



Annual Report
of the
Independent Monitoring Board
at
HMP Norwich

for reporting Year
1st March 2017 – 28th February 2018

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison 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.

2 EXECUTIVE SUMMARY

This report represents the findings of the Independent Monitoring Board at HMP Norwich for the period 1st March 2017 – 28th February 2018. IMB evidence comes from observations made on visits, scrutiny of records and data, formal and informal contact with prisoners and staff, prisoner questionnaires carried out by the Board and prisoner applications.

The main concern for the Board this reporting year has been the shortage of staff coupled with the inexperience of recently recruited officers to properly carry out the necessary duties which would ensure the safety and decency of the prison. The impacts of this shortage include: a restricted regime in place since May 2017; officers do not have time to give sufficient personal support; cross deployment to other areas to ensure safety inhibits the formation of professional supportive relationships and takes the necessary experience from essential areas such as Reception and the Offender Management Unit (OMU); well written policies are not implemented thoroughly; the "basics" are not carried out; ACCT documents are not always studied fully before ACCT reviews and case management is not consistent; the prison struggles to conduct Mandatory Drug Testing (MDT); gym and library sessions are regularly curtailed. Recent accelerated recruitment has taken place but approximately 50% of staff have less than a year's experience and 60% of management are temporarily promoted.

The safety of prisoners and staff (see Section 4 Safety paragraph 4.1- 4.2) has been a constant concern, stemming principally from a shortage, and also the inexperience, of officers, particularly on the landings. There is a large percentage of prisoners under the age of 25, many of whom come from out of the region, and respect for staff has decreased, whilst violence has increased.

The regime has remained restricted, with frequent further curtailments when staffing has been extremely tight, resulting in cancellations of regime (gym, library, association) and reductions in enhanced association.

There is a lack of purposeful activity, particularly on the Local Discharge Unit (LDU). This is partially due to a lack of qualified instructors (for example in painting and decorating and carpentry), the termination of the contract with Census Data, a leaking roof preventing the electrical/plumbing workshop classes, and some scheduled sessions being cancelled due to staff training and lockdowns.

The poor performance, lengthy delays and contracting failures of Carillion have led to diminishing standards of maintenance and deteriorating conditions in accommodation. (See Section 7 Accommodation paragraph 7.5 - 7.10) Since maintenance was taken in house, after the demise of Carillion, there has been a small improvement in the performance and the Board will continue to monitor this.

The failures within the contract for the Community Rehabilitation Company (CRC) to enable construction of a satisfactory Through the Gate pathway, coupled with a reprehensible lack of suitable accommodation in the local community, leads to difficulties for newly released men who have no family support.

Main Judgements

Overall, prisoners receive fair treatment in this establishment. However, reduction in hours for important roles, for example the Equalities Officer (see Section 5 Equalities and Fairness paragraph 5.2), has led to less emphasis being placed on this important aspect. The Board considers the IEP system as fair but the differences of regime and privileges between IEP levels are not always consistently followed (See Section 5, Equality and Fairness paragraph 5.26).

The ethos of HMP Norwich is rooted in the humane treatment of all prisoners; this is undermined by substandard accommodation, often linked to maintenance contractual difficulties and funding issues. The board therefore concludes prisoners are not always treated humanely in this respect. (See Section 7 Accommodation paragraph 7.5 – 7.10)

The Board does not consider that all prisoners are prepared well for their release. (See section 11 Resettlement Preparation paragraph 11.1 - 11.4). The resettlement programme under the CRC contract has proved ineffective, despite the required "signposting" being achieved, as the personal support and mentoring necessary for success is lacking. The OMU struggles to complete paperwork within the time frames due to staff shortages and redeployment of OMU staff to the landings. (See Section 11 Resettlement Preparation paragraph 11.6)

Main Areas for Development

TO THE MINISTER

The Board asks the Minister to comment on these issues:

- The CRC contract fails to offer direct personal support, only requiring "signposting", and does not offer genuine through the gate assistance.
- Finance has not been made available for both supported and unsupported accommodation in the area to provide an adequate supply of housing for prisoners with No Fixed Abode.

TO THE PRISON SERVICE

Whilst appreciating the scope of the recent long overdue recruitment programme, the loss of experienced prison officers is of great concern and the Board asks what incentives are employed to encourage retention of expertise for the foreseeable future?

It is important that recognition is given to the fact that since F & S and benchmarking, prison staff have struggled to retain standards. What plans does the Prison Service have to acknowledge the efforts of staff as many officers have understandably lost faith in the service?

What finance will be made available for refurbishment of the estate and development of workshops?
How will the Prison Service prevent late arrivals at Reception at HMP Norwich?

How will the Prison Service ensure that disruptive prisoners are managed appropriately so that they do not spend lengthy periods in Segregation or moving between Prison Segregation Units?

The poor management of property inter-prisons remains unacceptable. What plans does the Prison Service have to address this enduring issue?

TO THE GOVERNOR

The Board recognises and appreciates the manner in which the Governor listens to and acts upon its concerns. The Board wishes to know how the governor plans to ensure:

- the focus remains on the basics;
- all staff feel safe on the wings;
- the correct management of ACCTs processes;
- the role of the key worker is developed;
- the effective management of prisoners' property, especially during cell clearances.

