



Annual Report
of the
Independent Monitoring Board
at

HMP Norwich

for reporting Year
1st March 2018 – 28th February 2019

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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 2018 – 28th February 2019. 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.

Main Judgements

Overall, prisoners receive fair treatment in this establishment. However, the former emphasis on equalities has been eroded due to the lack of an equalities officer. The Board notes that vulnerable prisoners on C wing are frequently disadvantaged; for example, late unlock for work and delays accessing religious services (see Section 5 Equalities and Fairness, paragraph 5.11). The Board is also concerned about prisoners over the age of 65 on the main site (see Section 5 Equalities and Fairness, paragraph 5.10) and wheelchair users in healthcare (see Section 5 Equalities and Fairness, paragraph 5.12).

HMP Norwich is committed to the humane treatment of all prisoners, but decency continues to be undermined by substandard accommodation. Examples include: a lack of furniture in cells, shortages of basic items (such as soap, cleaning equipment and materials) and constant breakdown of washing machines on the landings. (See Section 7 Accommodation, paragraph 7.2)

The Board does not consider that prisoners are prepared well for their release. The resettlement programme provided by the Community Rehabilitation Company (CRC) continues to be ineffective despite the required "signposting" being achieved, as the ongoing personal support and mentoring necessary for success is lacking. There are still a number of prisoners being released from HMP Norwich with no fixed address. (See Section 11 Resettlement Preparation, paragraphs 11.4 and 11.5). The Board is concerned about the capability of the Offender Management Unit (OMU) to provide a fully effective service due to current staffing levels. (See Section 11 Resettlement Preparation, paragraph 11.1)

Main Areas for Development

TO THE MINISTER

The Board asks the Minister to comment on these issues:

- There are increasing numbers of prisoners with complex needs being sent to prison, despite the various strategies introduced following the Bradley Report, such as the Court Liaison and Diversion Scheme. The lack of sufficient, appropriate help and resources within a remand prison is detrimental to such prisoners' wellbeing and on occasions to that of others (both prisoners and staff members). This frequently results in these prisoners spending long periods in the segregation unit, sanctioned by the Prison Group Director, contrary to agreed good practice. The Board finds this unacceptable. (See Section 6 Segregation/Care and Separation Unit, paragraph 6.6)
- The Board welcomes some improvement to the enhanced Community Rehabilitation Company (CRC)/probation contract but remains concerned that any new contracts are fit for purpose.
- A number of prisoners serving life sentences and those imprisoned for public protection (IPP) are being held at HMP Norwich. The Board considers this practice to be inappropriate, as these prisoners have no real support or opportunities for progression towards release. (See Section 11 Resettlement Preparation, paragraph 11.3)

TO THE PRISON SERVICE

The catalogues available to prisoners to buy clothes and other goods are out of date and this causes prisoners to have issues when they believe they have ordered a genuine item, only to be informed that the items are no longer obtainable or no longer on the approved list. When will the Prison Service ensure that prisoners have current information and that time and money are not wasted on ordering items that are not available or allowed?

2 EXECUTIVE SUMMARY

The loss of prisoners' property and its movement between establishments continue to be an issue and can cause a lot of distress to prisoners. In the response to last year's report the Board were informed that "work on producing a new prisoners' property framework is also ongoing alongside a national project focusing on improving the handling of claims and preventing the causes of litigation. It is hoped that the new framework will be published in early 2019". Please advise the current status of this project and clarify whether this framework includes a scheme not only to ensure improving the handling of claims but also the improved handling of the property itself.

TO THE GOVERNOR

The Board is concerned that many issues raised last year continue to be areas of concern and wishes to know how the Governor plans to address the following:

- Maintaining the focus on decency;
- Staff and prisoners feeling safe on the wings;
- The appropriate implementation and management of the new ACCT process;
- Development and further implementation of the role of the key worker;
- The effective management of prisoners' property, especially during cell clearances.

Improvements

During the reporting year there has been a change in Governing Governor, with the current Governor in post since September 2018. The new Governor has a focus on decency and is driving through changes in culture.

The Board notes that, despite a shortage of cleaning materials and equipment, overall the establishment is cleaner than in previous years. There has also been an improvement in the level and range of vocational qualifications offered.

