

Report on an unannounced inspection of

HMP/YOI Norwich

by HM Chief Inspector of Prisons

21 October–1 November 2019

This inspection was carried out with assistance from colleagues at the General Pharmaceutical Council and in partnership with the following bodies:



Crown copyright 2020

This publication, excluding logos, 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 or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

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

Any enquiries regarding this publication should be sent to us at the address below or:
hmiprisons.enquiries@hmiprisons.gsi.gov.uk

This publication is available for download at: <http://www.justiceinspectorates.gov.uk/hmiprisons/>

Printed and published by:
Her Majesty's Inspectorate of Prisons
3rd floor
10 South Colonnade
Canary Wharf
London
E14 4PU
England

Contents

Introduction	5
Fact page	7
About this inspection and report	9
Summary	11
Section 1. Safety	23
Section 2. Respect	31
Section 3. Purposeful activity	45
Section 4. Rehabilitation and release planning	51
Section 5. Summary of recommendations and good practice	57
Section 6. Appendices	63
Appendix I: Inspection team	63
Appendix II: Progress on recommendations from the last report	65
Appendix III: Care Quality Commission Requirement Notice	71
Appendix IV: Photographs	73
Appendix V: Prison population profile	75
Appendix VI: Prisoner survey methodology and results	79

Glossary of terms

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at:

<http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Introduction

HMP/YOI Norwich is an important and complex local prison, located in central Norwich and serving East Anglia. Comprising three adjacent but separate sites, the establishment includes: the local reception prison site, holding convicted and unconvicted category B and category C prisoners; the local discharge unit (LDU), a training facility holding category C prisoners; and an open resettlement facility, Britannia House, holding category D prisoners. While this level of complexity brings with it not insignificant management challenges, this combination of facilities ought, if managed effectively, to offer real opportunities to help prisoners progress through their sentence to the point of resettlement into the local community. Our findings at this inspection suggested that the prison still had some way to go before such a vision could be fully realised.

We last inspected Norwich in 2016, when we found an improved prison delivering reasonably good outcomes across all four of our tests of a healthy prison (safety, respect, purposeful activity and resettlement (now rehabilitation and release planning)). At this inspection, managers told us that since that time they had faced considerable difficulties and that the prison had deteriorated significantly. They were also keen to tell us that the deterioration had been reduced with some recent improvement over the last year. Outcomes and assessments, which at this inspection were not sufficiently good against any of the four tests, to an extent confirmed this narrative.

Norwich was now less safe. Most, but not all, new prisoners received reasonable treatment when they arrived but arrangements were inconsistent and poorly coordinated. Levels of recorded violence had increased and were relatively high, although there were comparably fewer serious incidents. About a fifth of prisoners told us in our survey that they felt unsafe, a figure that was consistent with findings in similar prisons. Initiatives were in place to reduce violence, for example, 24 perpetrators of violence were being case managed on challenge, support and intervention plans (CSIPs)¹, but few staff were aware and it was evident that such processes needed to be applied with better coordination and greater rigour.

Use of force had also increased. Procedures aimed at improving supervision and accountability in the management of use of force had been introduced recently but it was too soon to test their effectiveness. Fewer prisoners were now segregated, with those who were subject to a basic regime, but again, as at the 2016 inspection, we were told of planned improvements to the segregation unit regime. Security arrangements were applied reasonably well and the positive mandatory drug rate was now relatively low.

Tragically, there had been six self-inflicted deaths since we last inspected and in recent months the number of self-harm incidents had increased. The key recommendations identified following investigations into the deaths had been implemented and we were assured progress was kept under review. Work to individually review the activity allocation and time out of cell of those identified as being in crisis was very positive and the prison had begun piloting new case management (ACCT) arrangements. That said, we found many weaknesses in case management practice, although the prisoners themselves told us they felt well cared for.

During the inspection we were made aware of staffing shortfalls in the prison. Many of those staff in post were also very inexperienced. Three-quarters of the prisoners we surveyed told us that they felt respected by staff, but it was clear that despite much positive engagement we observed, staff inexperience was a cause of considerable frustration amongst the prisoners. In addition, much low level poor behaviour went unchallenged.

¹ Challenge, support and intervention plans are used by all adult prisons to manage those prisoners who are violent or pose a heightened risk of being violent. These prisoners are managed and supported on a plan with individualised targets and regular reviews. Some prisons also use the CSIP framework to support victims of violence.

The general environment around the prison was reasonable and most wings were mostly clean, but the quality of cellular accommodation was varied and basic maintenance was behind schedule. Access to basic amenities and facilities was similarly inconsistent, and food serveries and food trollies were dirty. Consultation arrangements and the management of complaints, although just about adequate, needed improvement. Peer-led information desk arrangements were, however, a helpful mitigation. The promotion of equality and diversity in the prison had deteriorated markedly since our last inspection and required immediate attention to ensure the needs of minority groups were understood and met. Healthcare was satisfactory, with some good practice in the provision of social care and palliative care, but with notably poor outcomes in dentistry.

There was sufficient activity to engage about 80% of the population, but we found between 30 and 35% of prisoners locked up during the working day. English and mathematics were prioritised in the prison's education strategy and there was good vocational provision in the LDU. Demanding commercial standards were achieved in the prison workshops, influenced by the prison's productive external commercial links. Hard-to-reach individuals were supported by educational outreach, with some provided with in-cell education, but access to higher level qualifications was limited and skills acquisition was often not recognised or recorded which was a missed opportunity. Teaching standards were inconsistent and punctuality and attendance were poor. Our colleagues in Ofsted judged the overall effectiveness of provision as 'requires improvement'.

The prison lacked an overarching offender needs analysis, strategy or action plan to ensure the prison became a place of meaningful and effective rehabilitation. There was a growing backlog of offender assessments (OASys) and basic screening often did not take place. Despite this, progress was being made in building an offender management team for the future, and those assessments that did take place were usually good, although routine contact with prisoners was still intermittent. There were no structured offending behaviour courses and while Britannia House provided some useful resettlement opportunities, some recent disruption had temporarily limited the availability of outside work placements. Reintegration work was organised and effective, but finding suitable accommodation for those being released remained a challenge.

The findings of this inspection indicated that local managers were right that there were improvements to be seen at Norwich. Much of this improvement was, however, recent, inconsistent and not particularly well coordinated. It was also hard to discern a coherent and considered plan for the prison, a plan consistent with the development of a rehabilitative culture. In addition, there remained a number of safety risks that needed to be addressed, prisoners needed to be supported and incentivised to engage purposefully with the regime and there was much to do in ensuring that an inexperienced staff group received the support they needed.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

November 2019

Fact page

Task of the establishment

HMP/YOI Norwich is a multifunctional local prison holding remand and sentenced category B, C and D adult prisoners as well as remand and sentenced young adults.

Certified normal accommodation and operational capacity²

Prisoners held at the time of inspection: 695

Baseline certified normal capacity: 616

In-use certified normal capacity: 770

Operational capacity: 773

Notable features from this inspection

Although categorised as a local prison, HMP Norwich had multiple functions, accommodating category B, C and D prisoners in three separate sites.

Norwich had a dedicated unit that provided specialist support for elderly prisoners and those requiring social and palliative care.

40% of the population were under 30.

Only 38% of prisoners were released to sustainable accommodation.

60% of staff were within their first two years of service.

In our survey, 46% of prisoners in the closed site declared a disability.

There had been six self-inflicted deaths since the previous inspection.

Prison status and key providers

Public

Physical health provider: Virgin Care Limited

Mental health provider: Norfolk and Suffolk NHS Foundation Trust

Substance use treatment provider: Phoenix Futures

Prison education framework provider: People Plus

Community rehabilitation company (CRC): Norfolk and Suffolk CRC

Escort contractor: Serco

Prison group

Bedfordshire, Cambridge and Norfolk

Brief history

Norwich prison was built in 1887 on the site of the Britannia barracks home of the Royal Norfolk Regiment. The establishment has a mixture of buildings dating from 1887 to 2010, when the new A wing and activity centre was built. The prison is a complex site – it is split into three areas, each

² Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

serving different functions: the main prison (a local prison), the local discharge unit (LDU) (a category C unit) and Britannia House (which holds category D prisoners).

Short description of residential units

Main prison site (local prison)

A wing – induction unit, first night centre, integrated drug treatment system, stabilisation and maintenance unit for 212 prisoners.

B wing – accommodation for 119 unconvicted and sentenced adults and young adults.

C wing – places for 123 unconvicted and sentenced adults and young adults and vulnerable prisoners (those convicted of a sexual offence).

E wing – space for 26 unconvicted and sentenced adults and young adults from the general population.

M wing – category C unit for 40 prisoners soon to become an enabling environment ethos unit.

U wing – segregation unit.

Segregation unit – accommodation for 10 prisoners.

LDU (unit for category C prisoners)

F and G wings – accommodation for 178 category C prisoners.

L wing – places for 15 prisoners with significant social care needs or requiring palliative care.

Britannia House

D wing – resettlement unit for 42 category D prisoners working both in the establishment and in the community.

Name of governor and date in post

Declan Moore, appointed September 2018

Independent Monitoring Board chair

Stephanie Amey

Date of last inspection

12–23 September 2016

About this inspection and report

A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

Safety	Prisoners, particularly the most vulnerable, are held safely.
Respect	Prisoners are treated with respect for their human dignity.
Purposeful activity	Prisoners are able, and expected, to engage in activity that is likely to benefit them.
Rehabilitation and release planning	Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release into the community.

A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service (HMPPS).

- **Outcomes for prisoners are good.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **Outcomes for prisoners are reasonably good.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **Outcomes for prisoners are not sufficiently good.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- **Outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current

practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

A5 Our assessments might result in one of the following:

- **key concerns and recommendations:** identify the issues of most importance to improving outcomes for prisoners and are designed to help establishments prioritise and address the most significant weaknesses in the treatment and conditions of prisoners.
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
- **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.

A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

A7 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.

A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.³ The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.

A10 Details of the inspection team and the prison population profile can be found in the appendices.

A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.⁴

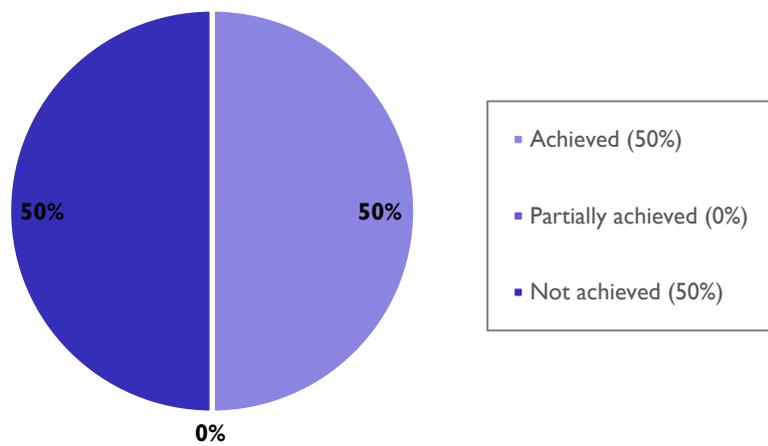
³ <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

⁴ The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

- S1 We last inspected HMP Norwich in 2016 and made 44 recommendations overall. The prison fully accepted 29 of the recommendations and partially (or subject to resources) accepted 15. It did not reject any of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 22 of those recommendations, had not partially achieved any recommendations and had not achieved 22 recommendations. No recommendations were no longer relevant.

Figure 1: HMP Norwich progress on recommendations from last inspection (n=44)



- S3 Since our last inspection of HMP Norwich, outcomes for prisoners had declined in all four healthy prison areas, from reasonably good to not sufficiently good.

Figure 2: HMP Norwich healthy prison outcomes 2016 and 2019⁵



⁵ Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

Safety

- S4** *Support for prisoners on their arrival was reasonable for those who went to designated first night units. More was required to ensure that poor behaviour was challenged and that there were sufficient incentives to encourage participation in the regime. Violence had risen and was high. Challenge, support and intervention plans (CSIPs)⁶ were available to manage perpetrators of violence, but many staff in residential units were often unaware of them. Use of force was high and governance was weak. Use of segregation was low and relationships in the unit were good. Security was well managed, but very few suspicion drug tests were carried out. There had been six self-inflicted deaths since the previous inspection. Managers had implemented key Prisons and Probation Ombudsman (PPO) recommendations. Prisoners at risk of self-harm reported receiving good support, but care planning required improvement. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S5** *At the last inspection in 2016 we found that outcomes for prisoners in Norwich were reasonably good against this healthy prison test. We made eight recommendations in the area of safety.⁷ At this inspection we found that one of the recommendations had been achieved and seven had not been achieved.*
- S6** The reception area was clean and calm. Staff were friendly and carried out the first night safety interview in private. However, staff did not tell prisoners everything they needed to know. Not all prisoners received a phone call. First night accommodation was well equipped and clean but there was little structured support from prisoner mentors. Inconsistencies when it came to locating and supervising some prisoners undergoing detoxification created significant unnecessary risks. Prisoners who were not placed in the first night centre did not always receive sufficient support. Induction was inconsistent across the three sites. Improvements had been made in the local discharge unit (LDU), but the induction in Britannia House remained weak.
- S7** In our survey, 21% of prisoners reported feeling unsafe at the time of the inspection, which was similar to the previous inspection and other comparable prisons. Behaviour management required improvement; there were too few incentives to encourage prisoners to participate in the regime, and staff did not always challenge poor behaviour appropriately.
- S8** Levels of violence had increased since the previous inspection and were relatively high. The rate of staff assaults was high. However, few assaults were serious. All reported violence was investigated, but many investigations were not thorough. The CSIP process was improving, but many residential staff were unaware of the plans and reviews did not take place consistently. The weekly multidisciplinary safety intervention meeting ensured more complex prisoners received some good support. Monthly safety meetings were poorly attended and data analysis required improvement.
- S9** The number of adjudications had risen significantly since the previous inspection, but charges were appropriate and the number of adjourned adjudications was low and monitored effectively.
- S10** Use of force had increased since the previous inspection and was high. Governance and oversight had been introduced too recently to provide assurances or identify trends and

⁶ Challenge, support and intervention plans are used by all adult prisons to manage those prisoners who are violent or pose a heightened risk of being violent. These prisoners are managed and supported on a plan with individualised targets and regular reviews. Some prisons also use the CSIP framework to support victims of violence.

⁷ This included recommendations about substance use treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

themes. Planned incidents were not routinely recorded, incidents involving batons were not routinely reviewed and a significant amount of documentation was incomplete. The use of special accommodation had increased significantly and opportunities to minimise prisoners' time in special accommodation were often not taken.

