



# **Annual Report of the Independent Monitoring Board at HMP/YOI Norwich**

**For reporting year  
1 March 2024 to 28 February 2025**

**Published October 2025**



# Contents

<b>Introductory sections 1 – 3</b>	<b>Page</b>
1. Statutory role of the IMB	3
2. Description of the establishment	4
3. Key points	5
 <b>Evidence sections 4 – 7</b>	
4. Safety	10
5. Fair and humane treatment	14
6. Treatment, health, and wellbeing	22
7. Progression and resettlement	25
 <b>The work of the IMB</b>	
Board statistics	29
Applications to the IMB	30
 <b>Annex A</b>	
Service providers	31
 <b>Annex B</b>	
IMB 2024/25 Questionnaire	32

All IMB annual reports are published on [www.imb.org.uk](http://www.imb.org.uk)

## Introductory sections 1 – 3

### 1. Statutory role of the IMB

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

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

## **2. Description of the establishment**

HMP/YOI Norwich is a multi-functional adult and young adult category B local, category C, and category D prison for men. It predominantly serves the courts of Norfolk and Suffolk, and houses convicted, sentenced and remand prisoners.

Accommodation is a mixture of Victorian, 20<sup>th</sup>, and 21<sup>st</sup> century buildings, spread over three distinct and separate sites. The main site houses up to 555<sup>1</sup> adult and young adult category B and C prisoners and includes the segregation unit. The category C prison houses 160 adults and young adults. It includes the healthcare wing and a wing providing specialist support for up to 15 elderly prisoners and those requiring social and palliative care. The category D open prison, Britannia House, accommodates 43 prisoners working in the establishment and the local community.

The certified normal accommodation, the number of that can be held before overcrowding, is 640. This means that 133 prisoners live in overcrowded conditions.

---

<sup>1</sup> Figures included in this report are local management information. They reflect the prison's position at the time of reporting but may be subject to change following further validation and therefore may not correspond with Official Statistics later published by the Ministry of Justice.

### **3. Key points**

#### **3.1 Main findings**

##### **Safety**

- Violence in the prison continues to be a concern for the Board and the presence of alcohol, drugs and other prohibited items creates a potentially dangerous environment for both prisoners and prison staff.
- A lack of effective perimeter prison security measures makes this a challenging issue to resolve.
- Improvements to the prison's reception and induction processes have helped to better identify and support the most vulnerable prisoners.
- The prison has a zero-tolerance policy to violent behaviour and has introduced a violence reduction landing.
- Self-harm continues to be a concern.
- Assessment, care in custody and teamwork (ACCT) documents (used to support prisoners who are at risk of self-harm and suicide) continue to be of variable quality with observations missing, conversations not meaningful and supervisors' checks not taking place.

##### **Fair and humane treatment**

- From the Board's observations, dilapidated buildings with leaking roofs, broken heating, faulty lighting, and washing machine failures have continued to undermine the efforts of staff and management to make the prison a place of safety and reform.
- The segregation building is not up to standard. The Board feels that it would be inappropriate to refer to it as a care and separation unit.
- Some prisoners with mobility issues are housed in inappropriate accommodation, making it difficult for them to access showers and serveries
- There are several foreign national men detained at HMP/YOI Norwich beyond the expiry of their sentence.

##### **Health and wellbeing**

- The healthcare provided is generally in line with the wider community.
- Attention deficit hyperactivity disorder (ADHD) and autism spectrum condition (autism) referrals were being rejected by Norfolk and Suffolk NHS Foundation Trust as the environment was unstable.
- Co-working with the HCRG Care Group (HCRG) has led to a new virtual ward and some medication, such as intravenous antibiotics, being provided within the prison

##### **Progression and resettlement**

- Although weekly payments to prisoners for work or education have been increased, the increase was not in line with inflation, resulting in some prisoners having a disproportionately lower income as a result.
- The location of the centralised library within category B prison means that prisoners' attendance at the library is heavily dependent on the availability of officers to accompany them. It is not always possible for prisoners with mobility issues to leave their wings to reach it.

- Prisoners not proficient in English and maths are prevented from working towards any vocational qualifications.
- Ongoing work by the prison and Ormiston Families means that many prisoners spend meaningful time with their families.
- 25% of prisoners released in January 2025 were homeless.

### 3.2 Main areas for development

#### **TO THE MINISTER**

- **Will the Minister please explain why foreign national men continue to be detained in prison beyond the expiry of their sentence instead of being transferred to an immigration removal centre?**

In his reply to the same issue in the 2022/23 report, the Minister advised that risk assessments were conducted by the Home Office to determine whether those detained were suitable for transfer to an immigration removal centre. If not, they continued to be detained in prison.

The Board considers the continued incarceration of foreign national detained individuals within prison beyond the expiry of their sentence to be neither fair nor humane, as acknowledged by the Home Office in the Minister's reply to our 2021/22 report.

- **Will the Minister please explain why neither offending behaviour programmes nor accredited interventions to allow progression to release from prison are provided within HMP/YOI Norwich?**

As a local prison providing a reception function, HMP/YOI Norwich had a high turnover of prisoners, high number of prisoners on remand, and high rates of short-term recalls. However, due to capacity issues within the whole prison estate and delays in the courts, prisoners, especially PCoSOs, are now remaining longer. Considering this, the Board feels that offending behaviour programmes and accredited interventions to allow progression to release should be provided.

- **Will the Minister please explain why assaults on prison officers are not treated as seriously as those on other emergency workers?**

Assaults on prison staff are frequent. The Board has observed that although such incidents are referred to the police, not all result in further action, the Norfolk Police/Crown Prosecution Service (CPS) having decided not to pursue the matter. The Board has also observed that the police prosecute a large proportion of assaults on police officers, no matter how minor. The Board considers that such inequality hampers the prison's efforts to control violence within HMP/YOI Norwich, preventing the creation of a safer environment for the prisoners and staff.

- **Will the Minister explain why serious offences such as possession of a mobile phone, supplying, or intent to supply drugs or alcohol within the prison are not acted upon by the Norfolk Police/CPS?**

## **TO THE PRISON SERVICE**

- **Will the Prison Service please explain why there will not be a full overhaul of the boilers and heating systems in HMP/YOI Norwich until ongoing projects have been completed?**

Completion of ongoing projects within the prison has now been put back until 2026. The boiler within the segregation unit broke down on several occasions, leaving prisoners and staff without heating or hot water. Boilers within the rest of the prison have continued to breakdown. Despite a relatively mild winter, many of the cells in A and B wings were cold, with prisoners requiring extra blankets and sleeping in their bunks fully dressed. The Board finds it unacceptable for prisoners to live in these conditions.

