) research, needs assessment results and the IMB reports; we hope they will continue to implement the plans and keep up momentum to ensure the sensible measures planned and put in place are followed. Performance data is encouraging in the main and on target but with the important exceptions of low classroom attendance, insufficient compact based drug testing compacts, inadequate staff training and consistently high levels of staff sickness.

Major concerns remain over the Healthcare provision, further fuelled by the uncertainty caused by the dissolution of Primary Care Trusts (PCTs) on 1st April 2013 - the current healthcare contract with Serco was commissioned by the PCT - and the current contract drawing to a close despite an extension. The management of healthcare has improved as the new Healthcare Manager now has some power to implement change but when he is unavailable, there is little direction. The contract was always unsatisfactory and the service in some areas remains inadequate for the complex needs of prisoners. There are many subcontracts, some of which are not under Serco control, e.g. dentistry; this causes friction. There is a lack of permanent GPs; ephemeral and sometimes incompetent locums together with many temporary staff members created problems in communication, caused a lack of continuity between all healthcare staff and departments and increased the risk of clinical failures. However, we applaud some permanent healthcare staff who are deserving of great praise, continuing to provide an excellent service in difficult and challenging circumstances. Holdups in dentistry provision persist despite the equipping of new dentistry suites and waiting lists for minor or routine dental work remain too long.

Whilst the area of learning and skills has improved from last year with an increased number of options, the take up of education spaces is unsatisfactory, the breadth of activities still merits expansion, more prisoners require meaningful occupation and there remains work to do on the processes to ensure prisoners are unlocked and in attendance on time at their correct place of work or training. Steps continue to be taken to address these deficits and we are encouraged by several new developments including the reintroduction of a textiles workshop and varied initiatives including an industrial cleaning and maintenance course, a second painting and decorating

workshop on the Main Site, new computers for the Prison Information Communication Technology Academy (PICTA) are awaiting cabling and there are several improved opportunities for accredited qualifications, while a bakery is planned to open in the late Spring. We are pleased that the current needs analysis document is used as a foundation for exploring new openings; a new 2013-2014 needs analysis document is due to be published in the spring. Vulnerable Prisoners (VPs) now can work a full day in the new Vocational Training Centre (VTC) (See page 12). Some of the resettlement opportunities for those prisoners released on temporary licence (ROTL) and Category D prisoners (e.g. working at the Chapelfield Shopping Centre in central Norwich) are examples of good practice.

HMP Norwich has an eclectic mix of accommodation ranging from Victorian to 21st Century build. The Reception area has been repainted but still feels austere. Earlier in the reporting year, it was noticeable that the Local Discharge Unit had become shabby. The building itself is not ideal, being of a poor 20th century design, but a programme of repainting and refurbishment has been initiated which has improved the environment. The residential managers are now ensuring that accommodation and surroundings are kept clean and tidy, floors are well polished, new curtains have been made for each cell and rubbish bags are being binned properly. In spite of some Victorian accommodation remaining old fashioned and cramped, E wing, the oldest accommodation at HMP Norwich with some dormitory cells, is one of the most popular wings with a waiting list; the popularity being due to the good initiative of an eligibility criteria of only 'mature and settled prisoners'. M Wing, a portakabin style building, is well-liked by well behaved Category C prisoners. The Segregation (Ketts) Unit is also being refurbished and some quality work is done with some of the more difficult and troubled prisoners within HMP Norwich.

Extra accommodation could be made available through a refurbishment programme of currently redundant space in the old 'A' wing on the Reception Site.

The installation of outdoor gym equipment and benches in exercise yards is an improvement. Visitors are treated with consideration. The difficulties with the booking systems seem to have abated. The Visitors Centre, run by the Ormiston Children and Families Trust, continues its excellent work and the Visits Halls have undergone a programme of refurbishment, making them more user-friendly. Vending machines within the Halls remain unpopular as many visitors consider they are unreliable and expensive. We are hopeful that improvement plans for the main gate will be implemented finally after our many years of campaigning for a safe entrance to the Reception site. The quality of some of the washing which is returned from HMP Blundeston's laundry remains unacceptable. We understand there are plans to improve kit management within HMP Norwich; these need to be implemented as the current system is weak.

The importance of a good procedure for answering wing applications was recognised and a new electronic system piloted but this proved no more successful as updating the system proved impractical. This was acknowledged and another method is due to be implemented. There is still no effective Personal Officer scheme.

HMP Norwich is improving. There is undoubtedly room for further progress but there is an encouraging and palpable desire and enthusiasm to press forward and achieve from the staff engaging with the new challenges.

3. MATTERS OF NOTE

3.1. ISSUES FOR THE MINISTER

Food Budget

We would ask the Minister to reconsider the daily budgeted amount for prisoners' food as we believe that £1.97 per prisoner per day is inadequate. This sum is reducing to £1.91 per prisoner per day from April 2013 and we do not believe that it is possible to provide 3 adequate meals of acceptable quality per day on this amount. We question if this can be considered fair or reasonable while food prices continue to rise? We believe that the contract with 3663 does not represent good value as the quality of the provisions is poor and would ask for research to ascertain whether, if prisons had the freedom to form local cluster purchasing groups, they would be able to source better quality food at the same if not better rates.

Discharge Grant

The standard discharge grant of £46 per eligible prisoner was introduced in 1995. Apart from the increase for young offenders to give equality, there has been no change in the amount, not even to keep pace with inflation. In the Government's Social Exclusion Unit Report of 2002 it states "Not having enough money is likely to increase the danger of a prisoner reoffending within the first few weeks after release". We would concur with this finding and think the non-index linked discharge grant is inadequate bearing in mind not all prisoners are eligible for government benefits.

Foreign Nationals held after their sentence has expired

This Board's Annual Reports consistently express concern to the Minister that, although it should be possible for prisoners due for deportation to leave prison as soon as their sentence expires, substantial and increasing numbers remain. Our concerns are answered, equally regularly, with assurances that attempts are being made to improve matters. Those assurances no longer satisfy us and we cannot see how they can be maintained when we learn that NOMS has negotiated a Service Level Agreement with UKBA for an increase in the number of prison 'bed spaces' available for detainees. We realise that, because of appeals, lack of cooperation from detainees and some embassies, and problems with documentation, some prisoners cannot be deported promptly, but it is clear from the severe criticisms in last year's joint report by Her Majesty's Inspector of Prisons and the Independent Chief Inspector of Borders and Immigration that there are many cases where systems have simply failed.

HMP Norwich has no alternative to holding detainees on terms that the Board sees as fundamentally unjust. We appreciate that there are prisoners who cannot safely be returned to the community while waiting for deportation and for whom some kind of restriction and detention is necessary. What we do not accept is that prison is the proper place to hold them. The end of sentence marks a clear change of status from that of sentenced prisoner to that of person awaiting deportation, and the terms on which such a person is held should fully recognise that fundamental change and provide everything it requires (support, advice, facilitated contact with embassies and relatives). Until Immigration Removal Centres (or some equivalent) are able to offer that kind of provision to all detainees as soon as their sentence expires, and while they still have to be held securely, prisons should, at the very least, be required to provide them with a regime and facilities fully appropriate to their new status and special needs. We do not see how that would be possible in a local prison like HMP Norwich.

We do not understand why most UKBA communication with prisoners remains principally in English when several of the foreign nationals have poor or inadequate language skills and cannot be expected to understand the content of important documentation.

Prisoners Property

We have asked for many years that a more efficient method for the transport and tracking of prisoners' property should be devised as too much property is lost in transit. Some of the new transport contractors do not have enough space to allow all property bags to travel with the prisoner; this exacerbates the problem.

Rehabilitation

We agree with the principle of a rehabilitation revolution. However, we would ask the Minister to ensure that financial restrictions do not hinder this laudable concept and adequate funding is sourced to ensure that suitable opportunities are available for all prisoners.

Mental Health

We continue to question the acceptability of confining in a prison those offenders with severe and enduring mental health issues. We suggest that more could be done to screen these offenders and divert them to other services at an earlier stage in accordance with the Bradley Report 2009.

Indeterminate Sentences for Public Protection (IPP)

The Board welcomes the fact that no new Indeterminate Sentences for Public Protection can be imposed but continues to be concerned about previously sentenced prisoners who remain trapped by that failed policy. We urge the Minister to be strenuous in reducing Parole Hearing delays and in making fully available relevant courses for addressing offender behaviour.