- S11 The number of prisoners segregated had declined significantly since the previous inspection and was relatively low. Communal areas were clean, but conditions in cells were variable. Staff-prisoner relationships were good and a proactive new management team was starting to make improvements. The provision of basic entitlements was good, but the regime was still too limited. Reintegration planning was introduced, but some plans were basic and the recorded reasons for initial segregation lacked detail.
- S12 Staff supervision of prisoners at key times required improvement to ensure prisoners were held securely. A large number of intelligence reports (IRs) were processed efficiently, enabling the prison to identify and respond to the primary threats of drugs, violence and mobile phone possession. Follow searching was responsive, resulting in frequent finds, but very few of the requests for a suspicion drug test received a response. More than half of all prisoners in the LDU said that drugs were easily available; for alcohol the figure was 25%. The positive mandatory drug testing rate was, however, relatively low.
- S13 There had been six self-inflicted deaths since the previous inspection. Managers had responded well to PPO recommendations following investigations. The rate of self-harm had shown an upward trend in the previous six months. A good range of useful data was collated and analysed, but it had not been used to develop an action plan to reduce self-harm. Although prisoners subject to assessment, care in custody and teamwork (ACCT) supervision for prisoners at risk of suicide or self-harm told us they felt staff cared for them well, reviews were not always meaningful. There were deficiencies in care planning and triggers (events that might cause a prisoner to self-harm) were not understood. The conversations recorded were mostly cursory. Quality assurance had been implemented but had not yet addressed these issues. There were not enough Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) in the main prison or in the LDU, and only 30% of prisoners in our survey said it was easy to see a Listener.

Respect

- S14** *Staff-prisoner relationships were reasonable. However, poor behaviour was not always challenged and staff shortages undermined the keyworker scheme. Overall, living conditions remained reasonably good. Some food serveries were dirty and poorly supervised. Most responses to complaints were adequate, but complaints against staff were not always thoroughly investigated. Equality and diversity work had deteriorated and for many groups, provision was weak. The chaplaincy provided a good level of pastoral and religious support. Most aspects of health care were reasonable. There was good practice on L wing, which met social and palliative care needs, but there were significant weaknesses in dental care. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S15** *At the last inspection in 2016 we found that outcomes for prisoners in Norwich were reasonably good against this healthy prison test. We made 18 recommendations in the area of respect. At this inspection we found that 12 of the recommendations had been achieved and six had not been achieved.*

- S16 In our survey, almost three quarters of prisoners said staff treated them with respect. There were significant staff shortfalls during the inspection, and 60% of officers in post were inexperienced. We observed some good interactions with prisoners; however, the lack of staff supervision at key times was having an adverse impact on prison life and causing prisoners considerable frustration. We also saw staff and managers failing to challenge poor behaviour. All prisoners had been allocated a keyworker and engagement was initially good, but staff shortages meant too few sessions took place for the scheme to be effective.
- S17 External areas around the three sites were clean and tidy. Communal areas on most wings were reasonably clean, but stairwells, railings and walls were noticeably dirtier. Cell conditions varied – most cells had basic furniture but no lockable cabinets, few cells had curtains and some toilets still lacked adequate screening. Laundry arrangements were adequate but until very recently prisoners did not have enough clean clothing. Access to basic toiletries and cleaning material was limited. There was a substantial number of outstanding maintenance jobs during the inspection, many dating back to 2018.
- S18 Meals were reasonable and food service times were appropriate. However, some food serveries were dirty, in poor condition and inadequately supervised, which meant a number of prisoners received too little food. Food trollies were still in a poor state of repair and many were dirty.
- S19 Consultation arrangements with prisoners on the wings were reasonable. However, action points identified in the minutes often remained unresolved. The recently-introduced prisoner information desks (PID) provided useful help. Responses to complaints were generally adequate, although some were terse and others failed to address all the issues raised. Complaints against staff, including some serious allegations, were not always thoroughly investigated or addressed. Legal services and access to bail information required improvement.
- S20 Leadership and oversight of equality and diversity had deteriorated since the previous inspection. Consultation with prisoners from minority groups was weak and data were not analysed systematically. After a prolonged period, the equality action team (EAT) had been reconstituted and an action plan was being produced, but consultation remained sporadic. Responses to discrimination incident reporting form (DIRF) submissions were adequate, but not enough emphasis was placed on trying to understand the prisoners' point of view.
- S21 There was no reliable means of identifying the needs of prisoners with protected characteristics. Apart from older and disabled prisoners located on L wing, who received excellent support, formal planned support was limited and the help provided tended to be ad hoc. Our own survey findings and to some extent the establishment's data suggested differential outcomes for some groups. Faith provision continued to be good and prisoners' religious and pastoral needs were well catered for.
- S22 Many aspects of health care were reasonable; however, we had some concerns about gaps in the GP provision and poor oversight of dental services. Staff recruitment was improving for most services and we observed conscientious and caring staff, but they were stretched across all services. There was a suitable range of primary care services, which had mostly acceptable waiting times. However, there were delays in offering some immunisations and vaccinations and uptake was low.
- S23 The inpatient unit did not have clear admissions or discharge criteria. The mix of prisoners in the unit was not consistent with the needs of a therapeutic environment. L wing offered 24-hour nursing and social care packages for a mainly older group of prisoners with chronic health conditions. Care was of a high standard and prisoners we spoke to valued it. The palliative care pathway was well developed and had achieved external accreditation.

- S24 Mental health services were reasonably good and a stepped care model (mental health services that address low level anxiety and depression through to severe and enduring needs) was offered, ranging from self-help through to complex case management. There was good access to psychiatrist support. With a small number of notable exceptions drug- or alcohol-dependent prisoners received prompt treatment and were monitored. There was a lack of psychosocial and mutual aid support for longer-term prisoners.
- S25 The pharmacy provided a good service and improvements had been made since the previous inspection. However, officers' supervision of medication queues was inconsistent, which meant bullying and the diversion of medicines could take place.
- S26 The dental provision did not meet the needs of the population – the waiting time for a routine appointment and urgent care was too long. Decontamination processes were inadequate.

Purposeful activity

S27 *Too many prisoners were locked in their cells during the working day. The libraries and gym were good, but too many gym sessions were cancelled. There were enough activities to occupy 80% of the population full time and allocations were fair. Attendance and punctuality, however, required improvement. Vocational training in the LDU was good, but the provision was more limited elsewhere. There were very few opportunities for prisoners to gain higher level qualifications. Teaching was not consistently good enough. There was no education provision for those in Britannia House. Achievement rates were low in English and maths. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S28 *At the last inspection in 2016 we found that outcomes for prisoners in Norwich were reasonably good against this healthy prison test. We made 10 recommendations in the area of purposeful activity. At this inspection we found that five of the recommendations had been achieved and five had not been achieved.*

- S29 The published core day allowed fully employed prisoners on the enhanced level of the incentives and earned privileges scheme to be out of their cells for just under 11 hours. For others it was about nine and as little as 2.5 for many. During our roll checks, we found too many prisoners locked in cells during the working day – 35% on the main site and 30% in the LDU. The afternoon regime routinely ran late. Prisoners had access to regular association and exercise, but they complained about having too little to do.
- S30 Prisoners continued to receive good access to seven staffed and unstaffed libraries located throughout the prison site. Literacy was promoted through a book club and reading competitions. The professional librarian maintained an up-to-date and relevant stock of books and responded promptly to individual requests from prisoners for specific items. The gym facilities were suitable and continued to meet the needs of the population. However, access was limited because of regular cancellations. Physical education staff worked well with prisoners who had been referred for health reasons across both sites and about 50 were involved in a 12-week programme.
- S31 The prison's education strategy prioritised prisoners' English and mathematics development needs, but too few prisoners achieved their qualifications or successfully completed their learning units. Leaders and managers had an accurate understanding of the strengths and weaknesses of the provision. Quality assurance arrangements were in place, although improvements did not take place rapidly enough. There were enough purposeful activity

places to occupy 80% of the population full time. However, there were too few opportunities for prisoners to gain qualifications above level 2. The standard and breadth of vocational training was good in the LDU but provision was more limited elsewhere, particularly for vulnerable prisoners. There was no education provision for category D prisoners in Britannia House. Attendance was low across all education, skills and work activities.

- S32 Allocations to activities were fair. The recently introduced information, advice and guidance process was working satisfactorily and waiting lists were managed effectively. Tutors used in-cell learning well to reach prisoners who were reluctant or unable to join mainstream education, training or work. The prison's productive external employer links provided prisoners with workshop activities that included demanding commercial procedures and deadlines. The prison had effective partnerships with Jobcentre Plus and Norfolk and Suffolk Community Rehabilitation Company (CRC). Prisoners in the LDU received good support to prepare for release. However, the prison did not know if prisoners gained sustained employment.
- S33 The standard of teaching was not consistently good. Tutors did not always provide prisoners with written feedback to tell them how to improve or use target setting well to encourage prisoners and record progress. However, in electrical installation, market gardens, textiles and print workshops, prisoners gained good practical skills. Teachers used learning support plans well to support those with additional needs. The closure of the Britannia House café with little notice meant more than half the prisoners at Britannia House who had previously worked there had to be allocated to other activities. While managers had acted quickly, these activities, which included maintaining the grounds and cleaning the visitors' centre, did not prepare them well for employment outside the prison.
- S34 Punctuality in education and work required improvement. Prisoners demonstrated a positive work ethic in workshops and industries, where they developed an awareness of health and safety practices. Mentors were used effectively to help prisoners succeed.
- S35 In most workshop and work areas, prisoners' skills development was not recognised. Only a small number of prisoners took part in the Gateway to Employment project (which offered prisoners jobs, apprenticeships, work experience and traineeships with local employers). Too few prisoners achieved their intended qualifications in English and mathematics. Standards of work were high in brickwork, electrical installation and art.

Rehabilitation and release planning

- S36** *Work to support prisoners in maintaining contact with family and friends was reasonably good, but visits regularly started late on the closed site. The prison had no overarching needs analysis, strategy or action plan in place to drive rehabilitation work. Staffing shortages had led to an increase in the backlog of initial assessments since the previous inspection. However, a new team had been recruited and assessments that did take place were good. Public protection arrangements were not robust, home detention curfew (HDC) and re-categorisation processes were working well, but there were significant delays in transferring category B prisoners. There were no accredited programmes for prisoners in the LDU. Despite the closure of the café, Britannia House continued to provide some good release on temporary licence (ROTL) opportunities for category D prisoners. Reintegration work was well staffed and organised, but we were concerned that most prisoners did not have sustainable accommodation on release. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S37 At the last inspection in 2016 we found that outcomes for prisoners in Norwich were reasonably good against this healthy prison test. We made eight recommendations in the area of resettlement.⁸ At this inspection we found that four of the recommendations had been achieved and four had not been achieved.

- S38 Staff in the visitors' centre provided a high-quality service. The centre was very well equipped and the staff were friendly, helpful and focused on assisting prisoners maintain contact with their families. Visits took place every day apart from Monday. Staff in the visitors' centre organised a wide range of additional visits, including children's visits, baby-bonding visits and family days. The Storybook Dads scheme (helping prisoners to record a story for their children to listen to at home) and an in-cell parenting course were available. The visits halls on both the main sites were functional and basic. Visits on the main site regularly started late.
- S39 Many aspects of rehabilitative work were being developed, but there was no overall strategy, action plan or up-to-date needs analysis to drive progress to ensure the whole establishment became a place of rehabilitation. The backlog in offender assessment system (OASys) reports had grown and initial custody screenings were often not carried out. An enthusiastic team of prison offender managers had been recruited following the introduction of the new offender management in custody model⁹. The offender managers were learning fast with the aid of positive leadership and help from experienced probation colleagues but could not yet reduce the backlog in essential work. The assessment reports that were carried out were good, but prison offender managers' contact with prisoners was not yet sufficiently frequent or regular. HDC was administered well and 93% of eligible prisoners were approved. There were 16 indeterminate sentence prisoners for public protection, half of whom were over their tariff. Psychology staff provided them with some support, but this group felt that they could do nothing at Norwich to demonstrate a reduction in their risks. Many of the 24 life sentence prisoners were in Britannia House and were receiving reasonable support.
- S40 There were well-established systems to ensure that those posing a risk to the public were identified promptly and appropriate action was taken, including monitoring mail and phone calls. However, multi-agency public protection arrangement (MAPPAs) processes were not carried out well, often because of a lack of staff. The pre-release reports shared at community MAPPAs meetings varied in quality. Attendance at the inter-departmental risk management team meetings was very poor and lacked a multidisciplinary approach, undermining their effectiveness.
- S41 Categorisation processes were improving as the responsibility for this area had been transferred to prison offender managers, and thorough reports were now prepared. Prisoners were given the opportunity to make representations. The prison found it difficult to transfer category B prisoners, of whom there were 59 during the inspection, to training prisons where they could start to undertake relevant programmes.
- S42 There had been no needs analysis since July 2016 and there were no structured programmes available to address prisoners' offending behaviour. Although a large number of category C prisoners were transferred to training prisons, the lack of programmes was a significant disadvantage. This was particularly the case for those who spent their whole sentence at Norwich, especially local prisoners with sentences of less than two years. Britannia House,

⁸ This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

⁹ Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second phase, core offender management, and the introduction of prison offender managers is being introduced gradually, from 2019.

the open unit, benefited those working in the community, but there was a lack of productive education and work for those not yet eligible for ROTL. Many prisoners in the unit were frustrated with delays in processing applications for ROTL and felt the offender management unit (OMU) failed to provide adequate support.

- S43 The Anglia Care Trust (ACT) (a charity helping prisoners on release) now had eight workers supporting prisoners to find accommodation in partnership with the seven CRC staff. This larger group was well organised and covered the three sites. Despite this investment, only 38% of prisoners released in the previous six months were known to have gone straight into permanent and sustainable accommodation. ACT also provided money and debt advice in partnership with Jobcentre Plus, and the Way Forward programme delivered education about money management. Considerable practical help was available to newly arrived prisoners with finance issues as well as to those preparing for release.
- S44 The CRC team, which had new through-the-gate resources, carried out good initial assessments and provided prisoners with practical support in the three months before their release. The addition of new ACT staff enabled CRC workers to concentrate more on work to support people to live crime-free on release. The CRC, community chaplaincy and a project run through Jobcentre Plus provided prisoners with mentors, who met them before their release and supported them in the community. Good practical support was available on the day of discharge. It included a supply of clothing and rucksacks containing essential equipment for anyone who might be homeless.

Key concerns and recommendations

- S45 Key concern: Support for new arrivals was inconsistent across the three sites. Not all prisoners received a phone call. Peer workers were not used effectively and prisoners did not receive enough information on their first night. Prisoners who were not on the designated first night wing did not receive adequate support and were not inducted promptly. We found prisoners who had not received first night treatment for opiate dependency and several prisoners with opiate and alcohol dependencies who were not in the stabilisation or inpatient units, which caused inconsistencies in night time observations and created significant unnecessary risks. Prisoners in Britannia House did not receive an adequate induction.

Recommendation: All new arrivals across the three sites should receive a good induction and be placed in an appropriate location where they can receive consistently high-quality support and supervision from staff and peer workers.

- S46 Key concern: Violence levels were high but work to reduce violence was insufficient and poorly coordinated. The prison did not do enough to promote positive behaviour or incentivise engagement and progression. Staff supervision was not good enough and poor behaviour was not challenged consistently.

Recommendation: The prison should ensure that robust and effective systems are in place to reduce the level of violence across the establishment.

- S47 Key concern: The use of force and special accommodation was high. Governance and oversight had been implemented recently to provide assurances that all learning points were identified. Too much use of force documentation was missing and some incidents in which batons were drawn were not investigated.