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 three separate sites. The main site houses category B and C prisoners. A local discharge unit (LDU) is on another site, 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 two 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 has been an increase in recorded violent incidents. In February 2018 there were 57 incidents, in April 2018 there were 131 incidents, in January 2019 there were 140 incidents, and there was a peak of 149 in October 2018. Recorded assaults on staff reached a high of 15 in March 2018, and a low in December 2018 of six. Prison investigations show the main reason for prisoner-on-prisoner violence is bullying, debt and issues stemming from outside the prison.
- 4.2 Board observations indicate that force is used appropriately, professionally and not disproportionately against prisoners of any particular ethnicity.
- 4.3 In a prisoner survey carried out by the Board in June 2018, 23% of those surveyed expressed concern about another prisoner's safety on the wing.
- 4.4 The Board remains concerned about the completion of ACCT documents: specifically, recommended actions are not carried out, timely observations are not recorded and some records of conversations with prisoners do not reflect meaningful interaction. Concerns were raised by the Board with management that ACCT documents were not accompanying prisoners to work, education etc. The Board notes that this process has improved and is currently no longer of concern.
- 4.5 A new ACCT process was introduced as a pilot scheme in February 2019. The Board is concerned that staff were not trained fully on use of the new document prior to introduction, which led to some confusion. The Board notes some effort was made to train staff on a 1:1 basis whilst completing the document; however, this did not occur until after the introduction of the new process. The Board will continue to monitor this closely during the next reporting year and notes that suggested improvements to the process are being put forward by staff at all levels.
- 4.6 Throughout the reporting year, there has been a shortage of Listeners. Most Listeners are located on M wing, which means access to Listeners for prisoners on other wings can be limited after 5.00pm. The Board is concerned that there are no Listeners at all on F and G wings, although it is possible to access Listeners from the adjacent healthcare unit. The Board notes there are plans to train new Listeners but training is dependent upon Samaritans' availability and the necessary security clearance of prisoners. During September 2018 there were no Listeners and no working Samaritans' phone on A wing. This is a concern for the Board as A wing houses the new arrivals and induction unit. In a survey conducted by the Board in June 2018, only 48% of those surveyed thought it was easy or very easy to access a Listener. This is down from 80% in 2017. The survey also showed that only 19% felt it was easy or very easy to access a Samaritans' phone. Again this was down from 70% in 2017.
- 4.7 There was a significant increase in self-harm across all areas of the prison in November and December 2018 (from 37 in September and 36 in October, to 45 in November and 43 in December). Safer custody have identified bullying, feeling under threat and debt issues as possible causes of self-harm incidents. The Board is concerned about bullying, particularly on C wing and the Board will be monitoring this closely over the next reporting year.
- 4.8 There have been two deaths in custody during the reporting year; one was from natural causes. The Board is satisfied that these deaths were handled sensitively and professionally by staff and healthcare when dealing with the next of kin and other prisoners.
- 4.9 The Board has attended the inquests of all unexpected deaths in custody and monitored the implementation of subsequent action plans. The Board notes that an action from the most recent inquest (17 September, 2018) to train all relevant staff in the use of defibrillators is still outstanding.
- 4.10 Phoenix Futures are the providers of drug and alcohol reduction programmes and support in HMP Norwich. The service has suffered from a lack of staff which has meant that they have not been able to see all prisoners on a 1:1 basis. Reduction programmes are limited due to the turnover of prisoners, with many prisoners who commence programmes moving to another site within the prison or other establishments before programmes can be completed. There is an intermittent AA presence in the LDU (approximately once a month) but nothing on the main site.

4 SAFETY

- 4.11 Despite persistent efforts to disrupt the supply of illicit drugs into the prison, the incidents of drug use in HMP Norwich are widespread. Six incidents in January required the attendance of healthcare for prisoners under the influence of drugs.
- 4.12 The Board notes that the issue of prisoners arriving very late at HMP Norwich has reduced significantly.
- 4.13 In Reception there have been ongoing issues relating to shortages of breakfast packs for new prisoners, halal food and vegetarian options. There has also been a shortage of plates and cutlery for new prisoners. The Board notes that prisoners returning from court should have their breakfast packs available to them on the wing but this is not always happening as some packs are going missing.
- 4.14 The Board notes that the accident investigation process has been improved since the last reporting year.
- 4.15 During the reporting year, there has been a shortage of soap throughout the establishment. When the Board raised this issue with management, the Board were told that it was an issue with the dispensers. The Board remains concerned that this could have a significant effect on prisoner health. This is particularly important in relation to the kitchens.
- 4.16 The Board has significant concerns about response times to cell bells, with prisoners reporting long waits. The SMT are spot testing this during assurance checks, with varied results and the Board continues to monitor this closely.
- 4.17 Ongoing issues with the distribution of cleaning equipment on the wings (mops, brooms etc.), disinfectant and correctly coded equipment (red, yellow and blue) meant that men were unable to clean areas properly. The equipment to clean specific different areas is colour coded for hygiene reasons. This is a concern for the Board as it could have a significant impact on overall health.

