



**ANNUAL REPORT OF  
THE IMB AT HMP NORWICH  
1<sup>ST</sup> MARCH 2013  
TO  
28<sup>TH</sup> FEBRUARY 2014**

**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.

## INTRODUCTION

### **Description of the Prison (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, 20<sup>th</sup> and 21<sup>st</sup> century buildings, spread over 3 separate sites. The Main site houses Category (Cat) B and C prisoners. A Local Discharge Unit (LDU) is situated in what was previously the Young Offenders Institution (YOI); this houses low risk Category C prisoners as the Young Offenders are successfully integrated into the main prison. A separate Category D Open Prison, Britannia House, is sited in part of the old Victorian barracks of the Royal Norfolk Regiment.

The **main reception site** has 5 main wings plus the Care and Separation Unit (Ketts Unit) with the capacity to hold approximately 510 prisoners.

**A wing** is 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 were taking 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). B and C wings have the capacity to hold 230 prisoners.

**C2 and C3 landings** accommodate up to 70 sex offenders in single and double cells.

**E wing** – the only Victorian residential wing still in use accommodates up to 26 more-settled prisoners in double or triple cells.

**M wing** houses 40 selected low risk prisoners in portakabin-style accommodation.

**The Care and Separation Unit** has been re-named Ketts Unit. It has 10 cells and 2 Special Accommodation cells, 1 of which has been furnished to provide a room for education.

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 180 prisoners.

**L wing** houses up to 15 elderly prisoners needing specialised nursing care and is overseen by Healthcare.

**The Healthcare Centre** (HCC) provides Type 3 healthcare for 23 prisoners. The prison's healthcare contract is managed by Serco Health (Serco), although this contract is terminating on 31<sup>st</sup> March, 2014.

**Britannia House** is a separate Victorian building outside the prison walls, housing up to 42 Category D prisoners in open prison conditions, many of these men have jobs in Norwich or are employed in the recently established Café Britannia.

Education is managed by A4E through the Offender Learning and Skills Service (OLASS) regional contract with the Learning and Skills Council (LSC).

The Visitors' Centre is run by Ormiston Children and Families Trust.

HMP Norwich has a Certified Normal Accommodation (CNA) of 627 and an Operating Capacity (Op Cap) of 769.

## EXECUTIVE SUMMARY

The reporting year has been one of great change for HMP Norwich. The introduction of Fair and Sustainable, Benchmarking, the New Ways of Working and the new model for offender management has transfigured prisons. These changes, coupled with chronic understaffing especially prior to the integration of staff from the closed HMP Blundeston at the end of December 2013, the brief sojourn in M Wing of the Therapeutic Community en route between HMP Blundeston and HMP Warren Hill, continued budget cuts (£3 million over 3 years for HMP Norwich alone), widely fluctuating prisoner numbers and changes to Government policy have all conspired to make 2013-2014 a very tough period at HMP Norwich for management and staff alike. Her Majesty's Inspectors of Prisons (HMIP) inspected in July and August 2013 and the measures of both prisoners and staff lives surveys were completed. The fact that the disruption to Norwich prisoners has been minimised is to be highly commended.

HMP Norwich continues to do some aspects of its remit extremely well; there is a lot of good practice, planning and implementation. Then at times, it lets itself down by failing to follow up on successful new initiatives or neglecting some fundamental basics e.g. inductions continue to be extremely patchy, there are unnecessary delays on pin phone activation, we see inadequacy of reporting in ACCT documents failing to reflect some good interaction taking place and the personal officer scheme does not work. Against these shortcomings, some aspects of the prison's work should be commended, especially the resettlement tie up with Chapelfield Partnership, many staff members still manage to interact well with prisoners and great effort is made to ensure that regimes run – even with the severe staff shortages.

As we have reported before, HMP Norwich is a complex prison having three different sites and performing several different roles. It has always been a bit of a juggling act (or as HMIP once called it “spinning plates”). It is frustrating when we continually have to emphasise some repeated failures, e.g. induction, but overall HMP Norwich is an improving prison.

A number of matters seriously concern the Board. We have listed them below in bullet point form, not necessarily in order of importance.

### **Issues for the Minister**

- Benchmarking defined the optimum staffing levels for each category of prison. HMP Norwich from a very low level actually increased their staffing numbers under the benchmarking process. However, due to inexcusable staff shortages nationally, the 100% staffing rate -decreed by benchmarking as being appropriate in order to “ensure that prisons are as safe as possible in relation to order and control, violence reduction, suicide prevention and drug strategy” (NOMS Business Plan 2013-2014) - has now been set aside. We understand that if prisons have a staffing quota of 95% of benchmarking or above, they have to send out detached duties to other prisons which have substantially less than their benchmarked quota. We cannot condone this practice as we are of the opinion that it cannot uphold the stated aim that “When driving down unit costs in prisons and becoming more efficient we will not compromise safety, security or decency”. (NOMS Business Plan 2013-2014). We believe when benchmarked parameters are decreased by this practice of sending out detached duties, safety of both prisoners and staff is compromised and the quality of care is reduced (Safer Custody p.18)
- We also question the premise that current benchmarked staffing guidelines do in fact ensure safety for prisoners and staff when some providers (including other government departments e.g. Department for Works and Pensions (DWP) – Job Centre Plus) have refused to pass risk assessments for their staff members due to the lack of permanent officer presence in some activity areas. (Resettlement p.16)

- The transportation of prisoners appears to be organised with financial considerations, rather than prisoner welfare, being paramount. (Safer Custody p.18)
- The pods used for prisoner transportation do not all have sufficient space to allow for the permitted amounts of property under volumetric controls. We question whether this is a requirement in the contract and if it is not, then we ask that this should be remedied. (Property p. 25)
- Several prisons have been overcrowded and there have been many lock-outs recently in the eastern region, particularly at Chelmsford Prison. Prisoners are being transported on long journeys, too late into the evening, in order to reach a prison with spaces to take them. Not only are prisoners compelled to remain for hours on the pods but this has resulted in prisoners who have arrived at HMP Norwich as late as 20.45, after healthcare day shifts have ended and who have not been fully and safely processed until after midnight. (Safer Custody p. 18)
- There is no national protocol for allowing some carefully administered identification of prisoners with mental health issues to enable appropriate and more holistic management. (Safer Custody p. 18)
- Although mechanisms are in place, there remain major difficulties and unnecessary delays in allocating prisoners with severe mental health illnesses to more suitable secure facilities. We consider that it is inhumane to incarcerate prisoners with serious mental health issues within a prison rather than in appropriate secure facilities with specialist trained staff. (Mental Health p. 14)
- Communication with foreign nationals is in demanding and technical English and there is no determination of responsibility for ensuring that these prisoners understand what is expected from them. (Equalities p. 9)
- Although improving, too many foreign national detainees are held beyond the expiration of their sentence under warrants of detention form IS91. (Equalities p. 9)
- Fair and Sustainable allows a broader skills base for many staff but many of the former specialist skills have been lost to the detriment of prisoner welfare. E.g. in particular Reception staff, Ketts Unit Staff, some OMU staff and Stores Management were highly experienced in dealing with their particular areas and retained much valuable information and expertise; this knowledge is now diluted as job descriptions are so broadly based. (Staffing p. 26)
- Delays in holding inquests for those held in custody are frequent and often lengthier than for members of the general public, causing unnecessarily prolonged distress for prisoners' families and friends and members of staff who were involved. These delays have occasionally led to the loss of valuable evidence e.g. on more than one occasion, those staff and prisoners who were present at the time of a death in custody (DIC) have left the prison and cannot be traced. (Safer Custody p. 18)
- Yet again, we reiterate that we consider the meagre daily budget for food for prisoners is inadequate in view of continuing rise in food prices (Kitchens, Catering p. 21)
- We query again the rationale behind a discharge grant of only £46 (for those over 25) and £37 (for 18-24 year olds), which has to be claimed at least four weeks ahead of release and for which many prisoners are ineligible (e.g. those released from remand, fine defaulters and those serving less than 15 days). The discharge grant is the only immediate financial support prisoners will receive on leaving prison although the Ministry of Justice has identified financial problems and debt as powerful reasons for reoffending and Crispin Blunt (April 2011) stated there would be an increased risk that prisoners would re-offend in order to meet their immediate financial needs without the discharge grant. Therefore it is disturbing to note that these sums have remained unaltered since 1995.

### **Issues for NOMS**

- Again we report that there is no integrated drug treatment system (IDTS) support on the LDU. We consider this is discriminatory and unacceptable (IDTS p. 14)
- There are insufficient programmes at local prisons devised to address offending behaviour (Education p. 11)
- There are no Sex Offender Treatment Programmes (SOTP) at HMP Norwich (Education p. 11)
- There is no allowance for sick/holiday cover for instructing staff (Education p. 11)
- The PE Department can no longer facilitate externally accredited qualifications; formerly these have been praised by HMIP and the IMB (Purposeful Activities p. 16)
- Cells designed as singles have been doubled; this eliminates any personal privacy for prisoners using the lavatory and often there is room for only one chair. (Accommodation p. 21)
- Property management lacks an efficient nationwide tracking system. At HMP Norwich in the reporting period the prison paid out approximately £1,000 in compensation alone. (Property p. 25). We concur with the PPO report 'Prisoners' Property Complaints' dated February 2014 that delays and losses are worsened by the reluctance of the sending prisons to conduct enquiries into losses.
- There are numerous complaints about items missing from the 'canteens' ordered from DHL and packed at HMP Wayland; in particular tobacco is often tampered with or stolen. The delays for refunds to the prisoner are excessive and DHL policy of refusing refunds for missing tobacco is both unfair and objectionable.
- The centralised system for paying the BT invoices for broadband has failed on more than one occasion and broadband for the IT classes has been cut off. (Education p.11)

### **Issues for the Governor**

- Throughout the reporting year, we have monitored inductions by tracking individuals and found that first night, full and in particular VP inductions are deficient. (Reception p. 23)
- Too many recordings in ACCT documents are inadequate, giving no authentic record of the nature of any meaningful interaction with the prisoner. (Safer Custody p, 18)
- Although some improvement has been recorded, there are still unacceptable delays in answering cell bells (Safer Custody p. 11)
- Information re Home Office surgeries and immigration clinics are not displayed on the wings and many foreign national prisoners are not aware of these services. (Foreign Nationals p. 9)
- Too many prisoners are without purposeful activity during the working day. (Purposeful Activities p. 16)
- Some prisoners appear to be missing their initial education assessments (Education p. 11)
- Inaccurate roll calls are too frequent and disruptive to the regime. (Purposeful Activity p 16)
- The use of video recordings of incidents including Control & Restraint (C & R) is not as infallible as it should be; we have observed a number of incidents where cameras either were not present or did not always function/batteries were not charged/operators did not have the prompt card for the introduction. (Serious Incidents p. 20)