Improvements

The Board notes the improvement in the ethos of the Local Discharge Unit, which is attempting to focus on a rehabilitative culture by means of an improved environment, more individual responsibility and creation of a community spirit.

As stated last year in our Annual Report, the lack of staffing has impacted hugely upon HMP and YOI Norwich and attempts at any improvements have been largely outweighed by the necessity to maintain the status quo whilst lacking the necessary resources to do so. However, local recruitment was enhanced by the establishment of temporary on-site Assessment and Training Centres.

The transition to Smoke Free went smoothly following sound preparation and frequent communication with the prisoners.

3 DESCRIPTION OF THE PRISON

HMP Norwich is a multi-functional Adult and Young Offender Category B Local, Category C and D Prison predominantly serving the courts of Norfolk and Suffolk, housing convicted and remand prisoners. Accommodation is in a mixture of Victorian, 20th and 21st century buildings, spread over 3 separate sites. The Main site houses Category B and C prisoners. A Local Discharge Unit (LDU) is on another site, across the car park, housing Category C prisoners. A separate Category D Open Prison, Britannia House, accommodates 42 prisoners and is located adjacent to the Prison. The operational capacity of the prison is 773.

The Care and Separation Unit (known as Ketts Unit) has 10 cells and 2 Special Accommodation cells.

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. Virgin Care is contracted to manage the prison's healthcare.

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

4 SAFETY

- 4.1 During the reporting year, there was an increasing amount of assaults, both prisoner-on-prisoner and assaults by prisoners on staff (and other agencies) including an assault upon a member of the IMB in the Segregation unit. Despite this, in a survey conducted by the Board in October 2017 86% of the prisoners surveyed felt safe in Norwich Prison.
- 4.2 Between January 2017 and August 2017, reported incidents of violence decreased from a February 2017 high of 132 to 77. However, December 2017 reporting indicated a steep rise in threatening behaviour towards staff and a slight rise in assaults on staff. Prisoner on prisoner reported assaults in December 2017 reached 30, with 4 assaults deemed serious. Prisoner on staff assaults have reduced with 3 in December 2017 and January 2018, and 1 in February 2018; there was one assault on staff which was deemed serious in December 2018. The Board notes, however, that not all prisoner-on-prisoner assaults are reported by prisoners; despite visible signs of injury some prisoners have declared that they have not been involved in an incident.
- 4.3 New efforts to reduce violence and bullying in HMP Norwich are being introduced with violence reduction teams investigating incidents, offering support for victims and working on violence reduction with perpetrators. However, this programme has been impacted by staff shortages. A discussion with a prisoner on M Wing who had hot water thrown over him by a fellow prisoner revealed that he stated that he had had no support from staff following the incident, although he was eventually transferred to another wing.
- 4.4 Body worn cameras have been introduced and, although initially some staff resisted their use, they are now worn more routinely. There has been an improvement noted in both timeliness and quality of paperwork following use of force.
- 4.5 When regular staff are in Reception, the men are processed in a professional, efficient and friendly manner and needs are well identified. However, cross-deployment of staff due to shortages can leave Reception manned by officers who are lacking the necessary experience.
- 4.6 Prisoners have been arriving late to Reception, after the cut off time of 7.30 p.m. (See Healthcare Section 8 paragraph 8.9). They do not always receive the essential full first night induction, including screening by the IDTS doctor, which could exacerbate the risks of the first night in custody. Late arrivals result in long working hours which impacts on staff well-being, particularly those who then have early shifts the following morning.
- 4.7 Health and Safety meetings are held regularly throughout the year, but the date and times are changed at relatively short notice, which makes attendance difficult for key participants.
- 4.8 The prison has a generic risk assessment as well as individual areas' risk assessments, which are regularly reviewed. However the Board notes that the risk assessment still refers to the Disability Discrimination Act which was superseded by the Equality Act 2010.
- 4.9 Accidents are investigated when reported and findings/recommendations are shared throughout the establishment but the Board notes with concern that not all incidents are reported: for example a prisoner injured by a food trolley on B wing and a light falling from the ceiling in the Ketts Unit.
- 4.10 When prisoners set fires in their cells, staff tend to deal with these in a manner which protects both staff and other prisoners from the effects of smoke inhalations. This has been observed directly by Board members. All operational staff RPE training remains inadequate but has increased from 39% to 67% of staff and scheduled training is on-going.
- 4.11 There have been ten deaths in custody during the reporting year. Six of these were from natural causes, and the Board is satisfied that these deaths were handled sensitively and professionally by staff and healthcare when dealing with next of kin and other prisoners.
- 4.12 The Board has attended the inquests of all unexpected deaths in custody during the reporting year and monitored the implementation of the subsequent action plans. Whilst the Board notes that the prison is working on the action plans, there remain concerns around bullying and the consistency and quality of ACCT case management. Officers and nursing staff with personal knowledge of the prisoner are not always available to attend reviews. It has been noted that ACCT reviews have been conducted with limited preparation and some care plans are lacking.

4 SAFETY

4.13 During the very severe weather from 28 February -2nd March 2018, many staff members were unable to reach the prison. Management of the limited resources available was controlled through the Command Suite and prisoners were kept well informed. Disruption was kept to a minimum due to the efforts of those who managed to get in, working prolonged hours, although the men were kept locked up on 1st and 2nd March for safety reasons. However, kitchen workers were unlocked and, despite running short of some staple foods as delivery vehicles could not access the prison, catering staff improvised well with local purchasing. The heating failed on A and B Wing during this time and men reported shortages of extra blankets. Men whose visits were cancelled were compensated with £5 added to their phone credit. The Board opines that the prison coped well and maintained stability given very difficult circumstances.