5 EQUALITY AND FAIRNESS

- 5.1 The management and analysis of equalities has been neglected during the last 12 months. Due to benchmarking, the equalities officer was no longer profiled. The Prison decided Equalities should become an Admin role.
- 5.2 Prisoner forums for the diversity strands did not take place during the reporting year. With the new appointment of an equalities officer, these have been booked for March and April 2019. However, the Board notes that only the race strand will meet monthly. All other diversity strands are bi-monthly and the Board questions whether this is discriminatory.
- 5.3 In this reporting year, there have only been 36 discrimination incident reporting forms (DIRFs), 13 of which were proven, 15 not proven, six inconclusive and two still awaiting outcomes. The Board have examined a sample of the completed DIRFs and consider that the process is thorough and appears unbiased.
- 5.4 Personal protected characteristics are not taken into consideration when allocating jobs but the Board can see no discrimination within this; jobs are allocated through the activities boards according to identified needs following the basic custody screening tool (BSCT) and universal assessments (See section 10 Work, Vocational Training and Employment, paragraph 10.1).
- 5.5 Prisoners with learning difficulties/disabilities often struggle with basic procedural tasks as, due to staff shortages, members of staff do not have sufficient time to help them. Until the completion of the roll-out of key worker allocation, it seems likely that this situation will continue. The Board will be monitoring the efficacy of the key worker support over the coming months. Such prisoners, or those with low literacy skills, are not able to access some of the courses available and this can be detrimental to them. For example, the healthier sexual relationships course is not available to prisoners who cannot read due to the lack of appropriately trained staff.
- 5.6 The Board note, from a snapshot at the end of the reporting year, that of 729 prisoners, approximately 11% were BAME. This is not reflected in the ethnicity of staff members. 187 prisoners are enhanced, 82% of these prisoners are white against 18% who are BAME. 59 prisoners are on basic, 74% of these are white against 25% who are BAME. The Board do not see any evidence of discrimination except we do note that of 99 prisoners between the age of 18 and 21, 23 were on basic (23%) but only 9 were enhanced (5%).
- 5.7 Family days are infrequent and limited to the LDU but feedback has been good. Children's visits on both sides of the prison, baby bonding and in-cell parenting courses continue to provide an important family link. These courses are subject to sufficient funds being raised by the provider. Staff are trained online regarding child protection issues; however the Board has concerns that this training may not be adequate. On one occasion following a decision for closed visits, the prisoner was informed by his family member of the new status rather than receiving notification from the establishment first. The Board notes that tighter administrative processes have been put in place to prevent another occurrence.
- 5.8 Foreign nationals only receive international credit for their pin phones if they do not receive visits. This can prevent communication with closer family members living abroad. Also they do not have access to legal aid and therefore may not be able to understand legal paperwork and reasons for deportation. The language line is rarely used when staff members are communicating with foreign nationals; officers sometimes state "He knows a lot more English than he makes out". However steps are taken to try to enable non-English speakers to be accommodated near to or with others who speak their language. ESOL classes are used to help translate publications for the Visitors Centre (run by Spurgeons).
- 5.9 The chaplaincy team continues to be proactive and involved in the daily life of the prison. All recognised religious beliefs of prisoners are supported. Despite a large percentage (around 30%) of prisoners stating they have no religious beliefs on entering the prison, of the remaining 70% who do state a religious belief, Roman Catholicism has consistently been the largest or second largest religious faith (August 2016 - 137, 2017 - 112, 2018 - 143). There have

been ongoing difficulties in recruiting sufficient support to meet the needs of these high numbers of Roman Catholics for several years. A priest now visits once a week to conduct a service and to support the full-time Roman Catholic chaplain, but this provision remains inadequate, as a priest-led service can only take place fortnightly on each side of the prison. Following the retirement of the rabbi, the Board is concerned about provision for any Jewish prisoners. The needs of the Muslim community (averaging 66 throughout the reporting year with a low of 60 and a high of 77) are well supported by two imams and contemporaneous Friday prayers on both the closed sites are led at the appropriate time.

- 5.10 The Board is concerned about the treatment of prisoners over the age of 65 on the main site. Throughout the reporting year, they were locked behind their doors if they did not work. In response to the Board's concerns, these prisoners are now unlocked in the morning, but not the afternoon. Other prisoners (such as wing orderlies) are unlocked during the afternoon and the Board questions why retired older prisoners have to remain behind their doors. As previously mentioned, older prisoner forums will be held on a bi-monthly basis.
- 5.11 The prisoners on C wing are frequently delayed for long periods when unlocked for work. Those who are moved back to the wing for meals are moved before the rest of the prison starts free flow. This means C wing prisoners' time for work is restricted. C wing prisoners are also the last to go to chapel on a Sunday and, due to delays across the prison, are late arriving for worship and delayed in returning to the wing, sometimes resulting in them missing lunch. The Board does not accept that such delays should always impact on C wing and possibly result in prisoners not receiving lunch.
- 5.12 The showers in healthcare are not accessible to men in wheelchairs. There is an accessible shower in L wing but to reach L wing from the healthcare unit requires officers to accompany any prisoner, so wheelchair users' access is restricted. There have been wheelchair users in the healthcare wing for long periods of time and their access to basic hygiene has been limited. Notably, for one prisoner on a three-man unlock, there were frequently insufficient staff available to take him to the facilities in L wing. The prison has told the Board that there are no plans to upgrade the shower on healthcare, due to prohibitive costs. The Board finds this is unacceptable.