- Fire exit doors and corridors are sometimes blocked by property and rubbish and there is no fire escape for the Activities Hub. (Health and Safety p. 24)
- Paperwork is sometimes left on desks at night and doors left open. (Health and Safety p. 24)
- There are unfair and unnecessary delays in Pin phone activation (Resettlement p. 16 and Safer Custody p. 18)
- Sealing of cells/cell clearances are not always prompt and professional when prisoners are moved/transferred without prior warning; this contributes to the unacceptable loss of property. (Property p. 25)
- Listeners have been given 'passports' to enable them to move between wings to support in-need prisoners. However, they are still not being assisted through the gates to do so as regularly as would be possible and is desirable (Safer Custody p. 18)
- It disappoints us that virtually no education takes place in Ketts Unit despite a newly allocated and refurbished room, which is now used for property storage. (Segregation p. 25)
- We have seen deterioration in responses to wing apps in terms of full and prompt replies. The system has been changed from paper to computerised and back to paper again but still is inadequate. (Applications p. 25)
- Prisoners' complaints are no longer a key performance target (KPT) and we have monitored some deterioration in response times. We have observed no system in place for reallocation of complaints in times of staff leave/sickness. (Applications p. 25)
- Concerns remain about privacy in the doubled cells with particular regard to the lavatories, in spite of the so called 'privacy' curtains. (Accommodation p. 21)
- Some of the older residential units are jaded and need some further refurbishment. (Accommodation p. 21)
- It is clear that most prisoners do not know even the name of their allocated Personal Officer. We fear that there is little continuity of care and some prisoners' needs will be overlooked. (Safer Custody p. 18)
- Sometimes relevant case notes have not been entered on P-NOMIS or are negligible. Case notes should form a critical part of the IEP process and poor case notes do not provide the complete history of a prisoner. Not all management checks are timely.
- Management of stores is erratic. There are frequent discrepancies between recorded and actual stocks. (Kitchens, Catering p. 21)

### **Last year's concerns**

We have assessed if there has been progress on the major concerns from last year and bullet point these issues below.

- Low classroom attendance – improved
- Impact of Government changes - ongoing
- Insufficient compact based drug testing – remains insufficient
- Inadequate staff training and high levels of staff sickness – much improved
- Unsatisfactory healthcare contract/lack of permanent GPs – ongoing
- Hold ups in dental provision – ongoing
- Take up of education spaces unsatisfactory – improving but more to do
- Lack of breadth of activities – improving but more to do
- Unlock/in attendance delays – improved on the whole
- Extra accommodation, currently redundant space on old A wing – ongoing
- Unpopular vending machines in visits – Due to change April 2014
- Main gate improvement – completed satisfactorily
- Kit management/quality of washing – improved (fewer applications)
- Induction – still not satisfactory
- ACCT document entries – still not uniformly satisfactory
- Personal Officer scheme failing – unchanged (See Safer Custody)

- Wing applications – ongoing problems
- Inadequate budget for food – unchanged
- Foreign Nationals held under IS91s – improved support but this is not properly advertised and system still poor
- Discharge grants - unaltered.
- Courses to address offender behaviour – no improvement
- Accuracy of roll call checks - unchanged

## **SUPPORTING NARRATIVE**

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## **EQUALITY AND INCLUSION**

The Board recognises that Governors and the equalities officer have promoted and tried to support the Equalities agenda within Norwich Prison, although there have been difficulties over staff availability to perform these duties.

The Board is aware that Benchmarking has impacted unfavourably on the allotted time staff have available for their Equalities duties. The Equalities Officer has only 6 hours a week and the Disability Liaison Officer has not been available for most of the reporting year due to being allocated other duties.

The Equalities Action Team (EAT) has met monthly but with very few staff attending and often no prisoners - or at most one. However, the meetings have always been well supported by Governors with at least three in attendance.

Because of other duties, the Equalities Officer has not been able to recruit and train enough Wing Representatives. They have reduced from 21 to 11. A red pass scheme has been introduced to enable representatives to move round the prison unescorted. Also, not enough Listeners have been recruited and trained and it is not easy for them to pass from wing to wing using their 'passports' when they are needed (Safer Custody p. 18).

Some good work has been done e.g. Equalities Fairs have been held on the LDU and Reception sites during the year. There were some 20 exhibitors at each and were well attended by prisoners. The over 50s club has met weekly and the minority ethnic forum has met every three months. Segregation and Cellular confinement equalities figures have been in range throughout the year. The chaplaincy team provides an inclusive support to all faiths (Chaplaincy p. 10)

Norwich Prison has two landings dedicated to the housing of vulnerable prisoners. The prison tries to provide a comparable regime for vulnerable prisoners but this is slightly moderated by the security needs of keeping the vulnerable prisoners safe. Our main concerns for vulnerable prisoners are centred around the failure of the induction process and diminished educational opportunities. (Education p. 11).

Disadvantages for those prisoners sharing protected characteristics are not overt e.g. we recall two prisoners with gender issues receiving appropriate and sensitive care. However, currently there is no officer specifically assigned to Lesbian, Gay, Bisexual and Transgender (LGBT) issues - formerly there was a GALIPS (Gay and Lesbian in Prisons) representative supporting both staff and prisoners.

Also, although we have found that many travellers will not report their characteristic at reception, we were pleased when we found two travellers had agreed to become wing representatives; previously it appeared that travellers had not wished to take on this role. A percentage of BME prisoners, in the MQPL, state that they do not feel they have equal respect; however, we have found no evidence to substantiate this claim.

A prisoner recognition scheme is now in place to reward prisoners who have contributed to the work of the prison and have displayed a willingness to improve themselves and the lives of other prisoners.

### **Foreign Nationals**

It appears that many foreign nationals within the prison tend to mix with others of their own ethnicity through choice. We would say that foreign nationals are provided with full regimes and standard facilities but that they are not assisted by the fact that many written communications are not available in their native language and immigration correspondence is in demanding and technical English. Instructions given over the tannoy system can be unclear. The support for foreign nationals held under IS91s has improved, particularly with the introduction of Home Office surgeries on a regular basis but information on these services is not displayed on the wings and some prisoners are not aware of this support. We are still unhappy that too many prisoners are held under this warrant of detention after the expiration of their sentence; some have been held over two years under an IS91 and there is still no outcome in sight.

### **Young Offenders (YOs)**

Having formerly been housed separately in the unit that is now the LDU, Young Offenders are completely integrated into the prison population. We understand that this is to become national policy and would assert that this policy has been successful at HMP Norwich. There is no segregation of adults and YOs except in regard to cell sharing. Norwich Prison appears careful that no cell sharing of adults and YOs happens; however, we are aware of one incident when an error occurred but this was very swiftly rectified. The percentage of Young Offenders in HMP Norwich is reducing every year from a population of 20% in 2011 to 6% in this reporting year. 91.6% of the Young Offenders are British and the remaining 8.4% are Foreign Nationals.

### **Older Prisoners**

In May 2011, the 'Out and About' project was launched at HMP Norwich aimed at improving support and advice for the older prisoner. In the past two years the project has been accessed by over 200 older prisoners at HMP Norwich, and is highly regarded by prisoners, staff and supporting agencies. Regular sessions are integrated into the regime and are accessed by many of the over 50s population. These sessions provide a safe environment for the over 50s to have contact with those of a similar age and also help prepare the prisoners for release and resettlement. The project is supported by its founder members Age UK, Revolving Doors Agency, and NHS Norfolk. After the first year the project evaluation found that the predominant need for the older prisoner was preparation to cope with life outside prison. When the impact was reviewed it was found that the programme positively impacted on their preparation for release and resettlement as well as improving prisoners' wellbeing, therefore directly improving the needs of this population.

Separate gym sessions were introduced for the over 50s but these did not prove popular. E wing has been designated successfully as a wing for more mature prisoners when space considerations allow and several older prisoners have found this a more peaceful environment than B/C or A wing; it has proven very popular. However, due to the overcrowding of prisons, some less suitable prisoners have to be allocated to E wing, disturbing the stability of this wing. The more settled prisoners find this disruptive.

(See also L wing under Healthcare p. 15)

The Board attempted to advance equality in its own recruitment process by advertising in local multi-faith establishments, voluntary organisations, the local university and the local media.

### **CHAPLAINCY**

The Chaplaincy Team provides an inclusive service to all faiths within the prison but has worked with reduced permanent staff throughout the year. The Lay Roman Catholic Chaplain resigned during the early part of the year to take up a new post. The Imam was on sick leave for several months as was the Co-ordinating Chaplain who was off sick for two months just prior to Christmas. The staff shortfall has been covered by Sessional Chaplains of all faiths. New prisoners have been seen within 24 hours and all prisoners in the Ketts Unit (segregation) have been visited daily. The Board recognises that through dedication and hard work the department has been able to keep functioning during this very difficult time and has continued to provide good pastoral support to prisoners of all faiths on a daily basis.

A new Lay Roman Catholic Chaplain has been recruited and is currently awaiting security clearance.

The Board considered some of the Christmas Services were not sufficiently prepared this year, e.g. the Christmas Service attended by the Bishop of Lynn had not been well organised. The service started 20 minutes late and the prisoners waited a long time to get their orders of service, contributing to a general unrest amongst the prisoners some of who spoilt the service for others. Likewise the LDU carol service did not start on time

due to disorganisation. The service had to be curtailed as prisoners had to return to their cells and the valuable pastoral element of Christmas was weakened. However, it is recognised that the full team were not in place at this particularly significant time of the Christian calendar.

We have some concerns that there is not a staff presence at all of the religious services/prayer meetings which could allow for some covert disrespect of the religious purpose of the services.

## **EDUCATION, LEARNING AND SKILLS**

The Skills Funding Agency manages the Offenders' Learning and Skills Service (OLASS) to integrate offender education with mainstream academic and vocational provision. OLASS Phase 4 is run by A4E for the cluster group of HMPs Bure, Wayland and Norwich. In Norwich at the end of the reporting period, there were 14 full time staff, 10 part time staff and a further group of about 5 regular supply staff. Most of the staff are specialists, delivering on both the main reception site and the LDU. However, the lack of cover for staff going sick or on leave has resulted in unfortunate closures of workshops and classes, sometimes at short notice. After several years in post, the Education Manager resigned. Under OLASS 4 and with the new enthusiastic leadership now in place, we are hopeful for a more co-ordinated approach to addressing all prisoners' needs this coming year rather than the existing rather fragmented approach. There does appear to be an emerging spirit of greater co-ordination between the agencies and the prison and we anticipate an improved long term strategy and partnership approach. Although prisoners are given information about educational opportunities, we feel that the benefits of education and skills do not have a sufficiently high profile or promotion. We have found some suggestion that not all prisoners are assessed for their education levels but are 'parachuted' directly into jobs in spite of the policy requiring proof of educational achievements or National Careers Service (NCS) assessment. We are not convinced that NCS manages to assess all prisoners for their educational needs and that all prisoners are referred appropriately for educational support. It appears from the statistics that 'no disability' is recorded on nearly 50% of prisoners and we would like to know whether the information comes from the prisoner just stating that he is not disabled or whether he is specifically asked about learning as well as physical disabilities.

Courses available vary from day courses to 7 week vocational courses which may be adequate for short term prisoners but are obviously unsuited to longer term prisoners. Also the classes only offer low level qualifications and we have noted some prisoners becoming frustrated as they are unable to continue or expand their learning whilst they remain at HMP Norwich. Over the reporting period the education department has worked with 1,461 learners, average qualifications per learner is 3.15 and 82.27% of learners were successful in their qualifications. The education department are achieving their targets but they have stated that they would like more learners.