5 EQUALITY AND FAIRNESS

- 5.1 The management and analysis of equalities has remained under strength.
- 5.2 The equalities officer is enthusiastic and committed to reducing discrimination but has had restricted time available and is not in a position to instigate significant change. During a large part of 2017, the equalities officer reportedly spent, on average, only two hours per week working on equalities issues due to redeployment necessitated by staff shortages and staff sickness. Thirty one and three quarter hours per week are meant to be spent in this role. The Board notes that her expertise has been retained as she has been posted to a new, fulltime administrative role in Equalities.
- 5.3 Although Equalities Action Team Meetings (EAT) have been timetabled on a monthly rather than quarterly basis to allow more frequent monitoring, pressures on officers' time meant there were no meetings in March, August, September or December 2017. In addition, meetings in May, July and November were re-arranged. In general it is noted that attendance at EAT meetings has been poor. For example, in October 2017, only eight members of staff attended (including the minute taker) whilst nine apologies were received. However, attendance at the EAT meeting in January 2018 was much improved but still lacking mental health/healthcare representation. There has been no prisoner representation at meetings, which had been a prerequisite for a portion of each meeting in the past.
- 5.4 The prison records statistics about prisoners with and without protected characteristics regarding Adjudications, Complaints, Release on Temporary Licence, Incentives and Earned Privileges and Use of Force. However, with the exception of Use of Force, there is no comparison with numbers in the general prison population. The Board notes that the Equalities Officer was planning to produce these statistics in 2017 but was prevented from doing so due to time constraints.
- 5.5 Prisoner Forums have also been impacted by staff shortages. HMP Norwich also faces difficulties maintaining prisoner representatives due to frequent movement of prisoners. Meetings were cancelled on the Reception site in February, May, June, August, September and October and none have taken place since that date. On the Local Discharge Unit (LDU) prisoner forums were cancelled in February, May, June, July, August, September and October and none have been scheduled since then.
- 5.6 Prisoner Forums for prisoners with protected characteristics have been loosely timetabled for 2018 although it is noted only three out of six timetabled for January took place and none took place in February 2018. Poor attendance of representation of gypsy/travellers at the designated forum is noted, with only two attendees. This coincides with what the equalities officer believes is a general under-reporting by gypsy/travellers of their ethnic origin, with the majority registering as W1 rather than W3. Only one prisoner attended the disabilities forum initially with two further prisoners being co-opted by staff. The Board hopes that attendance will improve if meetings take place regularly and prisoners note positive changes.
- 5.7 The number of prisoners stating they are homosexual or bisexual is extremely low in comparison to the population at large. It is surmised that this is due to fear of bullying.
- 5.8 Transgender issues have been dealt with sensitively by officers and governors. During a short stay by a transgender prisoner, frequent case management meetings, in which she actively participated, were observed by the Board.
- 5.9 The Board notes that the prison houses a much higher proportion of BAME prisoners than would be expected from the proportion in the general population of Norfolk and Suffolk, where the white British population is approximately 89% (currently BAME prisoners make up 20% of HMP Norwich). This reflects the transfer in of BAME prisoners from outside the local area, which can affect the ability of friends and families to visit.
- 5.10 The Board's questionnaire to prisoners revealed that 68% of prisoners surveyed find it easy to attend a religious service; this is a reduction on last year's figure of 87%.

5 EQUALITY AND FAIRNESS

- 5.11 Negative comments have been noted by a few Roman Catholic prisoners concerning the gender of the Roman Catholic Eucharistic Minister. The Board observes that she is very active and caring in her role and that a position of part-time Roman Catholic Priest has been advertised. Most faiths are represented within the Chaplaincy Team, who are proactive and very visible around the prison and prisoners state the chaplaincy team are easily contactable.
- 5.12 Foreign National prisoners are less positive about their experiences during Reception and Early Days in Custody and there appears some lack of awareness of the needs of this group by some staff, several believing that most of the foreign nationals can speak adequate English, when this may not necessarily be the case. Language Line is available but the Board have not seen evidence of regular use where it may be appropriate. The number of prisoners held under IS91s has diminished to around 4 or 5 at any one time; the average length of stay also has decreased.
- 5.13 Prisoners with visibly identifiable disabilities received good support both from staff (when they have time) and other prisoners; however, several areas of the prison are inaccessible to those prisoners with mobility difficulties. Prisoners on C1 with mobility issues cannot access the medicines dispensary on C2 as there is no lift and a small number of vulnerable prisoners using wheelchairs have had to be housed in the Healthcare Unit as they could not be accommodated on C wing.
- 5.14 Older prisoners are treated with respect, especially those on L wing who receive a very good standard of care, with compassionate and caring staff members. However, the Board understand that the contract for Social Care is due to be changed and the Board will monitor this change closely. Jobs are available for those older prisoners who wish to participate. There is little differentiation for young offenders, although the prison tries to ensure that cell sharing does not take place for young offenders and adults.
- 5.15 Religious festivals are recognised, respected and celebrated. There were potential problems, however, with provision of flasks for Ramadan, as flasks that were supposed to have been ordered did not arrive. Flasks were swiftly borrowed from another establishment and there was no delay in providing meals.
- 5.16 Halal food is available and kept separately from other food. The Board have noticed that, periodically, there is a shortage of halal meals for new arrivals in Reception.
- 5.17 A positive relationship with families is generally encouraged. Delays on PIN phones have reduced, with prompt transfer of any balance from a previous establishment.
- 5.18 Spurgeons took over the contract for the Visitors Centre on 1st October 2017 and continue the welcoming ethos with many staff and volunteers remaining in post.
- 5.19 Family days have not taken place in the reporting year due to insufficient staff but the much appreciated children's visits continue.
- 5.20 The main Visits Hall is a pleasant environment with a snack bar and a supply of children's toys and books. The Visits Hall in the LDU has less atmosphere. We have observed searching being carried out sensitively and efficiently by staff and with well managed dogs.
- 5.21 All prisoners receive at least their statutory entitlement for visits. Closed visits are imposed as a result of a recognised risk; prisoners and visitors are notified promptly and the closed visits are reviewed at each monthly security meeting and assessed on individual risk.
- 5.22 Notices regarding complaints, IMB forms and complaint forms are available on the wings although these are only in English.
- 5.23 Prisoners who do not speak English rely on staff or other prisoners to complete complaint forms as do those with literacy problems.