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 Conditions in the Segregation Unit have been improved in a number of the cells with replacement of the outdated furniture. Flooring in the cells remains unacceptable as it has been damaged or burnt and, although it has been washed, does not give the impression that it is clean. The shower remains unsatisfactory due to stains in the flooring repairs and rusty pipework. There is only one shower facility, so if contaminated (e.g. after a dirty protest prisoner has showered), there are no alternative shower facilities within the unit until the shower is properly cleaned and prisoners have to be escorted to the reception facilities.
- 6.2 After a lengthy period of disuse, the second section of the exercise area has been put back into service which allows for longer exercise periods. The very limited in-cell activity causes concern.
- 6.3 Some staff working in the unit, especially those who are being cross-deployed, can be inexperienced. However, staff members have displayed very professional tolerance and patience when dealing with some extremely challenging behaviour. On frequent occasions when there have been prisoners with three- or four-man unlock, there have not been sufficient staff members present either to unlock prisoners for IMB or chaplaincy visits or always to provide a full regime for those prisoners.
- 6.4 During the reporting year, there have been 34 dirty protests in the unit. These have been managed appropriately with emphasis on trying to resolve issues and persuade the prisoner to cease the protest and shower. A new local policy for prisoners on dirty protest was published in January 2019 and a cell has been designated as dirty protest accommodation. However, when questioned in February, the staff present did not know the policy requirement that before contaminated property is destroyed, it must be photographed and the photograph placed in an envelope with the property card. Cells are cleaned thoroughly after a dirty protest and logs are kept of dirty protests including interactions with the prisoner concerned.
- 6.5 The documentation of the Segregation Unit is generally of good quality with history sheets, logs, adjudications and review paperwork etc. readily available and up to date.
- 6.6 Over the last year, there have been a number of prisoners in long term segregation; despite every attempt by HMP Norwich to move these men on to more appropriate establishments, due to a lack of NHS beds, this has not been possible. For example, a prisoner had to remain in segregation for over 200 days until eventually, after further assessments, he was transferred to a secure mental hospital. This was despite several mental health psychiatric assessments and also daily observations indicating that the prisoner's needs could not be met at HMP Norwich. The Board finds the amount of time spent in segregation, in this case, totally unacceptable.
- 6.7 Prisoners are advised why they are segregated and the duty governor comes to see them to further explain the reason, but the Board have received some complaints from prisoners that they do not know why they are there. The Board have looked into these complaints and have not found any evidence to support these claims.
- 6.8 GOOD reviews are always attended by healthcare. The Board has observed a large proportion of these reviews, and scrutinised the paperwork of all reviews, and finds them to be of good quality. Where appropriate re-introduction plans are developed and discussed with the prisoner.
- 6.9 The Board has monitored adjudications regularly throughout the reporting year (including some of those conducted by the independent adjudicator) and has found that prisoners are not always informed of their appeal rights but that the outcomes appear reasonable and proportionate.
- 6.10 Special accommodation has been used on nine occasions during the reporting period. It has been used appropriately, as a last resort, and not as a punishment. Prisoners are relocated as soon as they become compliant, except at night on patrol state, when there are insufficient staff members available to safely effect a movement back to a standard segregation cell. The longest period that a prisoner remained in special accommodation was 18 hours including overnight. From the notes kept and the Board's own observations, the prisoner remained non-compliant during that period.

- 6.11 The Board has never seen a prisoner who is restrained by ratchet handcuffs left without a member of staff present.
- 6.12 The segregation monitoring and review Group (SMARG) has only met once during the reporting year. At that meeting September, October and November data was scrutinised to include age, religion and ethnicity statistics. This data did not include comparator statistics of the general population. The Board has been informed this should be included for future meetings which will be scheduled to be held quarterly. The Board has requested that it be informed of future SMARG meeting dates.