We have been pleased to find that there has been an improvement in support to access Open University but prisoners have to raise own funds to pay for this, which is not always an easy task. English Speakers of Other Languages (ESOL) courses are available on Reception and LDU sites morning and afternoon, Mondays to Thursdays inclusive. IT learning is usually good but there have been a number of service interruptions resulting from non-payment of the broadband account. Broadband has been cut off and Virtual campus, the secure system on which prisoners prepare their CVs, access job opportunities, etc., ceased to work, causing much frustration to both prisoners and the teaching staff. While we understand that this invoice is paid centrally, we do feel that some reliable, fail-safe mechanism could have been put in place to avoid this unnecessary and aggravating disruption.

We have concerns over the shortage of programmes addressing offender behaviour at HMP Norwich. There is a single, limited, self awareness course only to Level 1 which addresses offending behaviour. The Self Awareness Skills (SAS) - there are four sessions weekly on both sites - can link into sentence plan and is a certificated course

looking at behaviour, personal awareness, personality, skills, knowledge and achievements, communication, healthy mind and body, wider world and responsibility awareness. This is not an intensive course and prisoners cannot significantly progress their sentence plans in this regard. While understanding the complexities of retaining prisoners for the length of time needed to complete a more intensive course and the need to tailor most courses to the transient population, we feel this lack of in-depth offending behaviour programmes is a major omission in the curriculum. Also, although there are now two landings dedicated for sex offenders and it is believed that the whole of C Wing will shortly be designated for vulnerable prisoners, there are no Sexual Offender Treatment Programmes (SOTP) on offer at HMP Norwich. Prisoners have to await for unfairly long periods for spaces on SOTP courses at the main sexual offender facilities to become available in order to begin to progress. Programmes which should be offered by RAPt to address addictive behaviour have been curtailed (IDTS p. 13).

There are some useful qualifications available, albeit also restricted to lower levels of attainment. These include the British Institute of Cleaning Science (BICSc) stage 1 and 2 which is available on the Reception site but not LDU and a Business Enterprise Course, helping students to develop a business idea to launch on release together with information on government grants.

There is insufficient educational opportunity for vulnerable prisoners, only ad-hoc outreach based at the back of the print shop and these classes are mainly 1-1; consequentially they can be restrictive in that such classes unavoidably lack quality interaction and engagement between peers and teachers and undoubtedly they are cost ineffective.

Recently the introduction of structured breaks for the lavatory in the Reception Activities block has had a direct result on sessions, promoting more order and a settled atmosphere which is quieter and more conducive to study.

ACCT documents do not always follow prisoners to their classes which results in missed opportunities for teachers to make valid, quality observations on the demeanour of these prisoners whilst in classes.

HMP Norwich continues to offer those who have difficulties with reading the opportunity to participate in The Shannon Trust Reading Programme (formerly Toe By Toe). In September 2013 The Trust was appointed as a business partner by the National Offender Management Service (NOMS) so the profile and importance of the work has been recognised nationally and it is now part of the “core day” in every public prison. At HMP Norwich the programme is now overseen by the Learning and Skills Manager supported by the Education and Library departments. The one-to-one reading programme pairs Mentors with Learners and the lessons take place in their “free time” complementing other educational and general activities and potentially linking in with “Story Book Dads”. After a poor period at the beginning of the reporting year when the programme faded, it is going from strength to strength in spite of the difficulties imposed by the transient population at HMP Norwich.

Library provision was commended in last year’s report and we continue to praise the energetic and effective staff who provide a good provision to the majority of wings. They show strength in value added activities e.g. creative writing competitions, quizzes, their partnership working with Forget-me-not’s stimulative cognitive group, the L wing film club, book groups and poetry clubs, family learning workshops and library promotions including men’s health, legal texts, holocaust memorial day, LGBT month, etc. Visitor to library contact figures vary with a high of 1,724 recorded visitors to the libraries in April 2013. However, due to shutdowns, bank holidays and prison staff shortages a number of sessions have been cancelled. A decrease in overall visitors has been recorded for the reporting year, believed to be in part due to cancelled sessions but also in part to changing of session times to the morning on the LDU which has led to a drop in numbers in that area. Also the libraries are vulnerable to regime slippage as their opening hours are set and if prisoners are unlocked late, it affects the numbers visiting the library.

## **HEALTHCARE**

During the reporting year, there has been uncertainty over the new healthcare contract causing anxiety for staff. The previous contract had been extended originally to assimilate with the requirements of HMP Blundeston; however, that prison has since closed. Virgin Care Limited has been awarded the cluster contract to provide healthcare to HMP Norwich, Bure and Wayland with effect from April 1<sup>st</sup>, 2014.

Over the current contract term there have been a number of different healthcare managers at HMP Norwich, some staying only for a short period of time, which has proved unsettling for staff members and has resulted in a lack of continuity of leadership. During the latest interim, the Operational Matron took on this role alongside her other duties. She is to be commended in that she managed this role and the service well, providing a strong measure of senior leadership stability. A new Healthcare Manager has recently been appointed. There continue to be staff vacancies in the healthcare team across the cluster. New GPs have at long last been recruited across the cluster but we are apprehensive as to whether they will work under the new contract and locums will have to be employed once again. We note that the current GP providing IDTS services is not trained to Royal College of General Practitioners 2 level (RCGP2); we understood that this was a requirement to provide services but that Serco maintain that as he is working towards this qualification, this validates his position although he is unable to prescribe for some physical conditions.

The management of medication (meds) continues to cause problems; for example, meds are not always getting to the LDU, repeat prescriptions are not always happening on time, the whole pharmacy system is too complicated, sometimes - due to the complex site - the right people are not always at the right place at the right time. Prisoners are demanding inappropriate medication (some of which has been prescribed in the community). This can increase the risk of diverting and trading, both with in possession and insight medication and has to be managed by medical and disciplined staff.

Smoking cessation treatment remains low at HMP Norwich. No smoking is permitted in the Segregation (Ketts) Unit and patches are given out but we do not see the promotion of this service receiving as high a priority as we would have hoped especially with the proposal of all non-smoking prisons remaining under discussion.

Dental performance remains problematic with long waiting lists, in part caused by equipment failure e.g. a faulty dental chair took many months to repair. The incoming dental team's security clearance took some time to process so the waiting lists grew further. The agreed but postponed work started a month later than had been hoped, towards the end of February 2014. However, a successful triage system was introduced by the dentist and this has helped to reduce and manage the waiting list. We have received too many applications from prisoners waiting long times for dental appointments when they have been in pain.

Communication has improved with and between GPs, nursing staff and discipline staff.

The number of complaints has fallen in spite of the difficulties and we are of the opinion that the standard of healthcare has improved. However, the future of the in-patient beds and those on L wing is still not decided, and it is noticeable that social care is still not available.

Individual members of the healthcare teams work extremely hard to provide a caring service to the prisoners; as an example, nurses working on reception often stay beyond the end of their shifts to provide an appropriate reception screening for late arrivals, allowing the healthcare night staff to carry out their other duties.

### **Integrated Drug Treatment Service (IDTS)**

The number of individuals on the IDTS caseload has slightly decreased from last year with a monthly high of 114 in November 2013 to a low of 94 in February 2014; however these numbers fluctuate greatly from month to month. It is worth noting that the original IDTS provision was for 60 prisoners. The IDTS service is improving and the recent reconfiguration of A Wing should continue to advance the progress made in this area. Hatches are now on order for the three landings designated as the IDTS area of A wing.

Once these are all fitted on landings A3, A2 and A1 (which will be for detoxing, stabilising and stable IDTS prisoners), there should be a further improvement in care as healthcare staff will have easier access to their patients at all hours including the administration of medication after lock up.

There are some delays in sending prisoners to activities due to the collection of medications but recently those prisoners on meds who are going to activities have been sent to the dispensing hatches first and this has alleviated some of the delays.

We consider the current lack of IDTS support on the Local Discharge Unit (LDU) is unacceptable and condemn the decision that provision for support in this resettlement area would not be included in the new healthcare contract. The lack of IDTS support on the LDU discriminates against any IDTS prisoners who otherwise match the criteria for the LDU, preventing them from transferring to this Category C unit of HMP Norwich before release into the community.

The communication between most internal and external IDTS support services continues to improve and we appreciate the current efforts towards a more seamless and proactive approach although we note that the unplanned release protocol for Suffolk is still not yet signed off.

The services from RAPt do not appear to be functioning adequately. Evidence shows persistently high numbers of prisoners are engaging only in clinical treatment, although RAPt query these discrepancies. This was raised formally with the DAAT at the January contract meeting. Not all new prisoners have access to RAPt within the high risk period of their early days in prison. RAPt have a backlog of assessments and unacceptably long waiting lists. There has been limited delivery of group work and a further cessation of delivery of programmes is planned to allow catch up to take place. RAPt study shows that 12-Step drug dependence treatment for prisoners' works in reducing re-offending and delivers better outcomes than lower intensity programmes but due to the 'churn' of prisoners, only a lower intensity programme is on offer at Norwich. We note that RAPt do not attend all the ACCT reviews of their clients, thus some of the prisoners' needs may not be aired and we are aware that generally their information sharing with other relevant agencies is unsatisfactory. The input from RAPt to the annual needs assessment for drug strategy is well overdue. Voluntary testing is not taking place although within their contract. To those undergoing recovery, potentially this testing is a reassurance of their progress towards abstinence. RAPt protest they are losing a lot of useful service delivery time, primarily they say due to stand fast roll checks taking place or officers refusing them access to their clients for a variety of reasons and they have been understaffed on occasions during this period.

The alcohol pathway is an increasing issue as the numbers of prisoners receiving clinical treatment for alcohol is increasing at a higher rate than those receiving treatment for other substance misuse and we have not seen a matching increase in provision for these prisoners. As there have been difficulties, it has taken an inordinately long time for members of agencies, such as AA, to be security cleared and their services are not yet successfully established. This is to be regretted as these agencies are fundamental to the recovery and support of many prisoners.

We echo the concerns being raised about the prevalence of Spice and other synthetic cannabinoids entering the national prison estate, as the side effects- especially when combined with other medications –can be extremely serious and life threatening particularly to younger people. HMP Norwich is trying to raise awareness of the risks and attempting to prevent the possession of this unauthorised article within the prison but whilst synthetic cannabinoids are legal in the community and so cheaply and readily available, we appreciate that it is difficult to control.

## **Mental Health**

A Primary mental health service is provided by SERCO and a secondary service by Partnerships in Care. The Board has consistently expressed the view that an integrated service from a single provider would support a smoother pathway for those prisoners with mental health issues and that is to be the arrangement under the newly-commissioned Health Care contract coming into force In April 2014. The Board will monitor carefully how that translates into practice.

An Increased Access to Psychological Therapies (IAPT) service, provided by the Norfolk and Suffolk Mental Health Trust, is now operating (under the name 'Wellbeing') after some initial difficulties with accommodation. As its prospective patient population overlaps to some extent with that of other parts of the service, it is unfortunate that this provision was not included as part of an integrated mental health service.