5 EQUALITY AND FAIRNESS

- 5.24 Random sampling of complaints in August 2017 by the Board indicated that approximately one third of complaints were not responded to within timescales. Issues with other prisons (generally about property) were not responded to within timescales on any occasion in August. Management is attempting to address the delays and quality of responses; the number of complaints with the addressee are reported at morning meetings and response times for local complaints appear to be improving. The lack of timeliness of responses from other prisons continues to be of concern.
- 5.25 In the October 2017 Prisoner Questionnaire carried out by the Board, approximately 66% of participants on the main site and 40% of those on the LDU stated that the system always or usually treated them fairly. This compares with a whole prison figure of 61% last reporting year.
- 5.26 The Board has some concerns that the management of the differentials within the IEP system is not always consistent. For example, some prisoners on Basic have retained their televisions and the amount of extra association time that should be granted to Enhanced Prisoners has been curtailed on many occasions as there have been insufficient staff to facilitate this privilege.

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 The Segregation Unit has accommodated some extremely challenging prisoners this year. Several prisoners have been held for lengthy periods of time and been subject to DDC reviews. The Prison has received little constructive assistance in moving such prisoners to other more suitable establishments.
- 6.2 The Board has observed that the Segregation Unit has been used appropriately and in accordance with the rules. Prisoners have been informed of the reasons for their segregation. The staff in the unit have shown great tolerance and patience, working hard to foster improved relationships with all prisoners in their care, despite great provocation and violence at times.
- 6.3 At times there have been no batteries for radios and/or there were insufficient working radios. This was reported last year and there has been no change.
- 6.4 The unit continues to lack any organised purposeful activity. A few of the more compliant prisoners have been tasked with painting the unit or tea packing but the men become extremely bored as there is nothing to do; although the well-stocked library trolley is available each day and there are distraction packs on request.
- 6.5 The cells are basic and bare and suffer repeated damage caused by prisoners. The area around the Unit is frequently very dirty as prisoners throw rubbish and food out of their windows but it is cleaned on a regular basis.
- 6.6 As reported last year, the shower room had the floor patched but ingrained grime is evident in the repair and the water pipes still show rust.
- 6.7 Prisoners are only allowed to attend group religious services in exceptional circumstances, although the chaplaincy team visit on a daily basis, providing good spiritual and pastoral support.
- 6.8 Some segregated prisoners have been housed temporarily in the Segregation Unit at HMP Bure when the unit at HMP Norwich was at capacity. These prisoners have been visited regularly by HMP Norwich management, but the Board at HMP Norwich has to rely on the Board at HMP Bure for monitoring of these prisoners.
- 6.9 Special accommodation has been used on 17 occasions during the reporting year. Although this is a marked increase compared with the previous years (2013-14 = 3, 2014-15 = 11, 2015-16 = 3, 2016-17 = 2), the Board is of the opinion that it has been used appropriately and only when prisoners' behaviour necessitated such a move for the safety and stability of the establishment. One prisoner was placed in special accommodation for 23 hours and 45 minutes. On removal, he immediately recommenced his unacceptable behaviour and was then replaced in special accommodation, where he remained for a further 2 hours and 15 minutes. The Board monitored this a number of times during this period and had no concerns as the prisoner would not de-escalate nor engage. The Board notes that de-escalation is actively encouraged and that prisoners are removed from special accommodation at the earliest safe opportunity; on 1.2.17 a prisoner was removed after 40 minutes and on 23.10.17 after 50 minutes.
- 6.10 There have been 38 dirty protests during the reporting year compared to 44 in the last reporting year. They have been handled safely and with tolerance. Cells are cleaned appropriately following a dirty protest. Prisoners on dirty protest are offered regular opportunities to terminate their protest and to have a shower, a clean cell and replacement clothing but if a prisoner has come off dirty protest, there are no alternate washing facilities available for other prisoners until the shower has been fully cleansed.
- 6.11 The Board has attended 61 adjudications and 145 GOOD Reviews during the reporting year and is satisfied that prisoners have been given the opportunity to state their case, have been kept informed and have been treated fairly and with respect.