Recommendation: Oversight of the use of force should be improved to ensure that force is always justified and proportionate.

S48 Key concern: There had been six self-inflicted deaths at Norwich since the previous inspection and self-harm incidents were on an upward trend. ACCT documents were weak and there were too few Listeners. There was no strategic approach to reducing levels of self-harm.

Recommendation: Effective, well-coordinated action should be taken and sustained in order to reduce levels of self-harm.

S49 Key concern: Complaints made against staff were not always investigated thoroughly. An appropriate manager did not always speak to prisoners as part of investigations and responses that we reviewed did not always address the issues that had been raised.

Recommendation: All complaints made against staff should be thoroughly investigated by an appropriate manager.

S50 Key concern: There was no reliable mechanism for identifying the needs of prisoners with protected characteristics. The prison did not prioritise equality and diversity work, which meant that the interests of prisoners from minority groups were not being met or promoted.

Recommendation: The needs of all prisoners with protected characteristics should be identified and action should be taken to ensure these needs are met.

S51 Key concern: Prisoners waited too long for urgent and routine dental appointments. Clinical governance and assurance procedures were poor. Some equipment service logs were unavailable, which meant staff were unable to demonstrate that equipment was safe to use. Some essential clinical audits, including those for decontamination and some testing procedures for decontamination equipment, were not being undertaken, which compromised the integrity of decontamination processes.

Recommendation: Managers should ensure prisoners receive prompt, safe and effective dental care.

S52 Key concern: Too many prisoners across the prison were locked in their cells during the working day, many of whom were convicted sentenced prisoners, and 30% were locked up on the category C site alone.

Recommendation: There should be sufficient structured purposeful activities to ensure that all eligible prisoners are involved in work or training activities during the working day.

S53 Key concern: The induction to education training and work was dull and uninspiring and the standard of teaching sessions was not consistently good. The quality of questioning, target-setting and feedback was not consistently good and tutors were not skilled enough to lead discussions about tolerance and respect.

Recommendation: Leaders and managers should use information from the observations of education, skills and work activities and management meetings with the subcontractor to implement staff training and support, and good practice should be shared so that the standard of provision, including induction, improves and is consistently good.

S54 Key concern: Workshops and vocational training offered too few qualifications, insufficient activities were available for vulnerable prisoners, there were too few qualifications above level 2 and educational opportunities for category D prisoners were limited.

Recommendation: All prisoners should have access to a relevant range of accredited education, training and work that fully supports their successful resettlement and rehabilitation.

- S55 Key concern: Managers had only recently started using available information to ensure prisoners were placed on the right course. English and mathematics courses did not always put learning activities in an appropriate context. Prisoners' progress in these subjects was not captured or recorded in a way that promoted their long-term progress. As a result, too many prisoners who started English and mathematics courses did not achieve the intended qualification or gain accreditation for the progress they had made.

Recommendation: In English and mathematics, prisoners should be placed on appropriate, engaging courses. Teachers should record prisoners' improvement to promote their long-term progress and managers should ensure that completion and success rates for English and mathematics are high.

- S56 Key concern: The establishment did not build effectively on the unique opportunities that the different types of residential unit available at HMP Norwich presented, including the local discharge unit and Britannia House. There was no clear strategy or action plan to improve the effectiveness of the prison's work to improve engagement and reduce reoffending throughout the course of a prisoner's time at the prison, even though a proportion of prisoners served their whole sentence at HMP Norwich.

Recommendation: The prison should use its varied facilities, including the local discharge unit and Britannia House, to provide each prisoner with a carefully managed pathway to desistance from crime, based on a full needs analysis and action plan.

- S57 Key concern: Public protection arrangements did not provide sufficient assurances that all risks to the public were identified or acted on, because experienced staff were not always available to ensure there were no omissions. The prison did not adequately support MAPPA processes during the period before a prisoner's release, and attendance at the monthly risk management meeting was too narrow to enable proper consideration of the individual from a variety of perspectives.

Recommendation: Risks to the public should be properly managed during a prisoner's time at Norwich and on release, especially in relation to MAPPA process.

- S58 Key concern: Prisoners had no access to offending behaviour programmes, or to any structured interventions to address their offending behaviour or to help them prepare to undertake full programmes elsewhere. More than half had been sentenced, many spent their whole sentence at HMP Norwich, and dozens of category B prisoners were held there for a substantial period. The last needs analysis, to determine which interventions would be most valuable in addressing risks of reoffending across the whole population, had taken place in July 2016.

Recommendation: Prisoners should have access to a range of interventions that meet their offending behaviour needs.

- S59 Key concern: Finding accommodation for those to be released had become more challenging, largely because of the difficulties in securing commitments from outside agencies ahead of release, and the shortage of bail accommodation. Of all those released into the community in the previous six months (including those released direct from court), only 38% were known

to have gone straight into permanent and sustainable accommodation. The team of staff working in this area had grown, but outcomes were still not good enough.

Recommendation: The establishment should work with partner agencies to ensure that every prisoner has sustainable accommodation on release.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

Prisoners transferring to and from the prison are safe and treated decently. On arrival prisoners are safe and treated with respect. Risks are identified and addressed at reception. Prisoners are supported on their first night. Induction is comprehensive.

- I.1 Most prisoners arrived having undertaken short journeys from nearby courts. Prisoners who went to court were not held for unduly long periods. Escort vans we viewed were clean and appropriately equipped.
- I.2 The reception orderly greeted all new arrivals and offered them a hot meal, drink and a shower, which was good. The reception was clean and calm, however all new arrivals were strip-searched, which was unnecessary for prisoners who had been transferred from other prisons, as they had already been subjected to this procedure on departure. In our survey, 86% of prisoners said they were searched in reception in a respectful way, compared with 77% in other similar prisons. However, we found the strip-searching area was screened off by a sheet in the main area, which was insufficient. In our survey, only 35% of prisoners said they were offered a phone call before they were locked in their cell on their first night compared with 50% in comparator prisons. During the inspection, prisoners who had been transferred from other prisons were not offered the opportunity to make a phone call before they were locked in their cell on their first night.
- I.3 Staff were friendly and carried out the first night safety interview in private. However, prisoners did not receive all the information they needed about what would happen in the following 24 hours or how to access support, nor did they receive any literature that might have informed them about sources of support.
- I.4 First night accommodation was well equipped and clean, but there was little structured support from prisoner mentors, and in our survey only 11% of prisoners said they received support from another prisoner compared with 22% at other similar prisons. During the inspection, some new arrivals were not moved to the first night wing until 9pm, which meant they were immediately locked in their cells and had no access to induction orderlies. There were no Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) on the first night wing, nor did they visit (see paragraph I.41). Staff checked on prisoners at least three times during their first night.
- I.5 Some prisoners were not located on the first night wing because space was limited. Those convicted of sexual offences and other vulnerable prisoners were located on C wing. These prisoners did not receive as much support as those who were on the first night wing, additional checks were not always carried out throughout the night, there were no induction orderlies and the induction process did not always start on the day after a prisoner's arrival. Inconsistencies concerning the location of some prisoners undergoing detoxification created significant unnecessary risks. (See key concern and recommendation S45 and paragraph 2.85.)
- I.6 The induction was inconsistent across the three sites. Prisoners on the first night wing were greeted by prisoner induction orderlies on the following morning and watched a short DVD

about Norwich prison. They received information booklets, which were available in different languages and provided enough information. The induction process took five days, supported by staff from a variety of agencies working in the prison.

- 1.7** The induction for prisoners in the local discharge unit (LDU) had improved. An induction orderly spoke to prisoners individually and gave them an overview of life in the unit. All prisoners were expected to have received the initial five-day induction in the main part of the prison, although this did not apply to the 12 prisoners we identified who had arrived directly at the LDU, bypassing the main induction.
- 1.8** Induction for prisoners in Britannia House was weak. New arrivals only received compacts (an agreement between the prisoner and the prison), which they were meant to sign, and in our survey 62% of prisoners in Britannia House said they had received an induction compared with 99% in other category D prisons. Prisoners we spoke with said they found out what the rules of the house were by speaking with other prisoners. This was a missed opportunity to create a peer support role to ensure all new arrivals knew the basics on arrival.

Managing behaviour

Expected outcomes:

Prisoners live in a safe, well ordered and motivational environment where their positive behaviour is promoted and rewarded. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.

Encouraging positive behaviour

- 1.9** Norwich had several unique features that were potentially motivational to prisoners, particularly for those who were likely to spend all or most of their sentence at the prison. This included a category C and D unit and an enhanced unit within the main site. However, it was not clear how managers were using these facilities to motivate prisoners to engage. Instead, behaviour management was narrowly focused on the IEP scheme. (See key concern and recommendation S46.)
- 1.10** In our survey, only 33% of prisoners said that the IEP scheme encouraged them to behave well. We found the scheme needed significant improvement: there were too few incentives, reviews of prisoners' status did not always take place and prisoners did not routinely attend review boards to provide input. Targets set for prisoners were too generic and did not address the issues that had resulted in poor behaviour. In addition to a lack of incentives, during the inspection we saw managers and staff failing to challenge poor behaviour including vaping, drug use and inappropriate language (see paragraph 2.3).
- 1.11** In our survey, 21% of prisoners reported feeling unsafe during the inspection, which was similar to the previous inspection and other comparable prisons. Violence levels had increased since the previous inspection and were high. There had been 183 prisoner-on-prisoner assaults in the six months prior to the inspection and 89 incidents of assault on staff, a high rate of assault. However, just 5% of all recorded assaults were defined as serious. (See key concern and recommendation S46.)
- 1.12** We were assured that all reported violence was investigated, but the standard of investigations varied greatly, with many not carried out thoroughly. Challenge, support and

intervention plans (CSIPs)¹⁰ were in place to manage perpetrators of violence. The CSIP process was improving, although only 24 prisoners had been managed under a CSIP in the six months prior to the inspection, we were told, because the prison was trying to focus its limited resources on the most challenging prisoners. There were some good plans with multidisciplinary input, but many residential staff were unaware of them. Follow up reviews did not take place consistently.

- I.13** The prison held a well-attended weekly multidisciplinary safety intervention meeting (SIM), which worked well to ensure more complex prisoners received some good support from staff from a range of departments. However, the monthly strategic safety meetings lacked focus and were poorly attended, with senior managers rarely present. There was limited analysis of data at monthly meetings, which undermined managers' understanding of the reasons for the rise in violence and hampered efforts to combat it.
- I.14** Managers recognised that gang issues were having a significant impact on violence and that young adults were disproportionately involved. Work to address this had only recently started and there were plans to liaise with specialist services to obtain support to deal with gang-affiliated prisoners. However, there was nothing in place at the time of the inspection. Similarly, a regional psychologist had delivered some training to staff on how to meet the needs of young adults but it was too early to see any impact on outcomes. (See key concern and recommendation S46 and paragraph I.32.)
- I.15** Very few prisoners were isolating themselves during the inspection. Staff and managers had identified those who were and supported them through the weekly SIM. The layout of the prison on two closed sites, including a vulnerable prisoner unit, a small self-contained unit (E wing) and a healthcare inpatients facility in addition to general wings, gave managers several options to accommodate prisoners who feared for their safety. This meant prisoners could often be moved to a wing where they could access more support. It also assisted in reintegrating prisoners from the segregation unit.

Recommendation

- I.16** **The IEP scheme should be managed effectively to ensure poor behaviour is challenged appropriately and actively encourages prisoners to behave well.**

Adjudications

- I.17** The number of adjudications had risen significantly since the last inspection from 916 to 1,643 at this inspection. Much of the rise was due to the rise in violence. We found charges were appropriate and reflected the issues within the prison – the three main charges were for assault, damage to property and unauthorised articles. We saw some good examples of adjudicators responding appropriately to mitigating circumstances and good investigations.
- I.18** The adjudication system was well reasonably managed with few charges (33) adjourned at the time of the inspection. Managers had worked well with the new police intelligence officer to significantly reduce the number of outstanding police referrals.

¹⁰ Challenge, support and intervention plans are used by all adult prisons to manage those prisoners who are violent or pose a heightened risk of being violent. These prisoners are managed and supported on a plan with individualised targets and regular reviews. Some prisons also use the CSIP framework to support victims of violence.

Use of force

- I.19** In the previous six months, there had been 353 incidents involving force across the three sites, an increase since the previous inspection. The use of batons had also increased.
- I.20** Managerial oversight of the use of force was weak. Committee meetings did not take place regularly and there had only been two meetings in 2019, which meant trends and themes had not been identified. Prisoners' complaints involving allegations of assaults during use of force were not investigated, which was a significant gap (see paragraph 2.25).
- I.21** Although a use of force coordinator had taken up post, it was too early to see any substantial improvements in governance or changes in practice. (See key concern and recommendation S47.)
- I.22** There had been some improvements in the collation of use of force paperwork, but too many documents were missing or incomplete. Staff statements and video footage often did not adequately demonstrate attempts to de-escalate a situation or show that the force used had been reasonable or justified. Not all planned incidents were recorded and one of the planned incidents we viewed involved the use of a balaclava, which was inappropriate. Incidents involving a baton were not routinely reviewed, so we were not assured that use was proportionate.
- I.23** Special accommodation had been used 10 times in the previous six months, an increase since the previous inspection. The average length of stay was 13.5 hours, which was too long, and prisoners generally remained there overnight. Managers failed to record measures taken to de-escalate the situation, which could have minimised the amount of time prisoners spent in special accommodation. (See key concern and recommendation S47.)

Segregation

- I.24** The number of prisoners segregated had declined significantly since the previous inspection – from 173 to 122 at this inspection, which was low.
- I.25** Communal areas in the segregation unit were clean, but cell conditions were variable – some cells had no observation panels, one had been severely damaged due to fire and only two had in-cell electricity.
- I.26** All prisoners could have a shower and an hour's exercise and make a phone call every day. They could also carry out paid in-cell work. However, the regime was still too limited. A proactive new management team had begun to assess how the unit could be improved by increasing access to activity and improving the standard of accommodation.
- I.27** Staff-prisoner relationships in the segregation unit were good. We saw some prisoners in the unit displaying extremely poor behaviour towards staff, including throwing urine over an officer, yet staff continued to try and interact with the prisoners and encouraged them to participate in the regime.
- I.28** Reintegration planning had started, but some plans were still too basic, although it was good to see that prisoners with more complex needs had a more in-depth plan. Records outlining the reasons for a prisoner's initial segregation were not detailed enough.

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance use and effective drug supply reduction measures are in place.