Monthly meetings of a Mental Health Group provide a useful opportunity to review the service provided but attendance at some meetings has been disappointingly low.

The Secondary Mental Health Team works hard to arrange transfers to more suitable outside facilities but, despite their efforts, some transfers take much longer than they should so that severely ill prisoners are held for too long in obviously unsatisfactory conditions. It cannot be considered humane to prolong inappropriate incarceration in prisons rather than in secure facilities for those patients who have severe mental health issues; neither the accommodation nor the provision for all encompassing treatment of such patients within the prison system is adequate. Exact causes for these delays are unclear; there are mechanisms in place for identifying such prisoners but we do see some prisoners waiting for inappropriately lengthy periods whilst arrangements are finalised, much to the frustration of the mental health team and staff at HMP Norwich.

The perception is developing that both the number and complexity of referrals is increasing without corresponding increases in the staffing ratio. If that is confirmed, the new provider will need to respond to this matter.

We are pleased to note that clinical provision has been expanded over the reporting year in terms of cover during public holidays. However, bearing in mind the large percentage of the population with mental health issues, it remains disturbing that, in spite of this increase, there is still insufficient cover in place for these prisoners whenever there is not a full staff complement.

### **L Wing**

The wing houses up to 15 elderly prisoners who require specialist nursing care. The wing has undergone many changes for the better. It now has a much friendlier and more welcoming feel to it, although the dining area remains a little dull for men who regard this unit as their final home. The outside space has been greatly improved by the addition of a pond on the patio area. The poly-tunnel is a great success for growing tomatoes, strawberries and peppers and in the summer months it is used a central meeting-point for the residents.

Activities were planned for each day of the week. These have included games, visits from Age UK, prison visitors, film afternoons and foot-care although we note that unfortunately these activities are not always available. The reminiscence boxes provided by the Librarian continue to help those prisoners who have difficulties with memory loss. Each Friday, the librarian and a visiting charitable group, "Forget-Me-Nots", entertain and involve the prisoners in chair-based exercises, singing and games which the men thoroughly enjoy. We understand there is a problem of funding for some groups and would emphasise that we recognise the therapeutic value of these extra activities. Able prisoners are sometimes taken for walks outside the wing.

The staff on the wing must be commended for their care of the prisoners and their compassion for them, working over and beyond their contracted duties to provide a more benevolent environment for these elderly, infirm men e.g. at Christmas time they provided, at their own expense, a Christmas Party which was greatly enjoyed and appreciated by the prisoners.

The Prisons and Probation Ombudsman (PPO) on occasions has rightly commended the staff for the quality of their end of life care. However, they do not have nurses on the wing who can administer some necessary end of life procedures e.g. syringe drivers. The procedures for 'do not resuscitate' (DNR) are now in line with good practice but this was not the case at the beginning of the reporting year.

### **PURPOSEFUL ACTIVITY.**

The regime allows for adequate time out of cell and the Governor has been consistently careful to emphasise that it is paramount that the regime should continue at all times in spite of the acute staff shortages if at all possible. However, slippage to the regime does occur and association in particular has been cancelled on occasions due to severe staff shortages.

We continue to see too many prisoners out of their cells with nothing to do, especially on the LDU where they should be looking to gain qualifications whilst working towards their release. We have been unimpressed by the inadequate efforts of 131 Solutions to seek opportunities and contracts for HMP Norwich. The Activities personnel, however, are very proactive in seeking work opportunities but there have been missed opportunities which have been hindered by budget restraints, building works restrictions and bureaucratic red tape. However, activity places have increased, although not to the levels which would occupy the full prison population .See Annex 4 for activity spaces. The one sector of the population that every week day do go to work all day is the vulnerable prisoners in the Vocational Training Centre (VTC). There they can learn printing and textiles work. For a long time HMP Norwich alongside other prisons in the area, some with newly installed printing facilities, had little printing work due to the failure of 131 Solutions in securing contracts. HMP Norwich recently succeeded in sourcing printing contracts which provide regular daily work. The Prison is investigating part time working to ensure that more prisoners do have the opportunity to work each day; some prisoners may work for half the day and do education or domestics for the other half. There are new workshops being fitted out including a multi-skills workshop and a carpentry skills workshop is being planned. The sheds and poly-tunnels for the market garden will be started before the end of the financial year. Work on the planned bakery is deferred as further obstacles continue to arise but the Governor and the SMT are determined that this will go ahead in the near future. As there is no cover for instructing staff on holiday or who are on sick leave, some classes have to be cancelled, sometimes at short notice. This can be unsettling and disruptive for the prisoners, some of whom rely on and gain reassurance from a regular schedule.

The daily unlock list on the activities website is a useful tool for ascertaining where a specific prisoners should be at any time of day

Punctuality has improved with freeflow and the coloured 'guidelines' to direct prisoners to where they need to go. However, some prisoners are still not unlocked, are found in the wrong place at the wrong time, or have become delayed and found themselves the wrong side of a locked gate. Although the system has been tightened up on more than one occasion, roll calls are still called in late too often.

The PE department used to provide high quality externally accredited qualifications both for PE Instructors and Health trainers but sadly these have been lost under recent changes. These qualifications were very popular and moreover enabled the trained prisoners to garner that much needed quality of self-esteem as they helped others. We would very much welcome the return of these worthwhile qualifications.

### **RESETTLEMENT**

The two latest HMCIP reports have found that resettlement outcomes for prisoners at HMP Norwich were reasonably good. This work continues but there remain a number of areas which merit attention.

Sentence planning must be integral to successful rehabilitation. Due to severe staff shortages coupled with mandatory changes to staffing and the new ways of working in



the Offender Management Unit (OMU) resulting in some staff being inexperienced at such work, compilation of OASys documents for prisoners were alarmingly behind schedule before the year end. Agency staff were brought in to bring these up to date but too many prisoners had no up-to-date OASys and therefore no contemporaneous sentence plans to work towards. However, the quality assurance of OASys was good throughout most of the year; the only month in which there were any OASys considered insufficient was February, when 3 failed the quality checks. The OMU was working for most of the year with a savagely depleted work force; it was remarkable that they achieved the amount of work that they did. Whilst we had serious concerns that some areas of their work were neglected, the team should be praised for what they did manage to accomplish. The KPT shows that all parole dossiers for the Parole Board were duly completed on time. HMCIP commented that the OMU were not central to the work of Norwich prison. Much of the year this was the case but structures have changed recently in an effort to resolve this, training is getting underway and staffing numbers within the unit have improved. The uncertainty around the future role of the probation service within prisons has caused anxiety both amongst staff and prisoners and it would be helpful if there was clarity at the earliest possible opportunity.

Security clearance difficulties around some members of agencies dealing with addictions faced by prisoners have meant that their support has not been readily available and we still feel that there is inadequate finance and debt support although we understand the "money advice" service may help address this - although this service is not currently available to VPs.

The lack of programmes to address attitudes, thinking and behaviour apart from the very limited Self Awareness Skills course (Education p.11) continues as a deficiency. We appreciate that there is a substantial 'churn' at HMP Norwich but regret this omission, especially as some prisoners do remain in HMP Norwich for long periods with no proper provision to address patterns of offending behaviour. There was a proposal for collaboration with HMP Littlehey and Bure for a Sexual Offender Treatment Programme (SOTP) – this appears to have been shelved but should the number of sexual offenders at Norwich increase, as is likely, we would hope that this proposal might be revisited.

Public protection is handled carefully at HMP Norwich, with a conservative and sensible approach to Releases on Temporary Licence (ROTL). HMP Norwich is well within its Key Performance Target for ROTL. From April 1<sup>st</sup> 2013 to end of February 2014, 11,091 prisoners were released on temporary licence. There were only 2 failures. Prisoners at Britannia House continue to have a high standard of employment prospects and good work is done in sourcing and maintaining co-operation with the community to provide job opportunities and training. This is exemplified by the continuing excellent relationship with the Chapelfield Partnership, and recently has been reinforced by the new joint venture, Café Britannia, a restaurant in the Façade building of the prison open to staff and the public which is proving very popular. This is a joint enterprise providing work and training and which is due to expand into providing a cafe service in the visits halls by Easter 2014, employing 12 prisoners in all. However, virtually no prisoners in the Local Discharge Unit, Cat C, have ROTL opportunities, unlike those in Britannia House, Cat D. Due to the staffing changes enforced by benchmarking, the permanent presence of uniformed staff in the activities block on the Reception site had to be withdrawn and replaced by patrolling or roving officers. Due to this, the Department of Works and Pensions (DWP) has not endorsed the risk assessments for their staff working with prisoners in the activities block at HMP Norwich. Without the necessary online access to the new benefit systems, the formerly high standard of DWP support for prisoners has deteriorated markedly. While we appreciate safety concerns, we question why the risk assessment has not been accepted by DWP specifically at HMP Norwich - apparently due to the withdrawal of these officers - when we have been informed that DWP support in other prisons has not been similarly affected by benchmarking.

The maintenance of links with families remains generally reasonable with exceptions where security concerns have caused difficulties, or prevented communication or where

there have been some pin phone difficulties. In one particular case where police were involved in establishing the identity of a prisoner's friend, there was a long delay before any contact was allowed. Then a further unnecessary exclusion of the visitor occurred because not all parties were made aware of the confirmed identity. This was avoidable. There have been some unacceptable delays in pin phone numbers being activated. This has been an ongoing problem for some years and a new system of collecting telephone numbers in reception has just been started. We will continue to monitor this area as we receive too many applications from prisoners justifiably complaining about lengthy delays and their families being understandably upset by lack of contact. The refurbishment of the Visits Halls and the consequently more relaxed seating arrangements and atmosphere is welcomed. Apart from expensive bottles from the unpopular and unreliable vending machines, no water is available for visitors; however we understand that the vending machine contract has been terminated to be replaced by Café Britannia, which should prove a popular move. The Visitors' Centre run by Ormiston Children and Families Trust continues its excellent assistance with wide ranging and innovative support for visitors and families; we hope that funding will be found for the programmes run by the trust, as the beneficial outcomes upon families of these programmes are well evidenced and they are well-liked by the prisoners. A new programme for in-cell study parenting courses will be piloted due to the disappointing lack of funding for the full parenting courses.

Children's visits continue to give good family support on a weekday once a week on each site plus once a month on both sites on a Saturday.

Banned visitors and closed visits are reviewed appropriately at each security meeting.

The mentoring system at HMP Norwich for those prisoners being released has worked well through the year although still with relatively limited numbers and the mentoring supervisor would welcome more referrals. We await the implications of the 'Through the Gate' policy and will monitor this area in the coming year with great interest. Again, full details of the implications for the prison would be helpful.