3.2 ISSUES FOR THE DEPUTY DIRECTOR (CUSTODY) (DDC)

Education, training and skills

The cluster approach to the regional requirements for education and skills has improved the communication between prisons in the area and the continuity of education and training programmes for prisoners. We understand that the focus must be on interventions that lead to employment; however, we hope that the value of those classes providing therapeutic and emotional development is not forgotten and would ask for your views on this.

We were disappointed that new print shops with more up-to-date facilities were developed in other prisons within the area without a warranty that there would be sufficient work for all print shops and that the regional prisons would not have to compete against each other for work. It is frustrating for prisoners to be sitting in a well equipped workshop with nothing productive to do. We would ask that One3One is pressured to find work for the print shop at HMP Norwich.

Redundant Buildings

We would welcome the renovation of the redundant space in the old 'A' Wing at HMP Norwich to provide extra accommodation for prisoners.

3.3 ISSUES FOR THE GOVERNOR

We value our regular meetings with the Governor and his open-door policy to listen to and consider the Board's concerns. Therefore our 'issues for the Governor' section is presented in a bullet point format as we will have discussed all the following matters at different stages of the year:-

- Due to severe staff shortages, the regime offered to prisoners has often been curtailed. Induction, PE and association have been cut too frequently as a consequence and lock up has taken place earlier than expected on occasions.
- Whilst Norwich retains a generally harmonious relationship between staff and prisoners, reminders have had to be given regarding addressing prisoners with respect and with Mr or their chosen name.
- Meaningful activity has improved but the number of activity spaces is inadequate and prisoners have to wait too long for jobs to be allocated. This is particularly noticeable on the LDU where prisoners should be well occupied in preparation for their return to society.
- Delays remain in getting prisoners to activities. We note this is substantively due to lengthy medication dispensing. Occasionally prisoners are not unlocked for their appointments due to incorrect unlock lists, wing transfers not always being notified correctly.
- Roll checks too frequently are incorrect, delaying regimes, and on occasions all prisoners have been required to return to the wings. We query if identification tags are checked rigorously at all times.
- Rehabilitation is dependent on good support and provision of aids to life management but some prisoners still find some of the feedback from NACRO and other agencies delayed and limited. Although there is some debt advice, we do not feel it is necessarily suited to prisoners' needs or adequate, bearing in mind the number of prisoners with financial problems.
- The mentoring scheme has good outcomes but needs to secure a better take up. The scheme is promoted assiduously by the co-ordinator but currently appears to lack an appreciation by the prisoners as to its proven beneficial effects.
- The clothing from the laundry at HMP Blundeston is not always acceptably clean, nor does everything sent out for washing always return, and kit allocation systems appear inefficient. We have had many applications over the past year complaining about the poor standard of the laundry and the lack of kit and clothing of the right sizes on the wings. We understand that a new system of kit management is planned and hope that this will be implemented as soon as possible.
- The Personal Officer scheme is not working at Norwich. Prisoners do not know who their personal officer is meant to be and, as officers are cross deployed on a frequent basis due to the staff shortages, wing officers do not know their prisoners.

- We were concerned about A wing in our last report and in particular about vulnerable prisoners being housed on this wing when E wing was full. We are very pleased that with the re-role, all mobile vulnerable prisoners are now housed on C2 and C3, a far more suitable arrangement. In spite of this welcome change, A wing remains a very demanding wing, with the combination of first night, induction, IDTS and other non specific prisoners, with too many varied functions. We believe that this busy condition has been compounded by the staff shortages and that members of staff detailed to the wing have to 'juggle' their many tasks. Consequently too often cell bells, including those of prisoners on ACCTs, are not answered quickly enough (See Safer Custody page 9) and wing applications are not answered swiftly nor with enough detail on too many occasions.
- Induction improved with the formulation of a good and well presented new programme. Recently the sessions have been cut repeatedly and we are once again extremely concerned that too many prisoners do not receive their full induction in good time.
- ACCT documents continue to lack proof of quality interaction with the prisoner. Many verbal exchanges we have witnessed between member of staff and prisoners are good but there is insufficient written evidence to confirm this. New ACCT assessors need to complete their training.
- The Board would like confirmation that PSO 4700 Early Release on Compassionate Grounds is considered for all terminally ill prisoners and that any relevant paperwork is expedited.
- We are not convinced that cell clearances are always handled acceptably as we have received a number of prisoners' complaints regarding their loss of property.
- We recognize the considerable value of the good natured and considerate attitude of reception staff and prisoner representatives to new prisoners, appreciating that this may help allay some fears. However, the Reception building itself, in spite of some renovation, remains an austere initiation to prison life for the more vulnerable prisoners arriving at HMP Norwich.

4. HEALTHCARE

In our last report we were very unhappy with the provision of Healthcare to the prisoners. This year we are relieved to report that some aspects of the situation have improved. The new Healthcare Manager has instigated some turn around in the service.

- All the general nursing staff are now employed by Serco and therefore conform to the needs of the prison in accordance with new contracts.
- The pharmacy supplier has changed which has greatly improved the provision of medication. This supplier has a constant presence in the prison so that problems can be resolved more easily.
- Staff have had extra training in System 1.
- There is now a nurse with responsibility for learning difficulties and screening for this disability is part of the reception process.
- Work is being done to try and eradicate the continuing prescription of addictive and often inappropriate medication which may have been prescribed in the community to the prisoner.

The Nurse Practitioners provide a good service and are appreciated by the patients. They have completed some research into the reasons for non attendance at appointments (the DNAs). This showed that patients did not attend for a variety of reasons, from not being unlocked or collected, to not being aware that they had an appointment. We are hopeful that following this identification, these issues can be resolved and better attendance figures can be recorded.

Some of the permanent healthcare staff provide an excellent service, working beyond their contracted hours to ensure that patients are well cared for and that new receptions are screened appropriately.

A Patient Survey was completed which showed an inferior outcome at HMP Norwich compared with other prisons in the region with a Serco healthcare contract. Bearing in mind that many of the staff involved work at more than one of the prisons in the area, we conclude that this poorer result

could be considered flawed and possibly unrepresentative due to the very low survey return rate at HMP Norwich.

However difficulties persist:

- The lack of permanent General Practitioners creates a lack of continuity
- Temporary locums are not always experienced at or competent with dealing with the complex needs of prisoners.
- Communication between healthcare and discipline staff is not always satisfactory.
- Communication between the various different elements of the healthcare staff and the different contracted services is not always adequate
- Bullying for and trading of medication remains a problem.
- As current prescriptions have to be confirmed by the prisoner's own doctor, there are unacceptable and dangerous delays (for example over a weekend) where the surgery cannot be contacted immediately and a prisoner may be left without essential medication for too long a period. (Please see Safer Custody Page 9)
- There are some justifiable complaints about medication and inappropriate dispensing.
- Prisoners have received the wrong medication and wrong dosages of medication (Please see Safer Custody Page 9)
- We believe that the in-patient unit is the best place within the prison for prisoners with mental health problems who cannot be managed on the wing, provided they receive the appropriate treatment they require. Without an adequate regime for those who are otherwise healthy, we question if it is currently the right place for prisoners with mobility difficulties or 'locate flat' prisoners.
- Within the current healthcare contract there is no funding for the Integrated Drug Treatment System (IDTS) on the LDU and therefore prisoners on this system cannot be supported on that site; this deprives some otherwise eligible prisoners of the opportunity to be transferred to this Category C resettlement unit.
- There have been continuing hold-ups in the provision of dentistry, some of which, we appreciate, stemmed from the dentistry contractor refusing to endorse the new dental suite. The dental contractors hold their own waiting lists and these appear unacceptably long for those waiting for minor or routine dental work. We understand that efforts have been made by the Healthcare Manager to find another dental organisation willing to take on this work but he has been unsuccessful to date. It may be that the contract is inadequate for the amount of prisoners who require dental work.

The newly innovated Health and Wellbeing Forums run in conjunction with Voluntary Norfolk have been appreciated and are found useful to staff and prisoners alike; however with the disbanding of LINKs the future of the forums is in doubt.