- I.29** Physical and procedural security arrangements were mostly proportionate, the main exception being the routine strip-searching of some prisoners who had been transferred from other prisons. The CCTV system had been improved and now provided effective coverage around the prison and some particularly vulnerable external areas had been fenced off. Visits restrictions were regularly reviewed and relaxed when appropriate. The process for assessing risks in relation to work allocations was particularly effective and applied efficiently. Supervision of prisoners in some areas was inadequate. We regularly observed minor poor behaviour and lack of compliance with basic rules on wings and walkways going unchallenged or unnoticed by supervising staff.
- I.30** Monthly security meetings were well attended and were suitably focused on risks to the prison. A weekly population management meeting provided a dynamic focus on the population and was used well to mitigate emerging threats. Security staff attended other key meetings and shared a good range of information. Managers were aware of prisoners suspected or convicted of terrorism and/or extremism who were subject to additional monitoring. Meetings around this were well attended and included regional leads and good input from the police.
- I.31** A large amount of security information was submitted from across the prison. It was efficiently triaged and processed every day so staff could respond effectively and quickly. Information sharing was good and there was a daily briefing at the morning managers' meeting for wider dissemination. Drugs, mobile phones and violence-related activity continued to be the most prevalent subjects. In response, regular targeted searches took place, which resulted in frequent finds of illicit items, but of over 60 suspicion drug tests requested, only five had been undertaken in the six months prior to the inspection.
- I.32** Links to local and regional law enforcement agencies were strong and work was regularly undertaken to disrupt known organised crime groups, including moving prisoners to other prisons to break up gang-related illegal activity.
- I.33** In our main survey, 43% of prisoners said it was easy to get illegal drugs. In the LDU, 51% of prisoners said that drugs were easy to obtain, while 25% said they could easily get alcohol. Reported psychoactive substance (PS)¹¹ use had declined and there had been few positive drug tests among the random drug test samples each month. The prison was aware that this possibly indicated an as yet undetectable composition of synthetic drugs. The mandatory drug testing (MDT) positive rate was slightly below target (14.2%) and lower than the average for local prisons (16.6%), which was positive. MDT testing facilities were much cleaner than previously and most testing arrangements were good. However, weekend testing was often not carried out at all. This meant that some drugs consumed at the end of the week would not have been detectable by the time testing recommenced the following week.

¹¹ Psychoactive substances are either naturally occurring, semi-synthetic or fully synthetic compounds. When taken they affect thought processes or individuals' emotional state. In prisons, these substances are commonly referred to as 'spice'. For more information see <https://www.gov.uk/guidance/psychoactive-substances-in-prisons#what-are-psychoactive-substances>.

- I.34** A new drug strategy had been drawn up. It included sections on supply and demand reduction as well as treatment and support for addiction. However, it was largely generic and did not specifically focus on the particular issues at Norwich prison and was not supported by an action plan.

Recommendations

- I.35** **Random drug testing should be carried out throughout the month, including on weekends.**
- I.36** **The drug strategy should reflect the issues relevant in Norwich prison and should be supported by a dynamic action plan.**

Safeguarding

Expected outcomes:

The prison provides a safe environment which reduces the risk of self-harm and suicide. Prisoners at risk of self-harm or suicide are identified and given appropriate care and support. All vulnerable adults are identified, protected from harm and neglect and receive effective care and support.

Suicide and self-harm prevention

- I.37** There had been six self-inflicted deaths since the previous inspection. Managers had implemented key Prisons and Probation Ombudsman recommendations, which were kept under review under the establishment's wider action plan. The number of self-harm incidents had shown an upward trend in the previous six months. (See key concern and recommendation S48.)
- I.38** The safer custody team met every month and collated a wide range of useful data that was analysed month by month. However, data were not used to identify causes of the high levels of self-harm or underpin an action plan to reduce the number self-harm incidents. Investigations into serious acts of self-harm were not carried out promptly and lessons to be learned were not identified. All prisoners who were subject to assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm had their work placements reviewed and, where appropriate, were allocated work to maximise their time out of cell, which was good.
- I.39** Since February 2019, the prison had participated in a pilot programme to implement a new ACCT case management system. Forty prisoners were subject to ACCT case management during the inspection and, although prisoners told us they felt staff cared for them well, we found that the standard of documents was not good enough. Case managers were not consistent and reviews were not always meaningful. There were deficiencies in care planning, and triggers (events that might cause a prisoner to self-harm) were not understood. The conversations recorded remained mostly cursory. Quality assurance processes had been implemented but had not yet addressed these issues.
- I.40** Prisoners with complex issues were discussed in the weekly SIM (see paragraph I.13) and decisions to hold prisoners at risk in the segregation unit were now justified.
- I.41** There were not enough Listeners in the main prison – there were none on the first night wing (see paragraph I.4) and only one in the LDU. In our survey, only 30% of prisoners said

it was easy to speak to a Listener compared with 45% at other similar prisons. Samaritans phones were available, but were not always working. The safer custody department carried out weekly checks on the phones, and replacements were obtained where necessary. (See key concern and recommendation S48.)

Protection of adults at risk¹²

- I.42** A local adult safeguarding policy had been drafted but not published, and although there had been some contact with Norfolk safeguarding adults board (NSAB) there was still no consultation or mutual attendance at strategic meetings.
- I.43** Safeguarding was an agenda item at the SIM, which provided a good platform for an establishment-wide approach to supporting prisoners (see paragraph I.13). However, there had been no referrals. There were local processes for identifying and supporting prisoners at risk, but wing staff did not understand them.

¹² Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

Prisoners are treated with respect by staff throughout their time in custody, and are encouraged to take responsibility for their own actions and decisions.

- 2.1 During the inspection we were informed of significant staffing shortfalls and told that a large contingent of staff were new in post. Sixty per cent of officers had less than two years' service and a third were in their first year.
- 2.2 In our survey, 74% of prisoners said staff treated them with respect. We observed some good interactions with prisoners, however, the lack of staff supervision at key times was having an adverse impact on prison life and caused prisoners to become frustrated by inequitable access to meals and association equipment. (See key concern and recommendation S46 and paragraphs 2.13 and 2.92.)
- 2.3 We also saw staff and managers fail to challenge poor behaviour during the inspection. Prisoners were routinely vaping where it was not permitted, decency dress codes were not being followed and inappropriate language was being used. We also saw prisoners actively involved in drug taking without wing staff intervening.
- 2.4 All prisoners had been allocated a keyworker (a named member of staff who meets weekly with prisoners who have been allocated to them) and the interactions were good initially, but staffing issues meant too few sessions took place for the scheme to be effective.

Daily life

Expected outcomes:

Prisoners live in a clean and decent environment and are aware of the rules and routines of the prison. They are provided with essential basic services, are consulted regularly and can apply for additional services and assistance. The complaints and redress processes are efficient and fair.

Living conditions

- 2.5 The external environment around the three sites was clean and tidy. Garden areas were well kept and attractive. Exercise yards were free of litter and most had exercise equipment and seating. We did, however, observe broken windows on C wing.
- 2.6 Communal areas on most wings were reasonably clean, but stairwells, railings and walls on A, B and C wings were noticeably dirtier. M wing, a standalone portacabin unit for 40 enhanced level prisoners, was much cleaner and residents in the unit took pride in keeping it to a good standard. Communal showers in general were reasonably clean. However, tiles on some wings looked shabby. Showers on F and G wings lacked proper ventilation, which had resulted in damp and mould in some areas. All cells on M wing had en-suite bathrooms,

which prisoners said they appreciated. E wing, which held 26 prisoners, offered reasonable accommodation, but communal areas were cramped.

- 2.7** Living conditions varied across the three sites. Most cells had basic furniture but no lockable cabinets; few cells had curtains and some toilets still lacked adequate screening. We found 160 cells fit for one still being used for more than one prisoner. There was a substantial number of outstanding maintenance jobs during the inspection, many dating back to 2018.
- 2.8** Living conditions in Britannia House were good, and shared rooms were a decent size and had ample furniture. The communal kitchen had been refurbished and some rooms were being redecorated by prisoners living on-site. Prisoners carrying out this work were keen to show us how they were working to improve living conditions.
- 2.9** In our survey, 52% of prisoners compared with 62% in other similar prisons said they had access to clean sheets every week and until recently prisoners did not have enough clean clothing. We also found that access to basic toiletries and cleaning material was limited. Prisoners told us that they could not obtain toilet brushes or chemicals to keep their toilets clean.
- 2.10** During the inspection, we found that cell bells were not always answered promptly. The system was not being monitored robustly enough and in our survey only 12% of prisoners said their bell was normally answered within five minutes, compared with 26% at the previous inspection. Managers had put some measures in place to address this, including announcing all cell bells that had been activated, and had submitted a capital bid to upgrade the system. However, these had not been effective at the time of our inspection which was a significant concern given the levels of self-harm at the prison (see paragraph 1.37).

Recommendations

- 2.11 All prisoners should have access to basics, including clothing and clean bedding, on a weekly basis.**
- 2.12 Cell bell call systems and response times should be monitored and managed effectively.**

Residential services

- 2.13** In our survey, 37% of prisoners, said the food was good or very good. Much of the food was now prepared on site rather than reheated and served. The food we tasted was reasonable and breakfast packs had been improved with the addition of a yoghurt and a breakfast bar every day. Soup was available with the cold lunchtime meal and prisoners could have fruit with their lunch and evening meal. Food service times were reasonable, although some food remained on trollies for too long before service.
- 2.14** The kitchens at both the main site and the local discharge unit (LDU) were in reasonable condition, although storage was a problem because it was located outside the prison at Britannia house. Too many serveries across the prison were in a poor state of repair with missing heating elements and food screening. Some of the food trollies were in an appalling state – many were filthy and had old burned-on food residue coating almost all of the food compartments (see Appendix IV: Photographs of broken and dirty food trollies). Others had loose or missing doors and a number were out of action all together because of long delays in making repairs.

- 2.15** Food temperatures were not routinely monitored or recorded, with many wing record books remaining blank or in some cases missing altogether. We were concerned at the general lack of supervision and control on some serveries, which meant that hygiene standards were not maintained and some prisoners received too little food.
- 2.16** Prisoners in Britannia House could prepare their own food in a reasonably equipped kitchen. Others had their food delivered in hot-trolleys from the kitchen in the LDU.
- 2.17** Food comment books were available but they were kept behind serveries and were not sufficiently accessible. Consultation was reasonable and there was a twice-yearly survey. The catering manager attended some wing forums to discuss any issues raised.
- 2.18** Newly arrived prisoners received an initial reception pack (a grocery pack containing basic food and drink items) but could still wait up to 13 days before they could place a full shop order, which potentially put them at risk of falling into debt. A second reception pack (containing items such as biscuits, sweets and orange juice or a vape pack for smokers) was available, but staff told us that it was only made available for new prisoners and not those who had been transferred from other establishments, which seemed inexplicable to us. The cost of these packs was later recovered from prisoners' accounts.
- 2.19** There was no administration charge for catalogue orders, but hard copy catalogues were not always available. Newspapers and magazines could be purchased through the prison shop.

Recommendations

- 2.20** **Serveries and food trollies should be maintained and cleaned to a high standard.**
- 2.21** **There should be sufficient supervision during the food service to ensure adherence to hygiene standards and to maintain control over the food service.**

Prisoner consultation, applications and redress

- 2.22** Consultation arrangements with prisoners on the wings were reasonable, with minuted wing forums in place across the prison. Prisoners, however, expressed frustration at their inability to get issues dealt with. An example of this was the repeated failure to ensure the wing laundry equipment was maintained and repaired. The minutes of meetings suggested that issues raised were too often not addressed or resolved with any urgency.
- 2.23** The residential team had recently introduced prisoner information desks (PIDs). PID peer workers helped prisoners with low-level questions about prison life and assisted where needed with more formal applications. Most prisoners were complimentary about their PID worker. Application forms were readily available on the wings and in our survey 68% of prisoners said it was easy to make an application and 47% said they were dealt with fairly. The system for tracking applications needed to be improved. The residential team recognised the deficiencies and had addressed them.
- 2.24** There had been 1,238 complaints in the previous six months, which was slightly lower than at the previous inspection. Most were dealt with in time. Responses were generally adequate, although some were terse and others failed to address sufficiently all the issues raised.
- 2.25** During the previous six months, prisoners had submitted 27 complaints against staff, including some extremely serious allegations of assaults during the use of force. We

examined 12 of them and found some that had not been investigated thoroughly. Most prisoners who had made serious allegations against staff had not been interviewed by an appropriate manager or had their concerns addressed. (See key concern and recommendation S49.)

- 2.26** Prisoners had good access to legal visits, which ran five days a week. The provision was also good and there were 10 booths, one CCTV room and two video link rooms. Legal services and access to bail information were not sufficient, there was still no dedicated provision to assist prisoners with legal issues. At our last inspection, we found that new prisoners received a legal information pack, including appeal forms and information on the Criminal Cases Review Commission. However, the pack was no longer provided.

Equality, diversity and faith

Expected outcomes:

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics¹³ and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Strategic management

- 2.27** Leadership and oversight of equality and diversity, which was previously good, had deteriorated and was now poor. After almost a year when there was no activity, the equality action team (EAT) meeting had been reinstated. Attendance was still limited and the data that were produced monthly were not being analysed systematically. An equality strategy had been developed in July 2019, but it was more a statement of intent rather than a working document, because the targets were unrealistic. An action plan had also been drawn up and short-term goals were being set. (See key concern and recommendation S50.)
- 2.28** Managers had been allocated the responsibility for each of the protected characteristics, but in most areas, progress was not evident. Prisoner equality representatives were no longer active and forums took place intermittently, focusing on generic issues and consequently consultation was weak. We were informed that formal records were not kept of all the forums that took place. All of this meant there was no reliable means of identifying the needs of prisoners with protected characteristics. Apart from the relatively small number of disabled and older prisoners located on L wing, support for other prisoners with protected characteristics was limited. Help that was provided, tended to be through informal peer support, or assistance from staff responding on an ad hoc, individual basis. (See key concern and recommendation S50 and section on protected characteristics.)
- 2.29** The number of discrimination incident reporting forms (DIRFs) generated over the six months before the inspection had declined from 28 to 12. Independent scrutiny of the DIRFs that was previously provided by Migrant Helpline (a charity supporting asylum seekers, refugees and victims of human trafficking and modern slavery) no longer took place, but we were informed that there were plans to introduce an alternative. Most of the complaints submitted through the DIRF process related to allegations of offensive comments. Responses were usually adequate and in three cases an apology had been made or staff had been

¹³ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

informed about what they could do differently in future. More emphasis still needed to be placed on trying to understand the prisoner's point of view.