## **SAFER CUSTODY**

Monthly meetings continue to be chaired by the Head of Safer Custody but attendance at Safer Custody meetings has been variable, particularly when staff numbers were dangerously low. Samaritans and an IMB observer are present but it is a matter of regret that there have not been enough staff to escort any Listeners to the meetings for much of the year. This year, a few healthcare staff have attended meetings regularly, including the Head of Healthcare. Our concern, expressed in last year's report, continues that Healthcare seems unwilling to share some important information that might assist in keeping prisoners safe. We believe the continued refusal (for reasons of patient confidentiality) to flag up prisoners who have been identified as having mental health problems on the prison's secure computer system, poses the unacceptable risk that staff may not be aware of or fail to notice an important factor in reducing risk of self harm. We consider that if it were known which prisoners had mental illness, there could be a more informed, holistic approach to their management.

The number of Assessment, Care in Custody and Teamwork (ACCT) documents remains high at 562 (632 last year). On 2 occasions during the year, there were as many as 55 cases open at the same time, mostly on A wing - the induction and IDTS wing. It is difficult for officers to manage so many ACCTs properly at any one time. Self harm incidents have reduced again for the second year running from 293 to 224, which is pleasing to note. The quality of ACCTs is monitored regularly and discussed at Safer Custody meetings but some are still found to be unsatisfactory with inadequate entries and with no evidence of quality interaction with the prisoner. However, we have observed quality interaction which has then not been recorded. There are not enough ACCT assessors, nor training for new assessors.

During the year the Samaritans have undertaken 3 training sessions for new Listeners. There are approximately 16 Listeners throughout the prison but the majority of Listeners

progress to the more settled wings due to their exemplary behaviour, resulting in the wings with the most need being left without resident Listeners. M wing Listeners have been given clearance to go to B and C wings when needed and E wing Listeners to A wing but it is regularly reported in Safer Custody meetings that this does not happen as frequently as it should as, obviously, they need assistance to pass through the gates etc and this does not always happen. Two Listeners share the week to work in Reception on the Main Site as orderlies helping departures but especially arrivals; this is a valuable exercise and they provide a very important service for new prisoners. We feel that it is important for Listeners to be able to move around the prison more freely not only to protect prisoners who are at risk but also to enable them to give each other support in this demanding role.

The personal officer scheme does not work; many prisoners do not know the names or faces of their personal officer and there is lack of staff continuity on many wings.

We have concerns about the many late arrivals. Some prisoners can be arriving as late as 8.45 p.m. due to lengthy journeys on the pods, both transfers in from other prisons and from courts. As each prisoner has to be processed, seen by healthcare and go through a first night induction before they can be settled into their cells for the night, this is totally unacceptable both for prisoners and staff who may have to work several hours beyond the end of their shift. Prisoners arriving after 8 p.m. are seen either by nurses staying on after the end of their shifts or by the night nurse but late arrivals cannot be seen by the prison doctor as they go off duty between 7.30 and 8 p.m. Medicom is called after the doctor has left. The prisoner can talk to the Medicom doctor on the telephone and sometimes they can be called out but we do not consider this satisfactory and we contend that such late arrival times must increase risk for prisoners. It is well documented that Reception and first night is a particularly vulnerable time for prisoners at risk and we cannot consider these late arrivals allow for safe practice as it must intensify feelings of helplessness. We emphasise that this is through no fault of HMP Norwich; it is the system that allows prisoners to arrive too late resulting in prisoners on occasions not being fully processed until after midnight. We consider this process should be reviewed as this is totally unacceptable.

We mention pin phone activation delays in Resettlement above. Good contact with families, friends and the legal system are undoubtedly integral to safer custody for prisoners and should not be delayed.

Cell bell response times are still causing concern although significant improvement has been noted. Staff have been encouraged to use the Incentives and earned privileges (IEP) system to reduce the number of occasions when men use cell bells unnecessarily or mischievously. Following benchmarking, more staff could be available for allocation to A wing during the core day but prior to that one Saturday morning in June 2013, when there was only one wing officer on patrol on A wing, a man waited 1hr 8mins before his bell was answered. It was no surprise to the board that Her Majesty's Inspectors in their report stated that there were too few staff in a dangerous environment. These cell bell times are closely monitored, particularly on A wing which has an automatic monitoring system. Unacceptable delays in answering are reducing and we are relieved that the Residential Governors are developing a monitoring tool for the wings other than A wing. The Board will continue to monitor this area closely.

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 additional distress to prisoners' families and friends. There are still 2 inquests outstanding for men who died in 2011. Although the date for one of these inquests is in the calendar for 2014 there is no date yet for the other and this is unacceptable.

During the reporting year, there have been 6 prisoners who have died. Of these 6 deaths, 4 have been classified as from natural causes (elderly prisoners with long term illness) and 2 have been classified as self inflicted. 5 inquests have taken place in the reporting year. 4 of these deaths were from natural causes following prolonged periods of ill health and the fifth was a suicide by hanging. IMB were notified immediately of the

DICs and were in attendance at these inquests. The prison tries hard to handle bereavement sensitively and to involve the families at this difficult time but there are still too few trained Family Liaison Officers (FLO) and no further training has yet taken place. Violence Reduction is an important factor at HMP Norwich but we have noted a worrying increase in violence nationally which is mirrored at HMP Norwich. There were 254 reported Control and Restraint (C & R)/Use of Force incidents in the period January 2013 – end February 2014 of which 221 were unplanned and all of these unplanned took place on the Reception site. Within the reporting year there were 224 incidents against last year's figure of 161 incidents. We have monitored several use of force incidents and are pleased to report that without exception, all those incidents that we monitored were handled professionally and as carefully as the situation allowed. (Please see Annex 1 for Control and Restraint and Use of Force Statistics). However, the documentation is not always signed.

Towards the end of our reporting year staff members with Safer Custody responsibilities have moved locations within the prison to become a more cohesive unit.

### **SERIOUS INCIDENTS**

As reported, there have been 6 deaths in custody (DIC). Deaths in custody are naturally distressing to the prisoners on the wings and staff members alike and the prison is mindful of this. The chaplaincy team also helps to support prisoners and staff following a death in custody and a service of remembrance is usually held upon the wing.

During the reporting year a serious incident at height was safely resolved despite severe damage to Ketts Unit roof.

We are normally informed of most incidents when we are on site and duty rota members or the Chairman alerted for serious incidents at whatever time of day or night. We have monitored several which have required robust management. Generally, we have found that they are managed effectively although the cameras for filming the incidents are frequently found to be unready for immediate use e.g. with flat batteries etc. This should be improved as all such incidents should be recorded.

### **SEGREGATION (THE KETTS UNIT) and ADJUDICATIONS**

Ketts Unit have had another demanding year with some very difficult prisoners. On the whole, the staff manage these prisoners robustly but with patience and stoicism in some very challenging and exigent situations and generally the prisoners soon become compliant and can be returned to the wings following a short period of segregation. Individualised management plans for prisoners with complex needs have improved. The prisoners have access to radios (when compliant), puzzles and library books and are offered a limited daily regime, which can be restricted when they are not conforming to the regulations. They have access to a daily telephone call. There are daily visits by a governor, the chaplaincy team and healthcare. The Board visits Ketts Unit on a very regular basis and are notified of all new segregations. The major re-furbishment of the whole unit which began last year has been completed. The security and environment of the exercise yard has been improved and there is an undercover seating area for consultations. We have concerns that the newly decorated and furnished activities room within the unit does not get used for education. Education provision remains too limited within the unit and this room is frequently used for property and clothing storage. This is regrettable.

During the reporting year extensive damage was done to the roof of Ketts Unit when a prisoner climbed up and the unit was closed for several weeks while repairs were effected. Following this serious incident at height, while Ketts Unit remained too severely damaged to be used, a small unit was set up on B Wing as a temporary measure. This was adequate for all but a few very challenging men who had to be transferred out as it was not suitable for such prisoners, and the furniture could be too easily destroyed.

On the few occasions when Ketts unit has had to be used for a non-typical segregation e.g. for a prisoner's own safety, the regime has been individualised appropriately.

Special Accommodation has been rarely used and only for very short periods as a de-escalation tool for safety of both prisoner and staff and to limit damage to the unit. There have been a number of dirty protests within the unit during the year. We have observed that these are handled in accordance with the appropriate procedures. We are of the opinion that dedicated Ketts Unit staff can bring a knowledge and expertise to this difficult area. Some of the good, experienced staff manage difficult prisoners with a sensitivity and skill that less experienced staff would find it difficult to emulate. Lack of experience in this unit can be noticeable on challenging occasions. We have monitored a number of adjudications within the monitoring year, taken by different governors, and including those conducted by the independent adjudicator. We have found them to be uniformly fair and well managed; the Governors appear to listen to the prisoners and the prisoners are given adequate time to express themselves. The awards we have monitored appear considered and fair.

## **RESIDENTIAL SERVICES**

### **Accommodation**

The accommodation at HMP Norwich is variable both in age of construction and in design. Both E wing (a Victorian building with some triple occupancy cells) and M wing (a former oil rig accommodation) are not to the modern standards of some prisons but are the two most popular wings on the Reception site for many prisoners as they provide smaller and calmer environments. The LDU was originally designed as a Young Offenders prison. It is not a particularly attractive or well-designed environment and has shortcomings although it has undergone a regular repainting and refurbishment programme and efforts are made to upgrade its condition.

The accommodation continues to improve with most cells now having curtains at the windows and privacy curtains which allow some separation between the lavatory and the rest of the cell - although these curtains are often damaged or pulled down. The Board remains unhappy that cells designed for single occupancy have been doubled up. The privacy curtains which separate the lavatories from the beds and tables in the cells only provide a token gesture at decency which is, we feel, unacceptable. Some doubled cells have only one chair due to space constraints so one prisoner has to sit/lie on the bed.

The board still receives the occasional complaint about the restrictions on use of water on A wing but although we do have some concerns, we recognise that these measures are in place to prevent flooding.

There have also been occasional complaints about the heating on A wing but we have found that the failures have mainly been as a direct result of prisoners blocking the vents on the heating system causing whole system failure.

The boiler system on the LDU is old and can be unreliable but Works continue to manage to keep the system operating.

The Elderly lifers' unit (L Wing) has an extra supply of heaters in case of emergencies. It is not a modern building but provides a comparatively protected environment for its elderly and infirm inhabitants.

The Estates Department provide a good onsite service, usually solving faults swiftly and competently. We question whether this level of service could possibly continue when this department is contracted out and can envisage unnecessary delays on problems outside of general maintenance whereas now a quick call to 'Works' can bring about an immediate remedy for most minor repairs.

### **Food, Catering and Kitchens**

Overall complaints to the IMB about food are running at a low level – the next internal food survey is being conducted in the spring and the results will be known in April.

The budget for food and drink per prisoner per day is currently £1.91. This allowance has not been raised for some time, despite considerable food price increases and the board would question how prisoners can truly be said to receive 'adequate nutrition' within this budget. We still question the true efficiency of and savings gained through the

nationwide contract with 3663 as the quality of some of the products is poor and, although it is said that overall savings are made, locally sourced products could be found of better quality and possibly some could be purchased at a lower price.

There have been a number of new and interesting initiatives which will be used to assist in providing a nutritious diet. Outside the kitchen is a small kitchen garden. The proposed market garden on the large site adjacent to A wing is progressing but there appears to be no completion date set. This is due to provide fresh produce for the kitchens. £150k has been invested in this project; it is hoped to convey important benefits to the catering and employment functions.