7 ACCOMMODATION (including communication)

- 7.1 The restriction on regimes, due to staffing levels and the training needs of the establishment, continues to be a major concern for the Board as it impacts upon the wellbeing of the prisoners. From the Prisoner Questionnaire carried out by the Board in October 2017, almost all (92%) prisoners felt that they did not have the opportunity to shower when they needed to and about a third (31%) stated they never had enough time to complete their domestics.
- 7.2 A persistent lack of cleaning materials and equipment across the prison and poor management of equipment by staff was evident throughout the reporting period. This led to the cleaning orderlies using incorrectly coded equipment for cleaning serveries, showers etc. potentially contaminating areas. A working group on cleaning was to be set up, but to the Board's knowledge has yet to meet.
- 7.3 Washing machines and driers have been constantly breaking down in every area of the prison and the repair/replacement time for these was weeks if not months throughout the reporting period; for example, the Board noted that M wing prisoners were without a washing machine for over 3 months.
- 7.4 An apparent national shortage of sheets and pillowcases within the whole prison establishment led to prisoners laundering their sheets and towels on the wings, resulting in men attempting to dry their laundry either over the landing railings or in their rooms.
- 7.5 The Board have found a number of prisoners in F wing living in damp-smelling cells with mould on the walls and bubbled paintwork. In one case, the occupant had attempted to paint over the mould. The cause of this was an overflow pipe at the top of the building which was dripping down the outside of the wing. Carillion failed to fix this problem for many weeks. The Board raised this with the Governor on consecutive months. The men were asked to move out of their cells until the problem could be rectified, however they declined the opportunity to move cells. The Board were concerned that the prisoners were allowed to remain in these cells.
- 7.6 The Board also noticed and reported on several occasions that water was dripping through the ceiling in two cells in F wing, around the electric light fittings. The Board were extremely concerned for the safety of the men and reported this issue to the Governor. This problem was not resolved with any urgency by Carillion, the men remaining in these dangerous conditions with damp walls and metal conduits, potentially exposing the men to electrical hazards for several weeks.
- 7.7 On G wing the showers' grills and drain covers were missing. The Board has observed that the showers have frequently been dirty and had rubbish on the floors.
- 7.8 On C1 landing, the showers are green with mould and the paint is peeling off the walls and ceiling. This is hazardous to health and several have reported to IMB members that they felt they were suffering chest infections as a result of the showers. The Governor has applied for capital funding for this but the work has yet to be done.
- 7.9 On B1 landing, a sewerage pipe was left uncapped for months causing smells on the landing and exposing prisoners to risk. This is a breach of the Water Fittings Regulations 1999.
- 7.10 On A4 landing servery, there was no cold water for some weeks. The hand basin was left hanging off the wall for months, before its removal, leaving no separate hand sink for prisoners to wash their hands.
- 7.11 Regular inspections of the wings by staff are required by the prison and health and safety legislation. The Board questions these checks, as when members have highlighted the issues mentioned in 7.4 – 7.9 above, they seemed to be a new issue to prison management.
- 7.12 The checking of cells between occupancies is often inadequate as cells were regularly found without kettles and working TVs and some prisoners have complained the cells were not clean.
- 7.13 Prisoners have raised issues over their property following cell clearances. Although showing a reduction in applications about property, the management of prisoners' property, especially between prisons, remains of concern.

7 ACCOMMODATION (including communication)

- 7.14 Due to the churn of the establishment, there is a large turnover of men in the kitchens, meaning the kitchens have little choice in the men allocated to work in them. Prisoners have raised concerns with the Board over the hygiene of some of the kitchen workers, despite food hygiene being a required qualification for prisoners working in the kitchens and serveries. Prisoners have also reported a lack of whites to wear in the serveries.
- 7.15 Equipment breakdowns (with long repair times) and lack of maintenance has been a problem throughout the reporting year in the kitchens. For example, the fridge in the LDU kitchen had not been working since June 2017 and was eventually fixed in February 2018; the brat pan was broken for more than 2 months. This not only made it difficult for staff and prisoners to prepare meals, but also put the prison in breach of the Provision of Work Equipment Regulations 1989. The kitchen floor in the LDU was repaired but the work was condemned as inadequate.
- 7.16 There have been problems with the quality of food supplies. Mouldy bread and 'green' chicken was delivered and sent back. Prisoners advised the Board that some of this chicken did make its way to the wings. It was also reported to the Board by prisoners that food was being prepared on Friday for consumption on Sunday to save work over the weekend.
- 7.17 Prisoners on A wing servery reported that bread was often mouldy and stale when it arrived on the wing. If it was thrown away, more was not obtained from the kitchens. Prisoners advised the Board the bread was usually on the last day of its 'use by date', but spot checks by the Board did not find out of date bread being issued to the serveries.
- 7.18 The Board has noted issues with breakfast packs on Reception. Whilst Reception has packs for new prisoners arriving at the establishment, prisoners returned from court were not able to obtain a breakfast pack as they were included in the wing numbers, not Reception numbers. This was raised on more than one occasion with management. There was a period of months where new arrivals were not getting cutlery and plates on arrival at Reception. This appeared to be a problem with stores.
- 7.19 Staff shortages highlight the fact that personal knowledge of prisoners is limited, however staff/prisoner relationships are generally positive and supportive although they have noticeably deteriorated over recent reporting years. The necessary cross deployment of staff between areas to ensure safety on the landings also leads to a lack of knowledge of individuals.
- 7.20 Personal legal paperwork is kept by the prisoners and they have access to solicitors by telephone and fax. The Board has received allegations from prisoners that private legal letters have been opened without cause by the prison, but have been unable to substantiate these claims.
- 7.21 Prisoners are kept well informed by Notices to Prisoners of any regime changes or matters of importance.