7 ACCOMMODATION (including communication)

- 7.1 In June 2018, prisoners reported bedbugs in a cell on A2 landing. An external company was brought in to fumigate. Despite this, prisoners and staff have reported that there has been a continuation of similar symptoms on and off A2 landing ever since. This could pose a risk to staff and prisoners alike on A wing and should this transfer outside HMP Norwich, the Board would be concerned. The Board had reservations about the prison's attempts to eradicate this issue
- 7.2 The prison began an ongoing series of decency checks throughout the establishment in the summer of 2018. These focused on the decency and cleanliness of the cells and wings. The establishment stated that it hoped that this would encourage a change in behaviour amongst the men. The Board has concerns that many of the issues identified on the wings (e.g. lack of furniture in C wing) remain outstanding. The focus of the decency checks is on the individual cells and overlooks the basics such as lack of cleaning materials and equipment, damaged food heaters in the serveries, unclean serveries, broken food trolleys, unhygienic showers, and broken furniture in M and E wings.
- 7.3 In a survey carried out by the Board, only 41% of prisoners surveyed felt that their cell was clean when they moved in. Only 49% stated that they had all the equipment in their cell.
- 7.4 C and B wing showers continued to be in a poor state with peeling paint and green mould on the ceilings and walls (included in 2017/18 report). Despite recent repainting the showers are already deteriorating and have blocked drains and poor ventilation.
- 7.5 The serveries (which form part of the decency checks) continue to be dirty and have equipment which does not work properly. Not all of the food heaters' lights and hot plates work and the men do not always have thermometers to check the temperature of the food. Many of the trolleys are dirty and damaged and there is often a lack of cleaning materials suitable for a food environment. The men are frequently without white uniforms, often due to staff not enforcing that they must be worn.
- 7.6 In the Board's 2017-2018 report, the frequent breakdown of washing machines and driers was highlighted. This continues to be an issue during this reporting year, especially on B and C wings, and machines are left unrepaired for months at a time. Prisoners have advised the Board that this is starting to cause bullying and debt issues if prisoners have to go onto different landings to access the machines.
- 7.7 There has been a shortage on the wings of prison clothing, sheets and towels. The men report that they do not get back what they send out. The prison has assured the Board that this is an issue with stores' delivery to the wings and not a lack of items in the prison.
- 7.8 On the LDU (F and G wings) there are 'community hubs' where orderlies can help prisoners with applications and complaints etc. but on F wing, staff were unsure who the orderly responsible was.
- 7.9 The Board has previously raised concerns about the turnover of prisoners working in the kitchens. There is now some continuity of prisoners in the kitchens and prisoners are interviewed prior to starting work there. This has allowed the staff to train them better and there is a sense of pride and doing a good job.
- 7.10 Prisoners raised concerns with the Board that during Ramadan the food was being prepared days in advance. This was noted by the IMB and raised with managers. Halal food is available and there are options for vegetarians.
- 7.11 Food is sent out from the kitchens, but the Board receives complaints that it is not being distributed correctly, resulting in complaints on the wings – especially on A wing. It has been reported to the Board that food appears to go missing between the kitchens and A wing but the Board's only evidence of this is anecdotal.
- 7.12 Equipment breakdowns in the kitchens (with long repair times) continues to be a problem; this was highlighted by the Board last year.

- 7.13 Property remains one of the biggest issues in complaints from prisoners. The Board are not convinced that cell clearances are promptly completed or properly recorded and a lot of items are reported missing when prisoners are transferred between establishments.
- 7.14 Wings now have prisoner representatives identified by the staff. Their photos are on display on the wings. However, the Board is concerned that prisoner forums are not conducted regularly and appear to be held at random times. The Board has requested advance notification of all forums but this is not received on a regular basis.

8 HEALTHCARE (including mental health and social care)

- 8.1 The Board considers that the healthcare service within HMP Norwich is comparable to that available in the community, within the obvious confines of necessary security controls.
- 8.2 Recruitment and retention continues to be a concern, mirroring healthcare in the community. In October 2018 there were 12 vacancies and over 500 hours lost due to sickness, and in February 2019 there were still 12 vacancies, but sickness hours had reduced to over 300 hours. 57% of posts are filled by permanent staff and long-term agency/bank staff fill the remaining positions.
- 8.3 Medication management handling figures are not always satisfactory. Efficient and swift screening of new prisoners occurs when there are two nurses on duty during busy times in reception (e.g. when prisoners are arriving from court). This is not always the case, leading to delays in processing new arrivals. However, the quality of reception screening does appear to triage needs carefully and effectively. A concern is that mandatory training for all healthcare staff remains incomplete. At the end of January 2019, percentages attained were: suicide and self-harm (SASH) trained 59% (although all permanent staff are trained); infection control 84%, basic life support 83%; immediate life support only 61%.
- 8.4 There were 52 ACCTs opened in January and all prisoners were seen by healthcare/mental health within required time constraints. The healthcare staff attend all segregation reviews and self-harm incidents and are well integrated into the prison ethos, being called for and attending whenever needed.
- 8.5 Waiting times for medical, dentistry and optician appointments are at least comparable to elsewhere in primary care. The IMB prisoner survey indicated 48% dissatisfaction in ease of obtaining GP appointments. Prisoners who do not attend (DNAs) are a major issue. In January 2019, there were over 80 DNAs for GP clinics, over 50 DNAs for hepatitis C appointments, over 35 DNAs for wellbeing appointments (IAPT), over 30 for nurse clinics, over 25 DNAs for dentistry and the same for nurse practitioner appointments. Attendance issues are not a new phenomenon and to date no investigations by the prison have been carried out into the reasons for this large number of missed appointments. In the survey carried out by the Board, 36% of prisoners said that their healthcare appointment had been cancelled in the previous month.
- 8.6 Inpatient beds in the Healthcare Unit are also allocated to prisoners with mental health issues who cannot be housed for safety reasons on normal location. The unit is regularly staffed by nurses who have little mental health training and many of the other prison staff have also not received appropriate training for these complex patients. The austere cells in this unit are outdated and worn.
- 8.7 Testing and screening takes place but the take-up is not high. NHS health checks in Q3 were 60%, Q4 70% and TB screening 100%. HIV testing uptake stood at 40% in Q3 and 46% in Q4 but whilst the figures for screening for blood-borne viruses continue to improve, there is still much scope for improvement. No bowel cancer screening is recorded as having taken place and the Board has concerns about patient privacy and decency in cell sharing situations for this personal testing. Mental health discharge summaries for community care information stood at 95% in Q3 and 96% in Q4; likewise learning disability discharge summaries were good at 100% in Q3, but this slipped to 83% in Q4. Mental health treatment activity continues to increase and the mental health team have to prioritise need.
- 8.8 Funding issues can delay matters when a prisoner is referred for a gatekeeping assessment if they used to live in another health trust or their home area trust is unknown. The Board notes that this mirrors the outside community. However, unlike the general public, a prisoner does not have the legal right of choice of which provider and clinical team they are referred to by the GP for their first outpatient appointment, nor do they have a right to choose which mental health service provider they go to.
- 8.9 In January 2019 there were 10 complaints to the Patient Advice and Liaison Service (PALS). Concerns which were resolved without ending in a formal complaint, throughout the reporting