The bakery expected in 2013 has still not materialised, but remains a live project and will be located 'within the wire wall' when it is completed. This delay is disappointing as an onsite bakery should improve the quality of bakery goods and provide employment and a good training opportunity.

The Café Britannia housed in the former staff mess outside the prison walls has opened and is proving a resounding success. It increases employment opportunities for prisoners on ROTL and provides realistic training, offering a service as it will for the general public as well as for staff members. Any profit is shared between the prison and the not for profit organisation that manages it.

The LDU kitchen is not up to standard and the expected improvements still have not taken place. Much of this upgrading was required by Environmental Health Officers and re-emphasised in their 2013 report.

The closure of HMP Blundeston has resulted in both kitchens being fully staffed with instructors and officers for the first time for many years. Prisoners working in the kitchens receive training on both Reception and LDU sites and work towards recognised qualifications. Norwich has also gained some new food trolleys. These should go some way to improve the quality of delivering the food. However, as we have mentioned in previous reports, the trolleys are of a centrally defined specification; this specification is not fit for purpose at Norwich where long outside journeys are made on uneven surfaces. Portion control on serveries has improved, particularly where meals are prepared in individual, measured and sealed trays but abuse continues with misconduct over serving sizes, e.g. the amounts of non pre-packed food given out are being varied for individual prisoners. We have observed the frequent lack of staff supervision at the serveries and are concerned that this allows opportunities for either bullying or 'favours'.

A new menu including wraps, baguettes and pastas is being piloted. There are occasional theme menus based on different food cultures.

The management of the stores has deteriorated this reporting year as there are no longer dedicated store personnel. Under new ways of working, store personnel may be taken from the general pool of Operational Support Grades (OSG), which has resulted in a loss of experience and continuity. The stock checking is varied and we have had incidents reported to us where the kitchens have on record that certain items are in stock but these items are not to be found in the stores. Some delivered items are not entered upon the computer system, nor are items always logged out when distributed. Also we have had reported to us occasions when deliveries have been made to the stores but just left outside the building, or delivered elsewhere on the estate, or not delivered at all as the courier has not reported to the main gate and consequently no-one has been sent to the stores to receive the goods.

## **SECURITY**

During the reporting year, there have been a number of alterations to the security department. It has been condensed and there have been management changes. A Security Audit was acceptably completed after a lot of hard work. Bids for wing CCTV were successful; it is expected that this surveillance will have a beneficial effect upon the control of violence on the wings. In several previous reports, we have mentioned that we had concerns about the physical security of some of the fencing on the Reception site. We are pleased to report that this has been improved although there is room for improvement on the LDU fencing. The modern pedestrian gate with the new key and radio biometric issuing system was commissioned without too many teething problems. The dog team has been augmented with the arrival of two new teams from HMP Blundeston and is proactive. We have monitored the dog handlers treating visitors and prisoners courteously. There appears to be effective improved liaison with outside agencies e.g. the police, special branch etc. The security department works continuously to solve the challenges posed by medication diversion, mobile phones and the problems of legal highs, psychoactive designer drugs and other synthetic cannabinoids, anabolic steroids and illegal drugs alongside its other activities.

We have major concerns about the increasing violence that is not only evident in HMP Norwich but reported nationally, both prisoner on prisoner and prisoner upon staff, which we consider is in part due to decreased numbers of officers upon the wings. We hope the new CCTV will help to mitigate to some extent this disturbing trend and in particular help to identify the perpetrators of previously non-attributable injuries.

We have concerns about the lack of officer presence in the multi-faith chapels during Friday prayers whereas there is always a unified presence at all other religious meetings and services.

## **RECEPTION AND INDUCTION**

Reception on the main site is a busy and sometimes high pressure area. The daily churn is high with often between 40 and 50 men moving in and out to court or police escorts, transfers to other prisons or the LDU, or medical and other appointments. Generally, staff deal very well with this situation but the reporting year has thrown up some problems. Benchmarking and Fair and Sustainable have impacted on the Reception process. Reception was previously staffed with experienced officers. Staff are now allocated to a general Operations group which should be moved around. Although Detail attempt to pair experienced officers with those less experienced in the areas, this does not always happen and not all staff have sufficient experience of Reception. The orderly has commented that he has had to inform some staff what needs to be done on occasions when experienced staff have not been available (Staffing p. 26). We feel that this can cause dilution of the previously noted proficient engagement with the new receptions to the detriment of their wellbeing.

We have mentioned our concerns about prisoners arriving late into the evenings under Safer Custody p. 18 and Healthcare p.13.

In our previous reports we have mentioned that the induction process is flawed. We remain of the same opinion in spite of several initiatives aimed at developing the process, as any improvement appears not to be sustained. For example, in September 2013 we noted concerns that the first night system was not working properly when 16 prisoners came into prison on a Friday but only 5 or 6 had an induction on the following Monday. Again in October 2013 we learned that some prisoners were going straight to the wings and not to A wing, the first night centre, therefore missing the induction entirely. In addition there continues to be a lack of induction for VP prisoners on C Wing and wing induction reps are not always unlocked.

However, the Reception orderlies covers basic information with new prisoners

- He explains pin phone/pin credit and how it works
- He goes through how to book visits
- He explains the Reception visit in first 7 days and how to book
- He tells new prisoners how Postal orders and money can be sent in

HMP Norwich was heavily criticised in HMIP report (August 2013) for the use of prisoners carrying out full induction as it was deemed “potentially dangerous and inappropriate to use them (prisoners) to conduct first night risk interviews. This was open to abuse, compromised confidentiality of the new arrival and placed unreasonable responsibility on the mentors”

The board is pleased to see that induction orderlies are still being used on A wing to go through some first night information but do not collect any personal information and do not go through the formal induction booklet. Orderlies cover:

- What to expect in prison
  - Alarm bells
  - Toilet/water system
  - Phone call
  - Reception visit
- They make sure the cell has everything and if not, report to the officer as a stock of items is held on the wing

Induction orderlies feel the new system is working as far as they are concerned and that they get to see every new prisoner on the wing now. An officer should complete a full programme of induction and go through the Induction Record book to ensure all aspects are covered; however, we do not believe this is happening for all prisoners.

It is unacceptable that there is no Listener suite for reception prisoners on A wing at the time when they are potentially at their most vulnerable.

There are still some issues with pin phones. Some prisoners’ 48 hour pin, which is given to non-restricted prisoners on arrival, does not work and it has been known to take 2 or 3 weeks for pin numbers to be activated. We have received many applications from prisoners asking for our help on speeding this process.

Prison clothing given out in Reception is not sized consistently and does not appear to be checked regularly.

We regularly monitor men moving through from Reception to the wings for their first night and follow them up again when they have been in the prison for several days. During the reporting year we were told by a VP prisoner moving to C wing that when he arrived at his cell it was dirty and no pillow or kettle had been provided. He was not given a breakfast pack and had been unable to make a phone call in Reception. He had been informed that owing to his status as a VP he might have to wait 3 weeks before he could make a call whilst security checks were made. In fact, he had to wait for 9 days. This kind of treatment is not dealing with men with respect or dignity. We have had to report similar issues to the Governor from time to time in this year.

## **HEALTH AND SAFETY REPORT**

We are delighted to report that the new pedestrian gate has improved entrance and exit from HMP Norwich, providing a far safer environment for all except for those OSGs on vehicular gate duties. Visitors can stand safely under cover while waiting for clearance to enter and there is a small waiting room in the lodge area.

In this reporting year there have been 18 live fires. One of these took place in Ketts (Segregation) Unit and 5 members of staff suffered smoke inhalation. This occurred because they had not followed correct fire safety procedures. It worries us that the post of Fire Officer was integrated into a general Health and Safety role as a result of Benchmarking, particularly as we feel that there has been insufficient practical fire and health and safety training for all staff.



Again we report the blocking of fire exit doors and corridors around the prison. Items such as laundry, rubbish, property bags and boxes are left in these corridors too frequently, obstructing exit routes.

Given the risk of fire in a closed environment we find it troubling and surprising that a number of office doors are being left open and unlocked at the end of the working day with paperwork left on desks. In addition, we know that staff have some concerns for their safety as, e.g. there is only a single staircase in the Activities Hub building and no fire escape.

Accident Investigation Reports are not being completed and submitted on time. Reports can remain outstanding from one Health and Safety meeting to the next meeting and investigations are not being monitored adequately which may lead to further accidents.

There is poor attendance generally at Health and Safety meetings and we have found little evidence that items discussed are being returned to front line staff members.

### **PRISONERS' MAIL AND TELEPHONES**

We are very pleased to report that in this reporting year we have had comparatively few applications regarding complaints about either incoming or outgoing mail. This is a welcome development on previous years. We will continue to monitor this area as correspondence is very important to prisoners and their families, particularly at significant times of the year such as Christmas and other fixed celebrations during the year.

Throughout the reporting year we have had constant concern about the time taken in authorizing contact with friends and family through the pin phone scheme. Prisoners who are not VPs are offered the opportunity to make a single phone call while in Reception. However we have examples of men then having to wait for far too many days before their pin numbers are activated to allow them to make other calls.

VP prisoners and those prisoners subject to harassment charges are not allowed to make the call in Reception – their pin numbers have to be cleared for public protection. This can be particularly worrying for men who may be in prison for the first time or their family do not know where they are. In these cases they are advised to approach the senior officer on the wing to make a call on their behalf.

From the beginning of January a system which identifies pin phone requests from new receptions, and should therefore be dealt with urgently, has been in place. We are monitoring this very carefully and hope to see improvement.

### **PRISONERS' PROPERTY**

We continue to have serious concerns about the ways in which prisoners' property is handled. Staff are not always sealing the cell immediately when a prisoner is moved unexpectedly from his normal location, e.g. to Ketts (Segregation) unit, resulting in prisoners writing applications to the board about their lost property. The PPO in his report on Prisoners' Property Complaints (published February 2014) has identified that it is unreasonable to expect prisoners to be totally responsible for sorting problems that occur with their in-possession property. Many losses of property occur as 'in-possession' items but it is difficult to prove whether or not a prisoner's own action has precipitated the loss. If an in-possession item goes missing, it is most likely that there will be no compensation. It is also a common problem that men being transferred to or from Norwich have lost some of their property in the transfer and there seems to be a reluctance to identify or agree whether the sending prison or the receiving prison is responsible. We understand that the cellular prison vans do not have enough storage space for property, even within the volumetric control limits. On occasions legal papers have not arrived at Norwich with the prisoner; this unfairly causes anxiety and distress.

Although compensation payments totalled just under £1,000 in the reporting year, we consider that this figure does not adequately represent the distress suffered by prisoners who may have very limited possessions. The compensation system naturally offers minimal payments for property losses as it does not reflect replacement value; an offer is made and the prisoner can choose to accept this offer or appeal. (See Annex 3).

There are inadequate opportunities for prisoners to claim their property on the LDU and long delays have occurred before they have their entitled possessions.