- **Will the Prison Service explain why there are currently no plans to improve the Segregation Unit?**

As mentioned in many previous reports, the current unit is not up to standard.

- **Will the Prison Service please advise when a complete overhaul of the current perimeter security surveillance equipment will take place?**

## **TO THE GOVERNOR**

- What action will the Governor take to ensure that prisoners with disabilities and older prisoners have the same access to jobs, education and gym as the other prisoners?
- The Board observes that only prisoner representatives from the black, Asian and minority ethnic group attend the diversity and inclusion action team (DIAT) meeting. In February 2025, 13% of the population identified as black, Asian and minority ethnic, 33% of prisoners identified as having a disability, and 15% of prisoners were over 50 years old. Please may the Governor explain why other groups are not represented at the meeting?
- Would the Governor please explain why statistics for prisoners identifying as having a disability are not analysed within use of force reports? 33% of prisoners within HMP/YOI Norwich identify as having a disability.
- The Board still has concerns about ACCT documents. What action will the Governor take to ensure further improvements in the management of the ACCT process and completion of documents by staff?
- ACCT reviews involving prisoners who do not speak English are difficult. Although a phone translation service, The Big Word, is used, reviews are conducted in busy offices and constantly disturbed. What action will be taken to improve the quality of such reviews?
- The Board is concerned about the lack of process reintegrating prisoners who self-isolate back into the normal prison regime. What action will the Governor take to rectify the situation?
- There are currently no 'baby bonding' sessions (aimed at introducing prisoners to newborn babies) for prisoners on the category B site, following

the removal of facilities in 2023. When will these important sessions be reinstated?

- What action will the Governor take to ensure that all prisoners are offered at least one hour of gym a week? Sessions are regularly cancelled due to shortages of staff.
- To assist the Board monitor health and wellbeing in the prison, could the Governor please ensure that copies of the following reports are provided:
  - HCRG quality reports and clinical governance reports.
  - Minutes from Norfolk Prison Health and Partnership board meetings.
  - Social care reports.
  - Minutes from medicines management meeting.

### 3.3 Progress since the last report

#### TO THE MINISTER

Issue raised	Response given	Progress
Why are prisoners with severe mental health issues or learning difficulties still being held in custody?	The Minister provided assurance that the Ministry of Justice were working with the Department of Health and Social Care to introduce a Mental Health Bill as soon as possible.	At the time of writing, the Bill had reached its second reading in the House of Commons. Prisoners with severe mental health difficulties continue to be held in custody.
When will a realistic minimum rate for prisoners' pay be set under Prison Service Order (PSO) 4460, with corresponding increases made to prison budgets?	The Minister advised that prisoners' pay is kept under constant review to determine whether any published updates were required.	A pay rise was given to prisoners in October 2024 funded by Ministry of Justice. However, the minimum rate of pay for prisoners under PSO 4460 remains unaltered since 2020 and the Board cannot understand why.

#### TO THE PRISON SERVICE

Issue raised	Response given	Progress
When will the new policy framework relating to prisoners detained in segregation be published?	The new policy is now expected to be issued in 2025.	At the time of writing this report, the new policy had not been issued.

When will there be a full overhaul of the boilers and heating systems in HMP/YOI Norwich?	Once ongoing projects including the redesign of the boiler house have been completed, a reassessment will be made to ascertain if any further work is required.	Completion dates for ongoing projects have been put back until 2026. The heating and water system will continue to struggle through winter.
Are there plans to improve and expand the segregation? The current unit is not up to standard.	No immediate plans to expand segregation but may be reviewed once new accommodation is occupied. It is recognised that there is a need to improve the showers.	There are currently no plans in place to improve or expand segregation.
Why are there are no adequate local laundry facilities in HMP/YOI Norwich?	There are no plans to provide inhouse laundry facilities because there are already 29 industrial laundries.	The situation remains unsatisfactory.

## Evidence sections 4 – 7

### 4. Safety

From its observations, the Board believes that overall, prison staff are committed to maintaining prisoners' safety, despite the challenges they face with increasing rates of violence and self-harm, the presence of illicit drugs, and other prohibited items.

In the IMB 2024/25 Questionnaire (IMB questionnaire), 74% of prisoners surveyed said they felt safe in the establishment, an increase from 67% last year.

The Board remains concerned at the lack of consistency and supervision of the completion of ACCT documents.

#### 4.1 Reception and induction

The Board is pleased to observe that:

- Prison staff and orderlies continue to deal compassionately with all prisoners, particularly those in prison for the first time.
- Prisoners are provided with breakfast packs and some toiletries, and they can buy grocery packs, vape packs and items such as paper and pens. Reception staff identify prisoners' needs and where possible, make provision for them, such as offering a variety of meals to meet most dietary/religious requirements and female toiletries/clothing for transgender prisoners.
- Prisoners are processed and assessed by a nurse to identify their medical and mental health needs. All prisoners go through the body scanner and those who are identified as having secreted items are managed appropriately, in accordance with prison policies.
- Being a local prison, HMP/YOI Norwich accepts arrivals at any time of the day or night. If prisoners arrive outside of working hours, they go through a reception 'lite' process and the full process is completed the following morning.
- Reception has benefited from some very good orderlies over the past year. They have continued to keep the holding cells, showers and toilets very clean and tidy. The area is also regularly painted to touch up scuffs and marks. There are painted murals on the walls. One of the orderlies has been a Shannon Trust mentor (trained by the trust to tutor other prisoners in literacy and numeracy) and has promoted the work of the trust.
- The reception staff always appear to be looking at ways of continuous improvement. At busy times, prisoners can spend two or three hours in reception. The team implemented a change whereby a log is kept of all prisoners arriving and wellbeing checks are carried out every 30 minutes, opening an ACCT if necessary.
- To support foreign national prisoners, most reception staff speak a second language, in addition to the availability of a phone translation service, The Big Word.
- Inductions were found to be completed in a manner that most prisoners understood, with informative leaflets now available in most languages. The prisoners are given time to ask questions and provided with informative answers. They are informed about The Big Word.