8 HEALTHCARE (including mental health and social care)

- 8.1 A survey of Prisoner Perceptions, carried out by the Board in October 2017, concluded that 53% considered the Healthcare provision to be good or better. The Board's observations suggest that the provision is in line with that in the community.
- 8.2 A lack of permanent healthcare staff remains an issue, with 12 vacancies remaining at the end of February 2018. The Board is concerned that this large number of vacancies is not reducing. The Board is especially perturbed that there are 3 vacancies within the Mental Health team which are being filled by bank or agency staff; this could lead to a lack of consistency in care.
- 8.3 The Mental Health team has an intense workload, allocating their care according to the severity of clinical need, but they cannot meet the needs of all. Due to cross deployment of prison staff and use of agency healthcare, not all prisoners with mental health issues will be known well by all staff members. This can cause difficulties in understanding behaviour and reactions.
- 8.4 All prisoners undergo a mental health algorithm assessment before being segregated. This assessment has been overturned by Governors on occasions where the safety and security of the establishment are at risk, but the Mental Health team is always made aware of such a decision.
- 8.5 Healthcare endeavours to support all those who self-harm, although if attending an ACCT review they may not have knowledge of the prisoner.
- 8.6 Classroom based mental health awareness training for healthcare staff reached 88% at the end of February 2018, despite, following a death in custody in March 201, a PPO action point that all general nurses should receive mental health awareness training. Prison staff should also receive mental health awareness training but, due to staff shortages, no staff have been free to attend.
- 8.7 Development of a protocol for medication arrangements for prisoners' discharges to court commenced in June 2017, yet remains ongoing at the end of February 2018. Likewise the protocol for safeguarding, commenced July 2017, is still in development at the end of our reporting period.
- 8.8 There have been problems about the distribution of the bowel screening kits. This is still ongoing and although more prisoners within the range are being offered the kits, the Board has concerns about aspects of hygiene and privacy when using the bowel screening kits if cell sharing.
- 8.9 Prisoners receive a general health care assessment on arrival, although the problem of late arrivals from courts and other establishments has caused general safety concerns, not least as the doctor is only contracted until 20:00 hours. Therefore, several prisoners do not receive a full health screening by a doctor on their first night.
- 8.10 The in-patient beds are too frequently utilised for prisoners with mental health issues, whilst the unit is regularly staffed by nurses with little mental health training.
- 8.11 The accommodation in the Healthcare wing is outdated.
- 8.12 Escorts to hospital have to regularly be prioritised according to clinical need if over the pre-detailed staffing, resulting in cancellations of some appointments.
- 8.13 Despite the "worn out" appearance of L wing, the End of Life care provided by the nursing staff is excellent as they are knowledgeable, caring and compassionate.

9 EDUCATION AND OTHER ACTIVITIES

- 9.1 Norwich Prison does not succeed in testing the educational levels of all new prisoners. The level of attendance at activities is poor despite high allocation of activity spaces.
- 9.2 The environment of the education classes on the Main Site is generally conducive to learning. The Activities Block is normally relatively tranquil during lesson times, most prisoners engaging well with their lessons and with some active participation.
- 9.3 Prisoners have commented on how helpful the enterprising art class is for their mental wellbeing and the standard of work produced in this class is high.
- 9.4 Educational levels on offer are not high (up to Level 2 for literacy and numeracy). The churn of prisoners is constant and the levels of attainable qualifications consequently are limited and the length of courses are short, particularly on the Main Site (for example NVQ level 2 can take up to 20 weeks), making it difficult for prisoners to gain employment without first getting extra qualifications.
- 9.5 Allocation of activities is good, with frequently 100% allocation of available spaces, but with poor attendance (on 5.6.17 47% turned up for work, over 90% of spaces were allocated and there were only 2 educational vacancies in the whole prison, in ESOL on the Main). Allocation Boards have been taking place twice weekly and Live Allocation Boards on the wings are being introduced to ensure allocation of work is not only addressing prisoners' needs, but also what they would like to do. An educational financial bonus was introduced at the end of May 2017 to encourage participation; on successful completion of literacy and numeracy courses prisoners received a bonus amounting to £1 for Entry Level 2 rising to £4 for Level 2.
- 9.6 All prisoners receive a Basic Custody Screening which indicates their needs. A further Universal Assessment (UA) is required to assess literacy and numeracy levels to determine what specific educational needs, if any, a prisoner has. Until a prisoner has undertaken this assessment and been security banded, he will not be allocated an activity. A number of prisoners refuse to take this assessment, or do not turn up to their allocated session; 12 spaces are available each day. On 2.6.17, only 2 prisoners turned up for their UA, against 11 allocated. On occasions throughout the year there have been delays on security banding for prisoners, due to a shortage of staff in the Security Department.
- 9.7 A serious issue at HMP Norwich is the number of prisoners who do not attend their educational or employment allocations. Reasons given are that some prisoners have stated they have not been unlocked, there are numerous appointments (legal, medical etc.), free flow may have finished before the medication queues on A Wing have abated and some prisoners state they do not wish to go or are ill. (e.g. attendance at education 16.5.17 a.m. 57%, p.m. 71% - 28.11.17 a.m. 55%, p.m. 58% - 11.1.18 a.m. 56%, p.m. 73%)
- 9.8 A Custodial Manager (CM) was appointed to oversee activities attendance, assess the problems, supervise the unlock and to encourage prisoners to work, but then was redeployed. Another CM was appointed but is frequently reallocated to other duties.
- 9.9 On 22.2.18 there were 287 activities on the Reception site with 34 vacancies. On the LDU there were only 32 activity spaces with 6 vacancies. In total on this day, 259 prisoners were not being educated or working, of whom 162 were awaiting an activity, 25 were unfit, 28 were disabled or retired and 44 were intentionally unemployed.
- 9.10 With full teaching staff attendance, 179 full and part-time educational spaces are offered on the Main Site each day. On 26.2.18, 170 spaces were allocated with 159 prisoners being unlocked, 5 had appointments, 7 were not required, 107 attended and 40 did not show. On the LDU there is the capacity for 137 full and part-time educational activity; on the morning of 26.2.18, only 18 educational spaces were offered, with 4 vacancies showing.
- 9.11 Educational standards are monitored through the robust Quality Improvement Group. The Board have observed searching questions being posed and answered.
- 9.12 The Library provision is not as extensive as it was in the last reporting year, but the proactive staff continue to enhance the service with activities and foci on current affairs and celebrations such as Black History month. Provision was curtailed substantially following regime changes from March to June 2017 (e.g. A Wing provision was reduced from 9 hours to 6 hours per week).