### **WING APPLICATIONS AND COMPLAINTS**

In response to the continued poor performance of the wing applications system, an electronic system was introduced. Unfortunately, the system failed as, although it allowed numerous concurrent 'read only' accesses, only one person could make an entry on the system at any one time, causing a backlog of responses and immense frustration to staff. It was decided to revert to paper applications but as there was no receipt system, applications appeared to 'get lost'. Eventually, logging and receipt systems were introduced but we are still not convinced that the wing applications system is reliable and prompt.

Complaints response times are no longer a Key Performance Target (KPT). There are a small but nonetheless significant number of overdue complaints where we consider that, if there were a system in place to redirect the complaint if the respondent is on leave/sick/etc., the delay could be reduced. Some departments are markedly better in adhering to response times than others.

There is a good system in place for monitoring the quality of responses; these have improved.

### **STAFFING and FINANCE**

Benchmarking and Fair and Sustainable have had serious implications and forced dramatic changes upon prisons. Staff found the uncertainties surrounding the changes disconcerting in spite of good dissemination from senior management of what they knew and a great deal of time was spent planning the implementation of these fundamental revisions to prisons. HMP Norwich has for many years been working with potentially dangerously low levels of staffing and it appeared initially that this would be ameliorated by the benchmarking imposed staffing levels and the integration of staff from HMP Blundeston in December 2013, following the closure of that prison. For a very brief period, Norwich appeared well staffed. However, almost immediately staff were deployed for detached duties and, as staffing levels rapidly reduced through natural wastage, the detail became fragile again. We do question the management of national prison staffing levels as a Voluntary Early Departure Scheme (VEDS) was offered to and accepted by many staff and there was a concurrent recruitment freeze. Now there is a chronic shortage of staff, requiring detached duties to make up the national shortfalls. HMP Norwich is again seriously short staffed for too many shifts and the regime has to be curtailed as a consequence. This has a direct impact upon prisoners' custody and we consider both the quality of care and safety of both staff and prisoners may be compromised due to the depleted levels of staffing. This situation is undesirable and could have been avoided.

Throughout the year we have been approached by some members of the staff who have felt disillusioned with the service and their morale has been low: this was evidenced in the Measure of the Quality of Staff Lives (MQSL).

The large 'groupings' of staff, whilst allowing a broader skills base, can lead to lack of specialist skills in certain areas (i.e. reception/Ketts Unit/stores management etc) and difficulties abound in managing the detail so that experienced officers in these areas can work with trainees. The Offender Management Unit was extremely understaffed for much of the reporting year (Resettlement p.16) and this was compounded by the changes introducing officers untrained as Offender Supervisors. Staff in many areas felt under enormous pressure and undervalued by the service.

The management of staff on sick leave has become noticeably more robust.

In the years since 2010, HMP Norwich has reduced costs overall by over £3 million. This budget reduction, plus the ring fencing of budget subjects, has restricted the Governor's autonomy to innovate change and development. This cannot be helpful to the advancement of the prison.

## **WORK OF THE IMB**

In the reporting year, we have 5 new members. Two members were successfully interviewed at HMP Norwich, one new member joined the Board following interviews at HMP Bure and two transferred in as a result of the closure of HMP Blundeston, assimilating successfully into the team and bringing new skills into the Board. 1 member retired through tenure. 1 member received a successful extension for 9 months due to specialist skills. The Board complement was reduced at our request from 20 to 16 (+1 pending the conclusion of the extension.)

The Board continues to be proactive in monitoring the constant evolution of HMP Norwich. As the prison has three sites and is a multi-functional prison, the monitoring of HMP Norwich requires a regular presence. Please see below the statistics of visits.

	<b>2012/13</b>	<b>2013/14</b>
Visits Allocation (initial)	<b>697</b>	<b>827</b>
Visits Allocation (final)	<b>718</b>	<b>947</b>
Visits completed/projected	<b>773</b>	<b>980</b>

We continue to receive many applications from prisoners on a variety of subjects (See Annex 2) and the Board has a recognised presence within the prison.

Our Board is cohesive and positive, from a wide variety of backgrounds and skills. A new Chairman was appointed and our Board Development Officer was reappointed in January 2014, both unanimously.

ANNEX 1 CONTROL AND RESTRAINT AND USE OF FORCE STATISTICS

**STAFF C&R TRAINING (BASIC and ADVANCED)**

Month	Uniformed Staff Refreshed in Basic C&R	Uniformed Staff Refreshed in Advanced C&R
January 2013	14 Officer Refreshed	0 Officer Refreshed
February 2013	0 Officer Refreshed	0 Officer Refreshed
March 2013	14 Officer Refreshed	1 Officer Refreshed
April 2013	18 Officer Refreshed	5 Officer Refreshed
May 2013	15 Officer Refreshed	0 Officer Refreshed
June 2013	12 Officer Refreshed	2 Officer Refreshed
July 2013	21 Officer Refreshed	3 Officer Refreshed
August 2013	15 Officer Refreshed	3 Officer Refreshed
September 2013	14 Officers Refreshed	6 Officers Refreshed
October 2013	13 Officers Refreshed	6 Officers Refreshed
November 2013	13 Officers Refreshed	6 Officers Refreshed
December 2013	12 Officers Refreshed	7 Officers Refreshed
January 2014	19 Officers Refreshed	1 Officer Refreshed
February 2014	14 Officers Refreshed	0 Officer Refreshed

**2. C&R / USE OF FORCE USEAGE BREAKDOWN JAN 2013 TO FEB 2014 INC.**

Year: 2013	Incidents	Planned	Unplanned	PPE Used	Door Jack	Baton	Ratchet Curbs	Reception Site	LDU / HCC	Other Areas	Healthcare Attendance	C&R Instr Attendance	Injury To Staff	Injury To Prisoner	Official Complaints
January	16	6	10	6	0	0	10	16	0	0	6	8	7	1	0
February	14	1	13	1	0	0	5	8	4	2	2	4	2	1	0
March	14	2	12	2	0	0	3	12	2	0	2	3	1	2	0
April	11	2	10	2	0	0	3	8	2	1	3	3	1	3	0
May	14	2	12	2	0	0	4	11	2	1	3	4	1	2	0
June	11	3	8	3	0	0	6	10	1	0	4	6	2	0	0
July	19	0	19	0	0	1	8	18	1	0	4	4	0	4	0
August	30	3	27	3	0	1	4	28	2	1	3	8	1	4	0
September	17	1	15	1	0	0	4	16	1	0	2	5	0	4	0
October	22	4	18	4	0	2	10	21	0	1	6	9	2	3	0
November	17	0	17	0	0	2	5	14	3	0	2	4	0	4	0
December	23	4	19	1	0	0	12	23	0	0	3	3	3	2	0
<b>SUB TOTAL</b>	<b>208</b>	<b>28</b>	<b>180</b>	<b>25</b>	<b>0</b>	<b>6</b>	<b>74</b>	<b>185</b>	<b>18</b>	<b>6</b>	<b>40</b>	<b>61</b>	<b>20</b>	<b>30</b>	<b>0</b>
January 2014	18	3	15	1	1	0	9	13	4	1	2	6	3	2	0
February	28	2	26	2	0	0	8	23	4	1	3	1	0	2	0
<b>TOTAL</b>	<b>254</b>	<b>33</b>	<b>221</b>	<b>28</b>	<b>1</b>	<b>6</b>	<b>91</b>	<b>221</b>	<b>26</b>	<b>8</b>	<b>45</b>	<b>68</b>	<b>23</b>	<b>34</b>	<b>0</b>

### 3. ETHNIC BREAKDOWN JAN 2013 TO FEB 2014 INCLUSIVE

	A1	A2	A3	A9	B1	B2	B9	O1	O9	W1	W2	W9	M1	M2	M3	M9	NS
January					2	1			1	10						2	
February					1	1				12							
March					3					8		1	2				
April				1	1					10							
May					4					10							
June			1	1	3	2				4							
July	1	1	3		2	3				8				1			
August	1		3	2	2	5				15		2					
September						4				9		2	1				
October					4	1				15		1	1				
November	1				1		1			14							
December				1	1					15		5	1				
January 2014	1			1	2	1				13							
February					2					22							4
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>28</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>165</b>	<b>0</b>	<b>11</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>

### 4. UNIT / AREA BREAKDOWN

	A Wing	M Wing	B Wing	C Wing	E Wing	G Wing	F Wing	SEG Unit	RECEP	HCC/L Wing	OTHER
January	8		1	5				2			
February	2		3			1	2	2		1	1xEdu, 1xN&N,1xBrit House
March	4		2	1			3	3			1xVTC
April	3		1	5			2				1xBrit House
May	3		1	2				4		2	1xBH, 1xPOD
June	4		4					1	1	1	
July	6		6	1				3	2	1	
August	6		11	2		1		6		2	1 x Print shop
September	8		5	1		1		2			
October	5		7	5				2	1		2xDaycare/NN
November	7		3	2		3			1		1x Visits
December	13		3	2				2	1		2xvisits/MP
January '14	3		3	7			1			3	1xDCC
February	3		6	3	1			3	3	5	1xVisit 1xBH 1xDCC 1xP/S
<b>TOTAL</b>	<b>75</b>	<b>0</b>	<b>56</b>	<b>36</b>	<b>1</b>	<b>6</b>	<b>8</b>	<b>30</b>	<b>9</b>	<b>15</b>	<b>18</b>

## **ANNEX 2 IMB APPLICATION DATA FOR 2013-2014**

782 physical applications (not including verbal applications) were received (against 552 and 730 previous two years).

869 different issues were raised (more that one box is often ticked on an application): This does not include any further issues that might be confided verbally.

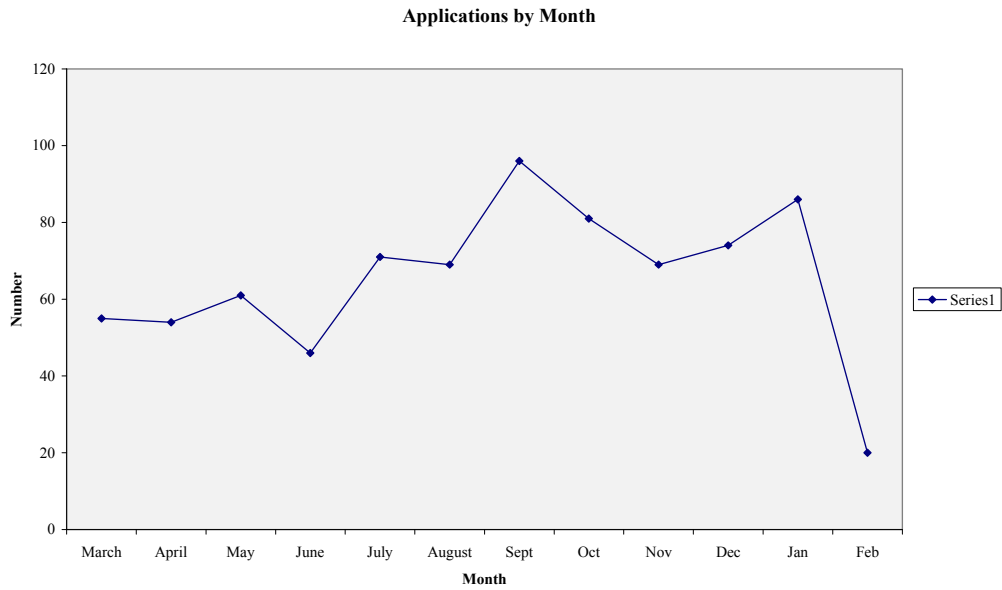
Accommodation	4
Adjudications	12
Equality, Diversity, Religion	0
Education/Employment/Training	51
Family/Visits/Mail/Phone	106
Finance/Pay	10
Food/Kitchen	14
Healthcare	122
Property- Current Establishment	103
Property- Other Prison	49
Canteen, Catalogue Shopping	21
Sentence- HDC,ROTL, Parole etc	95
Staff/ Prisoner behaviour- Bullying etc	33
Transfers	81
Other	168
<b>TOTAL</b>	<b>869</b>

“Other” refers mostly to those just saying that they wish to see the IMB without specifying an issue.