We note that there has been at least one occasion where Serco has cancelled a prisoner's hospital appointment. We are led to believe that this is when an assessment of priority has been made when several escorts are required. Escorts are provided by prison staff but costed to Serco. We consider that escorts should be provided for all medical appointments and that hospital appointments should not be cancelled for any reason. However, the prison insists that they will always provide escorts for hospital appointments.

We are glad to hear that instructions have been given to escorts to assess the need or otherwise for gravely ill prisoners to wear handcuffs or restraints while in hospital. However, the Board would like confirmation that this is in reality carefully assessed when prisoners are receiving care in outside hospitals, in line with BMA guidance. We would also like confirmation that terminally ill prisoners are assessed swiftly and in accordance with PSO 4700 for early release on compassionate grounds.

We have grave concerns as to whether the new National Commissioning Board, with the Local Area Team, covering such an increased regional zone, will have the capacity to do the necessary work to support Prison Governors and fund the healthcare necessary to provide a healthcare service comparable with that in the community.

5. MENTAL HEALTH

Mental health services are provided from several sources:

- Registered Mental Health Nurses (RMNs) within Primary Care (managed by Serco)
- The mental health INREACH team (managed by Partnerships in Care)
- The recently-arrived 'Wellbeing' (Increased Access to Psychological Therapies) team (managed by the Norfolk and Suffolk Mental Health Care Trust)
- Consultant Forensic Psychiatrists (working within Partnerships in Care)
- General Practitioners

Since mental health problems cannot be relied on to respect organisational boundaries, we emphasise our view (stated in previous reports) that these extensive resources could be deployed more effectively within a singly managed 'mental health service'. Such a structure should have made it easier than it has been so far to accommodate the new Wellbeing team. We recommend that the new commissioning body for prison health seriously considers such an arrangement in any future review of contracts.

The Day Care Unit is a lavish facility designed for use by mental health services, but no clear purpose has ever been found for it, with the result that much of its space is now used for unrelated activities. Mental health staff tell us that, because discipline officers are often not available to provide the cover they consider necessary, it is difficult for them to use the facility satisfactorily; consequently appointments may either fail or have to take place in unsuitable settings.

We hear also that shortage of IT facilities and technical limitations make it unnecessarily difficult to use the clinical record system. Such problems, which we understand fall within Serco's responsibility, must be soluble and we think they should be addressed urgently.

We are pleased to recognise the service's improvements in managing the transfer of prisoners with severe mental health problems to secure facilities outside prison. Making some of these transfers demands a good deal of energy and it is good to know that it is given high priority. 20 prisoners with a variety of diagnoses have been transferred to a range of different kinds of facility over the last twelve months. Some transfers (particularly outside the local area) have taken longer than is desirable but we are pleased to hear that others have been achieved within as little as 2 days.

6. SAFER CUSTODY

Monthly meetings continue to be chaired by the Head of Safer Custody; the Deputy Governor and Residential Managers regularly attend. This is a far more satisfactory situation than at this time last year. Samaritans, Listeners and an IMB observer also attend. This year some healthcare staff have attended meetings regularly, including the Head of Healthcare. Our concern expressed in last year's report that Healthcare seems unwilling to share important information that might assist in keeping prisoners safe continues. The continued refusal to make available - solely on the prison's secure computer system - the names of prisoners who have been identified as having mental health problems for reasons of patient confidentiality, we believe poses an unacceptable risk as staff may miss an important factor in reducing risk of self harm.

The number of Assessment, Care in Custody and Teamwork (ACCT) documents remains high at 632 (555 last year) during the year, sometimes with as many as 31 cases open at any one time, mostly on A Wing. (This is a small reduction from 40 last year). Self harm incidents have reduced from 411 to 293 which is pleasing to note. The quality of ACCTs is monitored regularly and discussed at Safer Custody meetings but some documents are still found to be unsatisfactory with inadequate entries and with no evidence of quality interaction with the prisoner. The new ACCT assessors have not completed their training.

During the year the Samaritans have undertaken 3 training sessions for new Listeners. Most wings have active Listeners who perform an important role but it has proved difficult to retain Listeners on, e.g. B/C wings, as they must progress through the prison for their own development. There are approximately 16 Listeners spread across the prison. 2 Listeners job-share their work in Reception on the Main Site as orderlies in order to help new prisoners; this reassuring and informative role is

crucial to support bewildered new arrivals. M wing Listeners have been given clearance to go to B and C wings when needed but it is regularly reported in Safer Custody meetings that this does not happen as frequently as it should. We feel that it is important for Listeners to be able to move around the prison more freely not only to protect vulnerable prisoners but also to enable them to give each other encouragement in this demanding role. The Listeners should be commended for the vital work that they do for their peers.

Cell bell response times are still causing deep concern. These times are closely monitored, particularly on A wing which has an automatic monitoring system. Unacceptable delays in answering have been recorded – 20 minutes in March, 26 minutes in April, 29 minutes in June, 32 minutes in July and in December a prisoner on an ACCT waited 27 minutes before his bell was answered. This issue has been raised on a number of occasions but while we appreciate the shortage of staff can make it difficult, we have seen little improvement during the reporting year. We think that the officers responsible for any delays will be more readily identified once benchmarking is in place, although we will need to be convinced that there will be enough staff on duty on a wing to answer emergency bells appropriately quickly (Please see Issues for Governor Page 6).

The opening of the Activities block on the main site has had a positive impact on the number of prisoners who are out of cell during the day. In the early part of our reporting period, freeflow was introduced in which all internal gates leading to activities, education, gym, visits etc are simultaneously unlocked and officers are stationed at the gates, allowing the prisoners to make their way to or from their specified activity un-escorted at specified times. This has been implemented very successfully and together with the introduction of prisoners' identity tags indicates a move towards dealing with prisoners with more respect, allowing them to take some responsibility in making sure that they are in the right place at the right time for any appointments. Pharmacy arrangements have improved in the reporting year owing to the new supplier. A full stock check took place which found out of date stock and some anomalies. The system has been updated but there are still some examples of newly prescribed or repeat medication not being in stock and delays in prescription verification. There have been dispensing errors and on one occasion a prisoner, who was wrongly identified, required hospital treatment after being given a potentially critical overdose. (Please see Healthcare Page 7)

During the reporting year, there have been 4 prisoners who have died; 2 inquests have been held. There are 8 inquests outstanding. Of these 4 deaths, 2 have been classified as from natural causes (both elderly prisoners with long term illness), and 2 have been classified as self inflicted. The prison tries hard to handle bereavement sensitively and to involve the families at this difficult time. There are currently only 3 trained Family Liaison Officers (FLO); more personnel have been identified for training but this has not yet taken place. From the 2 inquests which have taken place in the reporting year, both deaths were from natural causes following prolonged periods of ill health. IMB were in attendance at these inquests. We regret that there has been no change in the delay that occurs in the process for any release on compassionate grounds. It seems inappropriate that men, who are clearly no longer a danger to the public by virtue of their deteriorating health, should not be swiftly released. We note again that the length of time before an inquest for those held in custody is normally longer than for the general public and would reiterate that this can cause increased distress to prisoners' families and friends. The board is also concerned that some recommendations in Prison and Probation Ombudsman (PPO) Reports are repeat recommendations and, now that we can receive these reports, our intention is to monitor the implementation of these closely in order to assess whether they are put into practice in due time.

7. SERIOUS INCIDENTS, INTERVENTIONS AND USE OF FORCE

There were no serious incidents where the command suite had to be opened during the reporting year. There have been desk-top training exercises. The planning for and execution of planned interventions is thorough and generally very professional. We are informed of planned interventions and frequently of spontaneous interventions where time allows. We have no significant concerns about the planning and execution of these interventions. IMB members observed a major planned intervention when a number of prisoners were moved following a short period of uncontrolled behaviour where cells were smashed and prisoners were non-compliant. The intervention was well coordinated, carried out professionally, de-escalation tactics were used

appropriately and it was filmed. However, as there was only one camera, some elements of the removals could not be recorded and at one point the camera ran out of battery power, having not been fully charged. This was the only flaw in the otherwise competent execution of the incident. Throughout the reporting year there have been 161 incidents of use of force engendering two official complaints by prisoners. There were 28 injuries to staff members and 24 injuries to prisoners reported. The ethnic breakdown of incidents appears to reflect proportionately the ethnic mix at HMP Norwich. Please see Annex B attached for the breakdown of the statistics.