- 9.13 Library provision in the Vocational Training Centre was closed for 6 weeks and on C Wing for the non-working population, it was closed for 9 weeks. M wing provision was closed from the last week of March 2017 to mid-June due to regime changes. Provision has improved since this low, but access is still curtailed due to regime restrictions.
- 9.14 The Gym is run well, with enthusiastic PE instructors, but gym sessions have had to be cancelled due to staff shortages and the PEIs being required as officers on the landings. Health referrals from each wing are catered for and gym inductions are offered on a once weekly basis on each closed site.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1 The amount of workshop provision is unsatisfactory despite improving contacts with local businesses and the combining of work and education for qualifications. Work on offer can be mundane and repetitive, but this also reflects much work in the community. In particular, the Local Discharge Unit is lacking work.
- 10.2 The contract with Census Data was terminated on both the LDU and the Main Site resulting in a loss of several jobs. However, there had been several ongoing staffing and contract problems.
- 10.3 Poor attendance at work is evidenced (10.10.17 workshops attendance a.m. 66%, p.m. 75% - On 4.1.18 there were 85 'no shows' a.m. and attendance was 69%, and 55 'no shows' p.m. with 63% attendance). Activities and education figures are often combined, but on 18.5.2017 for all activities, the number of intentionally unemployed was at 62, acceptable absences 93 and unacceptable absences 58. In January 2018, the Governor issued a notice to all prisoners advising them of the sanctions that would be imposed on failure and/or refusal to attend allocated activities. On 22.2.18, 44 prisoners were unwilling to work. Despite this reduction, the Board are not convinced that these sanctions are being imposed consistently.
- 10.4 Work on the wings as wing domestics, orderlies, painters, laundry and stores workers is normally allocated and attended at full capacity. The Board has noted over-allocation on occasions to try to get prisoners who are willing to work out of cell e.g. 19.02.2018, capacity for G wing domestics was 5 but 8 men were allocated to this work.
- 10.5 Provision for Vulnerable Prisoners continues to be good with a continuous supply of work in printing and textiles and work in the market garden improving with the introduction of KEITS qualifications Levels 1 and 2 in the autumn 2017. People Plus provide courses in warehousing and storage and vocational courses. Some courses can be accessed through TV in-cell.
- 10.6 Painting and decorating courses prove popular. Men are well motivated and receive City and Guilds qualifications, but tea packing and camouflage netting workshops provide relatively mundane employment. The requirements of the technological society have been acknowledged to some extent with the introduction in June 2017 of robotics as part of the ICT delivery.
- 10.7 Lack of staff has impacted upon various workshops. There is no provision for replacement staff if regular members of staff are on holiday, off sick, etc. (14.11.17 print shop closed due to one instructor off sick, the other at a funeral).
- 10.8 The electrical and plumbing workshop could not commence until the roof of the multi-skills workshop was repaired. This was first reported in August 2017 but the work has not yet been completed to date.
- 10.9 CSCS card scheme is working well, particularly after improvements to the preparation before the assessments.