year, ranged from a low of 11 in February 2018, to a high of 24 in August 2018, reducing to 12 in December 2018. Formal complaints ranged from 0 in March 2018 to three each in October, December and January 2019. There appeared to be no common themes. The Board observes that a clear identification of any actions taken following complaints cannot easily be ascertained and the loss of the prison-based system for healthcare complaints (the complaints system) renders the IMB unable to monitor the effectiveness of the healthcare complaints system.

- 8.10 Medication arrangements for those discharged to court have not been fully resolved. Work started on the protocol on 30 May 2017. As of 24 January 2019 the protocol was not signed off. The safeguarding protocol likewise has not been fully developed. The issue was first raised in July 2017. However this Norfolk County Council-led project still has not been completed and the latest meeting was once more cancelled by the County Council.
- 8.11 Escorts to hospital are prioritised according to the clinical need of the patient when staffing levels are tight. There were 13 cancellations by prison/healthcare due to 'no escort available' in the period April 2018 to December 2018 (eight of which were cancelled in October 2018 including one wheelchair assessment/one ophthalmology, one genitourinary, one oral surgery review, one urology and one neurosurgery). Increasing numbers of cancer patients on two-week referrals are putting a strain on escorts. Within the IMB prisoner survey, 36% of those surveyed with an outside specialist appointment said that their appointment was cancelled, but the figures from the healthcare provider refute this allegation.
- 8.12 The Board have concerns over fire evacuation for wheelchair users at night from the Healthcare Unit on the first floor. The shower facilities for disabled prisoners do not work. (See Section 5 Equality and Fairness, paragraph 5.12).
- 8.13 The Board notes that the prison no longer has plans for an end-of-life suite for L wing. Although the environment is dated, the standard of care in this wing continues to be compassionate and sensitive. The programme of activities continues to be enhanced by 'Forget Me Nots' who provide cognitive stimulation.
- 8.14 In the IMB survey, 68% of those questioned considered the healthcare provision good/very good; up 10% from last year. 17% of those surveyed considered the provision very poor. Seventy-five percent of the prisoners stated that they require regular medication of which 67% stated that they receive their medication on time (in line with 2017 survey).