- According to prisoners responding to the IMB questionnaire, the number of inductions received on the first day/night at the prison increased from 60% in the IMB questionnaire to 66%; the condition/cleanliness of the cells and furnishings up from 26% to 34%; and all property being received within two weeks up from 36% to 52%. Clearly, still work to be done.

However, the Board is concerned that:

- There was a period of three months during the summer, when Listeners (prisoners trained by the Samaritans to offer confidential emotional support to their peers) were not available in reception. The IMB raised this with senior staff and were advised that all prisoners were referred to the Induction listener.
- Although reception staff seem to be good at identifying prisoners with vulnerabilities, capacity issues may put them at risk if the prison is unable to place them in an appropriate environment.

#### **4.2 Self-harm, deaths in custody**

The Board is pleased to observe that:

- Staff continue to act professionally and with care towards prisoners who self-harm and manage them through the ACCT process, as necessary. Referrals to the mental health team are made when appropriate.

However, the Board is concerned that:

- Self-harm continues to be an issue.
- ACCT documents continue to be of varying quality, with observations missing, conversations not meaningful, and supervisors' checks not taking place.
- Interactions between officers and prisoners on ACCTs who do not speak English is difficult and the Board has concerns about how meaningful their conversations are. Although there is evidence of the use of The Big Word for ACCT reviews, these are conducted in busy offices, with lots of disturbances.
- Prisoners in M wing reported a concern to the Board that if they are placed on an ACCT, they would be returned to A wing. The Board felt that this may discourage prisoners from asking for help.
- The Board reviewed 102 ACCT documents throughout the reporting year: 85 documents were found to be satisfactory, and 17 (16.6%) were not; 13 had missing entries and two were not contemporaneous. Two documents had entries made in advance of the time written in the records. The Board reported this to the prison and observed swift action taken by the prison reflecting the seriousness that they placed on the matter.

#### **Deaths in custody**

The Board notes with sadness that there were four deaths in custody during the reporting period. One was apparently due to self-harm and another occurred after release from custody. The Prisons and Probation Ombudsman (PPO) reports into these deaths have not yet been published.

PPO reports into the other five deaths that occurred during the previous reporting period have now been published. In the four cases where prisoners died from natural causes, the care was considered to be good or very good and equivalent to within

the community. For the one self-inflicted death, the mental health care was considered to be partially equivalent to the care available in the community.

#### **4.3 Violence and violence reduction, self-isolation**

The Board is pleased to observe that:

- The prison has a zero-tolerance policy to violent behaviour and has introduced a violence reduction landing in the second half of the reporting year.
- Prisoners who breach expected levels of behaviour are relocated to the violence reduction landing. The prison outlines the pathway towards purposeful activity to facilitate a return to the normal regime. When a prisoner is moved to the violence reduction landing, their regime is restricted to one and half hours out of their cell per day. If their behaviour improves, they can return to the normal regime after four weeks but will continue to remain on the violence reduction landing for a minimum of 12 weeks. The restricted regime has been monitored by the Board.
- Feedback from prisoners has shown the violence reduction landing to have a clear deterrent effect and the Board notes a significant decline in violent incidents since its introduction. Prisoner-on-prisoner assaults have fallen from 319 (2023/24) to 256 in the reporting year. Prisoner-on-staff assaults have fallen from 151 (2023/24) to 134 in the reporting year.
- Prisoners have approached the Board to challenge either their relocation to the violence reduction landing or their prolonged exposure to restricted regime. The prison has responded to these challenges in a timely fashion.
- Challenge, support and intervention plans (CSIP) continue to address violent behaviour. The Board is unable to assess how successful CSIP is in dealing with persistent offenders.
- Staff are actively encouraged to use body worn video cameras (BWVC) to evidence violent behaviour. The evidence available to the Board is that BWVC are appropriately used.

However, the Board is concerned that:

- From observations, there are a significant number of prisoners who, for a variety of reasons, choose to self-isolate. The Board is concerned about the effect this potentially has on their mental health, and that the prison has no process for reintegrating these prisoners into the normal prison regime. Many of these men spend long periods of time in self-isolation with less social contact than prisoners in segregation.
- Some prisoners are deliberately starting fires in their cells. There were 37 cell fires during the reporting year, 27 of which were attended by the fire service.
- There were several incidents of prisoners accessing the safety netting on the wings during the reporting period.
- There continue to be instances where deliberate disorder by prisoners was used to force a move to a different wing or segregation because of threats made by other prisoners. The lack of available space in the prison puts pressure on security staff to identify and manage these conflicts.
- The violence reduction landing has been used to relocate certain prisoners involved in non-violent anti-social behaviour, such as alcohol fermenting.

- Prisoners on the violence reduction landing have restricted access to the library, classroom-based education and the gym.
- The Board was shocked by a serious assault on an officer when leaving the site of the prison towards the end of 2024. Prison management immediately offered appropriate guidance and support to all staff at the establishment.

#### **4.4 Use of force**

The Board continues to acknowledge the skill and composure shown by staff in addressing potentially violent prisoners. The Board has observed elements of training provided to staff.

The Board observed that:

- Staff are trained to activate their BWVC to evidence situations as they develop. Evidence seen by the Board indicates BWVC is used effectively.
- Pava incapacitant spray was drawn nine times and used on six of those occasions during the reporting period.
- Batons were drawn three times and used once during the reporting period.
- The Board has monitored the use of rigid bar handcuffs during violent disorder and during the planned relocation of prisoners. Their use during these incidents was proportionate and effective.
- Use of force meetings are held monthly and CCTV and BWVC footage is reviewed.
- The Board has been briefed on the revised restraint techniques to be used by officers in dealing with violent prisoners.

#### **4.5 Preventing illicit items**

The Board is pleased to observe that:

- The prison monitors the use of drones near the prison and co-ordinates with the police in addressing this activity.
- Mandatory drug testing was introduced during the reporting year. All prisoners can be tested randomly or if there is a reasonable suspicion that an illegal substance has been taken.
- The prison has restricted access to certain food items used in the fermenting process. The Board acknowledges the restrictions placed upon prisoners not involved in fermenting alcohol.

