



Annual Report
of the
Independent Monitoring Board
at

HMP/YOI NORWICH

for reporting Year
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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE

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 it 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.

In addition, Independent Monitoring Boards (IMBs) are one of the 21 statutory bodies that make up the UK National Preventive Mechanism which independently monitor places of detention to prevent torture and other ill-treatment, as required by the Optional Protocol to the Convention Against Torture (OPCAT).

This report represents the findings of the IMB at HMP/YOI Norwich for the period 1 March 2019 – 29 February 2020. Board evidence comes from observations made on visits, rota reports, scrutiny of records and data, formal and informal contact with prisoners and staff, prisoner questionnaires carried out by Her Majesty's Inspectorate of Prisons and prisoner applications.

The Report was compiled contemporaneously during the reporting period and prior to the Covid-19 virus becoming a pandemic, but certain evidential statistics are unobtainable due to the unprecedented situation.

2 EXECUTIVE SUMMARY

The Board is of the opinion that the prison has deteriorated in many areas. This point of view is endorsed by the Her Majesty's Inspectorate of Prisons (HMIP) report from October 2019, which stated that the prison had achieved only 50% of the HMIP recommendations of 2016, and that standards had declined in all four healthy prison areas from 'reasonably good' to 'not sufficiently good'.

For much of the reporting year, the Board was without the full complement of 16 members owing to ongoing resignations throughout the year and the time taken to recruit and appoint new members. There were nine resignations, and six new members were recruited and appointed in late December 2019. Therefore, for much of the year the Board was under considerable pressure owing to a low number of members.

The Board continues to contend that there are not enough members of staff to be able to carry out all of the duties necessary to sustain the safety and decency of this overcrowded prison. Also, approximately 60% of staff are inexperienced and within their first two years of service, and some officers do not challenge poor behaviour robustly. Many of the shortcomings are intermittent but cover basic duties; accommodation fabric checks are not completed thoroughly and some cells lack furniture. Serveries and food trolleys are often dirty and there is limited supervision at mealtimes.

The rolling out of key worker support has been very constructive for some individuals but, as it is time consuming, has affected routine officer work. Until November 2019, there was minimal oversight of diversity and inclusion. Attendance at purposeful activities remains unsatisfactory. Some activities are monotonous, and too often classes are cancelled. Prisoners say that they enjoy the vocational skills classes, and are creating some high-quality pieces of work, but there are no opportunities to gain higher-level qualifications.

Recorded levels of violence are high, and a fifth of prisoners reported to HMIP that they felt unsafe. Levels of self-harm are high. Access to Listeners can be restricted, and the quality of assessment, care in custody and teamwork (ACCT) documents is not consistent, with entries that are not always meaningful. Illicit substances are easily obtainable, despite robust preventative measures. The prison encounters great difficulties in transferring sentenced category B prisoners to training prisons and there are no structured offending behaviour programmes, other than the challenge, support and intervention plan (CSIP) programme, and a time-constrained substance abuse programme. The standard of the dentistry provision has deteriorated, with a significantly increased waiting list, and a number of general practitioner (GP) clinics have been cancelled. Sentence planning documentation is incomplete, and many prisoners are released without accommodation.

There are aspects of the prison that are encouraging, particularly staff performance and novel initiatives in many areas, although sound follow-up is sometimes neglected. Relationships between the majority of prisoners and staff tend to be positive, with many prisoners understanding the relentless daily pressures that the officers face. Most members of staff work hard to ensure that the prison runs as safely and smoothly as possible. The dedicated segregation staff interact well and professionally with the prisoners on the unit, despite some very challenging and violent behaviour. Many of the agencies do sterling and supportive work. Compassionate care within L wing continues at a high standard. HMP/YOI Norwich has been described by HMIP as 'spinning plates' owing to the complexities and multifunctionality of the prison – this is an apposite statement; all levels of staff are constantly under pressure, striving to maintain a safe environment.

Main judgements

Are prisoners treated fairly?

Prisoners are treated fairly, in general, without perceptible discrimination. However, insufficient time to listen and differentiate, coupled with only nominal knowledge of individual prisoners and their needs (due to cross-deployment and the shortage of officers), can result in some unfair or inequitable treatment.

There was little or no focus on diversity and inclusion until November 2019; some renewed emphasis and oversight are now evident and, where possible, discrimination is being investigated (see sections 5.1 and 5.4).

Eradication of the bed bugs in A and E wings was initially not well handled and the consequent infestation resulted in a full evacuation or 'decant' of prisoners. (Bed bugs were also mentioned in the annual report 2018/19.) Prisoners were moved or transferred out, and some were housed on C1 landing, on the vulnerable prisoner (VP) wing. The plans were competent, with good prisoner consultation. However, the execution was variable, resulting in some alleged unfair treatment. Prisoners moving from landings A1–3 to landings A4–6 were told that they could take no papers with them, including legal paperwork, which disadvantaged remand prisoners preparing for court (see section 7.1). Prisoners also reported losing property during this process.

Measures have been taken to equalise conditions for VPs to those of prisoners on normal location but only a restricted range of wing-based education is available for this group (see section 9.9). Incentive and earned privileges (IEP) sanctions and awards are not strictly adhered to by staff and there is no enhanced association scheduled on A wing (see Section 9.15), disadvantaging conforming and responsible prisoners.

Are prisoners treated humanely?

The establishment endorses the humane treatment of all prisoners but, as reported last year, despite much emphasis on new initiatives, spot checking and wing assurances checks, decency continues to be undermined by substandard accommodation; a lack of basic items like furniture, cleaning materials, soap and toilet roll; and the execution of the basic daily tasks (see section 7.3).

The lack of a national strategy for the movement of exceptionally disruptive prisoners held in segregation, combined with inadequate support from Area, resulted in inhumane treatment for some long-term segregated prisoners, despite consistent efforts by the prison (see section 6.12).

Prisoners with complex needs, including mental health conditions, are often housed inappropriately in the segregation or healthcare units for their own safety and that of others; however, this can be detrimental to these prisoners' wellbeing, while also causing severe disruption for the other prisoners housed in these areas (see section 8.5).

Violence is prevalent and, although this area of concern is reviewed and analysed constantly as a senior management team (SMT) focus, many prisoners live in fear (see section 4.2).

Consistency and quality are variable in the ACCT process (see section 4.10).

Prisoners in crisis are not always provided with the services of a Listener or use of the Samaritans telephone, particularly in night patrol state (see section 4.8).

The prison is overcrowded, and toilet facilities in double cells are only shielded from the main body of the cell by a curtain (see section 7.1).

Are prisoners prepared well for their release?

Attendance at education and the workshops is unsatisfactory, despite several initiatives to encourage participation. Levels of qualifications offered are low, despite some positive vocational training opportunities on offer (see section 10.2).

Take-up of the Gateway to Employment programme is very low. This was also noted in the annual report 2018/19.

Many prisoners do not have completed offender assessment system (OASys) sentence planning documentation as there is a backlog in the preparation of these documents (see section 11.2).

Offending behaviour programmes are needed (see section 11.4).

The introduction of key workers and prison offender managers (POMs) is improving positive prisoner interaction and the foundations for resettlement (see section 11.3).

The resettlement functions provided by the enhanced 'through-the-gate' community rehabilitation company (CRC) have improved with increased staffing levels and new priorities. Despite achieving most targets, the CRC support remains not fully effective and their through-the-gate ongoing personal assistance and the mentoring necessary for success are insufficient. The community chaplaincy is offering encouraging opportunities for mentoring support (see section 11.6).

Too many prisoners are released from the establishment with no fixed address. However, the strong contacts with Jobcentre Plus and local businesses are advantageous (see section 11.9).

Main areas for development

TO THE MINISTER

- **What are the minister's plan for those prisoners with complex needs, including severe mental health issues?** Despite the various strategies introduced following the Bradley Report, there are increasing numbers of prisoners with complex needs but severe limitations to the appropriate help and resources available. The minister is quoted as saying: 'It is really important that we are clear about whether or not prison is the appropriate setting in each individual case'. Professor Wessely's report is equally clear that: '...remand to prison should never be considered as a viable option when seeking a place of safety for a person in crisis'.
- **How can prisons provide a rehabilitative environment without sufficient resources?**
- **How does the minister plan to address the injustice of long-term remands, and to hasten prepared cases into the courts?** Many prisoners who are innocent until proven guilty are held on remand for substantial periods, frequently to the detriment of their wellbeing; this is partially due to restrictions on Crown Court sitting days, delaying their trials.
- **What is the minister's vision for the future of the IMB?**

TO THE PRISON SERVICE

- **What are the Prison Service's future plans regarding continuously disruptive prisoners?** There appears to be no functioning national strategy for the management of exceptionally disruptive prisoners who are long-term segregated.
- **How does the Prison Service plan to improve the design of the recently piloted ACCT document, to make it more user-friendly, cohesive, and easier to follow the journey and needs of the individual at risk?**
- **Why is the issue of property continually prominent in the majority of IMB and HMIP reports, without a viable solution having been found?** The loss of prisoners' property and its movement between establishments continue to be a major and perennial issue for prisoners. No noticeable improvement in the management of prisoners' property between establishments is evident.
- **How are prisoners serving indeterminate sentences for public protection (IPP) and lifers expected to progress towards release?** Some IPP prisoners and lifers are held in the closed conditions of local prisons, such as HMP/YOI Norwich, where there are no offending behaviour programmes, designed to help reduce reoffending, offered.
- **Does the Prison Service plan to finance any offending behaviour programmes for HMP/YOI Norwich, following reconfiguration?**
- **What plans does the Prison Service have to rationalise and streamline reporting information and assurance?** Mandatory paperwork is excessive for staff and the SMT, cutting down their time for hands-on management and interaction with prisoners.
- **What plans are there to boost the retention of experienced staff and improve the scope and comprehensiveness of prison officer entry-level training?**
- **Why are alerts stating that a prisoner should not be transferred to a specific establishment not adhered to?** (See section 6.12)
- **Why is there not sufficient cell furniture available to issue to prisons?**
- **Is it acceptable for the originals of prisoners' personal mail to be destroyed if they cannot be handed out on visits?** (See section 4.22.)
- **Is the Prison Service analysing the repercussions of the replacement of tobacco by vapes, and what are the conclusions?**

TO THE GOVERNOR

The Board wishes to know how the governor plans to address the following issues, many of which are longstanding and recurrent:

- maintaining the focus on decency, and particularly the 'basics'

- addressing the issues in the serveries
- embedding diversity and inclusion into the ethos of the prison
- ensuring that prisoners and staff feel safe on the wings
- controlling violence
- developing resettlement support and expanding the role of the key worker without detriment to the regime
- Securing the ethos of enabling environments
- managing prisoners' property effectively, especially during cell clearances
- swift provision of a Listener or a Samaritans telephone for those prisoners in need of immediate support
- provision of a 24-hour safer custody hotline that is 'a well-advertised and reliable means of speaking to a member of staff – such as a duty governor or orderly officer – where there is an imminent risk' (Robert Buckland, 25/02/2020, IAP Keeping Safe Conference). This statement from the Minister implies that the system at Norwich, whereby the hotline is operated by screened but convicted category D prisoners from Britannia House does not meet the required.
- The Board has been told that it cannot observe healthcare meetings and has not received copies of the minutes. The memorandum of understanding agreed with Her Majesty's Prison and Probation Service allows Boards access to contract documents (see section 8.2).

Improvements

- The Board notes that, despite some poor management of cleaning materials and equipment, overall, the establishment is cleaner than in previous years.
 - There is less graffiti, and landings are brighter due to the painting programme.
 - The service provided by the CRC has improved with the extra work force.
 - The key worker support system is more embedded into the daily schedule, although expansion of this service without detriment to other aspects of the regime is required.
 - The introduction of POMs to the offender management unit (OMU) has added much needed and welcome support to the unit. POMs' access to Delius, the Probation Service intranet, in December 2019, which has helped to expedite information collation.
 - The weekly population management meeting and safety intervention meeting (SIM) provide a solid platform for a more informed and efficient risk management of prisoners. The extent of knowledge shared by the many functions and agencies that attend drives this process.
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3 DESCRIPTION OF THE ESTABLISHMENT

HMP/YOI Norwich is a multifunctional, complex adult and young offender category B local, category C and category 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 distinct and separate sites. The main site houses up to 525 adult and young offender category B and C prisoners and includes the segregation unit. The category C prison (F and G wings) houses 178 adult and young offender prisoners. An autonomous category D open prison, Britannia House, accommodates 42 prisoners working in the establishment and the community.

The operational capacity of the prison is 773, which exceeds the certified normal accommodation of 616 by 157 prisoners.

The care and separation/segregation unit (known as Ketts unit) has 10 cells and a special accommodation cell. L wing provides specialist support for up to 15 older prisoners and those requiring social and palliative care.