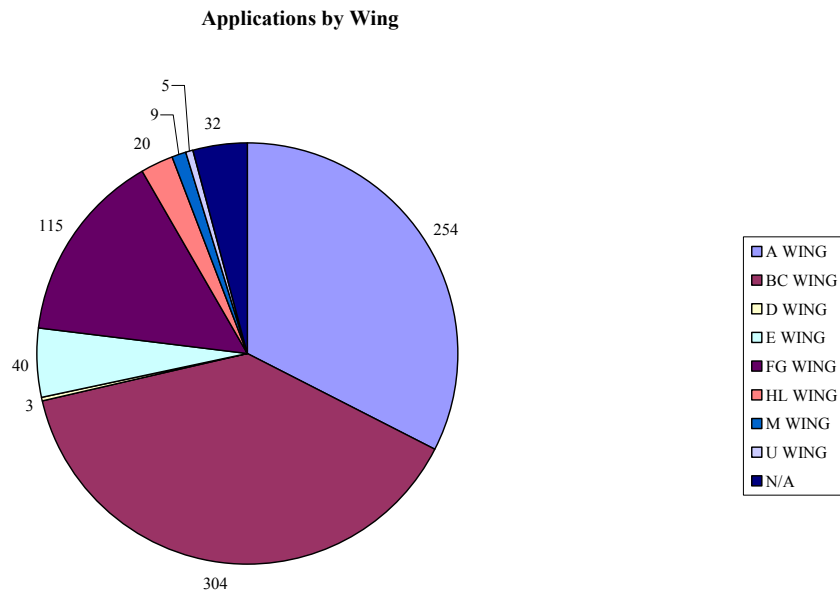
“Sentence” has included topics such as IEP as there is no specific category to allocate these to.

The biggest issues remain much the same as in previous years.

## APPLICATIONS BY MONTH



## APPLICATIONS BY WING

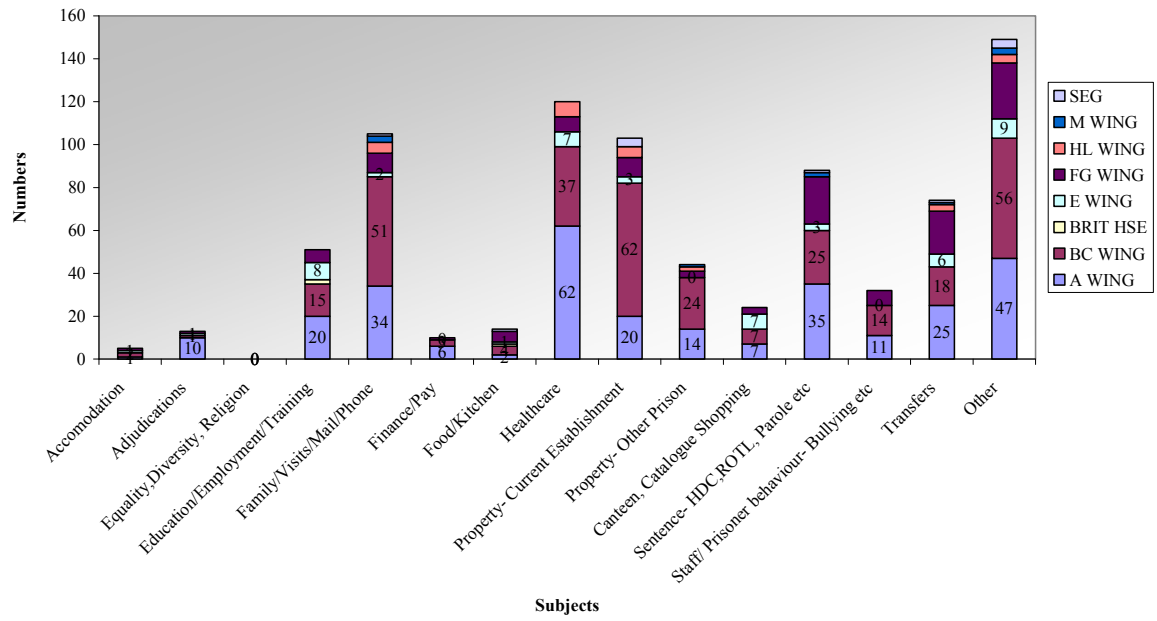


The high proportion of apps received from B/C tallies with prisoner complaints received by the Prison.

E Wing shows a significantly higher proportion of apps received by IMB than in prisoner complaints, perhaps reflecting greater confidence in this system.

# ISSUES BY WING

Application subjects by wing





### ANNEX 3 Compensation figures for lost property/canteen 1.3.13-28.2.14

01-Mar	190.00	Missing clothes and £30 postal order
13-Mar	100.00	Missing prop -
13-Mar	80.00	Missing prop - not clothes
15-Mar	7.20	Missing stamps
15-Mar	11.61	Missing canteen
15-Mar	2.55	Missing newspapers
28-Mar	20.00	Missing postal order
16-Apr	0.80	Missing newspapers
23-Apr	5.93	Missing canteen
01-May	5.00	Lost £5 note
10-May	120.00	Missing prop
15-May	100.00	Missing cash
20-May	30.00	Lost trainers
21-May	7.00	Missing toiletries
05-Jun	25.09	Canteen lost
12-Jun	20.00	Loss of cross and chain
13-Jun	4.00	Missing razors
20-Jun	40.00	Lost Cd's
16-Jul	30.00	Lost ring and tobacco
22-Jul	75.00	Loss of clothing
15-Aug	30.00	Missing postal order
20-Aug	4.94	Missing canteen
30-Sep	160.00	Missing clothes
11-Oct	50.00	Missing clothes
11-Oct	17.00	Prop from visit on 04 Sept stolen
11-Oct	28.72	Prop from visit on 04 Sept stolen
30-Dec	31.91	Lost canteen
10-Jan	13.00	Lost canteen
10-Jan	15.04	Lost canteen
10-Jan	20.00	?
30-Jan	25.00	Lost stereo
11-Feb	40.00	Lost clothing

Property compensation inc. postal orders £998.92, Canteen £110.87. Total £1,109.79

## **ANNEX 4 ACTIVITY SPACES AT HMP NORWICH**

**In 2012 There were 468 Activity Spaces  
In 2013 There were 502 Activity Spaces  
In 2014 There are 558 Activity Spaces**

### **SNAPSHOT AT 10/2/2014 OF UNEMPLOYED ON RECEPTION SITE**

510 prisoners when at full capacity

162 prisoners unemployed

Of which

16 prisoners employable without jobs

30 prisoners unwilling to work

1 prisoner disabled

115 unemployed 'legitimately' i.e. either on IDTS/new  
receptions/waiting for NCS/etc.

Please see overleaf for further detail of activity  
spaces on all sites at HMP Norwich

2013	Activity Description	2014	Variance				
16	A Wing Domestic	16	0	2013	ACTIVITY	2014	Variance
	A Wing Painters	6	6	77	Unwilling to work	52	-25
16	B&C Wing Domestic	16	0	220	FT unemployed	200	-20
	B&C Wing Painters	6	6	8	Retired	18	10
3	BICSc Orderly	3	0	4	Disabled	10	6
12	BICSc Training Course	12	0				
30	Breakfast Pack	30	0				
	Café Britannia	12	12				
11	CES	10	-1				
	Chapel Orderly	1	1				
17	D Wing (prison Worker)	12	-5				
15	D Wing (voluntary Worker)	10	-5				
5	E Wing Domestic	5	0				
58	Education LDU	62	4				
88	Education Reception	98	10				
8	F Wing Domestic	9	1				
8	G Wing Domestic	9	1				
10	Gardens LDU	10	0				
12	Gardens Reception	10	-2				
12	Green Duck	12	0				
2	Gym Orderly LDU	2	0				
4	Gym Orderly Reception	4	0				
6	Healthcare Orderly	6	0				
4	Induction Orderly	5	1				
2	Induction Orderly LDU	2	0				
1	Ketts Unit Orderly	1	0				
20	Kitchens LDU	20	0				
22	Kitchens Main	22	0				
2	Ldu Red Band	2	0				
	Library Orderly LDU	1	1				
4	M Wing Domestic	5	1				
	Multi-Skills (Art class)	15	15				
	Painting & Decor LDU	10	10				
	Painting & Decor Recep	10	10				
15	Picta Course	15	0				
40	Printshop	40	0				
3	Reception Orderly Rec	2	-1				
15	Shoe Box	10	-5				
20	Textiles	20	0				
1	Visits Orderly	1	0				
20	Waste Management	10	-10				
	Wing Painters LDU	6	6				
502	Maximum available places	558	56				

## GLOSSARY

ACCT	Assessment, Care in Custody and Teamwork
AA	Alcoholics Anonymous
A4E	Action for Employment
BICS	British Institute of Cleaning Science
BME	Black and Minority Ethnic
Cat	Category of Prison
C & R	Control and Restraint
DAAT	Drug and Alcohol Action Team
DIC	Death in Custody
DWP	Department of Works and Pensions
EAT	Equalities Action Team
ESOL	English Speakers of Other Languages
FLO	Family Liaison Officer
GALIPS	Gay and Lesbian in Prison
HMCIP	Her Majesty's Chief Inspector of Prisons
HMP	Her Majesty's Prison
IAPT	Increased Access to Psychological Therapies
IEP	Incentives and Earned Privileges
IPP	Indeterminate Sentence for Protection of the Public
IDTS	Integrated Drug Treatment System
KPT	Key Performance Target
LDU	Local Discharge Unit
LGBT	Lesbian, Gay, Bisexual and Transgender
MQPL	Measure of the Quality of Prisoners' Lives
MQSL	Measure of the Quality of Staff Lives
NCS	National Careers Service
NOMS	National Offender Management Service
OASys	Offender Assessment and Sentence Management System
OLASS	Offenders' Learning and Skills Service
OMU	Offender Management Unit
OSG	Operational Support Grade
OMU	Offender Management Unit
PPO	Prisons and Probation Ombudsman
RAPt	Rehabilitation for Addicted Prisoners' Trust
ROTL	Release on Temporary Licence
SAS	Self Awareness Skills Course
SMT	Senior Management Team
SOTP	Sexual Offenders' Treatment Programme
VP	Vulnerable Prisoner
VTC	Vocational Training Centre
YO	Young Offender