However, the Board is concerned that:

- Despite the steps taken by the prison, there are regular discoveries of mobile phones, USB sticks, drugs and other illicit items.
- Prisoners suspected of being under the influence (UTI) of illicit substances are prevented from accessing their normal medication to ensure their health is safeguarded in the short term. However, the Board has noted examples of prisoners being denied access to their normal medication for prolonged periods following such incidents.
- Alcohol fermented in cells continues to be a problem.
- Medication continues to be diverted by some prisoners.
- The lack of monitored perimeter cameras and other security devices has enabled drugs and electronic devices to enter the prison over the walls.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

#### **Accommodation**

The Board is concerned that:

- As previously reported, some buildings are in a state of disrepair. B and K wings and Britannia House flooded during the bad weather. The roof in K wing leaked during the winter and the board observed that buckets were used to collect the water. This is a health and safety hazard.
- Some of the cells in F wing have mould in them.
- The heating system throughout the prison continues to be a great concern. Despite a relatively mild winter, many of the cells in A and B wings were cold with prisoners requiring extra blankets and sleeping in their bunks fully dressed. Some cells had faulty windows which were not repaired despite being reported during the summer period. There was a shortage of blankets in the establishment. The same problems occurred in F and G wings on the category C site.
- Washing machines on landings were often broken and issues at HMP Whitemoor laundry meant there were frequently no kit changes. Prisoners reported to the IMB that they were laundering sheets etc. in the wings.
- As mentioned in previous reports, prisoners working in kitchens and the market garden state that they do not get enough time for domestics (showers, etc). They must often shower immediately when they return to the wings, making them late collecting their meals from the servery.
- There is no immediate access to a defibrillator in K wing.

#### **Food**

The Board is pleased to observe that:

- The food menu is designed to provide a balanced diet and includes vegetables and fruit.
- In the IMB questionnaire, 46% of prisoners who responded were happy with the meals provided by the prison, up from 27% in 2023/24. From comments written by prisoners in the questionnaire, any dissatisfaction related mainly to the size of portions not the quality of food provided.
- Special diets are catered for where a medical need is established, and vegetarian/vegan meal choices are made available. Meal options are available to meet religious requirements, such as halal and kosher food.
- Ramadan arrangements worked well with the prisoners getting their meals and hot boxes at appropriate times.

However, the Board is concerned that:

- Serveries on A, B and C wings are still not being monitored appropriately by staff, despite the Governor instructing them to do so. This has resulted in the uneven distribution of food.
- The servery workers are not always wearing whites or gloves when handling food. This is despite a Governor's notice reminding staff of this issue.

- Prisoners responding to the IMB questionnaire said:
  - 'I've been here on remand for a while, it has got better from when I first came but can still always improve the portion sizes.'
  - 'The meals are more flavoursome but the whole jail is hungry each day. Why can't they be a little bigger.'
  - 'Portion sizes! Eat at 4.30/5.00pm. By 7.00pm I am ravenous. Trying to supplement food from canteen is impossible on ridiculous low pay.'
  - 'I'm vegetarian and the meals often lack protein i.e. pasta dish with vegetables only.'

## **Clothing**

The Board is concerned that:

- Of the prisoners who responded to the IMB questionnaire, only 54% said they got a kit change and clean bedding once a week.
- The issues with HMP Whitemoor laundry service noted in the 2022/23 and 2023/24 annual reports continue, with prisoners and staff reporting that the laundry service is frequently disrupted. There have been several Governor's notices, where prisoners were told to retain their kit due to laundry issues.

## **5.2 Segregation**

As stated in previous reports: 'The segregation building is no longer up to standard.' The Board feels that it would be inappropriate to refer to it as a care and separation unit.

According to statistics provided by the prison, segregation was used 212 times, with 157 individual prisoners relocated to segregation in 2024.

The Board is pleased to observe that:

- We observed 37 good order or discipline (GOoD) reviews (which assess whether a prisoner's continued segregation is justified based on their behaviour and the potential impact on the prison environment) and checked the GOoD review paperwork when unable to attend. These reviews were found to be satisfactory.
- All prisoners were offered daily exercise and an opportunity for a shower.
- Prisoners were seen regularly by healthcare staff, governors and chaplaincy team.
- The special accommodation cell (where items such as furniture, bedding and sanitation are removed in the interests of safety) was clean and ready to receive any prisoner.
- The Board attended 94 adjudications and found them to be fair.
- We are pleased to report that staff continue to work hard to build constructive relationships with prisoners, helping them transition out of the segregation. They maintain a professional attitude despite operating in a difficult and challenging environment, often facing constant verbal and physical abuse from prisoners.
- Prisoners the Board spoke to felt they were fairly treated by the officers.

However, the Board is concerned that:

- No plans have been presented to improve and expand the segregation unit, particularly given the expansion of HMP/YOI Norwich in 2025/26.
- There is only one operational shower in segregation. If it is contaminated or out of order, prisoners cannot have a shower until repairs are completed and the room has been cleaned by the contractor, unless they are escorted to another building.
- As stated in the last three annual reports: 'The Board is concerned that prisoners with mental health issues continue to be held in the segregation unit, as there is no other suitable place of safety should they be violent and disruptive.' Prisoners due to be sectioned under the Mental Health Act were also held there for some time because there were delays in them being sectioned.
- As stated in a previous annual report: 'There is little to occupy the segregated prisoners except for limited in-cell education packs, access to a radio, and regular access to the library trolley at mealtimes and distraction packs.' There are no gym facilities and exercise is offered daily in two small bare yards.' This means the aims of PSO 1700 (the segregation policy) are not being met.
- Some prisoners are deliberately disruptive because they prefer to be segregated rather than be on the main wings. This makes the unit a preferred location rather than a deterrent.
- There are not enough hours under the library contract with Suffolk Libraries to include the segregation unit. It is totally reliant on donations of reading material.
- Prisoners are still complaining that there is a delay in their property moving with them to their new location and that it is frequently lost in transit.
- Phone sets (handset and cable) are available to prisoners when required to make personal and legal calls. Due to the phone connection points being outside of the cells, cables must be connected between the cell door and door frame. As the length of the cable is too short, calls may only be made or taken by the prisoner standing close to the door. This presents issues with confidentiality and problems when documents need to be accessed or notes taken. Cables are frequently damaged when caught between the door and door frame. Because the phone sets only come as a single unit, frequently there is not enough spare cables. This has prevented prisoners from having timely access to their phone calls leading to the potential for an escalation in unreasonable behaviour.