The healthcare centre (HCC) provides type 3 healthcare for 23 prisoners. Virgin Care Limited is contracted to manage the prison's healthcare. The mental health provider is Norfolk and Suffolk Foundation Trust. Dentistry is provided through community dental services. The substance misuse treatment provider is Phoenix Futures.

Education is provided by PeoplePlus.

The CRC is Norfolk and Suffolk CRC.

The escort contractor is Serco.

ACCOMMODATION

A wing = 217 spaces, including 40 doubles, two disability cells, two constant watch cells and one Listeners suite

B/C wings = 242 spaces, including two singles doubled up and 57 double cells, with one Listeners suite on each wing

E wing = 26 spaces, including seven double, two triple-occupancy dormitories and no Listeners suite

M wing = 40 single spaces, no safer cells and two Listeners suites

F wing = 89 spaces, 29 double cells and no safer cells

G wing = 89 spaces, 27 double cells no safer cells; there is one Listeners suite shared by F and G wings

HCC = 23 spaces, 15 singles, one double, 1x6-man dormitory, one constant watch cell and no Listeners suite

L wing = 15 single spaces

Britannia House = 42 spaces, six singles, nine doubles, 6x3-man dormitories and no Listeners suite

4 SAFETY

4.1 The main reception unit at HMP/YOI Norwich is housed in an austere Victorian building, but the reception process is supportive, with experienced reception officers and welcoming prisoner orderlies usually on hand. The entrance and holding rooms are stark but kept neat and clean. The reception healthcare team is experienced and capable, although frequently understaffed (see section 8.4); for example, on Saturday 1 June 2019, there was an influx of prisoners into reception but only one nurse working, as the other nurse was on one of the wings administering medication. Reception closes at 5.30pm on a Saturday, and the nurse was unable to complete all the assessments, so prisoners went to the wings without being properly assessed. This means that their safety was put at risk. This was not an isolated incident. When time permits to do outstanding assessments, there are often insufficient prison staff to return these prisoners to reception, and therefore assessments have to be done on the wings, where there is not full confidentiality. While monitoring reception, the Board has observed prisoners being offered hot food, showers and a telephone call, and being treated with respect and patience. The search area is only curtained off from the main reception area, so does not offer full privacy, but there is a booth for private conversations.

4.2 Prisoners are not arriving at reception as late as in previous years, although some prisoners do not reach the wings in time for a prisoner induction by the induction orderlies on their first evening, and instead are immediately locked up. The Board was concerned that on 1 March 2019, a prisoner did not arrive until midnight on an inter-prison transfer. The sending prison was aware that the prisoner had stated that he had a battery in his mouth; it was also concerning that he was on a parole hold at the time. Although prisoners who are detoxifying from drugs and alcohol go to A wing for nursing supervision, in July 2019 it was reported that a prisoner who was alcohol detoxifying was not located in an area with 24-hour healthcare provision. In April 2019, there was only one reception orderly, who was also covering visits. There are currently three orderlies, on a rolling programme, covering visits and reception.

4.3 Induction orderlies on A wing greet prisoners and give an insight into life at the establishment. However, in January 2020 the Board noted that A wing urgently needed more induction orderlies. On 27 January 2020, of the new receptions on the main site, three A-wing first-night induction plans were completed, but four C-wing plans were not started. The induction officer was also detailed as duty ACCT assessor, and eight inductions were left outstanding. The induction suite on A wing is clean and attractively decorated. The inductions completed by the trained induction officers are professional, informative and supportive. The induction process takes five days, with good engagement from a variety of agencies. However, as indicated above, not all prisoners who go straight to the category C site or to C wing receive an immediate or full induction, and, although all prisoners arriving at the category D Britannia House sign a compact, there is no realistic full induction process there. Most induction cells are cleaned and re-equipped before the new receptions arrive. However, on 28 March 2019, new arrivals' cells on A6 were not stripped and were dirty; the officers delegated cleaners, and this was remedied. On 13 November 2019, a prisoner who had arrived in reception on 1 November 2019 complained that he still had no pillow and that he had only a soiled blanket.

4.4 During the reporting year, there has, again, been an increase in the number of recorded violent incidents. On 4 June 2019, it was reported in the population management meeting that the establishment had the most violent prisoners, with the highest Violence in Prison Estimator (VIPER) scores, compared with other prisons in the region. The number of serious assaults on staff has decreased, but throughout the reporting year there has been an upsurge of spitting and throwing of urine/faeces. Despite the constant focus on violence, the many violence reduction initiatives to date have not yet succeeded in their aims; for example, the use of the IEP scheme is not consistent and the conditions are not adhered to; and the Board is not convinced that a vapes management plan is followed on all wings, or that when excessive amounts of canteen items are found in a cell, this is reported to security staff. However, the Board notes that the number of weapons found in January 2020 decreased slightly, which could be attributed to greater use of metal detecting wands on prisoner movements, and the identification of suspicious payments is helping to clarify bullying and debt issues. The monthly detailed prison investigation reports continue to indicate a combination of

causes for prisoner-on-prisoner violence, including bullying, debt and taxation (this is particularly true for vapes and illegal substances), gang and other issues stemming from outside the prison.

4.5 There is limited scope within the available accommodation to split up gangs or individuals who cannot associate with each other. There is no visual evidence available of many incidents of prisoner-on-prisoner violence, as they have taken place inside cells; for example, two in-cell fights took place on 29 February 2020, but there was no collateral evidence as to the perpetrator. The use of body-worn cameras (BWCs) has increased, but these useful tools are not always switched on to record, losing valuable visual evidence. The CSIP programme went live in April 2019, and at the end of February 2020 there were 11 prisoners on a CSIP, of whom four were reported as engaging well, and four as 'review and intervention needed'. The Board notes that many perpetrators of violence have not been referred to CSIP; for example, only one of nine individuals responsible for assaults on A and B wings in December 2019 were managed on a CSIP. However, 108 referrals for 95 individuals in January 2020 showed a marked increase on previous months (161 in total from April to December 2019). The efficacy of CSIPs appears variable. A prisoner has told the Board that he found it helpful, another has said that it is a waste of time, and another that he was not sure. There are no 'splashbacks' on some of the segregation unit doors, to prevent liquids being thrown (see section 6.1).

4.6 A new initiative on B wing prevents certain prisoners from going on free-flow when they have been involved in previous violent incidents, or who are expected to be destabilising during movements. They are escorted to activities, and so forth, later, which is staff intensive, but aims to reduce levels of violence.

4.7 There is a good and useful interchange of knowledge and intelligence at the well-attended weekly population management meeting and SIM, where prisoners are discussed and the outcomes drive the management and locations of individuals.

4.8 Following the major relocation of prisoners in August 2019 due to the bed bug infestation, C wing VPs frequently reported feeling unsafe due to A-wing prisoners being located on C1 landing. On more than one occasion, prisoners from C1 managed to get up to C2 as a gate had been left open. On 10 October 2019, C1 still housed nine non-VP prisoners, and VP prisoners told us that two of them shouted abuse and banged on cell doors, intimidating them. Concern was expressed from both VPs and normal-location prisoners about the safety and propriety of shared visits.

4.9 Board observations indicate that, generally, force is used appropriately and professionally, but visual and written recording is not consistently good, prompt or detailed. Incidents observed by the Board in person or on recordings were all proportionate, and in the majority of cases de-escalation took place and no injuries were received by staff or prisoners. Closed-circuit television and BWC recordings of uses of force are scrutinised by senior managers, and the Board may request to see any of these recordings. In January 2020, there were 61 uses of force (49 adults and 12 young adults – six prisoners were subject to 13 uses of force between them), a slight reduction from 65 in December 2019. Prisoners who wish to have police involvement can speak to the prison liaison officer, who is present several days each week. In January 2020, a Board member enquired why no photographs had yet been taken of a prisoner's injuries following a prisoner-on-prisoner assault, which had taken place five days earlier, after he contacted us to say that this had not been done (although he had been moved to a safer location). The custodial manager (CM) in the security department organised for these to be taken the same day. Having observed injuries to a prisoner in the segregation unit following control and restraint, the Board also queried when his photographs would be taken, and a camera was fetched immediately from reception. The Board member subsequently viewed the BWC footage of the latter incident, which clearly showed that the force used had been proportionate and necessary owing to the level of violence from the prisoner.

4.10 Throughout the reporting year, there has, again, been a shortage of Listeners due to the 'churn' of prisoners through the prison; for example, there were no Listeners on F and G wings (the category C site) at the beginning of April 2019. At the end of February 2020, there were 10 Listeners on the main site but only one on A wing, who reported that the Listeners suite on A wing was not fit for use. There were three Listeners on the category C site and four in Britannia House, the category D site. Listeners are supported by monthly meetings with the Samaritans lead, but the Board has concerns about Listeners working on their own on a wing without peer support. The Board notes that there are plans to train new Listeners in March 2020, and there is a programme for three further training sessions through the year. Listeners have reported to the Board and to the Samaritans lead that prisoners have told them that they have requested a Listener or a Samaritans telephone but been denied these, and also that Listeners from Britannia House have been refused access at the gate to the HCC on the category C site. Complaints about this have also been received through the prison system, and prison managers have been made aware of these allegations. The Board notes that action has been taken, and we will continue to monitor this carefully. There have been reports that some of the Samaritans telephones do not work; for example, there was a complaint on 12 July 2019 on C wing that the Samaritans telephone was broken (the deputy governor requested that this was resolved urgently). Safer custody staff carried out full checks, each time reporting that all Samaritans telephones were in working order. However, at the December 2019 suicide and self-harm prevention meeting, the safer custody governor reported that Samaritans telephones on B and C wings were broken and that the lines were not working.

4.11 The well-attended SIM provides up-to-date information on all known at-risk, violence risk-assessed (VIPER) and segregated prisoners, and those on a CSIP, driving their support and management.

4.12 A pilot version of new ACCT documentation was introduced in February 2019, without adequate training for all staff. Aspects of the current ACCT document, version 6 of the pilot, are confusing, and some staff struggle to follow the timelines and layout of the document; for example, on 7 November 2019, none of the ACCT documents we inspected had dates on any of the additional pages. The space for the Board's and other agencies' entries is minimal. The standards of ACCT entries can be variable. Some documents are very good – comprehensive, with clear, attainable care plans and significant entries. In others, some recommended actions are not carried out or noted; for example, one care map showed that the activities department had been emailed on 10 October 2019, but the prisoner still had no job on 19 November 2019. Timely observations are not always recorded, and records of conversations with prisoners do not reflect meaningful interaction, although the Board has observed many beneficial conversations which were subsequently inadequately recorded. A few of the ACCTs do not have constructive care plans nor achievable/positive aims, and there are long intervals between reviews without evident risk reduction goals. Set times for ACCT reviews were trialled but this did not work, and, even though an ACCT review spreadsheet was introduced in July 2019, those with pertinent knowledge of individuals do not always attend, as they do not know when the review will be taking place.

4.13 The Board noted that, in January 2020, 53.3% of those on ACCT management did not self-harm (60 ACCTs were opened in January, up from 48 in December 2019). On 17 February 2020, there were 37 open ACCTs, 134 prisoners with a history of self-harm and 12 ACCTs to review, spread across the different sites within the prison, putting pressure on the ACCT managers. Constant watch supervision is also variable; for example, on 2 October 2019, the Board rota report read: 'The officer did not appear to understand the requirements of constant watch; he answered when spoken to by the prisoner but did not actively engage in conversation and he had not illustrated any meaningful conversation in the ACCT document. On 10 October 2019, there were three prisoners on constant watch in the segregation unit, which has only one safer cell; as all cells have only the standard observation panels, visibility is limited. Support systems have improved and now incorporate a new ACCT/Isolating Individuals Wellbeing Day, which was scheduled for March 2020. There are signposting initiatives, including MensCraft, Pat Dog therapy, debt strategy, vape management plans,

psychology services, healthcare and mental health teams, distraction packs, Phoenix Futures for substance misuse and the CRC resettlement services.

4.14 Levels of self-harm increased markedly, from 47 incidents in August 2019 to a high of 89 incidents in September 2019, decreasing again in all areas, to 54 in December and 45 in January 2020. This reduction was rightly attributed to the transfers out of HMP/YOI Norwich of prisoners who regularly committed multiple acts of self-harm, despite ACCT management and regular support. Safer custody staff continue to assess and analyse self-harm. In February 2020, the causes reported were: frustration (nine), mental health issues (seven), being on the basic IEP level (four), transfer (four; three of whom wanted to avoid being transferred), vape issues (four), location issues (four), 'release' (three), bullying (one), feeling under threat (one), and an anniversary (one). The Board queries whether there is sufficiently deep interrogation of these causes (for example: 9 x 'frustration'), despite this being an 'ongoing' action in the safer prison action plan. The establishment tries to identify the perpetrators of bullying, and to disrupt and disturb their activities by challenge, use of the IEP system and dispersal around the prison, but, as with violence disruption, there is little scope for dispersal within the limited accommodation.