8. THE SEGREGATION (KETTS) UNIT, REVIEWS AND ADJUDICATIONS, IEP

The Segregation (Ketts) Unit, is continuing a programme of refurbishment of the cells and now offers some limited education for prisoners within the unit. We are pleased to report a marked reduction in the use of special accommodation (only four times in the year and each time only for a very short period) and we have seen some excellent and successful management plans for some very difficult prisoners. The officers within the unit deal with challenging prisoners with experience and understanding, managing generally good outcomes for the prisoners. Outdoor gym equipment has now been placed in the exercise yard which can help relieve the monotony of solitary exercise. The reviews and adjudications we have monitored are conducted fairly and we have observed some insightful resolutions of prisoners' behavioural problems. The independent adjudicator's judgements appear astute and appropriate. The prison's Incentives and Earned Privileges (IEP) policy is due for review. The Board has asked for assurances that the demanding requirements of the policy are met consistently and for a review of the scoring system.

9. SECURITY

Over the past reporting year the prison has been upgrading its security, increasing monitoring of areas where prisoner movement is high such as during freeflow, on landings and also in Ketts Unit. The use of CCTV has been increased along with automatic detection devices. The Board feels that more monitoring of staff and agencies, including the IMB, entering and leaving the prison would be appropriate. The Security Department continue to remind all staff that Security is everybody's responsibility. Security staff have good connections with both local and national police forces for the exchange of information.

A number of applications have been received where prisoners comment on the lack of information about the reasons for loss of privileges when security concerns have been raised. This has frustrated some prisoners.

10. EQUALITIES

The Board notes that The Equalities Action Team has met every month throughout the year, chaired by a Governor. Although attendance at meetings has improved generally, there have been occasions when this has not been the case. Due to manpower constraints it is noted that Prisoner Representatives have not always been able to attend the meetings. However, the introduction of prisoner forums not only for the wings but also for the different sectors of prison society has allowed minority groups a wider platform for expression. The Board notes that an Equalities Policy is in place which also includes foreign nationals, older prisoners and Young Offenders. We have seen no evidence to show that prisoners are discriminated against through race, disability, ethnicity, religion or sexuality, although in the previous MQPL, BME prisoners appeared to think that this was the case.

The Board notes the progress that has been made in identifying disabled prisoners.

All prisoners with disabilities are being identified on reception and additionally prisoners who cannot read or write, or those with learning difficulties, are identified by the Education Department. Relating data is collated and published monthly. The prison has a Disability Liaison Officer who has instigated many of the positive improvements but no Disability Prisoner Wing Representatives have been appointed as yet.

The Board notes that throughout the year the improvements in the provision of aids to assist physically disabled prisoners. A wing, M wing and F wing all have showers with seats and grab rails. Wheelchair accessible cells are located on A wing, B wing, M wing and F wing. The Board notes that showers on F and G wings are to be modified for disabled access. Seats have been provided in the exercise yards. This all shows improvement and an increased awareness of the issues but there is still room for further progress.

The prison has in place Foreign National Prisoner Representatives who provide a source of information by way of posters and notice board information. Translated information, the use of telephone translation and newspapers are available to prisoners together with an increased supply of books in other languages. Our concerns over foreign nationals stem from the delays within the system (see Issues for the Minister Page 4) not from any lack of activity by the prison staff who carry out their part of the duties effectively. The introduction of the charity Migration Watch is to be applauded and we have been told by several prisoners that this intervention has proved very successful and reassuring for many of the foreign national population. We are concerned that when Foreign Nationals are sent out from the prison to hearings of their cases, they may stay in an Immigration Removal Centre. They return from these comparatively relaxed regimes to that of a Category B prison. This is a traumatic and frustrating practice for many of these prisoners and we ask whether it would be a less disruptive and cheaper process if video links were used. The prison has to date been unable to find prisoners from the Traveller Community willing to act as representatives for their community.

11. YOUNG OFFENDERS AND OLDER PRISONERS

A prisoner Needs Analysis has been completed at HMP Norwich; a section of this looks into the experiences of Young Offenders and ways of minimising re-offending behaviour on release. As a result of the analysis, local strategies have been put in place defining how HMP Norwich engages with Young Offenders.

The integration of Young Offenders into Norwich Prison is complete. There is no segregation in jobs, gym or on the wing. The only segregation occurs in cell sharing. There have been no reports this year of Young Offenders being placed accidentally in cells with older prisoners. A limit on the percentage of young offenders on any one wing is imposed; this appears to aid the integration of all prisoners and appears to help prevent the formation of gang culture.

The percentage of Young Offenders in Norwich Prison is 9% during the reporting year. 33.33% of Young Offenders are in Norwich for 6 months to 2 years and 66.67% for less than 1 month. There is no Young Offender whose stay in HMP Norwich is over two years. Burglary, robbery and drug related offences are the main crimes committed by the Young Offenders. The percentages of Young Offenders and older prisoners who are sent to the Ketts (Segregation) unit are proportional. The Board is pleased to note the Older Prisoners' Forum, 'Out and About' group continues with enthusiasm. This group meets once a week, catering for prisoners generally over the age of 50 and provides activities specific to these older prisoners needs and wishes. This also provides a venue for the sharing of information for the older prisoners and where they can seek advice and guidance.

The adaptation of E wing to a more 'mature and settled' unit is considered a success, with a list of prisoners wishing to be accommodated in this popular Victorian wing. Prisoners are carefully assessed to ensure that they fulfil the criteria and understand that they must conform to the expectations of behaviour to remain in this environment. Although this wing is aimed for the more mature prisoners, younger prisoners who fit the criteria can also apply.

'L' Wing houses up to 15 elderly prisoners who need specialised nursing care. Last year we reported that it had "the feel of a rather sad old people's home with fewer visitors and little to do." Under energetic direction, this essential facility has now undergone a 'facelift' and is a much friendlier and more homely place. The cells remain outdated but prisoners personalise these with their own belongings. The "rather cheerless large sitting room" is now more cheerful, has pictures on the walls, plants dotted around the place and a fresh coat of paint; the dining area is still a bit sterile in appearance. There is a better and more varied regime for the prisoners with daily activities including gardening, chair-based and outside exercise, music, singing, a film afternoon and a visiting group "Forget-me-nots" who entertain the prisoners with music, songs and some

games. The librarian has provided more large print books and also reminiscence boxes to help those prisoners who are suffering some varying degrees of memory loss. These hitherto rather forgotten old prisoners now have an improved quality of life for their final years. However, the prison population is aging. There are more prisoners aged over 70 years in HMP Norwich than last year. Looking forward, these increasing numbers of elderly prisoners will require additional accommodation and specialist care. The unit operates the Liverpool Care Pathway and we monitor the practice of this, including the appropriate cessation of the Pathway for one particular prisoner when he began to rally.

12. VULNERABLE PRISONERS

Since our last Annual Report vulnerable prisoners, the sex offenders, (VPs) have been relocated onto C2 and C3 landings in B/C wing; this is a notable improvement from their previous locations - split between E and A wings. VPs now leave the wing and go to work in the Print Shop and Tailoring Shop which are housed in the new Vocational Training Centre (VTC). The prisoners spend the whole working day in the VTC where they have their breaks and lunch which is served in the dining area in the centre. During the lunch period the men have the opportunity to have medication dispensed, visit the library, and make phone calls. Their time out of cell has improved considerably but we regret the scarcity of printing work as the prisoners have to spend too much of this time occupied by leisure pursuits rather than being productive. (Please see Resettlement Page 14).

The board has dealt with a number of applications from VPs who are concerned that their lunchtime food is being contaminated. Members have directly contacted the catering managers who are confident that no contamination is occurring and we can find no evidence that this food is contaminated. Prisoners have been asked to report contaminated items of food to officers on duty so that it can be returned to the Catering Managers for analysis. Very few items have been returned for analysis. VPs are served their evening meal on C1 landing by non-VP servery workers. There have been complaints of contamination and portion size discrimination at this point too. VP prisoners have stated they would like their food served by other VPs; the Board hopes that this will be considered and that officers will monitor this area closely.