### **5.3 Staff and prisoner relationships, key workers**

The Board is pleased to observe that:

- Overall, relationships between staff and prisoners continue to be good. Of prisoners who responded to the IMB questionnaire, 63% felt that they were fairly treated at HMP/YOI Norwich, a large increase on 39% (2023/24).
- The majority of staff operate in a professional manner, showing great care for the prisoners in their charge.

However, the Board is concerned that:

- The Board feels that wing forums provide a good way for prisoners to express their views and interact with staff. Although there has been a slight improvement, the IMB questionnaire indicates that only 26% (16% 2023/24) of prisoners who responded think wing forums work, only 11% have access to the wing forum minutes and only 38% know who their wing reps are.
- Despite its relaunch, the key worker process in HMP/YOI Norwich has still not functioned as it should in the Board's view. There was a slight improvement; 52% of prisoners who responded to the IMB questionnaire knew who their key workers were, up from 47% in 2023/24. Of those who responded, only 24% had spoken to them within the last 14 days (47% 2023/24).
- Prisoners knowing who their personal officer is has dropped significantly to 27% in the most recent questionnaire (48% 2023/24).
- Of the prisoners who responded to IMB questionnaire, only 42% had been able to discuss their release plan with their prisoner offender managers, or POMs (51% in 2023/24).
- The prison communicates with prisoners via Governor's notices displayed on noticeboards or put under prisoners' doors. Only 37% of prisoners who responded to the IMB questionnaire had easy access to these notices.

#### **5.4 Equality and diversity**

The Board is pleased to observe that:

- The equality and diversity team continues to be very active, and prisoner forums for the diversity strands (which includes characteristics such as race, ethnicity, religion, gender, sexual orientation, disability and age as defined in the Equality Act 2010) are held regularly.
- Discrimination incident report forms (DIRFs) are investigated and action taken where discrimination is proven.
- DIAT meetings have two prisoner representatives from the black, Asian and minority ethnic population. However, the Board wonders why other diversity strands are not represented. In February 2025, 13% of the population identified as black, Asian and minority ethnic, 33% of prisoners identified as having a disability, and 15% of prisoners were over 50 years old.
- Prisoners are offered the opportunity to practise their religion, with good recognition of different faiths. There have been difficulties in recruiting an Imam, which has led to Friday prayers being cancelled. Roman Catholic services have also been cancelled on several occasions.
- Equality forums are held on a regular basis. The race forum meets monthly, whereas other forums are bi-monthly. The Board continues to contend that this is discriminatory.

However, the Board is concerned that:

- There are continuing inequities regarding access to work opportunities. For example, prisoners with disabilities and older prisoners who don't have adjustments made for them to be able to work. Where these prisoners remain locked up in place of attending work, there is adverse impact on them financially and potentially on their mental health.

## **Disability**

The Board is pleased to observe that:

- The neurodiversity support manager continues to assist those prisoners who are identified as needing extra support.

However, the Board is concerned that:

- Prisoners with disabilities who are unable to work, or prisoners who are of pensionable age, continue to be locked up during the day. The Board considers this to be inappropriate.
- Statistics are not analysed for those with disabilities. The Board has been informed that this is because there are low numbers of prisoners with disabilities. This does not appear to be the case as illustrated by figures provided earlier in this section.
- Some prisoners with mobility issues are housed in inappropriate accommodation, making it difficult for them to access showers and serveries
- Prisoners with reduced mobility on the wings struggle to get their meals and with other daily activities. There are no lifts on B and C wings and the only lift on A wing remains out of action.
- The healthcare wing remains without a specially adapted shower for prisoners with disabilities. These prisoners need to be taken to L wing for showers, so are dependent on staff availability. This has been reported in many previous annual reports, with the repeated response being that it would be too expensive to fit an accessible shower. In the Board's opinion, this may be a breach of the Equality Act 2010.
- Dedicated gym sessions are not available for prisoners with disabilities. The Board feels very strongly that adjustments should be made for them.

## **Foreign national prisoners**

The Board is concerned that:

- A number of foreign national prisoners are being held at HMP/YOI Norwich beyond the end of their sentence. On 13 February 2025, there were six detained individuals . Some of these individuals are deemed not suitable for the immigration detention estate. Whilst the Board accepts that this may be the case, this causes frustration and manifests itself in bad behaviour resulting in these individuals being housed in segregation for long periods of time.
- Foreign national prisoners do not always understand prisoner correspondence, relying on other prisoners to translate for them.
- The Big Word is used by staff for ACCT reviews, however, it is not generally used for other interactions with prisoners, such as routine conversations, or when the prisoner is interacting with listeners.

## **Older prisoners**

The Board is pleased to observe that:

- Prisoners in L wing are well cared for and the atmosphere is friendly and supportive.
- Forums take place regularly in L wing and issues are addressed by staff.

- The compassion and care shown to prisoners who were given end-of-life care on L wing and the other prisoners impacted by these deaths was exemplary.
- Regular group activities are available to the prisoners on L wing.
- Of the 123 prisoners who completed IMB questionnaire, 26 were aged 50 or over. Of those, 23 said they felt safe within the prison, 20 thought they were fairly treated, 22 had received medical and educational assessments when they arrived, 17 then received the support recommended by those assessments and all found it easy to access healthcare. 19 had a job within the prison and 19 had access to financial support outside of the prison. Only nine participated in any educational courses.
- Prisoners responding to the IMB questionnaire said:
  - 'Here on L wing the care is good and everything is good. I just can't complain.'
  - 'We spend 5.5 hours out of cell and the inmates are nice.'

### **Gender identity**

The Board is pleased to observe that:

- Care plans are completed for all transgender prisoners, and the Board is satisfied that their needs are met within the prison's guidelines. There is access to female products and clothes and kit change are managed by the safety team. Where possible, transgender prisoners are given single cells with a shower. Where this is not possible, showers are offered when other prisoners are locked up.

### **Race**

The Board is pleased to observe that:

- The Zahid Mubarek Trust, a charity focused on promoting racial justice in the prison system, continues to work at HMP/YOI Norwich.
- The Board did not find discrimination against any group. From its observations and analysis of data, the Board believes the prison takes steps to ensure that all prisoners are treated fairly, regardless of race.

## **5.5 Faith and pastoral support**

The Board is pleased to observe that:

- The continued strong multi-faith pastoral support was maintained throughout the reporting period. The chaplaincy department is proactive and visible and provides good support for prisoners.
- There are published 'excusals from work' for major religious festivals and corporate worship, and classes are available for prisoners adhering to numerically larger faiths. In-cell worksheets on all faiths are available from the chaplaincy and there are collective worship programmes available on the TV.
- Appropriate treatment and foods were available for Ramadan and other religious festivals.