9 EDUCATION AND OTHER ACTIVITIES

- 9.1 The education provided at HMP Norwich meets the basic skills needs of prisoners. Prisoners with learning disabilities should be identified at the initial healthcare screenings and those with learning difficulties at the universal assessment. However, although all prisoners are mandated to attend the universal assessment to assess numeracy and literacy levels before being allocated to activities, a number of prisoners refuse to attend this assessment, despite signing a compact with HMP Norwich on arrival. The IMB survey in May-June 2018 found that 22% of respondents stated they were attending educational classes.
- 9.2 A classroom on C wing has been made available to deliver education to vulnerable prisoners. It is possible for in-cell 'work' to be delivered to the Segregation Unit, but this is not usual unless and until the prisoner is compliant with the regime.
- 9.3 A range of educational courses is available on both sites but due to the rapid turnover, these are usually run in modular form and there is little opportunity to gain qualifications at a higher level. Alongside standard classes, the following classes are running at various points in the year: art, basic skills, creative writing, English as a foreign language, health and safety and 'How to set up as self-employed'. The Board notes there was a parenting class facilitated by Spurgeons, which only ran once this reporting year as it is dependent on further funding. Participants gave high praise to the course, recognising its importance in helping with their family relationships. The Board questions whether further funding can be made available for this course, as research clearly shows that stable family relations can help in reducing re-offending.
- 9.4 Thirty-four percent of respondents to the IMB survey stated they had gained a qualification since entering HMP Norwich. 51 qualifications in 42 categories were noted, 12 vocational and two in higher education. As a local prison, Norwich does not have equivalent resources to training prisons to provide workshops with high level qualifications.
- 9.5 61% of respondents to the IMB survey said they were unlocked when they should have been, comparing unfavourably with 75% last year. On A wing, 50% of respondents stated that unlocking was rarely or never on time.
- 9.6 The library staff continue their proactive service, despite being required to reduce hours of availability for some months earlier in the reporting year due to changes in the regime. 60% of prisoners are members of the library and the staff promote reading and creative skills and engage with community projects, whilst continuing their excellent work in L wing stimulating cognitive skills.
- 9.7 The gym provides day and evening sessions seven days a week. However in January 2019, prisoner participation was 50.5% against a target of 60% and actual weekly hours per prisoner were recorded at 2.05 hours against a target of 2.5 hours. PEIs are redeployed to assist on the wing on a regular basis, thus cutting available sessions. The footballing and communication skills course for 15 prisoners on the LDU provided by Norwich City Football Club Community Sports Foundation is positive.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

- 10.1 Activities boards go to the wings to encourage prisoners to work and to consult with individual prisoners to try to match those prisoners and their aspirations to the vacancies in activities, work and education appropriate with their numeracy and literacy abilities. Literacy and numeracy skills have been embedded into the curriculum for several of the vocational courses. There is some delay before work allocation whilst awaiting security clearance e.g. on 28 February 2019, there were 33 prisoners awaiting clearance. The IMB prisoner survey showed 56% had a prison job and 76% said they had a say in the job they had been given. Of those not in work, 33% were on remand and a further 25% had been in the prison for less than a month.
- 10.2 Nationally recognised vocational qualifications are available, offering a solid basis for work or for future development. City and Guilds qualifications are available in market gardens, bricklaying, carpentry, painting and decorating, electrics, and warehouse/stores management. Sometimes the prisoners are not at the establishment long enough to obtain these qualifications (minimum of 12 weeks). CSCS (construction skills) qualifications are also available on the LDU.
- 10.3 Music technology, painting and decorating, bricklaying, carpentry, and electric workshops are well attended but there are high numbers of refusals to work in other areas, notably by prisoners from A wing. In February 2019 there were 733 refusals on the main site and only 26 refusals on the LDU. While prison statistics on refusals are being compiled, reasons behind these are being investigated and measures are being taken to encourage attendance, a full solution to the problem has yet to be found. The senior management team advocate attendance at activities, however the Board has observed that not all wing staff are actively encouraging prisoners to attend.
- 10.4 Sessional attendance figures of between 50 to 70% in the last reporting year have now improved to (on the 28th February 2018) figures of over 83% on both the main and LDU sites. Most months, on average, the opportunity for purposeful activity has been available for approximately 23 hours per week per prisoner. On the main site there are adequate activities spaces for all prisoners. On the LDU in recent months there have not been adequate activities spaces for all prisoners. Staffing issues faced by People Plus have led to classes being cancelled as no replacement staff were available, e.g. carpentry has been closed for several months and bricklaying was closed for a fortnight. Several hours per prisoner per month are also lost to a combination of staffing issues, incorrect rolls, late free flow, essential training and security lockdowns and incidents. In September 2018, 22.05 hours were lost. The Board notes this is 22% of the month's purposeful activity. In November 2018, 14.75 hours were lost, in February 2019, 10.25 hours were lost and in December 2018, 77.41 hours were lost due to the above issues and the holiday period.
- 10.5 On the main site, the workshops involving printing, textiles, and camouflage netting as well as the Camden Boss (paint tins) and recycling do not lead to NVQs. However, the prison is now involved in the government's Gateway to Employment scheme which has been running since September 2018 and allows the men to document their skills through their work. On release the men can be linked to local employers who will guarantee them an interview (which may lead to a job). The Board notes that whilst the supervisors in the various workshops are aware of the programme and there are posters up about it, the prisoners' knowledge of the scheme is limited and the take-up is low. Since the start of the scheme, 14 prisoners have enrolled and five have completed the scheme. People Plus have links to local employers, who come in to tell prisoners about what opportunities are available and to meet prospective employees.
- 10.6 In the kitchens on the LDU the prison have made links to Blue Arrow Agency which offers interviews to men in the catering industry. Due to the turnover of prisoners there is little opportunity for obtaining catering qualifications.