4.15 The management of the small number of self-isolating individuals is adequate, overseen through a regularly updated spreadsheet log and discussion at the weekly meetings. However, on 8 October 2019, evidence from the SIM indicated that there had been no case notes for two isolating individuals for a week.

4.16 The safer custody action plan instigated in December 2019 following HMIP guidance is slowly being acted upon. It has been recognised that restrictions in the regime can have an adverse effect on prisoners who self-harm, and timely notices are issued to prisoners around planned closures. However, the restrictions are many and frequent owing to staffing shortages and training shutdowns.

4.17 Prisoners refusing food have been kept safe; for example, on 4 March 2019, a non-English-speaking prisoner refusing food received good and thoughtful care, following good multi-agency discussion about his welfare.

4.18 There were six deaths in custody during the reporting year, five of which concerned older and unwell prisoners on L wing. The Board has monitored L wing throughout the reporting year and considers that the care received by these older prisoners is compassionate. The Prisons and Probation Ombudsman (PPO) report of an expected death in custody in November 2019 reported 'good standard of care' and 'equivalent to that ... in the community'. The Board has observed good practice in the support for prisoners on L wing following deaths in custody. Following an unexpected death in custody in 2018, the coroner's court stated that new staff were not being appraised of individuals of concern and were not prioritising 'the protection of vulnerable prisoners.' The regular handover briefings which the Board has observed have been comprehensive and cover those who are most vulnerable. However, regular staff shortages can cause cross-deployment of staff at short notice, and any such handovers can be cursory or non-existent. The Board has attended the inquests of all unexpected deaths in custody and monitored the implementation of subsequent action plans. We are satisfied that the deaths were handled sensitively and professionally when dealing with the next of kin and other prisoners. There are quarterly reviews of the PPO recommendations, and healthcare staff have provided recent updates.

4.19 Phoenix Futures is the provider of drug and alcohol reduction programmes and support, and now has offices spread across the various sites. The service suffers intermittently from a shortage of staff and so has not been able to see all new receptions individually, although all are seen within 48 hours for the Phoenix Futures induction. The establishment has a higher than average number of new receptions who start treatment – 43%, against 37% in other local prisons in the second quarter of 2019. Reduction programmes are limited owing to the turnover of prisoners, with many prisoners who start programmes moving to another site within the prison or to other establishments before programmes can be completed. Phoenix Futures has

restarted workshop deliveries, with groups held across the prison, including a regular group in the HCC, where groupwork has not taken place before. Phoenix Futures gym sessions have recently started, which will include access to the gym and also to psychosocial support through a Phoenix Futures drop-in session. Phoenix Futures continues its work with the family service, and had nine active clients in January 2020. It has four peer mentors, but none currently are on A wing, which is the wing most in need. Drop-in sessions are held regularly on the category C site and A wing, but Phoenix Futures reported some difficulties in accessing C wing prisoners.

4.20 The spasmodic Alcoholics Anonymous presence has ended at present, although Phoenix Futures staff members are being trained in self-management and recovery training (SMART). The SMART recovery group work programme consists of led, self-help groups to support those prisoners with alcohol abuse problems. Since the renewing of the drug strategy meetings, it has been reported that collaboration between the security and healthcare teams is improving, especially regarding diversion information sharing, but the Board has observed, and it is evident, that there is inadequate supervision by prison officers during medication dispensing. Indeed, a lack of supervision on the B/C2 landing by the medication dispensary has allowed the Board office (also located on the B/C landing) to be broken into (and entered) on two occasions in the reporting year.

4.21 Despite persistent efforts to disrupt the supply of illicit drugs into the prison, the incidents of drug use continue; for example, on 31 July 2019, prisoners reported that drugs were being traded openly between B and C wings, and on 6 August 2019, all cells on B wing were checked as three prisoners were found to be under the influence of drugs. Finds and interceptions of illicit items are frequent and there are fruitful intelligence-led searches, but drugs are ubiquitous. The completion of mandatory drug testing (MDT) numbers each month has been difficult to achieve, and extra testing is extremely limited. In June 2019, only two MDT tests were carried out as part of risk assessment, and no tests were done on suspicion. On 29 July 2019, the staffing level was amber/red, forcing a regime shutdown to ensure that MDT could be completed for the month. On 18 August 2019, staff detailed for MDT were redeployed to the HCC in the afternoon, to enable some regime to take place there, as there had been no regime there that day owing to a lack of officers. In November 2019, it was reported that less than one-third of the hours allocated for MDT had actually taken place.

4.22 The introduction of photocopiers to copy all prisoners' mail is aimed at reducing the supply of paper impregnated with illicit substances, such as 'spice', to the wings. The Board requested that all original mail should be stored for prisoners on their release, as it is their personal property, but the recent governor's notice to prisoners states that either the originals should be handed out at visits or letters will be destroyed after 28 days. The Board considers that this is discriminatory for those prisoners who have no visits, and for those prisoners who may have difficulties in completing the paperwork which is required. Rule 39 letters are not subject to this process, and genuine legal letters are not opened. However, from July 2019, the authenticity of every letter from a solicitor has been verified by telephone prior to delivery to the prisoner, as there is evidence that there have been multiple occasions when spice has been found on letters purporting to be Rule 39. The Enhanced Gate Security Project should assist in preventing and deterring the ingress of illicit items, and a body scanner is due to be received in April 2020, for use in reception. The security department is proactive but overstretched. Intelligence is analysed and guides much of the daily life of the prison, including detailed information reports, which form a sound basis for the security aspects of the population management meeting.

4.23 The Board has significant concerns about response times to cell call bells, with prisoners reporting long waits. Senior managers spot-test responses during wing assurance checks, with varied results. No regular reporting data was supplied to the February 2020 safer prisons meeting, and the automatic cell call bell monitoring system on A wing has not worked for over a year. On 18 March 2019, it was noted on C wing during the working day that there was no one in the office to monitor cell call bells, as the one officer detailed was patrolling the landings. On 1 August 2019, C1 and B1 prisoners had to be relocated owing to repeated failure of the call bell system (which is about 25 years old) on these landings, after a brief but potentially

hazardous period during which red cards were issued for prisoners to wave out of their cells if in need. A pragmatic order had been issued that, during this time, no prisoner on an ACCT could be located on these landings. Following repair, the aged system was reported as 'basically obsolete' and 'cannot be relied upon' if overloaded, and the Board considers the system to be unsafe.

4.24 There is a lack of fully integrated fire detection systems. New domestic smoke detectors have been installed throughout the prison to address this issue, but the Board has concerns that these may not be sufficient for this establishment. New fire doors have been fitted in the HCC, to provide safe areas before triage downstairs, but there are no bariatric wheelchairs for larger prisoners. In October 2019, no notice was visible of where the Evac chairs are stored, no one could remember them having been serviced and there was no one trained in their use. Evacuation plan information has improved since HMIP highlighted a deficiency, and personal emergency evacuation plan data is now reported weekly at the morning meeting.

4.25 Prisoners continue to report issues with the supply of cleaning apparatus (for example, mops and brooms), disinfectant and correctly coded equipment (red, yellow and blue). The colour coding is for hygiene reasons, but the Board has observed inconsistency in the supply and use of the correct implements throughout the reporting year. On 8 October 2019, the Board reported no mop heads in the B wing stores, and at the peer support forum in February 2020, all prisoners present stated that the cleaning standards required are not possible as a result of inadequate cleaning utensils and products.

4.26 Throughout the reporting year, the Board has noted that kitchen and servery workers do not always wear the appropriate clothing/gloves, and that food temperature probes are not used. At the peer support forum in February, it was reported that some prisoners sleep in their kitchen whites. These issues are constantly raised by senior managers with staff, and yet continue to reoccur repeatedly (see section 7.7).

4.27 On 30 May 2019, the Board reports show trip hazards in the category C site kitchen, where the gratings had not been fixed. The replacement flooring was unfit for purpose. The surface remains uneven and slippery, and a member of staff has slipped and received a head injury (see section 7.12). This has been an ongoing hazard for prisoners and staff alike throughout the reporting year.

4.28 Regular restrictions on the regime and cross-deployment of officers continuously impinge upon the daily life of the prison, as there are insufficient officers to run a full regime safely. On 19 June 2019, it was reported that the detail was –20 officers. Training sessions were cancelled that day, in order to facilitate some regime plus a six-man full person protection equipment unlock in the segregation unit; key working was cancelled; and there was no enhanced association.

4.29 Liaison with the police is strong, mutually supportive and informative; for example, on 13 August 2019, a remand prisoner was confirmed by the police as being under threat, so a visit was arranged in legal visits to ensure family safety.

4.30 Prior to the COVID-19 pandemic, the Board had concerns over basic hygiene and the lack of soap throughout the establishment. By the end of February 2020 (when coronavirus was widely talked about in the press), the Board expressed to the governor its extreme concern that no contingency plans or guidance to staff or prisoners had been published, and that there were no extra facilities to allow for hand washing and other preventative measures.

5 EQUALITY AND FAIRNESS

5.1 For the last two years, the Board has expressed ongoing concern about the neglect of diversity issues. There have been spasmodic, short-lived, unsuccessful attempts at revitalising it, but scheduled prisoner diversity strand forums have been cancelled at short notice and other matters have taken precedence. When they did take place, the forums for race and faith were monthly and those for the other strands (for example, age and disability) were two-monthly. The Board considers this to be discriminatory and does not accept the prison's explanation for this differing frequency as valid. While the Board has not observed any overt discrimination, support for prisoners with protected characteristics has been minimal. In November 2019, increased scrutiny and the recent national emphasis on diversity and inclusion started to raise the profile of this overlooked area, but full integration into the daily life of the prison is still required. Equalities action team meetings in January and February 2020 showed improved data analysis; challenges were robust, and action points were pertinent. Six forums for protected characteristics plus a peer support forum were taking place in February 2020, all of which indicates the much-needed progress.

5.2 From November 2019 to January 2020, inclusive, only seven discrimination incident report forms (DIRFs) were submitted, continuing the low trend of submission of DIRFs. In November there were three DIRFs submitted (two for race: one proven, one withdrawn; and one for disability, which was not proven). In December, one DIRF was submitted, in which a prisoner alleged discrimination for non-recognition of Traveller status; this was not proven by the prison. Travellers who do not receive visits are entitled to extra telephone PIN credit. A Board member spoke to the prisoner concerned, suggesting that he could prove to the prison that he was a Traveller, perhaps through cousins, or people in the prison who could vouch for him, but he said that there was no one, and that he had no proof. In January, three DIRFs were submitted. In the last reporting year, the Board stated that it was 'not entirely convinced' that the requirements (recommended by the Prison Reform Trust – Tackling Discrimination in Prison, 2017) of "mutual understanding" has increased or that "mediation and problem solving" are being utilised'. The Board reiterates this statement and questions whether prisoners at the establishment are actively using the system, although it has found no fault with the DIRFs examined.

5.3 Protected characteristics are not taken into consideration when allocating jobs, but the Board continues to see no discrimination within this process; jobs are allocated through the activities boards according to each individual's identified needs following the basic custody screening tool and universal assessments (see section 10).

5.4 The ethnicity of staff members at the establishment does not correlate with that of prisoners, but this is reflected in the county statistics and, despite national recruitment, this is unlikely to change. However, e.g. in June 2019, there were no complaints raised for discrimination, immigration or religion, and a January 2020 complaints analysis showed that all complaints broadly reflected the ethnic breakdown of the prison. Release on temporary licence (ROTL) statistics show no bias for any protected characteristic. There is no racial bias shown in the statistics for use of force in December 2019 and January 2020, but CSIP figures showed that, out of 15, 53% were white (from a prison demographic of 82.3%), while 33% were black (against the demographic of 10.6%). The segregation monitoring and review group analysis of July to September 2019 figures showed a disproportionate number of adjudications for black, mixed and Asian against white, and adjudications for Muslim 18-20 year olds were higher than for older prisoners of any ethnicity; they also showed that adjudications for white prisoners were more likely to be proven. These findings continue to raise questions and were due to be further interrogated.

5.5 Prisoners in the 18–20 age range had most adjudication charges against them, pro rata (62), and the highest number proved against them (39). There is a real imbalance in the percentage of young adults on the basic regime: 28.79%, against 8.18% of adults (January 2020). Investigation took place into these disparities (the two main reasons being for failure to attend work/education 9/21, and fight/assault 8/21), and the Board was reassured when the

deputy governor further queried both the figures and whether timely reviews had taken place, as some young adults had been on basic for over 28 days. 'Working with young adults' training took place in May 2019, and the local youth offending team is working with CSIP on young prisoners, but difficulties clearly remain. In August 2019, it was reported that all teaching staff were to have training on dealing with younger prisoners – in particular, behavioural management training.