13. CHAPLAINCY

The Board notes there have been some problems within the Chaplaincy Team this reporting year but religious services have been delivered. A good level of Ministry was maintained and the Chaplaincy Team were very active throughout the year. The Roman Catholic chaplain, mentioned last year, has taken up his position. Small prayer mats have been provided for the Reception site multi-faith area and ablution facilities are available on the same floor but not within the prayer room area itself.

14. LEARNING AND SKILLS

HMP Norwich is now part of a cluster of prisons (with Bure, Wayland and Blundeston), that deliver a cross cluster and cross curricular programme through the OLASS 4 contract. Under this contract each offender is allocated a sum of money for education and training. Money is withdrawn and cannot be refunded if prisoners fail to complete a course. HMP Norwich, working with their Education provider (A4E) appears keen to see men getting vital support through education, particularly if they are lacking basic skills and did not have a positive experience of education at school.

The cluster provides new standardised qualifications through A4E. Out of 1,500 learners over the period that this report covers, the average attainment per offender is 4 qualifications. This is a 93% success rate. There has been a pleasing increased focus on quality through lesson observations and standardised grading which has led to an improvement in the grading profile.

Last year's report recorded little scope for progression to Further Education (FE). This year Norwich City College have become involved to provide and set targets for FE.

Short courses are targeted towards employment and there are many examples of good practice; for example, Painting and Decorating, Health and Safety, Industrial Cleaning, Catering and IT courses are offered to recognised certification level and there are other certificates and awards to be gained, e.g. literacy, numeracy and English for Speakers of Other Languages (ESoL). Of particular note is the work of RAPT who have gained a contract for work in Norfolk and Suffolk.

Physical Education and Gym activities continue to be well provided, offering a wide range of activities with a standardisation manager overseeing the programme. Facilities for outdoor sport are now available for use on the Reception site as well as the Local Discharge Unit. However there is a concern that staff shortages could affect performance from the high levels of success last year. The standard of artwork and creative writing continues to be high with excellent work on display around the prison. There has been further success this year with seven Koestler Awards: a very significant achievement. Funding cuts could lead to the curtailment of this work in the future: this would be a matter of great regret given the motivation and therapeutic reward such activity gives to offenders with a consequent benefit to their self-esteem.

HMP Norwich continues to implement the Shannon Trust Reading Plan (Toe by Toe) although earlier in 2012 the programme was not running effectively. However, in December 2012 the Trust had a complete rebranding and has been working closely with the prison to raise the profile of the scheme. There are now two volunteers from the Trust who have security clearance and are working with the prison to advise, support and expand the reading plan. A large number of prisoners have undertaken to train as mentors. The senior management team has become involved in mentor meetings, which has elevated the status of the programme and also looked at some of the issues that have arisen in delivering it, such as the logistics of matching learners with mentors. At Norwich the scheme has contributed favourably in increasing the hours recorded of purposeful activity and both mentors and mentees benefit personally from participation. Links have been made with the Ormiston Trust about working the programme in partnership with Story Book Dads.

The Library provision at HMP Norwich continues to improve and a new, dynamic Librarian is leading the service. During most of this year Library provision has been centralised but it is pleasing to report that changes introduced near the end of the reporting period will mean increased provision on all residential units.

Now no prison Wing is without provision and there is a current level of an hour of Library time per offender per week, twice the statutory minimum level. Particularly pleasing is the substantial increase in large print books obtained for the Elderly Lifers' Wing. These are managed by a very good orderly who is providing excellent service both in L Wing and the Healthcare Unit and gaining in personal confidence through his work. This job placement was thoughtful and ingenious, providing this vulnerable young man with an outlet for his considerable talents whilst enabling him to remain in his own 'comfort zone'.

Although no Library sessions are lost due to library staff absences, a concern remains that there are still lost sessions due to officer shortages during association periods: We question whether the new core day being introduced this coming year will exacerbate this problem.

New IT provision is being procured for all libraries, to include Virtual Campus and unfettered access to PSO/PSIs. Currently access to PSOs/PSIs is via the librarian who will print off requested papers on an ad hoc basis.

Although almost 500 books, including dictionaries, are held in 31 differing foreign languages, Norwich's population churn makes it difficult to keep on top of matching the precise needs of the ethnic breakdown.

It is pleasing to note that book losses have been reduced by 68% since the introduction of a new charging system and this can only encourage previously reticent external libraries to loan books to meet increased demand and choice from offenders.

During this year other activities run by the Library service have increased to include Family Learning, Cognitive Stimulation, and Arts and Crafts classes creating objects to be given to offenders' children.

All of this development will continue to add much needed quality to prisoners' educational and personal improvement: it is to be hoped that inevitable budget reductions do not damage this vital work.

However, all teachers involved may not have sufficient information about prisoners; they need to have as much information about offenders as is appropriate so that they can prepare and deliver

courses to a suitable level. Naturally security issues around individuals must be borne in mind but access to an offender's ACCT information would seem the minimum requirement for the teachers concerned.

We have concerns that education provision is not so readily available for Rule 45 prisoners and this is an issue which must be addressed. However, education is now available for those prisoners in Ketts (Segregation) Unit.

The whole thrust of the upcoming Fair and Sustainable structure will be directed at reducing reoffending: that must be a vital component of what prison is for and we are hopeful that education provision will continue to develop and make a vital contribution to this most important aim.

15. RESETTLEMENT

Consultative Document jan/feb 2013 'Transforming Rehabilitation' states "There are a range of factors that lead individuals to crime. In addition to delivering the sentence, we want to see providers tackling offenders' broader life management issues – for example by helping them find accommodation, employment and access training and other public services, as well as by addressing their attitudes, thinking and behaviour, and by connecting them to mental health, drug and alcohol treatment programmes." Already HMP Norwich helps find accommodation, employment and access to training and other public services, with all KPTs met or surpassed. It has little provision for addressing attitudes, thinking and behaviour apart from one successful course - which is suitable for a local prison with a high churn of prisoners - Stepping Stones, which principally addresses drug and alcohol addiction. We feel that if these aims are to be achieved, further financing will need to be provided to allow other programmes to be funded within all prisons and be continued in the community after release. There is some support from Narcotics and Gambling Anonymous and the Restorative Justice programme is run. There are no offending behaviour programmes for sex offenders within HMP Norwich, although the VP population is quite high.

A new Activities website has been created that includes most information that may be needed and indicates where to direct prisoners for further advice. This is a handy tool for staff.

There have been many new initiatives and a great deal of background work has gone into trying to create new opportunities for training and employment of prisoners. Several have been successful but lack of funding and sometimes bureaucratic hurdles have restricted several good innovative ideas. Last year we stated that there were less prospects for resettlement within the main prison. This situation has improved, e.g. the opening of the VTC with the full working week for VPs, and the drop in centres in both the Main and the LDU have proved popular. However, there are still not enough activity spaces for all prisoners. Part of the problem emanates from the fact that HMP Norwich is principally a Local prison and consequently many prisoners do not stay in HMP Norwich for any length of time that is viable for a meaningful training schedule. We mention that just under half of the population are serving less than 6 months and that shorter education/training classes can cater for some of these prisoners. However, some prisoners on very short sentences receive an assessment for what is needed for resettlement but there is no time for constructive interventions to be arranged.

Qualifications by necessity are gained through short courses and a comprehensive programme is not financially viable due to the 'churn'. However, even more short term spaces need to be provided and more prisoners need to be in full time employment or training within the prison. Classroom attendance is not at the optimum and incorrect unlock lists, inaccuracies in roll call and delays in getting prisoners to work cause interruptions to the working day. Lack of work within the print shop is offset by prisoners playing cards and dominoes but this is an unsatisfactory situation. There is a fine array of pre press, printing and finishing equipment. We question why prisoners are not trained in all aspects of print work instead of sitting about because there is no actual print work; although we understand the problem is to that the staff are not under contract to train prisoners but just to supervise them printing. Printing proficiency is a transferrable skill and it appears a wasted opportunity not using this facility and opportunity for training. Some of the workshops are repetitive and unimaginative e.g. shoe boxes. There are frequently too many bureaucratic hurdles to jump to set up opportunities and some are lost. e.g. time taken over initial restaurant/cafe proposal. However, we are aware that more possibilities are being vigorously pursued all the time and there

is tangible energy around the resettlement team in their quest for alternative and worthwhile occupations for prisoners.