11 RESETTLEMENT PREPARATION

- 11.1 Supervising officers in the offender management unit are frequently redeployed to assist operationally whenever there are staff shortages. Basic custody screening tool preparation, discharges, ROTL (release on temporary licence), re-categorisation and HDC (home detention curfew) are given precedence and are managed well and promptly, but the offender assessment system (OASys) preparation is very limited and prisoners move on from Norwich without a completed OASys report.
- 11.2 All officers have been trained for key worker roles. OMiC (offender management in custody) has been introduced to an ordered plan, which included targeting those prisoners on ACCTs and with more complex needs. There is a ratio of five prisoners to each key worker and key workers should receive their support from key worker champions, probation and prison offender managers (POMs). However, the Probation Service in HMP Norwich is not staffed to its quota and POMs will not be in place until the late summer. From 1 April 2019, the national key worker engagement target is 70%. At the end of the reporting year, despite much detailed work in preparation, Norwich did not meet this percentage. Key workers are not being detailed adequately to meet this target and they are frequently redeployed whenever staffing shortages occur – despite being ‘ring-fenced’. Several prisoners have told IMB members they are grateful to have a specific individual with whom they can discuss any concerns.
- 11.3 The Board notes that HMP Norwich receives many prisoners who have been re-categorised and/or ‘tornadoed’ in but that there appears to be little support from Area to aid the transfer out of some of these more complex and high-risk prisoners. Also, currently Norwich prison accommodates 24 lifers and 19 imprisonment for public protection (IPP) prisoners; these long-serving convicted prisoners can only mark time in a category B local prison and are wrongly being denied the constructive opportunities and settled atmosphere of a training prison which may give them the prospect of progression towards release.
- 11.4 The “Through the Gates” service provided by the Community Rehabilitation Company (CRC) Sodexo, inside the prison, has improved its performance since being taken back from a sub-contractor and is meeting many of the targets. However, as stated in previous Annual Reports, much of the provision remains a signposting service into the community and the contracts are not fit for purpose.
- 11.5 Prisoners have the perception that they receive little concrete support or state they have not seen the CRC in the weeks before release. Between April 2018 and January 2019, of the 1,451 prisoners released, 600 referrals were due to be made, 146 refused to engage and 138 were released without review as the CRC was unable to make contact with them. In the IMB survey, only 18% of respondents due for release in the following three months thought the help they had been given with resettlement was good. 57% of those to be released to Norfolk or Suffolk thought the help given for work was poor. 54% thought the help given with housing was poor. Locally, there is an acknowledged and unacceptable shortage of suitable supported housing, especially for released prisoners. Norwich City Council homelessness officers estimate that an average of 30 prisoners each quarter are released from HMP Norwich with no fixed address (NFA). Many are returned to the prison after a short period, having lacked effective community support, or having refused to engage with external agencies. Since October 2017, HMP Norwich, in conjunction with the voluntary sector, operates a practical scheme whereby NFA prisoners can apply for a personalised rucksack prior to release. This rucksack contains a sleeping bag, clothes, toiletries and some food. To date, 108 rucksacks have been provided.
- 11.6 Programmes to help prisoners with dependencies are limited. Phoenix Futures works well with prisoners but they have had staffing issues. Alcoholics Anonymous is not offered on the main site and the meetings on the LDU have not been regular. The Way Forward course is an effective roll on, roll-off programme, accessible to LDU prisoners nearing release, offering advice in a modular form on a variety of subjects, such as debt etc. There is currently no such programme on the main site but the Board understands it is planned to offer this programme throughout the establishment to all prisoners due for release in the near future.

12 Work of Board

During the reporting year the Board has completed 835 visits to the establishment and responded to 489 written applications. 130 segregation reviews have been attended, with further monitoring of paperwork when members have been unable to attend a review, as well as a number of adjudications. The establishment is complex with three distinct and separate sites which necessitate a more comprehensive monitoring regime to ensure that all areas of HMP Norwich are covered.

In May/ June 2018 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 98 prisoners, approximately 12.5% of the prison population. The Board will repeat this survey during 2019.

The Board has held various in-house training sessions including Serious Incidents and the Annual Team Performance Review. Board members have attended various National training courses. Members of the Association of Members of Independent Monitoring Boards (AMIMB) have also visited HMP Warren Hill.

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	16
Total number of visits to the Establishment	835
Total number of segregation reviews attended	130

13 Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	19	7
B	Discipline including adjudications, IEP, sanctions	22	14
C	Equality	6	3
D	Purposeful Activity including education, work, training, library, regime, time out of cell	27	35
E 1	Letters, visits, phones, public protection restrictions	61	35
E 2	Finance including pay, private monies, spends	12	12
F	Food and kitchens	6	10
G	Health including physical, mental, social care	82	68
H 1	Property within this establishment	57	55
H 2	Property during transfer or in another establishment or location	22	35
H 3	Canteen, facility list, catalogue(s)	7	9
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	37	27
J	Staff/prisoner concerns including bullying	31	35
K	Transfers	25	37
L	Other/Miscellaneous	75	55
	Total number of IMB applications	489	437

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