5.6 There are gym sessions for the over-50s, but the much enjoyed over-50s club no longer operates. The previously popular 'mature' wing ethos for E wing has changed and many older prisoners struggle with the more volatile atmosphere and noise emanating from the younger prisoners. The older prisoners on L wing have access to Age Concern, Forget Me Nots and the Alzheimer's Society.

5.7 Despite the need for English for speakers of other languages classes being recognised and delivery doubled, there is still a long waiting list. Foreign national prisoners have said that they do not always understand everything, but translating services are rarely used. The prison tries to locate non-English speakers close to others who speak their language. Recently, foreign language-speaking staff were asked to offer their skills to assist non-English-speaking prisoners. There is currently a shortage of immigration officers in the establishment. Data on education and qualifications with regard to protected characteristics has been analysed in the last four months; this showed no particular bias for or against any protected characteristic. However, in November 2019, low success rates showed for two ethnic backgrounds, of 57% and 67%, against an average success rate of 85%. The prison monitored these results and, in January 2020, the 57% had improved to 76%. Non-attendance at education or work is scrutinised and there is no ethnicity trend apparent; non-attendance is spread evenly, pro rata, between the ages of 18 and 50.

5.8 Sustaining family ties has prominence in the prison, and this ethos is very well supported and sustained by Spurgeons, which works closely with prison staff. Feedback has been very good on the family days which have taken place on both the category C and the main site during this reporting year: '100%, it felt just like a normal family play day'; 'to share lunch was wonderful'; 'I loved being with my daddy having loads of fun'. Children's visits on both sites, baby bonding and in-cell parenting courses continue to provide important family links. A Board member observed a session during the two classroom-based parenting courses which took place. The engagement of participants was excellent, the work was challenging, and the feedback was positive; however, continuation is subject to sufficient funding. Spurgeons continues its dedicated and commendable work in the welcoming and supportive visitors centre and with the provided programmes. Visits take place every day except for Monday. Although the atmosphere is agreeable, the visits halls are in need of some refurbishment. The category C site visits hall is basic and the chairs in the main site visits hall have been described as 'grubby' by a visitor. It was disappointing, on 14 August 2019, to learn that a prisoner had lost control and badly damaged the wing because he was not told until the last minute that he could not attend a family funeral. The Board discovered that the prison, acting on police advice, had declined the application some days before, but over the weekend the decision had not been passed to the prisoner and he did not know of the outcome until the morning of the funeral, when he was all ready to go. However, we have also observed perceptive and sensitive good practice to maintain family ties; for example, on 27 September 2010, extra telephone PIN credit was given to a prisoner worried about his wife, so that he could telephone her.

5.9 The chaplaincy team continues to be actively immersed in the daily life of the prison. All recognised religious beliefs of prisoners are supported, and members of the chaplaincy team will undertake pastoral work with all faith groups if needed. A prisoner reported that he had encountered difficulties in acquiring kosher food; the catering team stated that they had not received such a request, but this was authenticated and immediately rectified. The needs of the higher than national average population of Roman Catholics (around 20%) are now adequately met. The Muslim community is well supported by two imams, who provide in-depth religious education and lead contemporaneous Friday prayers on both the closed sites. Staff are reminded of religious requirements; for example, an informative governor's notice to staff was published in October 2019 to update staff of the requirements of Prison Service Instruction (PSI) 05-2016 regarding Muslim prayers during activities. Despite the closure in February 2020 of the

main chapel due to an invasion of pigeons, services continued uninterrupted, temporarily held in the multi-faith room.

5.10 There has been an increased awareness of cultural and religious festivals and celebrations – for example, Gypsy, Roma and Traveller History Month. LBGTQ+ awareness slideshows and posters were used to highlight Lesbian, Gay, Bisexual and Transgender History Month. National Holocaust Week and Black History Month were recognised throughout the prison. A special menu for Chinese New Year was arranged. The Board received two complaints about food during Ramadan, one of which stated that the food was being prepared several days in advance, which the Board raised with the catering manager. The imam worked closely with the kitchen, and the Board observed that this religious festival was catered for spiritually and practically with courtesy and care, and finished with the provision of special Eid festival meal for all Muslim prisoners, including those in the segregation unit.

5.11 Last year, the Board reported that the showers in the HCC remained inaccessible to prisoners in wheelchairs. Replacement of the defunct accessible shower facilities on the unit has not been considered financially viable, causing discrimination against disabled prisoners on the unit. While other HCC prisoners have daily access to showers, disabled prisoners have to be escorted downstairs to L wing to shower or bathe, and this is normally facilitated only three times weekly. On 18 November 2019, a Board member also recorded that the hoist to the L wing bath was not fully functional. Much of the estate accommodation does not have comprehensive facilities for disabled people. There are a limited number of cells with disability facilities and there are no lifts on B/C wings, while the medication dispensary is on the B/C2 landing, which is accessible only by the stairs. On 4 March 2019, a prisoner recovering from a hip operation was relocated on the ground floor B1 landing from the HCC, despite needing to collect medication from upstairs on the B/C2 dispensary. This was reported by the Board to the CM, who arranged a move to A wing. In January 2020, a prisoner from C1 who was using crutches while awaiting further treatment also had to collect medication by climbing up the stairs. These two incidents also suggest that there is a flaw in the supervision of prisoners with physical disabilities.

5.12 The Board has been concerned about the treatment of transgender prisoners. Although concise advice and guidance management plans were in place, in October 2019 a transgender prisoner stated that she was unable to order female items, such as cosmetics, as she was given the standard male prisoner canteen sheet. She stated that she was denied safe showering facilities and that she had lost an appointment for gender reassignment at her London clinic. Her former, male, first name appeared on her cell card and she was referred to by a masculine pronoun in her case notes. Some officers were not aware of the rules governing the treatment of transgender prisoners. Since that time, the establishment has advised Area that they do not have suitable facilities for the appropriate care of transgender prisoners, and have requested help and advice in transferring a transgender prisoner to a more appropriate prison; this has not been received.

5.13 There is little differentiation between convicted and unconvicted prisoners, although the Board receives only a few applications on this issue. The extra visits etc. for remand prisoners, are facilitated appropriately but Prison Rule 2, 'Be separated from convicted prisoners, as far as can reasonably be done', does not apply. Some unconvicted prisoners have expressed concern about the expectation that all prisoners, regardless of status, should work (see section 10.2).

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 The staff in the segregation unit work under constant pressure, with many extremely disruptive and violent prisoners, several of whom are segregated long term. There have been prisoners who have recurrently required a six-man (in full PPE) unlock, as they are constantly assaulting and threatening staff members. Assaults on staff by spitting, the throwing of faeces and urine, and dirty protests have been commonplace, but only one cell has 'splashbacks' on the cell doors to prevent contamination from liquids. Between March and July 2019, there were 23 dirty protests. On 1 April 2019, the doctor refused to approach the door of a prisoner on dirty protest. On 16 October 2019, the contractor refused to complete the replacement corridor flooring owing to a prisoner's threats to throw urine. The corridor floor had to be renewed as the unit smelt of urine and faeces, which had seeped under the lino from dirty protests, despite constant and thorough cleaning. The Board questions the long-term practicality of replacing the flooring with similar lino again, notwithstanding financial constraints.

6.2 Only one of the two showers installed in the single shower room is functional, and the room is unsatisfactory owing to rusty pipework, ventilation not working and staining on the lavatory. The shower flooring was finally replaced in October 2019, but only after a prisoner ripped it up. If contaminated, there are no alternative shower facilities within the unit, and prisoners have to be escorted to the reception facilities. The lavatories in the cells are not deep cleaned frequently enough and show staining, and the plastic lavatory seats are constantly being broken and replaced. The flooring in some cells remains discoloured and burnt but the premises are kept clean and regularly painted by the diligent orderlies. Only one cell has the aerial facility for in-cell television; this means that an eligible prisoner would not be able to have access to television, which they would have on the wings, unless in cell U1-10. The yard behind the unit can frequently and quickly become squalid as a result of prisoners throwing out debris, but is generally swiftly cleaned. There were a large number of dirty protests, and the Board understands that British Institute for Cleaning Services cleaning has been centralised; one group of operatives was asked by a Board member where they came from, and the answer was Gatwick, a round trip of approximately 300 miles, which would not appear to be cost- or time efficient.

6.3 The serving of meals is well supervised and portion control is fair. Prisoners collect their own meals from the servery unless it is considered unsafe for them to do so. The orderly wears whites and gloves, and temperature checks are done routinely, except for a brief period when the probe was not working. In June 2019, the hatch to the servery was not working for over three weeks, despite constant requests from the unit to Gov Facility Services Limited (GFSL) to mend it. The servery hatch layout could put healthcare staff and the orderly at risk, as a segregated prisoner was able to jump through the hatch.

6.4 On 20 June 2019, a Board member observed a laundry delivery on the segregation unit. Twenty sheets were delivered, only five of which were clean and unstained, and the orderly put the remaining 15 in a biohazard bag. Bleach tablets were ordered but they were not delivered.

6.5 The second exercise yard was brought back into use last year but, owing to surface damage, a yard had to be decommissioned again in November 2019, inhibiting the opportunity for peer contact for segregated prisoners. The exercise equipment in the yard has been removed and there are no benches. The regime on the unit is very restricted, with only outside exercise, access to the book trolley, a shower and a telephone call available daily. A clear improvement is that there is now regular in-cell education, albeit limited in scope, and some in-cell work is on offer. Many radios for prisoners on the unit get broken. There should always be a constant supply for compliant prisoners, But the segregation unit ran out of stock on 20th June 2019.

6.6 The chaplaincy team visits the unit daily, a doctor three times a week, and nurses are on the unit on a daily basis. The relationship between healthcare and the segregation staff is good and mutually cooperative. The psychology team works closely with the unit and produces sound management plans for complex prisoners. However, the Board was concerned when, on 29 July 2019, of nine prisoners on the unit, six were on ACCTs. One prisoner with a mental health condition was segregated for 55 days, for the protection of others and himself, but we

observed good practice as, following some weight loss, special visits with his mother were facilitated on the unit, which helped him immeasurably.

6.7 Basic reintegration plans are prepared for segregated prisoners but there have been a number who have refused to relocate back onto the wings, and the Board queries whether the issues behind the refusals are adequately interrogated. The governing governor does not permit relocation under restraint; this policy has resulted in some 'bed blocking', which has caused difficulties when the unit has been full, as there has been no capacity for prisoners requiring segregation. A prisoner refused to relocate onto a wing until his missing property from another prison was found and delivered to him; he was subsequently transferred but not until many months later.

6.8 Some staff working on the unit, especially those who are being cross-deployed, do not have the recommended experience, any pre-training, or knowledge of the paperwork requirements of the unit, which puts further stress upon the permanent members of staff. Notwithstanding this, staff members have displayed professionalism, competence, tolerance and patience when dealing with some extremely challenging, threatening and dangerous behaviour. The day-to-day running of the unit is competent but overstretched. Frequently, other staff have had to be brought in to fulfil the unlock requirements for individuals with high staff: prisoner unlock ratios. After a particularly stressful period, on 2 June 2019 the Board noted that all but one of the members of staff were on loan from elsewhere in the prison, two were off sick and they were all exhausted, and the concerned senior officer requested care team support for the team; four days later, this still had not materialised. On the same day, staff on the unit were told that they would have to serve the evening meal early on the unit, in order that three staff could go to the wings to help serve this meal safely to the main population.

6.9 The Board is notified of new segregations, reviews, dirty protests and use of special accommodation as a matter of course, although special accommodation notification is often incorrectly left on an answerphone rather than speaking to a Board member. Board members visit every segregated prisoner on a regular basis, attend reviews and adjudications, and review documentation. Reviews are held regularly and appropriately; the prisoner is invited to attend and participate, and they are routinely attended by healthcare representatives and by other specialisms when required. They are not attended by the chaplaincy team unless specifically requested by the prisoner. All good order or discipline (GOOD) reviews that we observed were carried out fairly and in accordance with Prison Service Order (PSO) 1700. However, in February 2020 the Board received a complaint from a prisoner, who stated that his review had been carried out by a governor whom he had assaulted. The Board raised this issue with the governor in question, who said that he had taken advice from the Governor and had been told that he was the designated review governor for that day, and that as he had not authorised the initial segregation or led the 72-hour review board, he could therefore lead the subsequent 'continued authority for segregation' review board. The Board could find no guidance in PSO 1700 on this potential conflict of interest; we therefore reviewed the paperwork and found no indication of bias in the decision made to continue segregation as the prisoner was not meeting his behaviour and attitude targets. In summer 2019, a number of adjudication charges had to be dropped as they became time expired, or the charge sheet was inadequate, therefore not allowing a charge to be laid or not providing evidence. Staff were concerned that new POELTs (entry-level prison officers) had not been taught adequately how to write report paperwork. The majority of adjudication charges are for 'commits any assault' or 'unauthorised article'. All of the adjudications which Board members have observed have been conducted fairly and in accordance with the PSOs and PSIs, with prisoners given ample time to state their case or call witnesses, although not all prisoners are reminded of their right to appeal (raised by the Board last year). Some awards have shown wisdom and ingenuity, and there are few complaints about them; for example, between April and June 2019, there were no complaints about adjudications.