The involvement with the local community continues successfully and national awards have been granted which highlight and reward the quality work in certain areas of the resettlement at HMP Norwich.

16. RECEPTION AND INDUCTION

Reception is visited on a regular basis to monitor prisoners transferring to and from the courts/other prisons and discharges. The timings of Serco transport from the courts remains unpredictable but it is mainly the exception, not the norm, for Reception staff to work past 10.00pm. However, on a number of occasions, prisoners have arrived late and put considerable pressure on the Reception officers, healthcare nurses and A wing staff. The board acknowledges the professionalism of these staff members who stay late to process all the prisoners appropriately and still arrive early the next day to deal with the prisoners going to court and discharges, with little complaint about the long hours, accepting that this is part of the working day. The Reception staff are very considerate, have a good understanding of prisoners' needs and remain professional in their dealing with prisoners. We have noted the Reception Staff's cheerful and friendly demeanour and have monitored how this approach can encourage some prisoners to have the confidence to confide their worries to the staff. This attitude, coupled with the helpful Listener prisoner representatives, helps to offset the austere ambience of the building. However, we have observed that the whole process can be inordinately lengthy and that a prisoner may wait too long before being transferred onto the wing. Prisoners are offered a shower during this time and those entering HMP Norwich in the late afternoon are offered a hot meal in Reception if they will not be on the wings by tea time at 5.00pm. At the beginning of the period of this report, some Prisoners returning late from court were not being issued with breakfast packs as packs were issued on the wings earlier. This problem has been resolved and all prisoners now receive a breakfast pack.

All prisoners receive a health screening by a nurse before being taken over to A wing. There can be delays in the evening if the night nurse is busy in another area of the prison. When the experienced nurses are on duty, the system works well. However, on the rare occasions when this is not the case, we question whether the agency relief nurses are suitably skilled for this significant role.

When prisoners first arrive into Reception, the orderly/prisoner representative will talk to them, time permitting, briefly outlining how the pin system works for making telephone calls, how to book visits and how to get visitors on the list, the gym induction form and also will give prisoners a slip of paper which shows the visiting times and days, along with the address and contact numbers for the prison. This job is shared by 2 prisoners who work half a day each, from 7.00am until Reception has finished in the evening. The prison rep also talks to new prisoners about any concerns they have. However, the prisoner representatives themselves have sometimes had a problem with their own meals as they are not on the wings at regular mealtimes and so have to resort occasionally to microwaving meals intended for the incoming prisoners.

Following the talk at Reception, a prisoner should receive a short induction carried out by Prisoner Representatives and night staff on A wing on his first night or the next morning.

Due to staff shortages, sometimes the full induction sessions are cut. The prison was profiled to run induction 5 days a week, however, in November 2012 it was agreed by the Governor to run induction only 3 days a week on a temporary basis to alleviate detailing problems. In spite of this, inductions do not take place always as scheduled. This has caused problems by creating backlogs, especially over the weekend and some prisoners have spent too long without induction, not knowing what is expected of them. We still have concerns that some prisoners are missed from the induction process if they are moved swiftly from A wing, are a vulnerable prisoner or are on the Integrated Drug Treatment System (IDTS). A newly arrived prisoner may feel confused and unsupported without a proper full induction, using the professional presentation, run by an officer assisted by a prisoner representative. A lot of good work has gone into successfully improving the induction presentation and also trying to deliver it to all prisoners. However, inductions are not always carried out within the appropriate time scale and it is frustrating to see that the good

systems created are being undermined by staff shortages and the huge pressures on detailing to provide adequate regimes.

We still have concerns that non-English speaking prisoners may not receive or understand the basic induction although now there is induction paperwork in 7 different languages. We have seen information packs in Reception for foreign nationals but the information might benefit from revision.

17. KITCHENS AND CATERING

Norwich started the year with two main kitchens - one on the Reception site and one on the Local Discharge Unit site. A further small kitchen in Britannia House was closed because it did not meet current hygiene regulations. Food for Britannia House is now supplied satisfactorily from the LDU kitchen. The initial disquiet caused by this closure has now settled down and prisoners seem no longer concerned about this new arrangement.

The prison has a new catering manager who started work in March 2012. He has reviewed the whole catering process and embarked on an impressive programme of initiatives to improve the quality of the food arriving on the wings while at the same time offsetting increasing costs and reducing budgets.

An extensive upgrade of the Reception site kitchen has been completed and the Local Discharge Unit kitchen is scheduled for a comprehensive upgrade including new floor and wall surfaces in 2013.

Additional hygiene measures have been implemented in both kitchens and all the production team now wear chef's whites which has helped to engender a pleasing level of pride and professionalism. Since January a NVQ Level 1 qualification has been delivered by A4E to all prisoners working in the Reception site kitchen, and this is now being introduced in the Local Discharge Unit kitchen. This will enable upwards of 80 prisoners to gain this qualification in a year, and agreement to undertake the course is a prerequisite of working in the kitchen.

The kitchen started making all its own pies and pasties in January. This gives a considerable cost saving, boosts employment and gives quality and freshness assurance on ingredients. These products are vastly superior to the previous bought-in items and are very popular with prisoners. This initiative is shortly to be followed by a similar scheme to make all pies, quiches and gluten free biscuits. It is hoped that further economies and quality upgrades will be made following the introduction of a 'potato rumbler' in April, which will allow in-house vegetable preparation. There are plans for the introduction of home made desserts and the gardens are beginning to produce some fresh produce for use by the caterers.

A prison bakery is due to open in the spring. This will enable all the bread needs of the prison to be produced on site. This is another opportunity to provide valuable work experience and accredited qualifications for teams of up to six men. Daily fresh bread will benefit the whole prison population at a reduced cost and we hope that complaints of stale and tasteless bread will become a thing of the past.

A long term issue at Norwich is the ability to keep food hot between the kitchen and the wings on the reception site. The very expensive standard issue stainless steel prison issue food delivery trolleys have solid tyres, being designed for internal corridor use, and are not suitable for the long, uneven external routes they have to travel at Norwich. The catering department should be applauded for sourcing redundant trolleys from other prisons and 'cannibalising' these to give Norwich an 'as new' set of trolleys for 2013. When these are deep cleaned and newly introduced in April, each trolley will be dedicated to one specific wing. This will ensure that misuse can be pinpointed; also trolley hygiene (which is a wing responsibility) can be monitored. This was not previously possible.

Although the number of complaints about food has fallen as the overall standards have risen, there are still several complaints about food delivery/portion control at each servery. Officers manage this function, but it has always been open to abuse and has been a regular source of complaint to the IMB. We are pleased to see the ways that the catering department is trying to ensure accurate portion control at source (foil containers etc.) Where this is not possible the IMB is pleased to have been notified about proposed new ways of informing prisoners at the servery about exactly what to expect (new signage is soon to be introduced).

Food is tasted by the board regularly and temperature probes when checked have been in working order and are logged as being used consistently on the serveries. There were concerns about prisoners on special diets but recently there has been enhanced liaison with Healthcare to ascertain and satisfy their needs.

We question the ability of this capable team to continue to provide quality meals with the forthcoming further reduction in the budgetary food allowance.

18. PRISONERS' PROPERTY

The board has received a number of applications from prisoners regarding the loss of property both when appearing in court/transferring and from cell clearances. It appears that property may be bagged but does not always move with the prisoner. Prisoners have stated that items have been lost or damaged. Sometimes the property includes legal or personal papers and possessions and a loss or a delay can cause real distress for prisoners and consequent hostility towards officers. It can be difficult for board members to resolve property issues if no-one takes responsibility for these losses; some losses result in compensation being paid to prisoners. We hope a robust system for cell clearances will be maintained and continue to feel that an improved national system of tracking property is necessary.

19. PRISONERS MAIL AND TELEPHONES

Applications continue to arrive with prisoners complaining that incoming mail is taking too long to reach them on the wings and outgoing mail to reach their families. Family times such as Christmas and Valentine's Day seem to cause particular problems when men have sent out cards in good time and they have arrived late. The issues are very important to both prisoners and families and often leave both parties very upset and angry. We have had some complaints about delays in telephone numbers being put on the pin phone system. The Governor is emphatic that mail and telephones should be priorities for the prisoners and it is disappointing when the system breaks down.