## **5.6 Incentives schemes**

The Board is pleased to observe that:

- Prisoners' incentives levels are reviewed on a regular basis.
- As noted in 4.3, the introduction of the violence reduction landing operating alongside the long-standing incentive scheme demonstrates the rewards and penalties for good and bad behaviour.
- The principles of the scheme are understandable and there is evidence that prisoners act to achieve an enhanced status within the structure.
- The prison will downgrade a prisoner's incentive level for violence and/or anti-social behaviour on a timely basis. Goals are set for the prisoner to improve the level in the future.

However, the Board is concerned that:

- There are examples of prisoners' access to television, library and time out of cell being restricted due to resource issues. When a prisoner does not receive the enhancements for the incentive level achieved, this has provoked complaints.
- The Board has noted several examples of prisoners feeling unfairly treated regarding the failure to attend work/education classes and the impact on their incentives scheme level. A continued effort to improve communication with prisoners is an ongoing process for a prison of this size – there is no evidence of any systemic failure to address the issue by the prison.

## **5.7 Complaints**

The prison operates a complaints system in line with the HMP/YOI Norwich local complaints policy. While understanding the prisoners do not always accept the conclusions reached, there is a general willingness to address issues fairly.

The Board is pleased to observe that:

- There is evidence that the prisoners understand the system and the ultimate right to complain to the Independent Prisoner Complaints Investigation Team (IPCI). IPCI posters are displayed on each landing.
- 84% of prisoners responding to IMB questionnaire know how to use the prison complaints procedure.
- The Board has access to and reviews the complaints register and has observed unfounded complaints being robustly dealt with, as well as examples of apology and remedy where the prison has fallen short.
- The Board has monitored the processes in place for serial complainers. The procedures are fair and proportionate – such prisoners retain the right to make complaints and raise matters with the IMB.

## **5.8 Property**

The Board is pleased to observe that:

- There is an improvement in the handling of property in the prison. This is evidenced by a substantial fall in property-related applications (prisoners' submission to the IMB) received by the Board; 30 in 2024/25, 47 in 2023/24. The IMB questionnaire supported this conclusion, with 52% of prisoners

responding that their property was received within two weeks of arrival in the prison, compared with 36% 2023/24.

- The Board has monitored the prison's procedures for newly arrived prisoners in reception. The recording and storage of property is well maintained. Where property is lost, appropriate compensation is paid.

However, the Board is concerned that:

- Prisoners have raised complaints with the IMB that their property has not been safeguarded when relocated elsewhere in the prison.
- The complaints system for addressing alleged property loss can appear slow. This is particularly the case when the complaint arises from property loss on transfer between establishments.

## **6. Health and wellbeing**

### **6.1 Healthcare general**

Patient confidentiality, the removal of prisoner complaints from the prison complaints system and difficulty accessing performance data from the providers HCRG Care Group (HCRG) and Norfolk and Suffolk NHS Foundation Trust (the trust) have resulted in the Board having limited insight into the standard of care within the prison.

The Board can only generally monitor by analysing the performance data offered by the providers. During this reporting period, the Board has had access to minutes from HCRG clinical governance and medicines management meetings and PPO reports into deaths in custody published during the reporting year

### **6.2 Physical healthcare**

The Board is pleased to observe:

- The immediate response to a medical emergency by healthcare staff.
- HCRG days lost due to staff sickness continue to be on a downwards trajectory. There has been a decreasing reliance on agency staff and an increase in the use of permanent bank staff.
- Pregabalin, a pain-relief drug, prescribing levels are now in line with or better than targets.
- Recruitment for pharmacy staff has improved and pharmacy hours have been increased to accommodate prisoner release and court appearances.
- Reporting of medicine errors is transparent.
- In line with a recommendation made by PPO following a death in custody, syringe driver training has now been sourced.
- Co-working with HCRG has resulted in the commencement of a virtual ward, with, for example, intravenous antibiotics being administered within the prison.

However, the Board is concerned that:

- The February 2025 clinical governance report states that safety audits for the second year running showed inconsistency in checking, and the absence of some emergency equipment and drugs in the emergency bags particularly in A, B and C wings.
- In the June 2024, clinical governance report, concerns raised by health care staff regarding access to prisoners at night were noted.
- There are complaints from prisoners regarding access to appointments with healthcare professionals due to delays, cancellations and the lack of availability of officers to escort prisoners to their appointment within the prison.
- Prisoners requiring occupational therapy as part of primary care are unable to access it within the prison estate.
- In the IMB questionnaire, while 85% of prisoners who responded felt they found access to healthcare easy, only 52% of those felt that their problems were satisfactorily dealt with.

### **6.3 Mental health**

The Board is pleased to observe that:

- Mental health services provided by the trust continue to be equivalent to those in the community.
- The day-care centre (Platinum Suite) is being used to enhance wellbeing and provide low-level psychological help and is appreciated by the prisoners.
- Phone access to the Samaritans at night is now provided free of charge due to the prisoners' potential lack of access to Listeners during the night.

However, the Board is concerned that:

- As referenced in 5.2, delays in finding suitable outside secure mental health facilities has led to prisoners being held for long periods in segregation facilities.
- As referenced in 4.3, self-isolation is having a detrimental effect on the mental health of prisoners.
- In the February 2025 clinical governance meeting, it was noted that referrals for ADHD and autism assessments were being rejected by the trust as the environment was unstable.
- Despite significant prison expansion, anticipated funding for only one more mental health nurse has been agreed. Two other posts have been rejected.
- In the IMB questionnaire, only 44% of prisoners who responded found it easy to access mental health support. 85% of those felt that the support that was offered was satisfactory.

### **6.4 Social care**

It is impossible for the Board to establish if there is any difference between social care provided in the prison and in the community, as their remit ends at the prison gate.

The Board is pleased to observe that:

- During an NHS partnership board meeting in 2024, the Governor was very keen to have further discussions with three participants involved in health and social care provision at Norfolk County Council. The Board considers that this demonstrates that the prison takes this matter seriously.

However, the Board is concerned that:

- Applications have been received during the year, with prisoners complaining either about the complete lack of access to social care assessments or significant waiting times before these take place. Medical confidentiality usually precludes knowing whether these are valid or not.