6.10 The documentation of the segregation unit is generally of good quality, with history sheets, logs, adjudications and review paperwork to hand and up to date. However, prisoners have complained of inconsistencies, and differing decisions and information given by the various duty members of the SMT doing rounds, which have caused distress and confusion. The psychologist suggested that a proper chart, outlining all decisions made and future plans for each segregated prisoner, should be readily available.

6.11 The unit is small, with only 10 very basic cells plus special accommodation. Incessant banging and yelling, coupled with verbal abuse of staff and other prisoners, has been rife, with

no alternative relocation options or sanctions left for staff to employ. On 2 April 2019, a screen had to be erected, to reduce opportunities for anti-Muslim abuse from a prisoner. On 10 October 2019, staff were unable to move a vulnerable segregated prisoner away from an abusing bully (the issue of limited cells was exacerbated owing to cells U1-06 and U1-07 being out of action) and he ligatured; he stated that this was as a direct result of the unbearable abuse. There are no facilities for dispensing controlled drugs within the unit, and prisoners have to be escorted to the reception building for the dispensing of these drugs.

6.12 During the last two years, there have been a number of extremely challenging prisoners in long-term segregation. The Prison Reform Trust states, in the 2015 'Deep Custody Report' that more should be done to reduce the duration of segregation. Despite wide-ranging attempts made by HMP/YOI Norwich to move these prisoners on to more appropriate establishments and to give them the opportunity of a fresh start, it received minimal regional support. For example, a prisoner, already holding an alert not to come to HMP/YOI Norwich owing to previous multiple staff assaults at the establishment, was mandatorily accepted straight onto the segregation unit on 17 June 2019, where he stayed for 142 days until he was unexpectedly released shortly after sentencing. Another prisoner who was a Norwich staff hostage taker had an alert dating from 11/03/2018 and was transferred again to Norwich on 20/11/2019, overruling a strong local management challenge. The OMU and the deputy governor did everything possible to get him transferred, even including preparing and sending paperwork to the high-security estate. He persistently threatened to kill staff at Norwich, assaulted them in whatever way and whenever possible, set fires, went on large-scale dirty protests, destroyed property and the fabric of the cells, self-harmed and continuously requested transfer out to another prison. He was on six-man (in full PPE) unlock for months, as his behaviour was entirely unpredictable and he was extremely dangerous. The Board considered his treatment inhumane as the establishment had reached an impasse with him, despite every effort. The prison had to move him from his cell regularly as the conditions in which he lived became fetid and intolerable within days. The Board wrote to the acting director general of prisons, requesting that action be taken to transfer him on welfare grounds, both for the prisoner and the staff. On 16 October 2019, the Board learnt that the prison group director had avoided the stark reality of the situation by stating that 'no other prison would take this man, his behaviour would be repeated and it would be better that he stayed in Norwich, where staff understood him, were best equipped to handle him and which were familiar surroundings'. The Board found this response totally unacceptable and without due consideration for the wellbeing of all concerned. Another prisoner was segregated for a total of 125 days. He was not suitable for location anywhere at Norwich, nor would he go, and Area would not mandate that he should be accepted elsewhere; again, this is unacceptable, particularly in a volatile local prison where there are a limited number of segregation cells.

6.13 Special accommodation has been used on a number of occasions during the reporting period. On all occasions bar one, the Board has been fully satisfied that it has been used appropriately, as a last resort, and not as a punishment. The exception took place on October 2019, when one of the prisoners referred to above was shouting, uttering threatening comments, and damaging the shower. However, from the reactions of the other segregated prisoners, who complained to us on his behalf, it appeared that he may not have been the main protagonist on this occasion as other segregated prisoners were being more disruptive at the time. It was noted that he had ripped up the shower floor but the Board was informed that he did not start to do this until he realised that he was destined for 'the box' (special accommodation), which he considered to be unfair. He asserted he had not been the worst, had only been shouting, and that he had been placed in special accommodation for his previous and potential, but not current, behaviour. He thought special accommodation had been used as a punishment, not because there was no option, which is not in accordance with PSO 1700. The Board is satisfied that prisoners are relocated from special accommodation as soon as they become compliant, except at night on patrol state, when there are insufficient staff members available to effect a movement safely back to a standard segregation cell. The Board was concerned to observe that access to the special accommodation was obstructed by the laundry trolleys when staff were trying to relocate a non-compliant prisoner, and yet a few days later the Board reported that the trolleys were again blocking access.

6.14 Staffing shortages have delayed the regime on the segregation unit when safety constraints have dictated a four- or six-man unlock; for example, on 2 June 2019 (a Saturday),

a prisoner on a six-man (in full PPE) unlock reported that he did not get breakfast until 10.40am, and until after 11am on the Sunday, as there were insufficient staff available to open his cell door.

6.15 On many occasions throughout the reporting year, official visitors to the unit, including Board members, have been unable to hold face-to face-conversations with some prisoners as there have not been enough staff to unlock them safely; the alternative is to shout through the cell doors, which affords no privacy and is not appropriate.

7 ACCOMMODATION (INCLUDING COMMUNICATION)

7.1 The operational capacity for HMP/YOI Norwich is 773 prisoners. The certified normal accommodation is just 616. Norwich prison is overcrowded, with cells designed for one prisoner having been 'doubled up' by the installation of bunk beds. The lavatory in a two-person cell is only shielded from the main body of these small cells by a plastic shower curtain.

7.2 Bed bugs were first reported by prisoners and staff on A2 landing in June 2018, and highlighted by the Board in the 2018/19 annual report. By July 2019, they had spread throughout A1, A2 and A3 landings, and E wing. At that time, the Board expressed concern over the initial denial by some senior managers of the problem, subsequent delays and the shortcomings of the various control attempts, as the Board received continued reports of bed bugs from prisoners. Subsequently, a widespread outbreak resulted in the need for a total evacuation, or 'decant', of A wing (A1, A2 and A3 landings) and E wing during summer 2019 as a complete eradication exercise. This cost in the region of £120,000 and resulted in many prisoners being transferred out to establishments a long way from their homes and families. The Board noted the use of the word 'decant' in governor's notices to prisoners; some prisoners did not understand this well-used prison staff terminology and were confused. The Board raised this issue with the SMT, but letters continued to be sent out with this wording.

7.3 Although the original evacuation plans were meticulous and drawn up with significant prisoner consultation, they were not executed to the same quality. Staff tasked with managing the movement of prisoners from A3 landing appeared to be inadequately briefed, were not supervised and became overwhelmed. The evacuation started chaotically, resulting in bed bugs being transferred to two cells on B wing, until two more experienced officers arrived, took charge and created some order. The lack of visible CM supervision on A wing during the first hours of the evacuation was marked. Clothes and personal items, including essential legal paperwork, had to be left in the cells to be fumigated, causing particular distress to some remand prisoners preparing for court. A Board rota note from 22 August 2019 states: 'Prisoners arrived from A wing and C1 not ready. Lack of furniture in C1 – double cells do not have two lockers, some metal beds not refurbished, some cells need repainting and floors not replaced. Lack of kettles. Ad hoc servery team put together at last minute from information from induction orderly', and one on 27 August 2019 noted: 'No aerials for TVs, no pillows'. Subsequent to the 'decant', a number of prisoners have reported that property has been lost. We noted on 16 October 2019: 'Non-VP prisoners still on C1' and 'another complaint about missing property received'.

7.4 The Board notes that, in February 2020, a pest control company was again attempting to eradicate another infestation on E wing. The Board received unverified reports from a prisoner of fears that there may also be bed bugs on C2 landing; the functional head immediately requested input from healthcare staff to substantiate this claim.

7.5 The prison began an ongoing series of decency checks throughout the establishment in summer 2018. These focused on the decency and cleanliness of the cells and wings, and, with wing assurance coupled with senior management 'sponsorship' of individual wings, the oversight of wings has improved. However, the Board continues to have concerns, as noted in the 2018/19 annual report, that many of the issues identified on the wings remain outstanding despite this closer inspection. On 20 January 2020, it was reported to the Board that there was no toilet paper in C wing, and had not been since the previous Friday. Wing officers confirmed this to be the case, although GFSL stated that a delivery had been made to the wing. Prisoners stated that they were using newspaper as toilet paper, and subsequently some of the drains became blocked. When this was reported to the deputy governor, the problem was immediately resolved. The Board received similar reports of a lack of toilet paper on A wing. The Board questions why the management of stores was so inadequate.

7.6 In the last two annual reports, the frequent breakdowns of washing machines and driers were highlighted. This continued to be an issue during this reporting year, with delays on repairs commonplace. For example, in March 2019 the Board recorded four separate incidents of machines not working and prisoners on C1 wing saying that they were being 'taxed' (by other prisoners) to use the C2 washing machine; in October 2019, prisoners reported to us that one washing machine on A wing had not worked for over three months, and, again, they said that they were being 'taxed' on another landing to use their machine.

7.7 Last year's report read: '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, sometimes due to shortage, often due to staff not enforcing that they must be worn'. The Board has recorded numerous entries on the above problems throughout this reporting year, and many issues are recurrent. For example, on 8 March 2019, the entry read: 'No whites on A wing servery. Heat probe not being used. Bain maries missing and lights not working'; on C wing, on the same day, the entry read: 'No food log or temperature probe'. On 18 March 2019, the entry read: 'F and A wing serveries unclean and the trolleys unclean', and on 9 May 2019: 'A wing servery dirty'. On 4 June 2020, we noted: 'B wing – no beard nets on servery. Temperature checks not being done. Bain maries still not working'. On 20 September 2019, we said: 'Servery E wing not clean'; on 4 November 2019: 'the Bain maries on B and C wing full of dirty water' (the catering manager stated that they should be emptied at least three times weekly); and 'C wing no one wearing whites'. There were insufficient gloves, and extras had to be ordered through Amazon. On 13 November 2019, midmorning, we noted: 'Serveries A1 and A4 disgusting. Fridges dirty. Cambros full of dirty water and unwashed custard. Dirty J cloths in sink. Lockdown but why left overnight or cleaner not unlocked? Nowhere to hang whites or store boots. Rubbish bags overflowing'. On 13 December 2019, there was a deep clean of the kitchen on the main site; the catering manager ordered that all trolleys be brought to the kitchens for deep cleaning but reported back that not all were delivered. On 20 January 2020, we noted: 'A wing trolley badly damaged, had to be returned to kitchen'. The Board is concerned that these issues are not being adequately supervised and managed.

7.8 Throughout this reporting year, at all serveries, except on the segregation unit and in the HCC, the Board has observed unsupervised meal collections and unfair distribution of portions, on some occasions causing insufficient meals for all. We noted that officers had to go to reception to fetch some microwavable meals to those prisoners with no food. On 19 November 2019, a Board member reported to the A wing supervising officer that a prisoner had carried away a whole loaf of bread, and that a servery worker was eating while serving on the A wing servery. However, nothing constructive can have been done, as two days later another member reported exactly the same issues, and on 29 November 2019 a rota report read: 'A wing servery worker eating whilst in servery and no gloves'. On 9 December 2019, a rota report read: 'Limited supervision on A wing servery and some prisoners served more than others, some returning for second helpings'. On 13 December 2019, theft from the serveries was reported to the Board by a kitchen worker, stating that sufficient food is allocated and put on the trolleys, but that many prisoners are not getting their entitlement of cereal bars, apples, yoghurts, jams and milks, as staff are not supervising the serveries. On 25 February 2020 at the B wing servery, the Board observed prisoners 'grabbing food from the counter, nothing to keep the food warm, a broken tray shelf with exposed rough metal visible'. The Board was surprised and disappointed, therefore, to note that, on 26 February 2020, the major wings all reported at the equalities action team meeting that they have supervising staff on duty at mealtimes, staffing numbers permitting.