20. STAFFING AND FINANCIAL IMPACT

Norwich prison has experienced some tremendous pressures as regards staffing. Over this reporting year the prison has been running with 16 officer vacancies, OSG vacancies and high sickness levels. Officers are frequently cross deployed from one location to another to cover emergencies such as escorts to hospital or where there are severe staff shortages elsewhere in the prison.

The Board has noted that officers are no longer so ready to carry out extra duties under Payment Plus. Officers tell us that there is a high level of stress on landings when there is a shortage of back up. Officers from other prisons in the region have been called in to assist temporarily; this has helped but they lack knowledge of the wings and of the individual prisoners.

Many staff have expressed their deep concerns about Fair and Sustainable and benchmarking, some expressing that they feel it all is being imposed 'from above' with insufficient consideration of its effect on the safety of prisoners and staff. Staff morale is unusually low.

21. HEALTH AND SAFETY

There are a few concerns over health and safety:-

- Accident reports are not being completed and submitted on time in spite of being chased up by Health & Safety (H & S) following monthly meetings and are often left outstanding or not followed up.
- H & S Fire officer reports problems: - rubbish left on exit routes, fire doors being wedged open on fire escape routes, doors not being shut and locked at the end of the day with restricted/confidential information left on desks.
- There is a little regular H & S training for all staff. H & S is everybody's responsibility not just senior staff

- It is questioned whether prisoners and staff will be as safe following implementation of F & S and benchmarking.
- The first priority of H & S should be 'is the workplace a safe environment to carry out your duties? Are you safe from hazards in the workplace?' There have been a number of assaults – prisoner on prisoner, prisoner on staff – we are not certain that full investigations have been carried out and followed up in each case to ascertain whether the prisoner/staff member could have been better protected.
- Attendance at H & S meetings has been very low with not enough managers or staff attending.

22. WORK OF THE IMB

The IMB at HMP Norwich work hard to monitor this relentlessly changing and evolving prison with its constant 'churn' of prisoners. In the reporting year an average of 66 IMB visits per month including board meetings took place (totalling nearly 800 visits to the prison and excluding some meetings held outside the prison e.g. healthcare/inquests). On these visits, as well as monitoring all aspects of the prison, 552 written applications alone were processed; these recorded 745 different concerns (See Annex A). Many more issues are dealt with verbally when members are talking to prisoners. At the beginning of the reporting year, the advised complement was 20 but only 13 members were on the Board. 3 newly recruited members are now undergoing the process of security clearance before they start their full training programme. The Board requested a revised complement of 16 members as being the appropriate number of members to monitor HMP Norwich in the most effective manner; this reduction was granted.

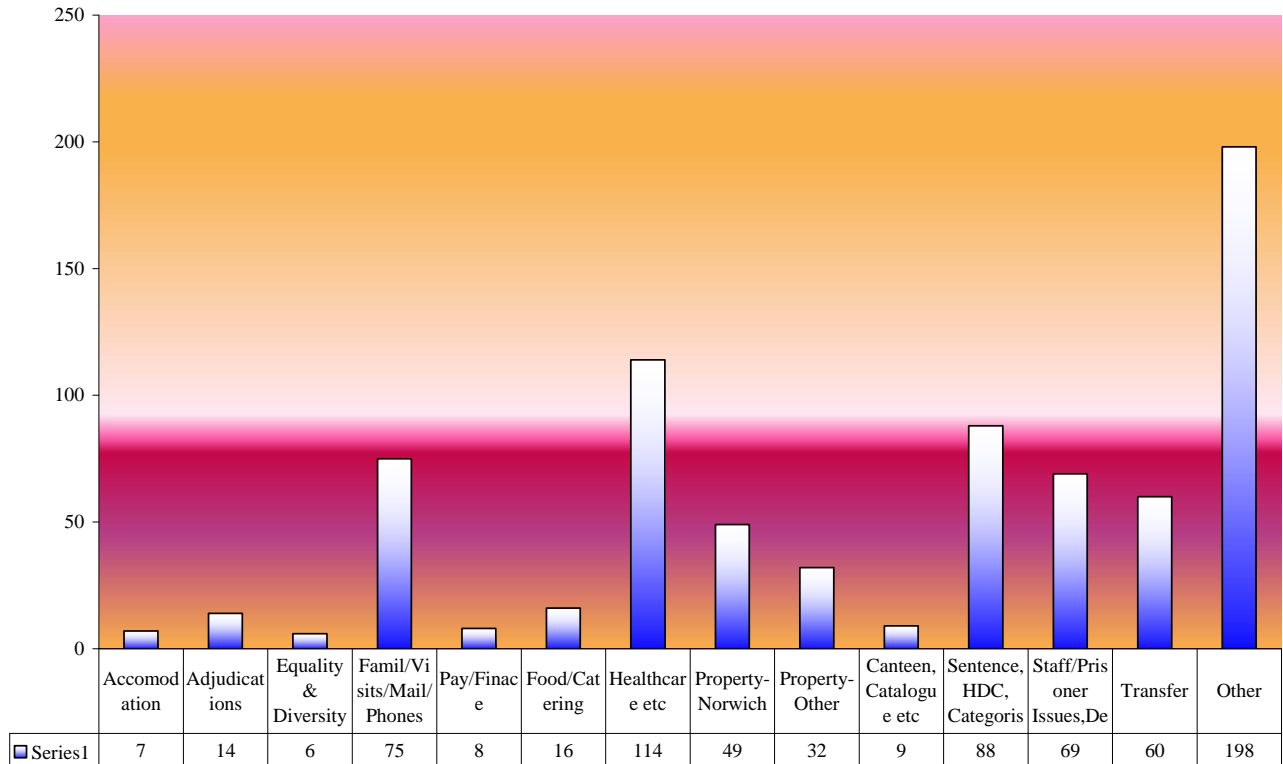
23. IN CONCLUSION

This complex multi-faceted prison continues to move forward despite swingeing financial cuts. Notwithstanding our concerns expressed above, there are many areas of good and caring practice and a great deal of effort is being put in to improve conditions and outcomes for prisoners, e.g. prospects for employment are encouraging, the new application system is to be launched, the breadth of prisoner forums is being expanded to include a number of minorities within the prison, the importance of equality for all sectors of prison society is being recognised, wings are being refurbished. We hope this positive momentum will continue but our concerns about staff:prisoner ratios remain.

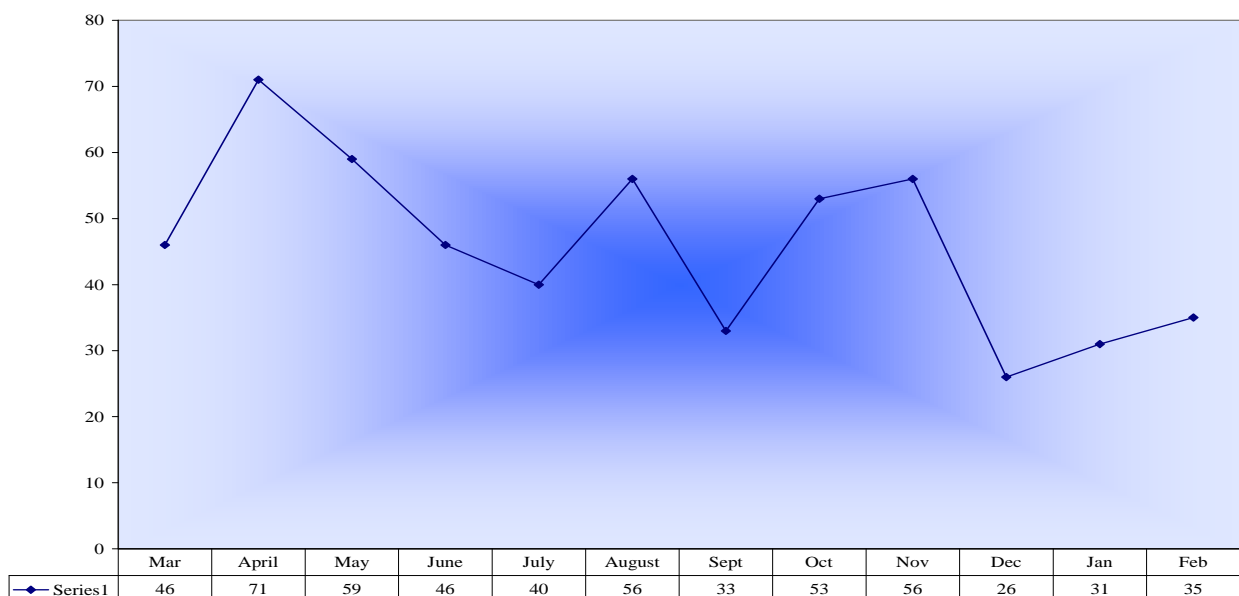
Annex A IMB 2012-13 REPORT STATISTICS

Physical applications received: 552 (against 730 previous reporting year)
 Issues raised (more than box ticked on app): 745 (875 previous year)