### **6.5 Time out of cell, regime**

The Board is pleased to observe that:

- When the regime is curtailed for operational reasons, prisoners are kept informed by Governor's notices. Essential events, such as social visits, are always maintained.

However, the Board is concerned that:

- The category B site gym was closed for several months until April 2025, contravening Prison Rule 29, which states that prisoners over the age of 21 should be given the opportunity to participate in one hour of physical education each week.
- As referenced in 5.1, prisoners working in kitchens and the market garden state that they do not get enough time out of cell for domestics (showers, etc). They must shower immediately upon their return to the wings making them late collecting their meals from the servery because there is insufficient time for showers afterward.
- 59% of prisoners responding to the IMB questionnaire felt that they got enough time out of their cell for domestic chores and exercise, down from 63% in 2023/24. Comments included:
  - 'I'm a wing cleaner out of my cell all the time but those that don't work because there's not enough jobs are behind the door 23 hours a day.'
  - 'Two hours out all day is bad. I'm a cat c. Why are we banged up so long? Covid is over.'
  - 'Only 2 hours is not enough to exercise, shower and socialise.'

## **6.6 Drug and alcohol rehabilitation**

The Board is pleased to observe that:

- Mandatory drug testing resumed within the prison in October 2024.
- The Board believes the prison is doing as much as it can with the resources available to intervene.
- Phoenix Futures continues to provide help with alcohol, drug and smoking addictions. All prisoners are assessed by them on entering HMP Norwich, particularly during the induction process.
- The prison introduced an enabling landing within the category C site, the aim of which is to offer prisoners who remain drug free better facilities.

However, the Board is concerned that:

- Resumption of drug testing has statistically shown an increase in drug usage and a wider variation of new types of drugs, not all of which can be detected successfully.

## **6.7 Soft skills**

The Board is pleased to observe that:

- Wellbeing services seem to be liked by prisoners and for some is sufficient, whilst for others it acts as a route to further support from different areas of the mental health team.

## **7. Progression and resettlement**

### **7.1 Education, library**

#### **Library**

The Board is pleased to observe that:

- The PPO Education Skills & Work 2023/24 (ESW) self-assessment report noted 'Previously poor facilities have been improved with new centralised libraries.'
- The librarians continue to provide a high level of support to the prisoners and have exhibited examples of going above and beyond.

However, the Board is concerned that:

- Only 21 hours of library are provided under the contract with Suffolk Libraries; not enough time for hours to be allocated to L wing, healthcare wing, the segregation unit and Britannia House. The prison must rely upon donations to provide these prisoners with access to books.
- As mentioned in last year's report, the location of the centralised library prevents those with mobility issues from accessing the facility easily. Although the library may be accessed via a lift in the education block, it is not always possible for prisoners with mobility issues to leave their wings to reach it.
- Prisoners' attendance at the library within the category B prison is heavily dependent on the availability of officers to accompany them.
- 61% of prisoners who responded to IMB questionnaire felt that they were receiving their full library allocation. Prisoners responding to the IMB questionnaire said:
  - 'Only been to library twice in 8 weeks. Insufficient officers to take the prisoners there.'
  - 'You can sometimes go without library but when it's on it's good.'
  - 'It's hit and miss as to whether staff do library and there's not enough time to take us all'.

#### **Education**

The Board is pleased observe that:

- Prisoners arriving at HMP Norwich who have learning difficulties are assessed during their induction period. Those with very low levels of literacy and numeracy continue to be supported by the Shannon Trust, with prisoner mentors able to work with them either face to face or using self-study leaflets.
- Education delivery statistics show some improvements in the category B and category C sites.
- ESW annual grading summary for the prison has improved from four (inadequate) in 2022 to three (requires improvement).
- As a local prison there is a high turnover of prisoners, a high level of prisoners on remand and high levels of short-term recalls creating difficulties on the broader concept of educational delivery.

- The Board notes the increased programmes during the reporting period including the introduction of a reading strategy and neurodiversity training for operational staff.

However, the Board is concerned that:

- 42% of prisoners who responded to IMB questionnaire were receiving education and only 48% thought that education would improve their chances in obtaining work. Prisoners' responses included:
  - 'I already passed level 2 on both English/Maths on assessment. I have received a PET (Prisoners Education Trust) list of courses but I'm not aware of how to apply. I might not even be eligible as my release date is 11 months away with potential tag in 5 months.'
  - 'Not enough opportunities for education for remand prisoners.'

## **7.2 Vocational training, work**

The Board is pleased to observe that:

- The practical workshops provide useful vocational qualifications, such as the Construction Skills Certification Scheme (CSCS) and National Vocational Qualifications (NVQ) which may help prisoners to get work in the construction industry on release.
- Market garden continues to provide work for prisoners and makes a valuable contribution to the prison kitchens.

However, the Board is concerned that:

- Despite an increase this year, weekly payments to prisoners are still less than those paid in 2023. This together with increased canteen prices has led to prisoners being able to buy less and less. Many are now unable to buy additional food they want to supplement the prison meals.
- The disparity between those prisoners who have access to private money and those without access creates inequalities amongst the prison population. 39% of the prisoners who responded to IMB 2024-2025 questionnaire had no access to any financial support outside the prison.
- Prisoners transferred in from other prisons do not get emergency credit. They are required to be reassessed for literacy and numeracy before being eligible for employment. This can take some time which restricts their ability to work. If they have no other access to funds, they are unable to buy canteen or speak with family using the phone.
- Prisoners not proficient in English and maths are prevented from working towards any vocational qualifications.
- On the main site there are few opportunities to gain qualifications which would increase employability on release. The warehousing qualification offered in the printshop has been cancelled. There are a number of in-house qualifications, but these are not recognised outside the establishment.

### **7.3 Offender management, progression**

The Board is pleased to observe that:

- In a year when so much has been asked of POMs and prison probation staff by the Government, the Board can only reiterate how they continue to work tirelessly to support the sentenced prisoners.

However, the Board is concerned that:

- With prison places at a premium, the ability to transfer out of a local prison for sentenced prisoners is now more difficult. This results in delays in accessing important courses needed for their sentence management plans because there are no courses to assist offenders in their rehabilitation in HMP/YOI Norwich. This has been raised in previous reports as prisoners are not able to make progress for when they go to the parole board.