Protected characteristics

- 2.30** There were no formal arrangements for providing support for or consulting prisoners from a black and minority ethnic background, who made up about 16% of the population. In our survey, only 37% of prisoners from this group felt safe on their first night, compared with 73% of white prisoners and only 41% said the shop sold what they needed, compared with 73% of their white counterparts. These findings were reinforced by comments we received during the inspection and, to some extent, by differential findings from the prison's own data. During the inspection, there were a number of displays promoting Black History Month.
- 2.31** Our survey indicated that 8% of prisoners were from a Gypsy, Romany or Traveller community. There was a Gypsy, Romany and Traveller prison representative, who provided informal support to prisoners from this group and informed them about other services. It was positive that prisoners from this background who did not receive visits could apply for £50 in private cash so they could contact their family by phone. Four men were currently taking advantage of this opportunity.
- 2.32** Eight per cent of the population were foreign national prisoners. Some consultation meetings had taken place earlier in 2019 for this group, where matters relating to interpretation and translation and questions about release dates had been raised. We found useful translated information available in reception and in the induction unit. Although the immigration officer based in the establishment used an interpretation service every week, we could not determine how often prison staff themselves used it, as no records were available. In contrast to what we found previously, prisoners held post-sentence under immigration powers were not being held for very long periods.
- 2.33** In our survey, 46% of prisoners said they had a disability and 56% a mental health problem. Those who identified as having a disability or mental health problems were more negative about safety compared with other prisoners. In our survey, 42% of prisoners who described themselves as having a mental health problem and 41% of prisoners who said they had a disability reported that they had not experienced bullying or victimisation from other prisoners. This was a poorer finding than reported by prisoners without a mental health problem or a disability (68% and 63% respectively).
- 2.34** There were 22 personal emergency evacuation plans (PEEPs) in place across the prison. Most of the prisoners on L wing (up to 15 prisoners) had detailed up-to-date PEEPs. They were the older and most infirm individuals within the population. Those we spoke to were very positive about the level of care and support they received from staff. It was difficult to determine what the experience was of prisoners with a disability who were living elsewhere in the prison, because there was no formal oversight or assessment of the level of need. Previous plans to develop a formal buddy or care scheme had not been developed.
- 2.35** In our survey, 15% of prisoners were aged 50 or older. Older prisoners had access to specialist gym sessions and those located on L wing could participate in events run by visiting specialists from agencies such as Age Concern and the Alzheimer's Society. E wing, which previously had provided a calm and supportive environment for older prisoners, was no longer operating in this way and now provided a more generic function.
- 2.36** Norwich held a young population – 40% of prisoners were under 30. Those aged 18-25 were integrated with adults as part of the regime, but we were informed that they either occupied single cells or shared cells with prisoners from their own age group. A meeting had been

arranged to take place shortly after the inspection to meet officials from the local authority to discuss how work could be carried out to support care leavers (a person aged 25 or under, who has been looked after by a local authority) in the prison.

- 2.37** Very few prisoners identified as gay or bisexual. A small number of transgender prisoners had been held since the previous inspection, but there was limited evidence of any planned work being carried out with them.

Faith and religion

- 2.38** Faith provision continued to be good and prisoners' religious and pastoral needs were well catered for. The chaplaincy was fully staffed, pending the appointment of a Jewish chaplain. All the main faiths were represented within the team and, apart from Rastafarians, support could normally be obtained for prisoners practising less commonly observed faiths. In addition to weekly religious services, study classes were held every week for Christian and Muslim prisoners. One of the chaplains was a trained counsellor and provided support to a small number of prisoners, but no formal bereavement counselling was available.
- 2.39** The operational difficulties we found previously, which prevented prisoners from attending religious services, had been resolved. The managing chaplain dealt with complaints from prisoners about not being unlocked to attend a service. In our survey, 83% of prisoners who had a religion said they could attend a religious service if they wanted to. On average between 30 and 40 prisoners attended each of the main services each week. A duty chaplain was always present and an average of 10 prisoners were seen each day to discuss welfare matters. Statutory visits to the segregation unit and health care department were carried out as required.
- 2.40** Faith facilities were suitable across both main sites and included a large chapel and two spacious multi-faith areas. Prisoners in Britannia House could also attend services in these locations.
- 2.41** There were good links with community chaplaincy services in Norfolk and 25 registered mentors, who provided prisoners with practical support, and 18 prisoners were actively involved with them.

Health, well-being and social care

Expected outcomes:

Patients are cared for by services that assess and meet their health, social care and substance use needs and promote continuity of care on release. The standard of provision is similar to that which patients could expect to receive elsewhere in the community.

- 2.42** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹⁴ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The Care Quality Commission issued 'requirement to improve' notices following the inspection (see Appendix III).

¹⁴ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

Strategy, clinical governance and partnerships

- 2.43** A new health contract had commenced in April 2019 and several health providers had been commissioned. Regular partnership board meetings and individual contract review meetings monitored services. A joint operational governance meeting had started to take place, but further work was needed to promote a more cohesive service. Overall, we found many aspects of health care reasonable, however we had some concerns about gaps in the GP provision and dental services.
- 2.44** A health and social care needs assessment completed in March 2019 was being used to develop the service. Clinical incidents were investigated thoroughly and there was effective oversight. Good progress was being made on implementing health-related Prisons and Probation Ombudsman recommendations.
- 2.45** Service provision had been affected by staff shortages, although recruitment was improving in most services and regular locum staff were covering some shifts. We observed conscientious, skilled and caring staff, but they were stretched across all services.
- 2.46** Mandatory training was well managed and professional development opportunities were available. Managerial and clinical supervision systems were in place, but some sessions had not taken place regularly owing to pressure on the service and staff sickness. However, this had started to improve.
- 2.47** Health services were split across the prison site. There were reasonable wing-based treatment rooms and a modern primary care centre on the main site, although waiting rooms were stark and needed attention. Managers regularly carried out infection prevention and control (IPC) audits, including of handwashing and the management of clinical waste. Maintenance work was required in some of the treatment rooms, which the prison was due to carry out. An inpatient unit, a social and palliative care unit and other clinical space were available in the LDU. They were generally clean.
- 2.48** Clinical audits included monthly sampling of clinical records. All services apart from Phoenix Futures (the psychosocial substance use support provider) used one electronic clinical information system SystemOne, but this was due to be resolved. There was an extensive range of policy and procedural guidance for staff to follow.
- 2.49** Prisoners could use a confidential complaints system to make a complaint. Sampled responses were timely, polite and addressed the issues raised. Compliments were also recorded. Prisoners could meet with the health care manager to discuss concerns and until very recently the Patient Advice and Liaison Service officer routinely visited wings and held clinics to resolve complaints. The prison was recruiting to fill this post. All services sought patient feedback through surveys, but there were no regular patient forums to inform service provision.
- 2.50** Health care staff had received life support training and responded to medical emergencies throughout the 24-hour period. Emergency equipment was strategically placed across the prison in offices so that officers could also access the automated external defibrillators. The equipment was checked regularly, but we came across a few items that needed to be replaced, which demonstrated that checking needed to be more thorough. We also found too many oxygen cylinders stored inappropriately in a wing office on the floor next to heating pipes and in reception near a radiator, which was potentially hazardous. This was rectified as soon as we highlighted it.
- 2.51** Approximately 29% of prison staff were trained in emergency responses. Not all prison staff understood the coding system for calling for assistance in medical emergencies and, in some

cases, staff did not call an emergency ambulance until the health team had arrived and verified one was required, which posed a significant risk and needed to be addressed.

Recommendations

- 2.52 Oxygen should be stored safely and emergency resuscitation equipment should be checked more robustly.**
- 2.53 All custody staff should understand agreed emergency codes to ensure medical emergencies receive a prompt and appropriate response.**

Promoting health and well-being

- 2.54** Health promotion did not have a particularly high profile in the establishment. There was no calendar of events or prisoner fair, but posters were displayed in some areas, and prisoners' in-cell TV was used to inform them about health services and initiatives. Health promotion leaflets were available and could be translated. Telephone interpreting had been used for some health consultations, but staff said other prisoners had occasionally been used as interpreters, which was inappropriate.
- 2.55** An older patient lead staff member, based in the LDU, undertook promotional work across the prison, including coordinating bowel cancer and abdominal aortic aneurysm screening. Smoking cessation support was available, but take-up was low as most prisoners preferred vaping. Prisoners could access specialist internal and external sexual health services and barrier protection was available during their sentence and on release.
- 2.56** Uptake of NHS health checks, immunisations and vaccinations was low and some clinics had been cancelled because of staff shortages. However, clinics were now being held more regularly. There were no health trainers or peer workers.

Recommendation

- 2.57 The NHS health check, immunisations and vaccinations should be available to those eligible in line with national programmes and implementation should be timely to promote prisoners' health.**

Primary care and inpatient services

- 2.58** A registered nurse carried out a comprehensive health screening for all new arrivals, and also had to respond to emergencies. This meant that screenings were occasionally disrupted leading to delays in completing the process, which was inappropriate and needed to be reviewed.
- 2.59** Most secondary health screenings occurred within seven days of their first screening as outlined in established guidance and staff followed up on the reasons for non-attendance outside this timeframe and rebooked appointments.
- 2.60** There was a suitable range of primary health care services, including optician and podiatrist provision, with mostly reasonable waiting times. Work was in progress to reduce the high rate of non-attendance at some clinics, which extended waiting times and wasted valuable

clinical time. It was decreasing, but it was still too high in some areas, including for the dentist and nurse-led clinics.

- 2.61** There had been gaps in GP cover for routine appointments and evening reception sessions, which had meant a few clinics were cancelled and a small number of prisoners did not receive the necessary opiate detoxification medication on their first night, which was potentially dangerous. (See key concern and recommendation S45 and paragraphs 1.5 and 2.85.) A nurse saw prisoners in the segregation unit every day and a GP saw them three times a week.
- 2.62** There was a range of nurse-led clinics and patients with long-term conditions received regular reviews. Although spirometry testing was unavailable, staff training to carrying out the test had been booked. Health staff liaised with the GP and external specialists to ensure a coordinated approach. Care was evidence-based and patient-centred.
- 2.63** There was an effective process for monitoring external hospital referrals. The reasons for any appointment rescheduling was recorded and there was clinical oversight, but too many appointments were cancelled for a variety of reasons, including a lack of officer escorts.
- 2.64** The inpatient unit did not have clear admissions or discharge criteria. Out of the 23 beds available only 10 were allocated to the health department and while the care they received was generally good, the mix of prisoners in the unit (for example, including those from the segregation unit or vulnerable prisoners) did not promote a therapeutic environment and the overall function of the unit needed to be reviewed.
- 2.65** On release, patients received a GP discharge letter, detailing the care they received and any ongoing medications if required. They received information on how to access health services in the community if they were not registered with a GP.

Recommendation

- 2.66** **Prisoners should have regular access to a GP in line with the contract and receive appropriate, timely care.**

Social care

- 2.67** A memorandum of understanding regarding social care had been signed between Norfolk County Council and the prison, and Virgin Care Limited was the care provider.
- 2.68** Prisoners' social care needs were identified on arrival. Health care staff saw individuals within 48 hours to determine their needs and referrals were made promptly.
- 2.69** L wing offered 24-hour nursing and social care packages for a mainly older group of prisoners with chronic health conditions. Care was of a high standard and prisoners we spoke to valued it. The unit was staffed by a nurse at night time and by a nurse and two health care assistants during the day. A multidisciplinary approach to pre-release planning was adopted, involving social services departments. During the inspection, 13 prisoners were receiving social care.
- 2.70** The palliative care pathway was well developed and had had its external accreditation revalidated. The care offered was compassionate and links with the local hospice were good.

Good practice

- 2.71** *Maintaining accreditation through the Gold Standards Framework in end of life care demonstrated an ongoing commitment to providing prisoners with terminal illnesses with a good level of care.*

Mental health care

- 2.72** Mental health services were reasonably good and offered a stepped care approach (mental health services that address low level anxiety and depression through to severe and enduring needs) to patients needing primary and secondary care, ranging from self-help through to complex case management. They were available seven days a week.
- 2.73** Urgent referrals were seen promptly, but the team did not always meet its target of seeing routine referrals within seven days. This was mainly because it was responding to the large number of assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm. Members of the team attended ACCT reviews for patients on their caseload as well as first reviews – sometimes two mental health nurses were undertaking this work.
- 2.74** There was good access to a psychiatrist, who was on site for four sessions a week. Staff held regular multidisciplinary team meetings to discuss the management of caseloads and complex patients. Competent and skilled practitioners delivered a range of evidence-based interventions for patients with learning disabilities and neurological, mental and personality disorders. There had been an average of 130 referrals per month since April 2019.
- 2.75** There was a well-being and Improving Access to Psychological Therapies (IAPT) team, which provided a good range of interventions, such as cognitive therapies to help prisoners cope with anxiety, depression, sleep difficulties, low self-esteem and poor mental health associated with long-term conditions. However, no bereavement or counselling services were available for patients in the prison. A psychologist was being recruited.
- 2.76** Physical health checks, including regular blood tests and prescribing reviews, were completed for patients on mental health medication. Clinical records were of a good standard and assessments and risk assessments were completed. Care plans showed patients were involved and objectives were regularly reviewed.
- 2.77** Patients with severe and enduring mental illness were supported through the care programme approach (CPA) and had regular reviews. The clinical lead staff member was developing CPA programme templates to strengthen the multidisciplinary approach. Staff supported 11 patients in the previous six months under the CPA, which provided prisoners who were released with a supportive pathway.
- 2.78** The team developed management guidance plans for patients with complex personality disorders, which prompted a multidisciplinary approach across the prison and ensured key staff understood how to communicate consistently and support the patient.
- 2.79** In the previous six months, seven patients had been transferred under the Mental Health Act, only two within the 14-day guideline. This was due to external factors and a lack of available mental health beds.

Good practice

2.80 *The provision of mental health management guidance plans for prisoners with complex personality disorders promoted a consistent approach between mental health staff and prison staff, ensuring that patients received appropriate support.*

Substance use treatment¹⁵

2.81 The prison was in the process of implementing a new drug and alcohol strategy, but it did not have an action plan or needs analysis to inform future service developments. The clinical and psychosocial substance use teams experienced staffing problems, which affected outcomes for prisoners.

2.82 All new arrivals were seen individually and provided with harm reduction information, and 275 prisoners (40% of the population) were involved with drug and alcohol practitioners. The team's presence in the main units enhanced accessibility, but the high 'churn' of prisoners, meant initial assessments, clinical reviews, and pre-release work were prioritised over continuing support.

2.83 Joint work between staff providing the psychosocial service and those offering the clinical service was promoted by co-location in the stabilisation unit, although practitioners did not yet have access to SystmOne patient records, and there were no formal meetings for shared care planning.

2.84 We saw evidence of good quality one-to-one work. There were brief interventions for the short-term population but insufficient programmes for the longer-term population. Self-help support was limited and only prisoners in the enhanced level unit could access Alcoholics Anonymous meetings, and peer supporters felt under-used.

2.85 The clinical management of most prisoners with drug and alcohol problems was safe, but inconsistencies created risks. We found prisoners who were not receiving first night treatment for opiate dependency and several prisoners with opiate and alcohol dependencies who were not in the stabilisation or inpatient unit, which caused inconsistencies in night time observations. (See key concern and recommendation S45 and paragraph 1.5.)

2.86 One hundred and four prisoners were prescribed opiate substitutes in the main prison and in the LDU, and 78 had completed alcohol detoxification in the previous six months. Treatment was flexible and reviewed regularly, but reviews were often conducted on the wings where there was little privacy. Officers did not supervise controlled drug administration queues in the stabilisation unit, which could have led to the diversion of medication and a lack of safety for clinical staff. (See key concern and recommendation S46.)

2.87 Joint working with the mental health service was ad hoc, and a dual diagnosis pathway for patients with mental health and substance-related problems had not been developed.

2.88 Prisoners were consistently provided with harm reduction information pre-release, and given naloxone training and supplies to treat an opiate overdose in the community. Release plans were detailed, and there were good internal and external links to ensure treatment continuation on release.

¹⁵ In the previous report substance use treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

Recommendations

- 2.89** Drug and alcohol support for longer-term prisoners should be enhanced, include regular self-help support and be informed by a detailed population needs assessment.
- 2.90** A clear pathway to coordinate the care of patients with mental health and substance use problems should be developed.