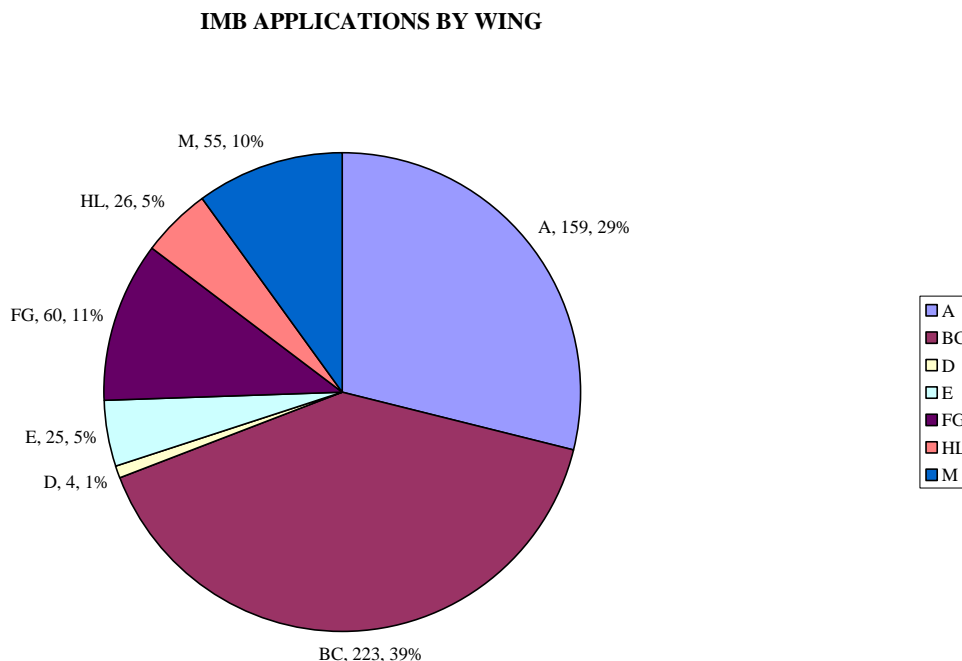
1. ISSUES RAISED



2. APPLICATIONS BY MONTH

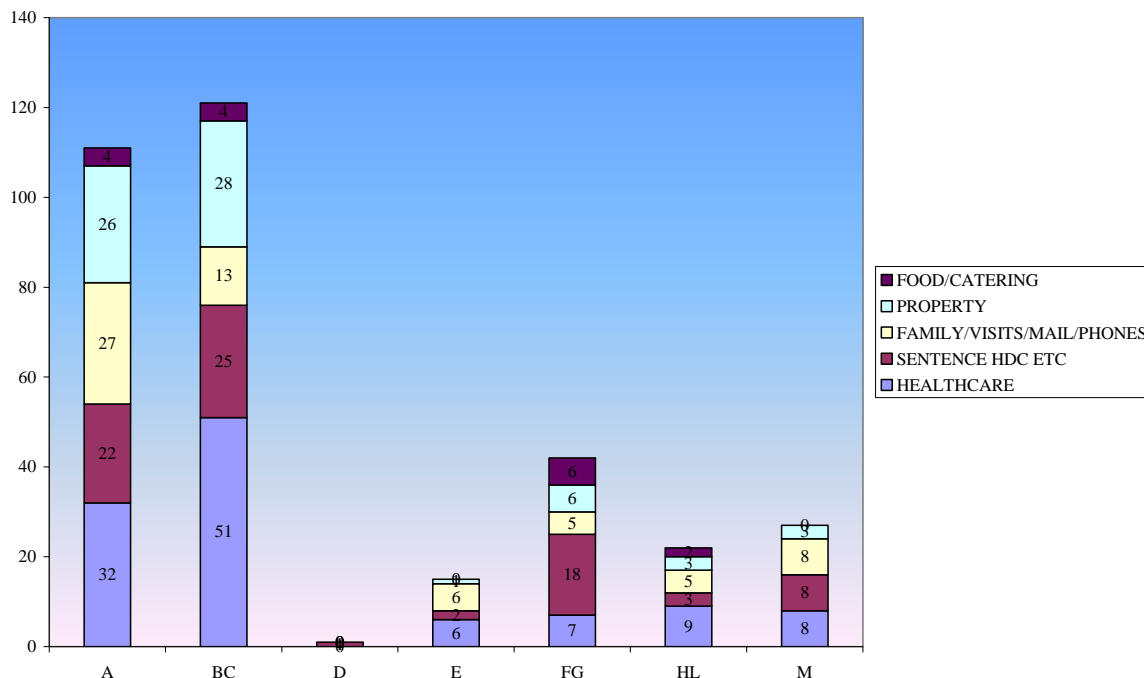


3. APPLICATIONS BY WING



4. WING/ISSUE BREAKDOWN

The major Issues from the Report Categories Broken Down By Wing



Of the non report categories, the following were most prevalent:

Prisoners just stating that they wished to see IMB: 41

Employment: 33, Security 20(Presumably people not being told about reasons for denial of work/visits etc) and confidential access 47. Draft Report 2012/13

Annex B Use of Force Statistics

Number of incidents from 1/3/12 – 28/2/13 = 161

	Incidents	Ratchet Cuffs	Injury Staff	Injury Prisoner
Mar 12	7	5	0	2
Apr 12	18	5	3	5
May 12	8	5	2	1
Jun 12	15	5	1	1
Jul 12	7	3	1	2
Aug 12	14	10	1	1
Sep 12	22	12	5	3
Oct 12	12	5	1	3
Nov 12	15	5	5	1
Dec 12	13	7	0	3
Jan 13	16	10	7	1
Feb 13	14	5	2	1
Totals	161	77	28	24

Ethnic breakdown of incidents

	A1	A2	A3	A9	B1	B2	B9	O1	O9	W1	W2	W9	M1	M2	M3	M9	NS
March 12										1		6					
April	1				2					14		1					
May						2				5		1					
June				1		3	1			7		3					
July					1	1				4			1				
August				3		1				8		2					
September				1	3					14		2	2				
October					1	2				9							
November				1	5		2			6				1			
December				1	1		1			7		3					
January 13					2	1			1	10							2
February					1	1				12							
March					3					8		1	2				
TOTAL	1			7	19	11	4		1	105		19	5	1		2	

White. W1 Eng, Scot, Welsh, N.Ire, British. W2 Irish. W3 Gypsy, Irish Traveller. W9 Any other
Mixed. M1 Caribbean. M2 African. M3 Asian. M9 Any other. Asian A1 Indian. A2 Pakistani. A3 Bangladeshi.
A9 Any other. Black. B1 Caribbean. B2 African. B9 Any other. Other O2 Arab. O9 Any Other Ethnic Group
NS. Prefer not to say

Wings

	A Wing	M Wing	B Wing	C Wing	E Wing	G Wing	F Wing	SEG Unit	RECEP	HCC/L Wing	OTHER
March 12	0		1	4		0	0	0	2	0	0
April	4		5	3		0	0	0	1	2	3
May	0		4	1		0	1	0	2	0	0
June	6		4	2		1	0	0	1	1	0
July	4		2	0		0	0	0	0	1	0
August	1		10	0		1	0	0	0	0	0
September	4		6	1		0	2	1	6	0	1xVisits
October	6		2	2		1	0	0	1	0	
November	4		7	2		0	0	0	0	2	
December	1		2	1		1	4	1	2		1 x N/N
January	8		1	5				2			
February	2		3			1	2	2		1	1xEdu, 1xN&N,1xBrit House
March	4		2	1			3	3			1xVTC