7.9 It is troubling that, at most times, some kitchen equipment is not working or is awaiting maintenance. The cold storage unit outside the main site kitchens is still not commissioned; it was originally intended to be running by March 2019 but there is still no shelving, no electricity and no ramps; it is leaking; and the door has been damaged. The current storage facilities are limited and inadequate to store everything appropriately, and this delayed commissioning and uncertainty as to whether the cold storage unit can ever operate appears to be a substantial waste of public money. The copper in the main site kitchen had been waiting for a thermostat for over nine months in November 2019.

7.10 Since prisoners have been interviewed prior to starting kitchen work, there is now workforce continuity. This has improved training opportunities and morale; there is a sense of pride in 'doing a good job' and renewed hope that job opportunities are attainable. The catering manager has formed links to the Blue Arrow employment agency, and some prisoners report that they have been guaranteed an interview for jobs in catering on release (see section 10.6). Further catering qualifications would be beneficial.

7.11 Halal food is readily available and there are always options for vegetarians (see section 5.10). The parsimonious daily budget of £2.02 per prisoner has not been increased since 2014/15. Allocated portions are reasonable, and sufficient calorific values are provided, although

the Board does receive some complaints of inadequacy (see section 7.8). Board members taste the cooked food on regular occasions and find it to be well prepared, although, because of the distance between the kitchens and the wings on the main site, vegetables can be overcooked, and the chips arrive “soggy”. The sandwich meals have choices of fillings; the processed chicken is pallid and unappetising, but soups are tasty. Breakfast packs are uninspiring, consisting of a meagre portion of cereal, tea and sugar. The prison’s practice is that breakfast packs should be issued to current prisoners on the wings after tea, but for several months in summer 2019 some prisoners who were late court returns did not receive their packs on the wings on their return, as these often had already been shared out.

7.12 The kitchen in the category C prison is in a substandard condition. Breakdowns in the equipment have resulted in only the ovens functioning properly, and the reliability of these ovens is causing concern. On 1 April 2019, the Board rota report read: ‘Brat pan not working. No blast chiller. Hot plate faulty. Large pans of gravy cooked in the oven – (Health and safety) dangerous’. Following a poorly installed replacement flooring, the kitchen was closed on several occasions for further remedial work. On 21 October 2019, the IMB rota report read: ‘Remedial repairs to cat C kitchen still unsatisfactory – not sealed, and slippery’; and on 13 November 2019: ‘New flooring rising and cracking under the oven, member of staff slipped and hit head’. A large refrigerator was removed at the end of May 2019; the space left was filthy, full of cobwebs and a health hazard. A new freezer was in the prison’s works department in November 2019, awaiting installation in the kitchen. The roof continues to leak intermittently and has leaked for several years. The kitchen needs significant investment for proper refurbishment and the Board questions whether it is fit for purpose in the current state.

7.13 Wings now have prisoner representatives, identified by the staff. Their photographs are on display on the wings. However, the Board is concerned that, as prisoner forums have not been conducted regularly or are held at random times, representatives cannot garner effectively current concerns and information from their peers. The Board has requested advance notification of all forums, but this has not been received on a regular basis. In the category C prison, ‘community hubs’, where orderlies can help prisoners with applications and complaints, and so forth, were started but when asked on F wing, staff were unsure who the orderly responsible was. There are some potential data protection and privacy concerns where prisoners are triaging applications and complaints – for example, the processing of PIN telephone numbers – and the Board is concerned that sufficient scrutiny of such matters does not take place.

7.14 The normal distribution of canteen tends to be a smooth process. On 23 August 2019, canteen was not delivered owing to a vehicle breakdown at HMP Wayland. The GFSL manager went to collect the canteen items and staff were offered ‘payment plus’ to distribute the canteen after regular hours. This example of good practice was welcomed by prisoners. Unfortunately, there have been reports of some missing canteen items when prisoners have moved wings, or sites, or been transferred. Thorough investigation is ongoing.

7.15 Property remains one of the biggest issues in prison complaints and Board applications from prisoners. Cell clearances are not always promptly completed or properly recorded by two officers, and a lot of items are reported missing when prisoners are transferred between establishments. This latter issue remains a constant source of distress to prisoners throughout the prison estate as there is no comprehensive and efficient universal tracking system for property.

7.16 Formerly, there were five members of staff in the property and correspondence department, but under the new regime, published at the end of May 2019, there were four members of staff detailed for these areas, who are regularly given additional/alternative duties, despite which the system is run reasonably by the core members of the team. The Board receives some complaints about mail, but observation indicates that normally the mail is sorted and checked swiftly and then given to the wings for distribution. The Board has found no evidence that mail has been delayed for a long time. The exception to this was on 31 May 2019, a family day, when staff were deployed elsewhere. The ‘email a prisoner’ scheme is enjoyed by many of the prisoners, and operates well, although the Board received one complaint on 6 November 2019 that private emails had been given to another prisoner with the same name as the intended recipient; this was reported to the appropriate department and the prison apologised.

7.17 Communication with prisoners from senior management is via a governor's notice to prisoners or disseminated information through the wing staff. There is good sharing of information, and notification of closures and alterations to the regime are generally prompt.

7.18 Prisoners in double cells should only pay 50 pence each (50% of the cost) for television rental (normally £1 per week in a single cell – PSO 30/2013). However, following a complaint by a prisoner, the Board discovered that the prison was sometimes charging both prisoners in shared cells £1 every week. When challenged on this, the prison confirmed that it had been charging £1 per prisoner in a double cell but had no records of how many prisoners were being overcharged or for how long this had gone on.

8 HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)

8.1 A new healthcare contract started in April 2019, commissioning several different health providers and splitting the previous cohesive provision overseen by VirginCare. Subject to paragraph 8.2 below, the Board considers that the healthcare service at the establishment is broadly comparable to that available in the community, within the obvious confines of necessary security controls. However, some GP and dentistry clinics have been cancelled at short notice – for example, on 12 April 2019, some evening reception sessions did not have GP cover. While waiting times two years ago for medical, dentistry and optician appointments were at least comparable to elsewhere in primary care, waiting times for dentistry under the new contract are now unsatisfactory. For example, on 20 August 2019, a prisoner on F wing reported that he had waited three months for an appointment for his painful cracked tooth and had resorted to putting in a Comp1 (the prison's complaint system); following the Board's complaint to the Patient Advice and Liaison Service (PALS), an emergency appointment was booked for him on 10 September 2019. The primary care and mental health nursing staff are to be commended for their unremitting conscientious care, which is displayed even in the face of abuse and threats.

8.2 It is unacceptable that Board members have been informed that, after many years of doing so, they are no longer to attend the informative contract meetings and we are not receiving any minutes. There were no elements of 'commercial confidentiality' ever expressed in such meetings, and individuals were not identified – the meeting's principal role being for the commissioner to analyse the performance of delivery. The information garnered then drove the Board's focus on areas of monitoring which otherwise would have been difficult to identify owing to medical confidentiality in individual cases. Losing the above insight has been compounded by the fact that healthcare complaints are no longer sent via the prison complaints system, thus impeding our ability to scrutinise patterns of complaint (see section 8.3). The above inevitably reduces transparency for monitoring and it is impossible to monitor healthcare provision evidentially, other than through individual incidents brought to our attention via Board applications or in the observation of areas such as abnormally lengthy queues at the medication dispensaries. As a result, the Board currently feels unable to monitor healthcare provision at the prison effectively, and requests resolution on this matter from the Governor.

8.3 The current method of considering prisoners' healthcare complaints is a cause for concern. Following the earlier prison complaints system, all healthcare criticisms and enquiries were then managed through a PALS structure. This is no longer the case. Currently all complaints are answered by the head of healthcare. While he has introduced a new healthcare complaints form, this method does not offer an objective position and there is no external appraisal of grievance, nor can the Board offer an opinion on the quality or timeliness of responses to complaints.

8.4 Problems with sick leave, recruitment and retention continue, mirroring the situation with healthcare in the community, and there are staff shortages; for example, the substance misuse doctor was on sick leave throughout autumn 2019. The professional and committed permanent core of nursing staff is drained – they are under great pressure and much is demanded of them. The comprehensive reception screening process continues to triage needs carefully and effectively but is stretched. On 16 June 2019, there was only one general healthcare staff member on duty on the main site, with the pharmacy technician having to dispense medication. On 11 August 2019, the roll was delayed as there was only one nurse on B/C wings for controlled drugs. On 21 August 2019, the nursing staff was reported as below safe levels, with only one on the category C site and one on the main site. On the week of 25 August 2019, the permanent daytime nursing staff based in reception had to stay late every night as their relief was not on time, being over an hour late every evening, with no advice received as to whether or not anyone would be coming. On 28 August 2019, nurses were called from reception to an emergency on E wing and so initial health screenings had to wait; no holiday supply nursing was arranged and there were 50 secondary health screenings outstanding. On 10 September 2019, the doctor stated that no methadone could be prescribed to new receptions, as there was no 24-hour cover and no medication hatches on B wing. There was a skeleton staffing covering reception and the wings. These dedicated staff put their concerns to managers but on one occasion were just told to put in for overtime. The Board contacted the prison and also the regional commissioner of healthcare for prisons, as members

were concerned for the welfare of nurses and their patients, and feared that these knowledgeable and capable nurses might leave, to the detriment of the prisoners, if this matter was not properly addressed. The prompt start of the dispensing of medication is vital to the smooth running of the core day, but this was not the case during the reporting year. Nurses reported that there were more prisoners on controlled drugs on the wings, with no more nurses to prepare and dispense them, causing an increased workload. On 1 April 2019, pregabalin and gabapentin became class 3 controlled drugs, and tighter controls were in force, although healthcare policy was to reduce these potentially addictive medications. The dispensary was not starting at 7.15am, as scheduled, causing a knock-on effect for free-flow, activities and the timings of the rolls being submitted as correct. On 10 September 2019, the Board was told that an average of about 10 people daily were not getting to work owing to queues at the medication hatch, making them too late for free-flow. The Board has noted in recent months that the dispensary queues are now slightly better supervised on B/C wings, normally with an officer on the landing, but delays still occur, which have an impact on the efficient execution of the regime. Generally, officer supervision of the dispensing of medication and the queues is poor, which can result in bullying and aggressive and disruptive behaviour.

8.5 Last year, the Board said: 'Inpatient beds in the healthcare unit (HCC) 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'. This situation continues. Ten of the 23 beds are allocated to the health provider for prisoners with physical health conditions, but the prerequisite peaceful environment of a healthcare unit is often disturbed by prisoners who are noisy and disruptive. On 1 April 2019, a prisoner was lying naked in the safer cell on constant watch. He would not wear clothes and was at serious risk of self-harm. He was awaiting transfer to a locked rehabilitation unit. He should not have been in HMP/YOI Norwich, as the prison was not equipped to manage his needs.

8.6 The appearance of the healthcare unit is outmoded, and the austere cells are purely functional and not conducive to physical or mental rehabilitation. However, the unit is kept well painted; any meaningful refurbishment would be costly. The shower facilities for disabled prisoners in the HCC have not worked for some years and there are no plans to replace them (see section 5.11). However, the general ethos of the unit is caring and Board members have observed patience and forbearance displayed by tolerant staff in the face of some unusual, sometimes provocative, and extreme behaviour.

8.7 Although the environment on L wing is outdated, the unit is kept clean and painted, and the standard of care continues to be of good quality and is compassionate and sensitive. A recent PPO report, when describing the healthcare provision, stated: 'good standard of care', 'equivalent to that ... in the community'. The programme of activities continues to be enhanced by 'forget me nots' providing cognitive stimulation, and a secure sense of community prevails in this unit. After a lengthy delay, a memorandum of understanding regarding social care has been signed and VirginCare appointed as the care provider, which ensures continuity of care, mainly to the older prisoners in L wing.

8.8 The day care centre on the main site is used for primary care on an appointment-based system. The waiting rooms are bleak, uncomfortable and crowded. Prisoners with appointments arrive on free-flow and should return to their allocated activities in order to be eligible for pay. Treatment rooms are clean and fairly well equipped. There are some reasonable wing-based treatment rooms. However, there are too many prisoners who do not attend their appointments, some of which could be attributed to the delays for appointments, particularly for dentistry clinics.

8.9 On 20 August 2019, the Board received an application regarding smoking cessation. A prisoner stated that he had been refused smoking cessation help as VirginCare was stating that prisoners could only choose to have smoking cessation at the beginning of their imprisonment, which proviso was not as stated in their contract. As there has been limited take-up of this support, there is capacity within the contract to provide smoking cessation to all who

genuinely wish for help to stop smoking/vaping. Owing to some abuse of nicotine patches, lozenges will be used as the nicotine replacement therapy within the prison.