Medicines optimisation and pharmacy services

- 2.91** Medicines were dispensed from the in-house dispensary and were individually labelled for patients. Stock check arrangements were appropriately recorded and medicines were stored in the main pharmacy unit and wing treatment rooms. The pharmacy service operated on weekdays only and emergency stock was available in cupboards in the reception and on the wings for use at the weekend or in the evenings if required. The use of the emergency stock was carefully monitored, there were regular checks and the administration rooms were appropriately maintained. Prisoners were encouraged to order their own medication where possible.
- 2.92** Medicines were administered by trained pharmacy technicians and nurses every day, but officers were not routinely present during administration and the risk of bullying and diversion remained. (See key concern and recommendation S46.) Each wing had a slightly different administration regimen – two wings provided medication four times a day, others administered medicines twice a day and one issued all medicines in possession. The in-possession policy took account of the patient and the medication. Information was recorded on SystemOne and a prisoner's in-possession status was visible when prescribing took place and was reviewed when necessary.
- 2.93** Patients could receive paracetamol or ibuprofen, along with several other over-the-counter medicines from health care staff and there was a policy to cover it. There were patient group directions (which authorise appropriate health care professionals to supply and administer prescription-only medicine) to assist in the administration of vaccines.
- 2.94** The pharmacy provided a good service and improvements had been made since the previous inspection. Three of the pharmacists were prescribers and had undertaken additional training. They provided a pharmacy clinic on two days a week. The pharmacist proactively reviewed prescribing information every month to identify any trends and monitor the use of higher risk medicines. They generated a monthly report to ensure that those receiving these medicines were identified and that the appropriate bloods tests were carried out to ensure that the medicines were used safely. The pharmacy team identified medicines that might have been overused or abused. There were programmes in place to reduce the prescribing of abusable medication and the pharmacy had started a campaign to raise awareness of the issues associated with pregabalin (an anti-convulsant). There was a prescribing formulary (a list of medications used to inform prescribing) and any decision to prescribe medication outside its parameters required robust justification.

Dental services and oral health

- 2.95** A full range of NHS dental treatments was available, including dental therapy to promote oral health. One treatment clinic a week was provided, alternating between the main site and the LDU. This meant that any urgent referrals were not seen for over two weeks and there was a nine-week waiting time for a routine appointment, which did not meet the demands of

the population. The primary health care team offered triage and pain relief as required. There was still a large non-attendance rate, which managers were trying to reduce.

- 2.96** There was a dental suite on each site and both were well equipped. However, managers did not have a copy of some equipment service logs and could not demonstrate that the equipment was safe to use. IPC audits were conducted, but there was some dust in the clinic rooms.
- 2.97** Some governance arrangements had not been implemented in full and assurance systems were poor. Some assurance tests, needed to check if the decontamination process was effective, were not carried out and decontamination audits had not been completed, along with other necessary audits. This meant that decontamination processes were compromised. (See key concern and recommendation S51.)

Section 3. Purposeful activity

Prisoners are able and expected to engage in activity that is likely to benefit them.

Time out of cell

Expected outcomes:

All prisoners have sufficient time out of cell and are encouraged to engage in activities which support their rehabilitation.

- 3.1 The published core day allowed fully employed prisoners on the enhanced level of the incentives and earned privileges (IEP) scheme a little under 11 hours out of their cells, providing they could access the evening association period. For most other workers, it was likely to be about nine hours, and for many, as little as 2.5 hours. In our main survey, only 19% said they were out of their cells for less than two hours a day during the week compared with 34% in other similar prisons.
- 3.2 During our roll checks, we found far too many prisoners locked up during the core day – 35% on the main site and 30% in the local discharge unit (LDU). (See key concern and recommendation S52.)
- 3.3 The core day was published widely and most prisoners were aware of the schedule. Many complained of delays and curtailments to afternoon work periods and weekday evening gym and association periods. There were no formal recording processes in place to measure or monitor curtailments. Documents we reviewed indicated that the afternoon period routinely ran late resulting in a very short activity period. Exercise and association periods were scheduled every day, although, as at the last inspection, prisoners also told us they had little to do during association periods both midweek and at weekends. (See key concern and recommendation S52.)
- 3.4 Prisoners continued to receive good access to the library. However, in our survey, 43% of prisoners said they could go to the library once a week, compared with 59% at the previous inspection. We received data, showing a drop in attendance, which took place earlier in 2019, coinciding with a large number of prisoners being moved elsewhere, which appeared to explain this more negative finding. Recent prison records showed an increase in uptake similar to previous rates.
- 3.5 In addition to having access to the seven staffed and unstaffed libraries across the prison site, prisoners could obtain books from shelves and trolleys in a number of other places. This dispersed model was difficult to manage and resulted in a relatively large number of books going missing. However, the overall benefit was that books were likely to be accessible.
- 3.6 The librarians had just become involved in the induction process and literacy was promoted through activities, such as a reading group and reading competitions. The professional librarian and the two library assistants maintained an up-to-date and relevant stock of books and responded promptly to individual requests from prisoners for specific items. There was an action plan in place to ensure stock was renewed regularly, and data were used to ensure that the foreign languages books purchased reflected the needs of the population. A comprehensive range of reference books was held centrally and any prisoner could apply to have access to them.

- 3.7** Prisoners in Britannia House could use the local library in the community and records showed that in the week before the inspection, this facility had been booked on 28 occasions.
- 3.8** Suitable physical education (PE) facilities, including multi-purpose gyms and sports halls, continued to be available on the main site and in the LDU. Although there was no outdoor pitch on the main site, this was offset by the availability of a large gym, where most team games and sports could be carried out. Prisoners could use training equipment in the association areas. Floors and showers had now been repaired and refurbished.
- 3.9** Health promotion was good and gym staff worked in collaboration with healthcare colleagues across both sites to implement PE plans for prisoners who had been referred for health reasons. About 50 prisoners were involved in a 12-week programme.
- 3.10** The timetable was designed so that prisoners could take up to two PE sessions every week. However, our survey showed only 27% of prisoners on the main site said they could attend the gym twice a week or more often, compared with 38% in other similar prisons. The figure for those in the LDU was better (34%).
- 3.11** Staff redeployment, particularly at the weekend, remained a problem and one session a week had to be cancelled, although we were informed that additional staff were due to be appointed before the end of the year.
- 3.12** Prisoners in Britannia House could attend a local gym and in the week before the inspection records showed permission had been sought to do so on 40 occasions.

Education, skills and work activities (Ofsted)¹⁶

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹⁷

3.13 Ofsted made the following assessments about the education, skills and work provision:

Overall effectiveness of education, skills and work:	Requires improvement
Achievements of prisoners engaged in education, skills and work:	Requires improvement
Quality of education, skills and work provision, including the quality of teaching, training, learning and assessment:	Requires improvement
Personal development and behaviour:	Requires improvement
Leadership and management of education, skills and work:	Requires improvement

Management of education, skills and work

- 3.14** The prison had enough purposeful activity places to occupy 80% of the prison population. (See key concern and recommendation S52.) Allocations to activities were fair. Most new prisoners had been receiving appropriate initial advice and guidance since June 2019. Managers now considered prisoners' skills levels, sentence plans and career aspirations, when allocating prisoners to activities. The prison's education strategy rightly prioritised prisoners' allocations to courses that developed their English and mathematical skills. Waiting lists were effectively managed.
- 3.15** Pay rates were fair and did not discourage prisoners from participating in activities. Attendance rates across all education, skills and work activities were not consistently high enough. Improvement action undertaken by prisoner managers had not yet led to high or sustained attendance.
- 3.16** Vocational training for category C prisoners in the LDU was appropriate. A quarter of the prison population were in the LDU. Too few accredited courses were offered in the commercial workshops. Vulnerable prisoners could only attend one of three workshops or a very restricted range of wing-based education. Education classes above level 2 were limited for the main prison population. Education managers were supporting only nine prisoners in higher education. Less than half the category D prisoners were working in the community. There was no education provision for prisoners who were not on release on temporary licence (ROTL). A very low proportion of prisoners gained accreditation in English and mathematics, and too few made rapid progress.

¹⁶ This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

¹⁷ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.17** Prisoners' use of the virtual campus (internet access for prisoners to community education, training and employment opportunities) was good. Those in the LDU used it well to prepare for employment and apply for jobs. Tutors used in-cell learning well to reach prisoners who were reluctant or unable to join mainstream education, training or work.
- 3.18** Prison managers used productive employer links to provide prisoners with packing and assembly jobs that were subject to demanding commercial procedures and deadlines. In partnership with employers, managers offered short training courses. This enhanced prisoners' key employment skills. For example, prisoners had an effective knowledge of health and safety procedures which apply when maintaining rail track.
- 3.19** Managers knew the strengths and weaknesses of the provision. They met regularly to review data and monitor the effectiveness of the education subcontractor. Too often prisoners' progress was affected by staff absences. Managers had conducted a comprehensive schedule of taught session observations and a single review of the quality of teaching in workshops. They used the results to identify correctly shortfalls in tutors' performance. Tutors received support from managers to improve their professional practice. The standard of the provision was not yet consistently good, and improvements in the prisoners' learning experience did not take place rapidly enough.
- 3.20** Prisoners benefited from appropriate pre-release information provided by the Norfolk and Suffolk Community Rehabilitation Company. Jobcentre Plus offered prisoners strong support to help them develop their employment application skills. In addition, the prison had introduced a pre-employment course, which included sessions on curriculum vitae writing and interview techniques. Prisoners had a suitable understanding of their career goals. Managers did not know whether prisoners entered sustainable employment on release.

Quality of provision

- 3.21** Prisoners' induction to education training and work was dull and uninspiring. Too few prisoners attended induction or subsequent education and training activities. (See key concern and recommendation S53.)
- 3.22** The standard of taught sessions was not consistently good. For example, in mathematics, the tasks were not placed in a relevant or interesting context and prisoners became bored and made slow progress. (See key concern and recommendation S53.) By contrast, where tutors used strategies that kept prisoners on task and interested, they achieved their learning goals. For example, electrical installation, art and brickwork sessions involved work that motivated prisoners to gain a good standard of technical competence.
- 3.23** In the mentoring course, tutors used well-designed approaches and resources, which enabled prisoners at all levels to enjoy and benefit from the lesson. In most cases teachers used learning support plans well to support those with additional needs. In a few instances, teachers set tasks above the reading ability of prisoners, moved on too quickly without checking if they had understood the lesson, or failed to use questioning effectively to enhance prisoners' understanding.
- 3.24** In English, the written feedback tutors gave prisoners and the targets they set had improved. This had helped prisoners to make better progress. However, in art, and painting and decorating, written feedback did not outline clearly what prisoners needed to do to improve. Targets were based solely on the completion of units in the qualification rather than on the development of skills. (See key concern and recommendation S55.)

- 3.25** The Open University and distance learning provision was narrow and not well coordinated. Poor communication between managers and a lack of clarity about their roles meant that the small number of prisoners made slow progress.
- 3.26** In vocational training, prisoners benefited from experienced tutors and gained good levels of practical skills. Tutors in vocational training classes used industry-sector examples that promoted prisoners' practical skills and knowledge. Prisoners gained high-level skills in market gardening and the print workshop.
- 3.27** Nineteen prisoners were working while on ROTL. They developed relevant practical and personal skills. The remaining 20 category D prisoners, who prior to its closure, had worked in the Britannia café, were poorly prepared for their release. (See key concern and recommendation S54.)
- 3.28** In work and vocational training, prisoners received support to develop their English and mathematics skills successfully. Most prisoners received the help they needed to ensure they had the competence in English and mathematics to carry out their allotted activity.
- 3.29** Tutors attempted to highlight values of tolerance and respect in lessons but were not sufficiently skilled in leading discussions to improve prisoners' understanding effectively.

Personal development and behaviour

- 3.30** Prisoners' punctuality was not consistently good enough throughout the working day. This, and insufficiently high attendance rates at all activities, impeded prisoners' development of the attitudes and behaviour needed for successful resettlement and employment on release.
- 3.31** Much of the prison population worked in the commercial workshops and most worked hard. Prisoners in work and workshops developed a good range of personal skills, such as team-working and problem-solving. However, the prison had yet to establish processes to recognise these skills and too few prisoners were aware of how prison activities were improving their employment skills before release. Too few prisoners participated in the Gateway to Employment project (which offers prisoners jobs, apprenticeships, work experience and traineeships with local employers). Most wing workers were gainfully employed and demonstrated a positive attitude to work. Too few received formal training or had gained appropriate qualifications to help them gain a better understanding of how their work helped them develop their skills. (See key concern and recommendation S54.)
- 3.32** Prisoners' behaviour was generally good. Most prisoners exhibited high levels of respect for prison staff and their peers. In English for speakers of other languages lessons, prisoners supported each other well to help improve their pronunciation. Mentors helped prisoners with additional learning needs to participate well in sessions. Most tutors and instructors challenged prisoners' use of unsuitable language.
- 3.33** Prisoners who were close to release had an appropriate understanding of the employment opportunities available and knew how to apply for employment. A small number of prisoners were well prepared for self-employment.
- 3.34** Prisoners developed a reasonable understanding of appropriate health and safety practices. For example, they knew how to keep themselves and others safe. Inspectors observed prisoners use personal protective equipment appropriately without being prompted by their instructors.

Outcomes and achievements

- 3.35** Prisoners were unable to achieve accredited qualifications in most work areas. This affected prisoners' chances of gaining employment on release. Qualifications had been introduced in the warehousing and distribution work areas for a small number of prisoners. These prisoners were making the progress expected of them. (See key concern and recommendation S54.)
- 3.36** Prisoners involved in education and vocational training courses did not consistently achieve the intended qualification. Too few prisoners, who started courses in English and mathematics, achieved the qualification or accredited unit. In recent months, the standard of prisoners' completed written work in English had improved. Most current prisoners were making good progress in English. However, progress was weak in mathematics. (See key concern and recommendation S55.)
- 3.37** There were no significant differences in the achievement of qualifications between groups of prisoners.
- 3.38** A suitable proportion of prisoners moved into work as mentors. Prisoners in workshops advanced to positions of greater responsibility. However, much of the work was at a low level and failed to allow prisoners to attain their full potential.
- 3.39** Most of the prisoners' practical work was appropriate for the level at which they were studying. The quality of finished artwork, brickwork, and electrical installation was often high.
- 3.40** Most prisoners who attended were proud of their accomplishments. For example, prisoners studying robotics could explain how they could use simple programming techniques to control a battery-operated vehicle.

Section 4. Rehabilitation and release planning

Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

Children and families and contact with the outside world

Expected outcomes:

The prison supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are facilitated by the prison. Prisoners not receiving visits are supported in other ways to establish or maintain family support.