### **7.4 Family contact**

The Board is pleased to observe that:

- The prison continues to work hard to enable prisoners to maintain family contact, well supported by Ormiston Families.
- Members from Ormiston Families regularly visit the induction wing and library to ensure that prisoners are aware of Storybook Dads. Courtesy of a charitable donation, the dad's recordings are now accompanied by a copy of the relevant book.
- The prison and Ormiston Families continue to arrange children's social visits and family days, bringing together men and their families for social visits in addition to their statutory entitlement in informal settings, for a small number of qualifying prisoners.
- Category D prisoners now have access to children's social visits inclusive of lunch held at the visitor centre. Mothers may leave their children with their dads and a member of Ormiston during the visit.
- Ormiston organises in-cell and classroom-based parenting courses.
- In the IMB questionnaire, 87% of respondents said they had social visits or social video calls with their families, up from 81% last year.

However, the Board is concerned that:

- Category B prisoners are no longer able to have 'baby bonding' sessions.

### **7.5 Resettlement planning**

The Board is pleased to observe that:

- In the category D site, everyone who is eligible has employment in the community, those not eligible have work in the prison.
- The majority of prisoners leave the open estate with a full-time job.
- Action Community Enterprises, affiliated with the Department for Work and Pensions, works with the prisoners in the open estate to develop employability skills including dealing with payslips, bus timetables, etc.

- The reducing reoffending team is very active in getting prisoners to be work-ready on release from custody.
- There are still strong links to local employers including major food producers and food packing companies.
- Norse (a local service provider) is developing an employment link website so employers can have a look at what skills the prisoners have.
- People Plus and the Information, Advice and Guidance service are working with prisoners to develop CVs and references.
- The resettlement support team is working with prisoners who are neurodiverse to support them when re-entering the community.
- Jobcentre Plus continued the ongoing strong and effective relationship with the prison.

However, the Board is concerned that:

- Despite the prison having access to a strategic housing specialist who liaises with all the Norfolk and Suffolk councils, in January 2025, 25% of prisoners left custody without accommodation.

## The work of the IMB

In January 2025 the Board produced a questionnaire for a randomised sample of prisoners from each wing within the category B and category C sites to enable analysis of key aspects of the prisoners' lives.

The Board currently is nearly at its full complement for the existing size of the prison population.

The latest IMB recruitment campaign failed to attract any new members.

### Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	13
Total number of visits to the establishment	216
Total number of segregation reviews observed (in person)	69

## Applications to the Board

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	25	20
B	Discipline, including adjudications, incentives scheme, sanctions	14	6
C	Equality	11	11
D	Purposeful activity, including education, work, training, library, regime, time out of cell	27	15
E1	Letters, visits, telephones, public protection restrictions	30	16
E2	Finance, including pay, private monies, spends	9	6
F	Food and kitchens	15	12
G	Health, including physical, mental, social care	62	31
H1	Property within this establishment	30	47
H2	Property during transfer or in another establishment or location	9	6
H3	Canteen, facility list, catalogue(s)	10	12
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorisation	21	21
J	Staff/prisoner concerns, including bullying	36	26
K	Transfers	7	8
L	Miscellaneous, including complaints system	32	87
	<b>Total number of applications</b>	<b>338</b>	<b>324</b>

## **Annex A**

### **Service providers**

- Healthcare: HCRG Care Group.
- Mental health: Norfolk and Suffolk NHS Foundation Trust.
- Dentistry: Community Dental Services.
- Substance misuse programme: Phoenix Futures.
- Education: People Plus.
- Library: Suffolk Libraries.
- Maintenance: Gov Facility Service Limited.
- RECONNECT: Forward Trust.
- Escort contractor: Serco.
- Family services: Ormiston Families.

## Annex B

HMP/YOI Norwich: Category B and C IMB 2024/25 prisoner questionnaire (conducted between January and February 2025)		
Total Unlock Roll Category B and C (28/02/2025)	735	
Number of Completed Questionnaires	123	17.0%
	Number of Yes Answers	Percentage of Yes Answers
Do you feel safe within this prison?	91	74.0%
Do you feel you are fairly treated here?	77	63.0%
Do you have access to a listener when required?	94	76.0%
Do you have a Key Worker?	64	52.0%
Have you spoken to your Key Worker within last 14 days?	29	24.0%
Have you been able to discuss your sentence plan with your POM?	33	42.0%
Did you receive an induction on A Wing on your first night or the day after you arrived	81	66.0%
Was your cell clean, furnished and undamaged when you arrived?	42	34.0%
When you arrived did you have an assessment of your medical needs?	103	84.0%
When you arrived did you have English and Maths assessments?	101	82.0%
Did you receive all of your property within 2 weeks of arriving at the prison?	64	52.0%
Are you happy with the meals provided by the prison?	57	46.0%
Do you get enough time out of cell for domestic chores and exercise?	73	59.0%
Have you had problems obtaining a PIN?	34	28.0%
Do you have contact with family and friends?	107	87.0%
Is it easy for family and friends to book visits?	73	59.0%
Do your family and friends find Video Visits easy to use?	30	24.0%
Have you found it easy to access Healthcare, Dentist or Nurse?	105	85.0%
If you did, was your problem satisfactorily dealt with?	55	52.0%
Have you found it easy to access Mental Health support?	54	44.0%
If you did, was the support offered satisfactory?	46	85.0%
Are you able to access your full gym allocation?	34	28.0%
Do you have easy access to the Chaplaincy?	90	73.0%
Are you able to access your full library allocation?	68	61.0%
Are you receiving classroom or in-cell education?	52	42.0%

Do you think that education improves your chance of getting work in the future?	58	48.0%
Do you have a job within the prison?	67	60.0%
Are you able to access additional financial support outside the prison?	68	61.0%
Is it easy to get cleaning materials?	65	53.0%
Do you receive clean bedding and kit change each week?	67	54.0%
Is it easy to access the Governor's Notices to Prisoners?	46	37.0%
Do you know how to use the prison complaints procedure?	103	84.0%
Have you submitted an app to the IMB?	38	31.0%
If you did, were you happy with the response?	22	58.0%



This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](https://nationalarchives.gov.uk/doc/open-government-licence/version/3)

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at <https://www.gov.uk/government/publications>

Any enquiries regarding this publication should be sent to us at [imb@justice.gov.uk](mailto:imb@justice.gov.uk)