8.10 The mental health team has a new provider, but the diligent and reliable team members remain substantially the same, providing sound but, by necessity, triaged care to an increasing number of prisoners with mental health issues and complex needs. The team is fully integrated into the daily life of the prison, constantly seeing referrals. It is overstretched, operating on the basis of the most serious need while completing assessments, ACCT reviews, guidance plans for the management of prisoners with complex personality disorders, and so forth. The mental health team leader unfortunately has recently resigned, but he has been robust in his efforts to transfer prisoners with severe mental health illnesses to more appropriate environments. However, from May to October 2019, mainly because of the lack of available beds, only two of the seven transfers were within the 14-day guidelines of the Mental Health Act. On 18 October 2019, a member of the mental health team reported that there were insufficient radio handsets available, so no one on the team had one that day.

8.11 Within the integrated mental health and justice pathway, the mental wellbeing support team offers wellbeing/increased access to psychological therapies (IAPT) for mild-to-moderate mental health difficulties such as anxiety and depression. The team was fully staffed and very busy providing cognitive therapies to assist prisoners dealing with a myriad of issues; however, the team leader was leaving and no replacement had been recruited. The Board had some concerns when the team said, on 9 June 2019, that they were unable to see a prisoner because he was on the segregation unit, even though he was compliant and known to the team. MensCraft, a self-worth and motivational programme started in November 2019, together with other initiatives designed to lessen self-harm and improve mental wellbeing.

9 EDUCATION AND OTHER ACTIVITIES

9.1 The education strategy is led by the ethos that 'some learning is better than no learning', and some prisoners will be unable to finish their courses as the population is transient. However, activities boards go to the wings to encourage as many prisoners as are able to work, and to consult with individual prisoners, to match them and their aspirations to the vacancies in activities, work and education that are appropriate to their numeracy and literacy abilities. Literacy and numeracy skills have been embedded into the curriculum for several of the vocational courses. A proportion of prisoners do not go to work. For example, on 18 March 2019, 60 prisoners on the category C site did not go to work; nine of these were disabled, 17 unfit (for mental or physical healthcare reasons), one was retired and 33 were awaiting vetting or security clearance, but the Board noted that there were only 16 vacancies in activities on that site.

9.2 Ensuring good attendance and punctuality at education and other activities has been a major issue for the prison. Every day, statistics are produced and analysed, but input from the wings as to the reasons why prisoners have refused to attend is patchy. There have been a number of initiatives to help improve attendance but none have proved very effective; for example, on 9 July 2019, on the main site there were nine refusals in the morning and 20 in the afternoon for education, but there were no case notes giving reasons for the refusals in most cases. The number of refusals on A wing is particularly high, but many of the prisoners there are relatively new receptions. The Board questions the degree of effort made on some landings to encourage prisoners to go to their allocated activity. The prison now tries to consider the prisoners' skills and what they want to do before allocating them to activities. Pay rates are fair, at £1.35 per session in May 2019, and a tea/coffee break is now included in the sessions.

9.3 On 1 April 2019, the new prisons educational framework started and the establishment gained financially from the underspend of others in the area. The education provided at HMP/YOI Norwich meets the basic skills needs of prisoners, although the recent Ofsted report stated that all aspects required improvement, and HMIP reported that the quality of teaching was not consistently good, written feedback needed to improve and that the induction to education was 'dull and uninspiring'. There have been a number of staff absences, and relief teachers appear to be in short supply, so the continuity of teaching is lost. Board members visit the education departments on both sites and consider that the classroom settings are conducive to learning, particularly in the light and airy education block on the main site. Typically, the classroom atmosphere of learning is good, teachers make good use of classroom mentors, and most staff-prisoner relationships are respectful and constructive, although some prisoners have told Board members that they think some of the more basic courses are boring. A two-monthly quality improvement group challenges the quality of education provision.

9.4 Prisoners with learning disabilities are identified at the initial healthcare screenings, and those with learning difficulties at the universal assessment. However, there was concern that, under the new contract, learning support assistance was not included and that, as some prisoners cannot read, level 2 painting and decorating, for example, was unattainable. In January 2020, 21% of educational starters for the year to date were recorded as having an identified need but the Board note that their education indicated value added, as their success rate was 82%.

9.5 Although all prisoners are mandated to attend the universal assessment to evaluate numeracy and literacy levels before being allocated activities, a number of prisoners continue to refuse to attend this, despite signing a compact with the establishment on arrival; for example, on 12 April 2019, nine out of 12 prisoners and on 31 July 2019, seven out of 10 prisoners attended their universal assessment.

9.6 A range of educational courses is available on both sites but, owing to the rapid turnover of pupils, these are usually run in modular form and there is little opportunity to gain

qualifications at a higher level. Many of the qualifications are gained through City and Guilds, and information technology is embedded into most classes. The online examination system EVOLVE is used, which helps to hasten exam results, suiting the somewhat transient population of the prison.

9.7 HMIP and visitors have remarked upon the high standard of some artwork. Art class provision has been extended to the category C site, but recently the emphasis has changed from art to a more creative design-based format in classes, to provide better employment opportunity. This will undoubtedly lessen the enormous therapeutic benefit of art to many.

9.8 A parenting class, facilitated by Spurgeons, ran twice during this reporting year and participants gave high praise to the courses. The Board hopes that funding will continue to be made available for this course, as research clearly shows that stable family relationships can help in reducing reoffending (see section 5.8).

9.9 A small classroom on C wing has been made available, but only offers English and mathematics to VPs, seven cohorts per week, alternating the subjects. Although limited, this appears to be well received by the prisoners, and the Board has observed good engagement with the enthusiastic teacher. A small range of paper-based in-cell education is now available and working well in the segregation unit. 'Way to Learn', is available for all, helping those not wanting to engage in a classroom setting by offering in-cell learning in a variety of courses, ranging from creative art to 'Minute Maths', all supported by Way Out TV. 'Way Forward' is a modular course supplying 'qualifications aimed to focus on reducing reoffending' (see section 11.5). There is a limited Open University (OU) and distance learning opportunity; for example, in May 2019 there was one OU student, who received more than six hours of computer access per week to enable his studies. The virtual campus was used, particularly by category C prisoners, to apply for jobs.

9.10 The library staff continue their proactive service, although lower attendance has been recorded in the reporting year due to regime changes and disruption; for example, there were 17 disruptions/closures recorded in February 2020. Under the new regime, the library timetable suffered. On 14 August 2019, version 3 of the library timetable was issued but there were still a number of anomalies; for example, although the libraries were open all afternoon on Saturdays, on G wing only enhanced prisoners and cleaners were unlocked and able to visit the library. This was not resolved until November. In February 2020, 87% of prisoners were members of the library, along with 54% active borrowers, well ahead of HMIP minimum expectation of 27%. The staff promote reading and creative skills, and engage with community projects – for example, the Reading Ahead Programme and creative writing courses, which appear popular from the observed prisoner feedback. Three professional actors came into the prison to enact the works from the script-writing course, and this was very well received. Stocks are good and there is a small selection of books in languages other than English. Prisoners can place requests for specific books, and the helpful and knowledgeable librarians do their best to keep a varied and interesting selection on the shelves. The segregation unit has a trolley of books which is regularly changed.

9.11 The Shannon Trust mentoring support for reading has experienced difficulties in delivering this reporting year. The prison has discerned a barrier in expanding this to the Travellers and is actively seeking a Traveller mentor.

9.12 There is an assortment of information provided on a variety of sexually transmitted diseases, along with some healthcare posters and literature, but there are no health trainers or peer mentors at present to promote healthy lifestyles.

9.13 Prisoners undergo a gym induction. The gym provides day and evening sessions, seven days a week, although gym provision was cancelled on many occasions during the reporting year, reducing the number of prisoners who were able to enjoy two sessions per week. Lockdowns, staff training and the frequent redeployment of physical education Instructors to assist on the wings all cut available sessions, but those we observed were lively and cheerful. The gyms are well equipped and popular, providing physical and mental respite from normal daily prison life. Gym and healthcare staff devise suitable physical education

plans for selected patients, and Phoenix Futures has developed a system of referral for its suitable clients.

9.14 The 'Dog' Project has been running on the category C site for nearly three years as part of the Passport to Employment scheme, and over 25 dogs have been rehomed. Although there are limited spaces on this project, those who have participated have enjoyed the process.

9.15 Time out of cell has fluctuated throughout the reporting period, mainly owing to too few staff being available to facilitate the full regime safely; for example, on 9 April 2019 the regime was curtailed, with only 13 officers available, and on 18 August 2019, we noted: 'CMS worked through their lunch hour trying to "juggle" staffing numbers to safely provide some afternoon regime due to staff shortages'. The prison considers time out of cell to be a priority, and, depending on their location, enhanced prisoners working full time should have nearly 11 hours out of their cell per day. However, enhanced association was curtailed often during the reporting year, so little benefit was derived by those prisoners who worked hard to gain and maintain their enhanced status. For example, on 5 and 9 April 2019, enhanced association was cut due to staff shortages; on 19 June 2019, no enhanced association was possible; and on 29 July 2019, enhanced association took place only on B/C wings. No enhanced association was scheduled for A wing under the new regime; this was because it was considered that there would be few, if any, enhanced prisoners there, as they would have moved on to different locations within the prison at an early opportunity. The Board has persistently noted that this scheduling is unfair, as enhanced prisoners, Listeners, induction orderlies, and so forth, are still located there. On 14 August and 20 September 2019, there were, respectively, 11 and eight enhanced prisoners on A wing.

9.16 The new core day, introduced at the beginning of May 2019, was altered a number of times following prisoner representations to try to ensure parity over the wings and allow time for necessary domestics. For example, it was adjusted on 14 May 2019 to ensure equality of regime for B/C wing prisoners, and on 4 July 2019 to extend the period after work, to allow for showers, and so forth.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

10.1 Nationally recognised vocational qualifications are available, offering a solid basis for work or for future development, but there are no opportunities for qualifications above level 2. City and Guilds qualifications are available in many areas, such as market gardens, bricklaying and carpentry. Construction Skills Certification Scheme qualifications are available on the category C site, and when prisoners have enough time to complete the courses, they are able to leave the prison with the qualifications needed to gain employment in the construction industry. NCFE qualifications are available in subjects such as art and design, and mentoring. These also rely on prisoners staying at the establishment long enough to complete them. Information and communications technology functional skills, including Microsoft Office and Photoshop, are now also offered. An independent living course, including budgeting and cooking skills, has started on the main site, although not all the necessary equipment and facilities were available at the outset.

10.2 Music technology, painting and decorating, bricklaying, carpentry and electric workshops are popular activities, and a barber shop opened on G wing in August 2019, although there are high numbers of refusals to work in other areas, notably by prisoners from A wing. A great deal of work has gone into trying to ameliorate this situation, including use of the incentives and earned privileges (IEP) scheme; however, on 9 July 2019, 59 prisoners were reported as intentionally unemployed but some still had enhanced IEP status. If a prisoner refuses to attend their designated activity three times, they are placed on report and have to attend an adjudication. PSO 4600 states that unconvicted prisoners have the right under Prison Rule 31(5) 'not to work unless he/she chooses'. At HMP/YOI Norwich, if unconvicted prisoners do not work, they remain behind their doors and consequently receive no pay. Such prisoners are considered to be in breach of the compact signed on admission, stating that they will comply with the regime of HMP/YOI Norwich, which is a working prison. This has caused confusion among remanded prisoners, who feel that their rights have been affected, and the Board has questioned this policy. The Board has had some concerns about the impact on the mental health of these prisoners, who are unconvicted, some of whom are not familiar with prison life. We were contacted by the family of one remanded prisoner, expressing concerns for his wellbeing as he was locked behind his door and on the basic IEP level. When we raised these concerns, the CM acted appropriately.

10.3 The establishment runs a system of over-allocation for activities, to offset non-attendance and try to have workshops and classes working to capacity. For example, on the morning of 26 November 2019, the capacity for activities on the main site was 175, 182 were allocated but only 128 attended. Prisoners who attend their allocated activity but are not required are still paid.

10.4 The Board is still noting some problems with the unlock list not being strictly adhered to. For example, an enhanced prisoner with an exemplary attendance record did not attend his work in the kitchen on the morning of 13 November 2019, and was marked initially as a refusal. He was unlocked in the afternoon and immediately apologised to the manager, stating that he had not been unlocked in the morning. He would have received an IEP warning if he had not been believed. The catering manager did not believe that this failure to unlock by staff was an isolated incident, as prisoners had told him on other occasions that they had not been unlocked.