- 4.1 The visitors' centre was well used. Staff in the centre provided a high-quality service and made effective use of the resources available. The centre opened approximately an hour before the scheduled visit starting time and it was comfortable and very well equipped. It had a large crèche and a reasonably priced café. There was also a stall where second-hand clothing could be purchased, along with a small store of items, such as sleeping bags and footwear. (See also paragraph 4.28.)
- 4.2 Staff in the visitors' centre were friendly and helpful and made an effort to get to know new visitors. They also had close working relationships with prison colleagues, and in the first quarter of 2019–2020, they made 11 referrals to the safer custody department. Visitors' centre staff had produced an information leaflet in graphic format, designed for visitors who did not speak English.
- 4.3 Visits took place every day apart from Monday, and there was a strong emphasis on helping prisoners maintain contact with their families. Staff in the visitors' centre organised a number of additional visits, including children's visits, baby-bonding visits and family days. The Storybook Dads scheme, which allowed prisoners to record a story for their children to listen to at home, was available, along with an in-cell parenting course. These opportunities were available to all prisoners, regardless of their incentives and earned privileges status. Prisoners in Britannia House could also participate in the Brit House Dads Visits scheme, which allowed fathers who were preparing for or close to release, to spend time with their child on their own.
- 4.4 In contrast to the excellent facilities in the visitors' centre, the visit halls on the main site and in the local discharge unit (LDU) and the small visits room in Britannia House, were functional and basic. Visits in Britannia House sometimes started early, while those on the main site were often delayed.
- 4.5 Good use was made of the Email a Prisoner scheme – up to 40 emails were being dealt with every day.

Good practice

- 4.6** *Staff in the visitors' centre were professional, kind and helpful and their role was well-integrated with the prison – their targeted efforts helped all prisoners maintain contact with their families and greatly assisted some with their rehabilitation.*

Reducing risk, rehabilitation and progression

Expected outcomes:

Planning for a prisoner's release starts on their arrival at the prison. Each prisoner has an allocated case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.

- 4.7** Rehabilitative work had many positive features, but it lacked a sufficiently joined-up approach that could have built effectively on the unique opportunities presented by the different types of residential unit available at HMP Norwich. High-level policy documents were in place, and coordination between agencies providing practical resettlement and through-the-gate support was good. However, the prison did not have a clear strategy or action plan to improve the effectiveness of work to reduce reoffending throughout the course of a prisoner's time at the prison. The offender management unit (OMU) and the reducing reoffending department were managed separately, which meant there were few opportunities to coordinate work. The last needs analysis, to determine, which interventions would be most valuable in addressing risks of reoffending, had taken place in July 2016. (See key concern and recommendation S56.)
- 4.8** The LDU was not fulfilling its purpose of preparing prisoners for local release, except through the Way Forward courses which provided general information and skills work on practical aspects of resettlement. Only 26% of respondents to our survey from the LDU said that they had a custody plan, and of these, only a quarter said that staff were helping them to achieve their objectives or targets. However, in the prison as a whole, a range of agencies was engaged in resettlement planning and support. The agencies had a collaborative approach and coordination through the regular reducing reoffending meetings was good.
- 4.9** Offender management was in the process of being transformed. The previous system had become unsustainable owing to the constant redeployment of offender supervisors, which meant initial custody screening was often not being carried out. Under the new offender management in custody model¹⁸, introduced shortly before the inspection, the prison had an experienced team of probation staff, growing towards a full complement of 5.5 full-time equivalent staff, and a new group of 7.5 full-time equivalent prison offender managers. The new team (about 11 full-time equivalent staff during the inspection) was enthusiastic and those who were new to prison and who lacked formal training before starting in the role, were learning on the job well and received good support from managers and more experienced colleagues, although they were not yet able to reduce backlogs in some essential work.
- 4.10** These prison offender managers did not yet have sufficient regular contact with prisoners on their caseload. Contact was hampered by logistical difficulties of finding rooms for private interviews. In our survey, only 28% across the prison said that they had a custody plan. The backlog in offender assessment system (OASys) reports had grown from 45 at the previous inspection to 77 at this inspection (one third of the number of eligible prisoners). The

¹⁸ Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second phase, core offender management and the introduction of prison offender managers, is being introduced gradually, from 2019.

backlog had decreased from over 100 in the previous few months. The quality of OASys reports completed by probation and prison staff was good.

- 4.11** The home detention curfew process was administered well and 93% of eligible prisoners were approved for it. A relatively small number of prisoners were still being held beyond their eligibility date because of delays arising mainly from difficulties finding accommodation, especially bail accommodation (see also paragraph 4.21).
- 4.12** There were 16 indeterminate sentence prisoners for public protection, half of whom were over their tariff. Psychology staff provided some support, but these prisoners felt they could do nothing at Norwich to demonstrate a reduction in their risks. Some of them were in the LDU, which offered a slightly less rigid regime, but it provided them with little scope to show that they were reducing their risks to society. However, prison offender managers kept in touch with them and tried hard to move them on to appropriate training prisons. The 24 life sentence prisoners were mainly in Britannia House. They received reasonable support and had opportunities to prove themselves in open conditions.

Recommendation

- 4.13 The LDU should be used effectively to prepare prisoners for release by building their skills and developing realistic plans for a positive future.**

Public protection

- 4.14** The public protection team kept up with the daily scrutiny of new arrivals to identify risks to the public, and managers checked the team's work. Prisoners subject to checks had their communications monitored thoroughly. However, because of a shortage of staff, the reliability of processes could not be fully assured. For example, the risk level at which a prisoner would be managed under multi-agency public protection arrangements (MAPPAs) was not always identified well in advance of their release. In one randomly selected case, the MAPPAs level for a registered sex offender had not been recorded less than two weeks before their release, and no one had discovered this. Pre-release reports submitted to community MAPPAs meetings varied in quality – some provided undigested information, which would have been difficult to interpret. (See key concern and recommendation S57)
- 4.15** Attendance at the regular inter-departmental risk management team meetings had been very low in 2019, fewer than five people on average. The only other department ever represented, other than the OMU and resettlement, was security, whose staff did attend almost every time. The role the meetings played in preparing prisoners for safe release was greatly undermined by a lack of input from all relevant departments. (See key concern and recommendation S57.)

Categorisation and transfers

- 4.16** Initial categorisation and re-categorisation processes were carried out efficiently. The standard of reports to support re-categorisation decisions was improving, especially as prison offender managers grew in skill and experience, and we saw some very thorough reports. Prisoners could make representations before re-categorisation was formally considered.
- 4.17** The prison held 59 category B prisoners, many of whom had to wait many months or years before a place became available at a training prison. This prevented them from making

substantial progress in their sentence as there were no offending behaviour courses at HMP Norwich. (See key concern and recommendation S58 and paragraph 4.18).

Interventions

Expected outcomes:

Prisoners are able to access interventions designed to promote successful rehabilitation.

- 4.18** Prisoners had no access to offending behaviour programmes, or to any structured interventions to address their offending behaviour or to help them prepare for full programmes elsewhere. Because the most recent needs analysis had been carried out in July 2016, there was no clear understanding of the population's needs to inform what interventions might best be offered. More than half of the prisoners (57%) had received a sentence, and a proportion of them spent their whole sentence at Norwich, especially local prisoners serving less than two years. Many category C prisoners were transferred to training prisons, but the lack of programmes put those who could not be transferred or who were serving short sentences at a significant disadvantage. (See key concern and recommendation S58.)
- 4.19** Britannia House was well managed and benefited those working in the community; in our survey, prisoners' perceptions of rehabilitative work were broadly similar to their counterparts in other dedicated open prisons. A range of employers was committed to providing prisoners with opportunities during and after their prison sentence. However, during the inspection, too few of these prisoners had outside employment or even proper jobs within the prison. This was partly due to backlogs in processing applications for release on temporary licence (ROTL), and partly because some onsite jobs were no longer available. Several prison offender managers kept in reasonable contact with prisoners in this unit, but prisoners did not feel the OMU supported them adequately.
- 4.20** Fifty-five prisoners benefited from ROTL on well over 5,000 occasions in the previous six months, but many opportunities were confined to the prison and its grounds. Staffing issues in the OMU, meant it had been difficult to prioritise ROTL applications, and delays had occurred, which meant several prisoners in Britannia House were frustrated because they had to wait too long for ROTL to be approved.
- 4.21** To help prisoners find accommodation on release, the Anglia Care Trust (ACT) (a charity helping prisoners on release) now had eight staff working in the prison, in partnership with seven staff from the community rehabilitation company (CRC). This group, which had been expanded, was well organised and helped prisoners in all parts of the prison with accommodation issues. However, finding accommodation had become more challenging, largely because of the difficulties in securing commitments from outside agencies ahead of release, and the shortage of bail accommodation (see also paragraph 4.11). Of those released in the community in the previous six months, only 38% were known to have gone straight into permanent and sustainable accommodation. It had not proved possible to track accommodation outcomes for prisoners after their release. (See key concern and recommendation S59.)
- 4.22** ACT staff also provided advice on finance, benefits and debt. Newly arrived prisoners and those preparing for release received considerable practical help with finance issues. ACT staff worked closely with the three Jobcentre Plus staff, who arranged appointments for benefit claims on the day of prisoners' release, whenever possible. Bank accounts were opened for prisoners, and they received help to obtain ID. The Way Forward programme delivered practical education about money management (see paragraph 4.8).

- 4.23** The CRC had started to work with care leavers (a person aged 25 or under, who has been looked after by a local authority), veterans and victims of abuse. The projects were at an early stage, but members of staff had received training and had begun to offer support.

Recommendation

- 4.24** Prisoners in Britannia House should be assessed promptly for ROTL and should be able to undertake constructive work throughout their stay.

Release planning

Expected outcomes:

The specific reintegration needs of individual prisoners are met through an individual multi-agency plan to maximise the likelihood of successful reintegration into the community.

- 4.25** Cooperation between the resettlement agencies working in the prison and through the gate was good, especially when it came to helping prisoners find employment on release. The agencies' staff felt the prison supported them well. The CRC was now well staffed, following the introduction of a new enhanced through-the-gate team as well as ACT staff. ACT staff focused on practical issues, which enabled CRC staff to take a fuller case management approach, supporting prisoners to live crime-free on release. CRC staff were allocated to different parts of the prison and could build relationships; they saw all newly arrived prisoners for an in-depth interview and assessment, and those who were within three months of their release to help with practical arrangements. In our survey, only 25% of those who were under 25 and due to be released within the following three months said anybody was helping them to prepare for release; this age group merited closer attention.
- 4.26** The LDU was not working sufficiently well as a resettlement unit. Resettlement staff found it difficult to speak privately with prisoners, mainly because of the unit's layout.
- 4.27** Mentoring through the gate was available through the CRC, the community chaplaincy (see paragraph 2.41) and the New Life mentoring project. Mentors met prisoners before their release and supported them in the community.
- 4.28** At the point of discharge, staff took care to ensure that travel warrants were issued to those who needed them, that those being released could access public transport, and that proper clothing and bags were available. Rucksacks of essential equipment were available in reception for those who might find themselves homeless on release. (See also paragraph 4.1.)

Good practice

- 4.29** *A good range of through-the-gate mentoring schemes was available through the CRC, community chaplaincy and the New Life pilot and all prisoners were able to benefit from a mentor.*

Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new key concerns and recommendations, general recommendations and examples of good practice included in this report. The reference numbers in the left-hand column refer to the paragraph location in the main report.

Key concerns and recommendations		Directed to:
S45	<p>Key concern: Support for new arrivals was inconsistent across the three sites. Not all prisoners received a phone call. Peer workers were not used effectively and prisoners did not receive enough information on their first night. Prisoners who were not on the designated first night wing did not receive adequate support and were not inducted promptly. We found prisoners who had not received first night treatment for opiate dependency and several prisoners with opiate and alcohol dependencies who were not in the stabilisation or inpatient units, which caused inconsistencies in night time observations and created significant unnecessary risks. Prisoners in Britannia House did not receive an adequate induction.</p> <p>Recommendation: All new arrivals across the three sites should receive a good induction and be placed in an appropriate location where they can receive consistently high-quality support and supervision from staff and peer workers.</p>	The Governor
S46	<p>Key concern: Violence levels were high but work to reduce violence was insufficient and poorly coordinated. The prison did not do enough to promote positive behaviour or incentivise engagement and progression. Staff supervision was not good enough and poor behaviour was not challenged consistently.</p> <p>Recommendation: The prison should ensure that robust and effective systems are in place to reduce the level of violence across the establishment.</p>	The Governor
S47	<p>Key concern: The use of force and special accommodation was high. Governance and oversight had been implemented recently to provide assurances that all learning points were identified. Too much use of force documentation was missing and some incidents in which batons were drawn were not investigated.</p> <p>Recommendation: Oversight of the use of force should be improved to ensure that force is always justified and proportionate.</p>	The Governor
S48	<p>Key concern: There had been six self-inflicted deaths at Norwich since the previous inspection and self-harm incidents were on an upward trend.</p>	The Governor

	<p>ACCT documents were weak and there were too few Listeners. There was no strategic approach to reducing levels of self-harm.</p> <p>Recommendation: Effective, well-coordinated action should be taken and sustained in order to reduce levels of self-harm.</p>	
S49	<p>Key concern: Complaints made against staff were not always investigated thoroughly. An appropriate manager did not always speak to prisoners as part of investigations and responses that we reviewed did not always address the issues that had been raised.</p> <p>Recommendation: All complaints made against staff should be thoroughly investigated by an appropriate manager.</p>	The Governor
S50	<p>Key concern: There was no reliable mechanism for identifying the needs of prisoners with protected characteristics. The prison did not prioritise equality and diversity work, which meant that the interests of prisoners from minority groups were not being met or promoted.</p> <p>Recommendation: The needs of all prisoners with protected characteristics should be identified and action should be taken to ensure these needs are met.</p>	The Governor
S51	<p>Key concern: Prisoners waited too long for urgent and routine dental appointments. Clinical governance and assurance procedures were poor. Some equipment service logs were unavailable, which meant staff were unable to demonstrate that equipment was safe to use. Some essential clinical audits, including those for decontamination and some testing procedures for decontamination equipment were not being undertaken, which compromised the integrity of decontamination processes.</p> <p>Recommendation: Managers should ensure prisoners receive prompt, safe and effective dental care.</p>	The Governor
S52	<p>Key concern: Too many prisoners across the prison were locked in their cells during the working day, many of whom were convicted sentenced prisoners, and 30% were locked up on the category C site alone.</p> <p>Recommendation: There should be sufficient structured purposeful activities to ensure that all eligible prisoners are involved in work or training activities during the working day.</p>	The Governor
S53	<p>Key concern: The induction to education training and work was dull and uninspiring and the standard of teaching sessions was not consistently good. The quality of questioning, target-setting and feedback was not consistently good and tutors were not skilled enough to lead discussions about tolerance and respect.</p> <p>Recommendation: Leaders and managers should use information from the observations of education, skills and work</p>	The Governor

	activities and management meetings with the subcontractor to implement staff training and support, and good practice should be shared so that the standard of provision, including induction, improves and is consistently good.	
S54	<p>Key concern: Workshops and vocational training offered too few qualifications, insufficient activities were available for vulnerable prisoners, there were too few qualifications above level 2 and educational opportunities for category D prisoners were limited.</p> <p>Recommendation: All prisoners should have access to a relevant range of accredited education, training and work that fully supports their successful resettlement and rehabilitation.</p>	The Governor
S55	<p>Key concern: Managers had only recently started using available information to ensure prisoners were placed on the right course. English and mathematics courses did not always put learning activities in an appropriate context. Prisoners' progress in these subjects was not captured or recorded in a way that promoted their long-term progress. As a result, too many prisoners who started English and mathematics courses did not achieve the intended qualification or gain accreditation for the progress they had made.</p> <p>Recommendation: In English and mathematics, prisoners should be placed on appropriate, engaging courses. Teachers should record prisoners' improvement to promote their long-term progress and managers should ensure that completion and success rates for English and mathematics are high.</p>	The Governor
S56	<p>Key concern: The establishment did not build effectively on the unique opportunities that the different types of residential unit available at HMP Norwich presented, including the local discharge unit and Britannia House. There was no clear strategy or action plan to improve the effectiveness of the prison's work to improve engagement and reduce reoffending throughout the course of a prisoner's time at the prison, even though a proportion of prisoners served their whole sentence at HMP Norwich.</p> <p>Recommendation: The prison should use its varied facilities, including the local discharge unit and Britannia House, to provide each prisoner with a carefully managed pathway to desistance from crime, based on a full needs analysis and action plan.</p>	The Governor
S57	<p>Key concern: Public protection arrangements did not provide sufficient assurances that all risks to the public were identified or acted on, because experienced staff were not always available to ensure there were no omissions. The prison did not adequately support MAPPAs during the period before a prisoner's release, and attendance at the</p>	The Governor