11 RESETTLEMENT PREPARATION

- 11.1 As mentioned in the Executive Summary, the failures within the contract for the Community Rehabilitation Companies (CRC) to construct a satisfactory Through the Gate pathway, coupled with a reprehensible lack of suitable accommodation in the local community, leads to difficulties for newly released men who may feel unsupported.
- 11.2 Sodexo took back in house the CRC contract from St Giles in September 2017 and is now more effective at reaching targets with an increased staffing and a more proactive approach. In June 2017, prisoners were stating they had not been seen by the CRC prior to release, or that they had received no help with accommodation or clothing. By October 2017, the CRC was seeing all prisoners except those who declined to be seen. However, the contract is to "provide" or "signpost" only; support leaving the prison can be inadequate and does not continue into the community as had been hoped.
- 11.3 The active Community Chaplaincy Project is beginning to offer effective voluntary mentoring support to a small number of released men, but is hampered by lack of available accommodation for ex-offenders in the area.
- 11.4 Throughout the reporting year prisoners were released into the community with no recorded fixed abode. Also several prisoners have reported that they are being released with only temporary accommodation (i.e. a friend's sofa for a few days). The prison can provide a survival pack including a tent and clothing upon application, but the fact that prisoners are being released without any available accommodation or shelter is totally unacceptable in the 21st century.
- 11.5 The "Way Forward" course was introduced into the LDU in the autumn of 2017. It is a mandatory short resettlement course with 8 subjects relevant to resettlement. Initially, prisoners were reluctant to engage but the Board notes that this appears to have improved and that this course offers some useful guidance to prisoners being released.
- 11.6 The Offender Management Unit has suffered throughout the reporting year from a lack of staff as Band 4s are regularly redeployed from there to cover shortages of staffing on the landings, in Reception and in the Segregation Unit. The shortfall of staffing has impacted upon preparation of sentence plans/OASyS documentation in particular, with over 100 OASyS outstanding at the end of the reporting year, as the immediate needs of the prisoners have had to be prioritised, such as production at court, transfers, release on HDC, licences and public protection.
- 11.7 The environment of the LDU has been greatly improved with a painting programme, pictures on the walls and the development of a more rehabilitative culture. The unit needs to improve markedly its lack of activities and programmes to be able to provide an adequate resettlement preparation, but the atmosphere of the LDU has improved and a new ethos is beginning to manifest itself.

12 Work of Board

During the reporting year the Board has completed over 850 visits to the establishment and responded to 437 written applications. 145 segregation reviews have been attended, with further monitoring of paperwork when we have been unable to attend a review, along with 61 adjudications.

The establishment is complex with 3 distinct and separate sites which necessitate a more comprehensive monitoring regime to ensure that all areas of HMP Norwich are covered over the reporting year. A minimum of 3 rota members are on duty each week, each allocated to cover a specific area of the prison, to handle applications and to monitor the Segregation Unit and any incidents.

In October 2017 the Board carried out a snapshot survey of prisoners' views across all of the wings covering a range of topics, the results of which are quoted in the relevant sections above. The surveys covered 100 prisoners, approximately 12% of the prison population. The Board is looking to update this survey for 2017-18 and increase the random sampling.

The Board has held several in-house training sessions covering Annual Report writing, Extremism, Serious Incidents, Death in Custody, Applications, Computer Training and Targeted Monitoring.

The Board visited the IMB at Wayland, Highpoint, Whitemoor and North Sea Camp, three of these visits were at Board members' own expense. Entitled Board members have attended the appropriate National training courses. Members of the AMIMB also visited HMP Warren Hill. We welcomed visitors from the Boards at Wayland, North Sea Camp and Warren Hill during the reporting year and plan to continue sharing information, training and good practice with the prisons in our area.

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	15
Total number of visits to the Establishment	850+
Total number of segregation reviews attended	145

13 Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	7	9
B	Discipline including adjudications, IEP, sanctions	14	23
C	Equality	3	5
D	Purposeful Activity including education, work, training, library, regime, time out of cell	35	54
E 1	Letters, visits, phones, public protection restrictions	35	56
E 2	Finance including pay, private monies, spends	12	12
F	Food and kitchens	10	4
G	Health including physical, mental, social care	68	84
H 1	Property within this establishment	55	92
H 2	Property during transfer or in another establishment or location	35	51
H 3	Canteen, facility list, catalogue(s)	9	11
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	27	21
J	Staff/prisoner concerns including bullying	35	34
K	Transfers	37	43
L	Other/Miscellaneous	55	103
	Total number of IMB applications	437	602

GLOSSARY

ACCT	Assessment, Care in Custody and Teamwork
AA	Alcoholics Anonymous
BICS	British Institute of Cleaning Science
BAME	Black and Minority Ethnic
Cat	Category of Prison
C & R	Control and Restraint
CM	Custodial Manager
CRC	Community Rehabilitation Company
CSCS	Construction Skills Certification Scheme.
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
HDC	Home Detention Curfew
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
KEITS	Keeping Excellence In Training Standards
KPT	Key Performance Target
LDU	Local Discharge Unit
LGBT	Lesbian, Gay, Bisexual and Transgender
MDT	Mandatory Drug Testing
MQPL	Measure of the Quality of Prisoners' Lives
MQSL	Measure of the Quality of Staff Lives
NCS	National Careers Service
OASyS	Offender Assessment and Sentence Management System
OLASS	Offenders' Learning and Skills Service
OMU	Offender Management Unit
OSG	Operational Support Grade
PEI	Physical Education Instructor
PPO	Prisons and Probation Ombudsman
RAPt	Rehabilitation for Addicted Prisoners' Trust

ROTL	Release on Temporary License
SAS	Self Awareness Skills Course
SMT	Senior Management Team
SOTP	Sexual Offenders' Treatment Programme
UA	Universal Assessment
VP	Vulnerable Prisoner
VTC	Vocational Training Centre
YO	Young Offender