10.5 Staffing issues faced by PeoplePlus have led to classes being cancelled as no qualified replacement staff were available. For instance, Board members' notes were as follows: on 2 July 2019: 'Cat C site gardens closed as instructor on holiday and no supply staff to cover vocational activities'; on 16 July 2019 and 29 July 2019: 'Carpentry workshop still closed'. The bricklaying workshop was closed for a fortnight. Several hours per prisoner per month are lost to a combination of staffing issues, incorrect rolls, late free-flow, essential training, and security lockdowns and incidents. In the week starting 27 January 2020, bricklaying and carpentry (on the category C site), and painting and decorating (on the main site) were closed all week. Printing and textiles workshops were closed (machinery coming in) on 29 January 2020 and the main site gardens were closed on 30 and 31 January 2020. However, the Board questions why a replacement workshop building has been in the prison's

works area for nearly a year without being erected, when the bricklaying workshop is not fit for purpose; for example, on 24 April 2019, Board members recorded: 'classroom leaks when it rains'; and on 8 October and 10 October 2019: 'workshop is again underwater, 2–3 inches on floor'. The bricklaying instructor resigned, citing poor working conditions as his reason for leaving. In addition, the Board noted on 24 April 2019, regarding painting and decorating: 'No higher qualification levels attainable, as workshop not tall enough for necessary ladder work'.

10.6 Some constructive employment opportunities are arising from work on the category C site. For example, in December 2019, four prisoners who had completed the Railtrack programme were offered employment. In January 2020, the Prince's Trust, working with the category C site kitchens, linked prisoners with potential employers such as Adnams, Woodfordes and Yotel. In addition, the kitchens have links to the Blue Arrow employment agency, offering interviews in catering on release.

10.7 Of the workshops on the main site, which include printing, textiles, camouflage netting, the Camden Boss (paint tins), waste management, tea packing and recycling, not all lead to recognised qualifications. The government's Gateway to Employment programme allows the prisoners to document their skills through their work, and they can then be linked to local employers, guaranteeing an interview. Supervisors are aware of the programme and there are posters around the site, but there is minimal take-up of this opportunity. This point was noted in the Board's 2018/19 report.

10.8 Jobcentre Plus works in all activities areas and is very proactive; it also arranges employment events for prisoners to learn about job opportunities and meet prospective employers.

10.9 Britannia Café, which provided on-site jobs for many of the inhabitants of Britannia House, closed unexpectedly in August 2019. The prison worked hard to ensure that some form of employment was swiftly made available, but there was a period when a number of the Britannia House prisoners did not have work to attend (see section 11.8).

11 RESETTLEMENT PREPARATION

11.1 Improvement has taken place and much more constructive work is now done by the OMU, the CRC and the many agencies involved in rehabilitation. However, the category C site lacks a resettlement focus, and many of the prisoners throughout the establishment do not have a sentence plan (see section 11.3).

11.2 The introduction of POMs is transforming the day-to-day business of the OMU after years of insufficient and constantly redeployed members of staff. Basic custody screening tool preparation, discharges, ROTL, recategorisation and home detention curfew (HDC) are given precedence, and are managed well and promptly, but OASys report preparation has been very limited for a long time; the backlog of reports stood at 95 at the beginning of December 2019, and many prisoners move on from Norwich without a completed OASys report. On 31 July 2019, a prisoner who had arrived at the establishment in February 2018 stated that he still had no progression plan after 18 months.

11.3 All officers have now been trained for key working. The Offender Management in Custody model has been introduced to an ordered plan, which included initially targeting those prisoners on ACCTs and those with more complex needs. There is a ratio of five or six prisoners to each key worker, and these workers should receive their support from key worker champions, probation staff and POMs, although this support was not available at inception. From 1 April 2019, the national key worker engagement target became 70%. Despite much detailed work in preparation, Norwich could not attain this percentage; for example, on 4 June 2019, key worker engagement was less than 50%, and on 19 June 2019, we noted: 'shutdowns of regime to achieve 70%'. Problems arose from the start, as either key workers were redeployed or the regime suffered owing to staff shortages. The latter issue still remains to this day; for example, on 23 April 2019, we noted that: 'Staffing – 15 officers a.m., key working dropped', and on 14 May 2019: 'staffing affected by key working – 15 officers a.m. and 14 p.m. but 12 key workers working a.m. and 9 key workers p.m.'. On 31 May 2019, a C wing prisoner told us that he had not seen his key worker for nearly two months; we found out that the key worker had been working nights, followed by rest days, and he then had leave. There was no system to pick up this issue, as the key worker champion was still being dropped from the detail owing to staff shortages. Some prisoners will not engage with their key worker, but several have told Board members that they are grateful to have a specific individual with whom they can discuss any concerns, and the system is becoming embedded into the daily routine of the prison, to the benefit of many prisoners.

11.4 There are no offending behaviour courses at the prison, which disadvantages those prisoners who remain there long term. The establishment accommodated 59 convicted category B prisoners and 16 IPP prisoners in November 2019; 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 might give them the prospect of a progression towards release. In November 2019, there were 24 prisoners serving a life sentence, many of whom were residing in Britannia House and working their way towards release, but those in the closed sites have little hope of progression.

11.5 The prison offers the 'Way Forward' – 'roll on, roll-off' programmes, accessible to prisoners nearing release, offering advice in a modular form on a variety of subjects, such as debt, money management, alcohol and drug awareness, employability, family relationships and independent living. The Prince's Trust now has close ties with the prison, and a new pilot Prison Project has been devised (see section 10.6).

11.6 The enhanced 'through-the-gate' service provided by the CRC inside the prison has improved its performance following the announcement of new priorities in summer 2019, and is meeting many of the targets and providing a much better and more helpful service than the previous provision. In October 2019, the CRC recruited more staff and its presence is now evident and visible; the Board now receives few of the previously frequent applications stating that a shortly-to-be-released prisoner had not seen the CRC. For example, a prisoner fighting with staff on 8 August 2019, just two days before his release,

afterwards revealed that he was frustrated and fearful as he had no accommodation to go to; a meeting with the CRC was immediately arranged. However, as stated in previous annual reports, much of the provision remains a signposting service into the community, and the contract was never truly fit for purpose. The local community chaplaincy interdenominational voluntary association works well with HMP/YOI Norwich and has had positive results with the mentoring of prisoners through the gate and supporting their integration back into the community.

- 11.7 The Board is aware of prisoners during the reporting year who have been recategorised as D but have remained in the category C prison. In April 2019, two category D prisoners had been awaiting transfer to HMP Hollesley Bay for four months. One prisoner in the healthcare unit had been recategorised to D on 19 October 2018 but asked for Board help to move to a category D prison in January 2020. This was because, although decisions had been taken in accordance with PSI 40/2011 ('all prisoners have assigned to them, the lowest security category consistent with managing their needs in terms of security and control at all stages of their sentence'), the prisoner questioned the validity of the prison's interpretation of his medical and social needs and felt strongly that he had not been heard, particularly with regards to 'without bias in respect of race, age, religion, nationality, disability, sexual orientation'. The Board notes the lack of regional category D spaces for sex offenders.

11.8 Britannia House is the category D open prison at Norwich. Many of the prisoners living in 'Brit House' started their journey back into work and society via the Britannia Café, a social enterprise which closed abruptly on 30 August 2019 after five seemingly successful years, leaving 50 prisoners and ex-prisoners without work. The prison struggled to find job opportunities for those affected at such short notice but strong links with local employers helped in this endeavour; in particular, Bernard Matthews offered job interviews to all those previously employed by Britannia Café, with several prisoners offered a job. Most of the prisoners at the end of the reporting year have employment or future secured opportunities. The oversight of prisoners at Britannia House has tightened, and the recent and welcome reintroduction of a community liaison officer has ensured that ROTL conditions are being met, and that the prisoners at work are being better supported. However, having insufficient officers has impinged on staffing numbers in Britannia House and the consequent ability of officers fully to support the prisoners in their care. There are few breaches of the ROTL conditions at Britannia House; out of the many ROTLs in October and November 2019, there were only two breaches. There were two absconds from Britannia House in the period 1 March 2019 to 29 February 2020.

11.9 The Anglia Care Trust works closely with the CRC and Department of Work and Pensions (DWP) in the prison, helping with accommodation and financial matters. However, 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 the prison with no fixed address. Many are returned to the prison after a short period, having lacked effective community support or having refused to engage with external agencies. For example, a repeat offender was released from Norwich in August 2019, saying to a Board member that he had nowhere to go, just an appointment with the County Council; he was next seen in reception, looking very unwell and suffering from an abrupt withdrawal from drugs and alcohol, having lived on the streets for the previous three months. The prison has no option but to release prisoners with nowhere to go. On 16 October 2019, a prisoner was released directly from hospital and was homeless, with serious medical conditions, on a cold and wet day. A governor, using initiative and compassion, offered him a spare bed for the night in Britannia House, which he gratefully accepted and which potentially saved his life. Since October 2017, the establishment, in conjunction with the voluntary sector, has operated a practical scheme, whereby prisoners without an address to go to can apply for a personalised rucksack prior to release. This rucksack contains clothes, toiletries and some food, in an attempt to ameliorate the situation for those individuals who are destined to be 'living rough'.

11.10 On 4 July 2019, 'New Life' was launched, an exciting collaborative pilot scheme initiated by the high sheriff's office, HMP/YOI Norwich, DWP, Norfolk Community Foundation and Clean Sheet Charity, offering selected prisoners with a job prospect practical and financial support through the most difficult early months following release.

12 Work of the IMB

The Board had to cease visiting the establishment on 17th March 2020 due to the Coronavirus pandemic. Therefore, at the time of writing this report the Board was unable to access all the data for the table below, such as the numbers of segregation reviews, ACCT reviews and adjudications observed by Board Members during the reporting period.

For much of the reporting year, the Board was without a full complement of members due to ongoing resignations throughout the year. This impacted on the scope of the Board's monitoring process putting pressure on remaining experienced members. There were nine resignations during the reporting period, but six new members were recruited and successfully appointed in late December 2019. Unfortunately, one of the new members resigned in February 2020. Two members were dual boarding at HMP Wayland to assist in the Wayland monitoring processes; one member dual boarded for 6 months, the other member continues to dual board.

The Board has serious concerns about the lowered complement and proposed swingeing cuts to the allocation of visits for the Norwich IMB, concluding this will render it unable to adequately fulfil mandatory duties and obligations under OPCAT.

The Board would ask the Management Board to consider our appeal against these proposals, taking into consideration the degree of monitoring necessary, as further evidenced by the HMIP's 2019 recognition of HMP/YOI Norwich as complex and atypical: "an important and complex local prison", "comprising three adjacent but separate sites", "this level of complexity brings with it not insignificant management challenges".

The Board has held various in-house training sessions including Segregation and OPCAT, and the Annual Team Performance Review. Board members have attended various National training courses. Members have also visited HMP Warren Hill and Peterborough. AMIMB members attended the AMIMB Annual General Meeting.

BOARD STATISTICS	
Recommended complement of Board members	16
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	12
Total number of visits to the establishment	
Total number of segregation reviews attended	

13 Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	8	19
B	Discipline, including adjudications, IEP, sanctions	18	22
C	Equality	6	6
D	Purposeful activity, including education, work, training, library, regime, time out of cell	19	27
E 1	Letters, visits, telephones, public protection restrictions	25	61
E 2	Finance, including pay, private monies, spends	10	12
F	Food and kitchens	6	6
G	Health, including physical, mental, social care	39	82
H 1	Property within this establishment	60	57
H 2	Property during transfer or in another establishment or location	30	22
H 3	Canteen, facility list, catalogue(s)	8	7
I	Sentence management, including HDC, ROTL, parole, release dates, recategorisation	19	37
J	Staff/prisoner concerns, including bullying	23	31
K	Transfers	29	25
L	Other/Miscellaneous	99	75
	Total number of IMB applications	399	489

14 GLOSSARY

ACCT	Assessment, care in custody and teamwork
BWC	Body-worn camera
CM	Custodial manager
CRC	Community rehabilitation company
CSIP	Challenge, support and intervention plan
DIRF	Discrimination incident report form
DWP	Department of Work and Pensions
EAT	Equalities action team
GFSL	Gov Facility Services Limited
GOOD	Good Order or Discipline (segregation review)
HCC	Healthcare centre
HDC	Home detention curfew
HMIP	Her Majesty's Inspectorate of Prisons
HMP	Her Majesty's Prison
IEP	Incentives and earned privileges
IPP	Indeterminate sentence for public protection
MDT	Mandatory drug testing
OASys	Offender assessment system
OMU	Offender management unit
PALS	Patient Advice and Liaison Service (NHS)
POM	Prison offender manager
PPO	Prisons and Probation Ombudsman
ROTL	Release on temporary licence
SIM	Safety intervention meeting
SMT	Senior management team
VIPER	Violence in Prison Estimator. Prisoners are given a VIPER score based on perceived likelihood of their participation in violence. Norwich was one of 16 pilot prisons for VIPER.
VP	Vulnerable prisoner*

*VPs at HMP/YOI Norwich are usually those prisoners charged with or convicted of a sexual offence.