	<p>monthly risk management meeting was too narrow to enable proper consideration of the individual from a variety of perspectives.</p> <p>Recommendation: Risks to the public should be properly managed during a prisoner's time at Norwich and on release, especially in relation to MAPPA process.</p>	
S58	<p>Key concern: Prisoners had no access to offending behaviour programmes, or to any structured interventions to address their offending behaviour or to help them prepare to undertake full programmes elsewhere. More than half had been sentenced, many spent their whole sentence at HMP Norwich, and dozens of category B prisoners were held there for a substantial period. The last needs analysis, to determine which interventions would be most valuable in addressing risks of reoffending across the whole population, had taken place in July 2016.</p> <p>Recommendation: Prisoners should have access to a range of interventions that meet their offending behaviour needs.</p>	The Governor
S59	<p>Key concern: Finding accommodation for those to be released had become more challenging, largely because of the difficulties in securing commitments from outside agencies ahead of release, and the shortage of bail accommodation. Of all those released into the community in the previous six months (including those released direct from court), only 38% were known to have gone straight into permanent and sustainable accommodation. The team of staff working in this area had grown, but outcomes were still not good enough.</p> <p>Recommendation: The establishment should work with partner agencies to ensure that every prisoner has sustainable accommodation on release.</p>	The Governor
General recommendations		Directed to:
1.16	The IEP scheme should be managed effectively to ensure poor behaviour is challenged appropriately and actively encourages prisoners to behave well.	The Governor
1.35	Random drug testing should be carried out throughout the month, including on weekends.	The Governor
1.36	The drug strategy should reflect the issues relevant in Norwich prison and should be supported by a dynamic action plan.	The Governor
2.11	All prisoners should have access to basics, including clothing and clean bedding, on a weekly basis.	The Governor
2.12	Cell bell call systems and response times should be monitored and managed effectively.	The Governor
2.20	Serveries and food trollies should be maintained and cleaned to a high standard.	The Governor
2.21	There should be sufficient supervision during the food service to ensure adherence to hygiene standards and to maintain control over the food service.	The Governor
2.52	Oxygen should be stored safely and emergency resuscitation equipment should be checked more robustly.	The Governor

2.53	All custody staff should understand agreed emergency codes to ensure medical emergencies receive a prompt and appropriate response.	The Governor
2.57	The NHS health check, immunisations and vaccinations should be available to those eligible in line with national programmes and implementation should be timely to promote prisoners' health.	The Governor
2.66	Prisoners should have regular access to a GP in line with the contract and receive appropriate, timely care.	The Governor
2.89	Drug and alcohol support for longer-term prisoners should be enhanced, include regular self-help support and be informed by a detailed population needs assessment.	The Governor
2.90	A clear pathway to coordinate the care of patients with mental health and substance use problems should be developed.	The Governor
4.13	The LDU should be used effectively to prepare prisoners for release by building their skills and developing realistic plans for a positive future.	The Governor
4.24	Prisoners in Britannia House should be assessed promptly for ROTL and should be able to undertake constructive work throughout their stay.	The Governor
Examples of good practice		
2.71	Maintaining accreditation through the Gold Standards Framework in end of life care demonstrated an ongoing commitment to providing prisoners with terminal illnesses with a good level of care.	
2.80	The provision of mental health management guidance plans for prisoners with complex personality disorders promoted a consistent approach between mental health staff and prison staff, ensuring that patients received appropriate support.	
4.6	Staff in the visitors' centre were professional, kind and helpful and their role was well-integrated with the prison – their targeted efforts helped all prisoners maintain contact with their families and greatly assisted some with their rehabilitation.	
4.29	A good range of through-the-gate mentoring schemes was available through the CRC, community chaplaincy and the New Life pilot and all prisoners were able to benefit from a mentor.	

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Angus Mulready-Jones	Team leader
Natalie Heeks	Inspector
Martin Kettle	Inspector
Ian MacFadyen	Inspector
Paul Rowlands	Inspector
Emma Sunley	Inspector
Jonathan Tickner	Inspector
Darren Wilkinson	Inspector
Becky Duffield	Researcher
Rahul Jalil	Researcher
Chloe Moore	Researcher
Catherine Shaw	Researcher
Joe Simmonds	Researcher
Maureen Jamieson	Lead health and social care inspector
Sigrid Engelen	Health and social care inspector
Peter Gibbs	Pharmacist
Lynda Day	Care Quality Commission inspector
Martin Ward	Lead Ofsted inspector
Tony Gallagher	Ofsted inspector
Keith Hughes	Ofsted inspector
Suzanna Wainwright	Ofsted inspector
Yvette Howson	Offender management inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2016, some prisoners had long journeys to the prison but most felt escort staff treated them well. Support during men's early days at the prison had improved and was generally appropriate. A proactive and coordinated approach to tackling violence was developing, and few prisoners reported feeling unsafe. Despite this, levels of violence had risen. Provision for prisoners at risk of self-harm was generally appropriate. Formal adult safeguarding arrangements needed further development but some processes were in place to identify those with such needs. Security arrangements supported safety, but new psychoactive substances (NPS) (new drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects) posed a significant challenge. The number of adjudications had increased, as had use of force, but the latter was now well managed. Significant efforts were made to reintegrate men with complex issues who were held in segregation. The need for substance misuse support had increased, and the provision had improved and was now good. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

Prisoners transferring directly to the LDU or Britannia House from other prisons should receive a full induction. (1.6)

Not achieved

Interventions to challenge perpetrators of violent and antisocial behaviour and support for victims of violent or antisocial behaviour should be improved and monitored for effectiveness. (1.16)

Not achieved

Senior managers' justification for holding prisoners at risk in segregation should be improved and include details of alternative locations that were considered. (1.24)

Achieved

A local safeguarding adult's policy and strategy should be developed in consultation with the NSAB. (1.27)

Not achieved

Prisoners should only be strip-searched on the basis of specific intelligence. (1.33)

Not achieved

Managers should monitor a range of data relating to adjudications and analyse it to ensure that the process is used to good effect. (1.39)

Not achieved

The regime in the segregation unit should be further improved. (1.47)

Not achieved

The prison should develop self-help support and ensure that groups such as AA are accessible to prisoners regardless of their location. (1.56)

Not achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2016, overall, living conditions were reasonable. Staff-prisoner relationships were good. Equality and diversity work was reasonable but some aspects needed developing. Staff were taking steps to integrate faith provision into the prison. Complaints were well managed. Only very limited bail information was provided to remand prisoners. Health care was good overall and met most men's needs. Many were negative about the food provided. Shop arrangements were reasonable, although there were delays. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

Showers should be clean and afford adequate privacy. (2.9)

Not achieved

Single cells should not be used for double occupancy. All cells should be in a good decorative condition and contain lockable cupboards and adequately screened toilets with both a seat and lid. (2.10)

Not achieved

The kitchen in Britannia House should be refurbished. (2.11)

Achieved

Cell call bells should receive a prompt response. (2.12)

Not achieved

The reason for the small number of prisoners being released into BASS accommodation should be investigated and the findings acted on. (2.36)

Not achieved

Waiting times for smoking cessation services should be equivalent to those in the community and provision should meet the demand anticipated from the prison's smoke-free initiative. (2.53)

Achieved

The health care centre should be refurbished and there should be a systematic approach to essential maintenance work. (2.54)

Achieved

The use of daily in-possession medicines should be discouraged, except in exceptional circumstances, when the reasons for its use should be recorded. (2.61)

Achieved

Discipline officers should be available during medicines administration times to minimise potential bullying and diversion of supplies. (2.62)

Not achieved

The way patients receive their medicines in the segregation unit should be reviewed and a safer system implemented. (2.63)

Achieved

Medicines should be stored appropriately on the wings. (2.64)

Achieved

The use of out-of-hours medicines stored in the stock cupboard should be monitored. (2.65)

Achieved

Mental health caseloads should be reviewed regularly and care pathways provided by the mental health team should be re-evaluated to ensure there are no unmet needs and prisoners can access an appropriate range of interventions. (2.74)

Achieved

All prisoners requiring enhanced input through the CPA should have comprehensive plans that demonstrate a full assessment and appropriate identification of their care needs. (2.75)

Achieved

The transfer of prisoners to hospital should occur within Department of Health transfer target timescales. (2.76)

Not achieved

Lunch should not be served before noon and the evening meal not before 5pm and breakfast packs should be issued on the day they are to be eaten. (2.82)

Achieved

The kitchen in the local discharge unit should be refurbished and the kitchen on the reception site should be expanded to be fit for purpose. (2.83)

Achieved

Systems should be introduced to enable timely ordering from catalogues and ensure the prompt delivery of newspapers and magazines. (2.87)

Achieved

Purposeful activity

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

At the last inspection, in 2016, time out of cell was now more predictable than previously, and for the majority it was reasonable. The number of men locked up during the day had decreased overall, but was still too high. Ofsted considered the learning and skills provision to have improved and rated it as good overall. Leadership and management was strong. The number and range of activity places had increased and outcomes were generally good. However, links to sentence plans needed to be stronger and attendance at education needed improvement. The library and gym provision were appropriate. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

The prison should provide an unrestricted regime and reduce the number of men locked up during the core working day. (S49)

Not achieved

Recommendations

Managers should improve their use of data and set precise performance targets in order to enhance the self-assessment process. (3.9)

Achieved

Prisoners' sentence plans and skills action plans should be linked to their employment aspirations. (3.16)

Achieved

Short-term target-setting should be improved so prisoners can develop skills and knowledge rather than simply reach qualification outcomes. (3.23)

Achieved

Teachers should promote English and maths in lessons to enhance prisoners' employability skills. (3.24)

Achieved

Regime staff should ensure all prisoners attend education classes. (3.29)

Not achieved

The prison should take steps to further improve the achievements of prisoners studying English and maths. (3.32)

Not achieved

The prison should increase the range of group sports and games to reinforce prisoners' interpersonal skills development. (3.43)

Not achieved

Routine maintenance of the buildings should be carried out and all sports and physical education facilities should be suitable. (3.44)

Achieved

Managers should capture and analyse the participation of different groups of prisoners and take action to ensure equity of access and use. (3.45)

Not achieved

Resettlement

Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

At the last inspection, in 2016, the prison had a good understanding of the resettlement needs of the population and had developed a series of objectives to deliver and enhance provision. Work at Britannia House was impressive and included significant use of release on temporary licence (ROTL). The LDU also provided some good opportunities but its focus needed clarifying. Good progress had been made in reducing the backlog of assessments, but sentence plans did not sufficiently drive work to reduce risks and offender supervisors' contact with the men was intermittent. Home detention curfew (HDC) processes had improved, public protection measures were appropriate and categorisation was up to date. Reintegration work had improved since the last inspection, but was still too varied; however, children and families work was good. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

Offender supervisors should: contact prisoners to discuss their sentence plans; communicate sentence plan targets through the Prison Service IT system; and respond to significant changes in circumstances. Any significant events in a prisoner's sentence should be communicated to their offender supervisor. (S50)

Not achieved

Recommendations

The LDU should be developed to provide focused resettlement services, including specialist offender management and CRC provision. (4.6)

Not achieved

HDC decisions should be kept under review to assure senior managers that they are reasonable. (4.17)

Achieved

MAPPA levels and risk management plans should be confirmed with offender managers before the release of all MAPPA eligible prisoners. (4.21)

Not achieved

Resettlement work should be adequately resourced and supported so that there is provision for all the resettlement needs identified in assessments. (4.29)

Achieved

The prison should monitor prisoners released with no fixed accommodation and address any patterns that emerge. (4.31)

Not achieved

All prisoners should receive careers advice prior to release and advisors should have access to sentence plans to inform their assessment of prisoners' long-term resettlement needs. (4.34)

Achieved

All prisoners preparing for release should be able to use the virtual campus more frequently and purposefully. (4.35)

Achieved

Appendix III: Care Quality Commission Requirement Notice



Requirement Notices

Provider: Community Dental Services CIC
Location: HMP Norwich
Location ID: 1-191589944
Regulated activities: Regulation 17 Good Governance.

Action we have told the provider to take

The table below shows the regulations that were not being met. The provider must send CQC a report that says what action it is going to take to meet these regulations.

Regulation 12

Care and treatment must be provided in a safe way for service users

How the regulation was not being met:

The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:

- Not all areas of the dental suite were cleaned thoroughly.

The equipment being used to care for and treat service users was not used in a safe way. In particular:

- Staff were not following the providers standard operating procedure
- There was no log of equipment maintenance or servicing to ensure that dental equipment was safe and suitable for use.
- No service records were available for the ultrasonic baths and the washer-disinfector.
- A label showed that the autoclaves were last serviced in May 2017.
- Staff did not have access to all equipment necessary to test dental equipment effectively or as per national guidance.

Regulation 17	Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
How the regulation was not being met: There were no systems or processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular, in relation to ensuring the integrity of dental instruments. <ul style="list-style-type: none">• There was no weekly documented decontamination audit for the two clinic rooms.• There was no system to ensure that staff were carrying out the decontamination process or aseptic technique safely and in accordance with the providers standard operating procedure and national guidance• Staff did not complete any clinical audits for decontamination or for the equipment used.• Managers had not carried out the annual decontamination audit which was due by September 2019.	

Appendix IV: Photographs



Broken and dirty food trollies

Appendix V: Prison population profile

Please note: the following figures were supplied by the establishment and any errors or omissions are the establishment's own.

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	40	363	56.8%
Recall	4	78	11.5%
Convicted unsentenced	15	64	11.1%
Remand	10	105	16.2%
Civil prisoners	0	3	0.4%
Detainees	0	3	0.4%
Total	70	640	100%

Sentence	18–20 yr olds	21 and over	%
Unsentenced	26	175	28.3%
Less than 6 months	4	56	8.5%
6 months to less than 12 months	1	48	6.9%
12 months to less than 2 years	6	55	8.6%
2 years to less than 4 years	19	129	20.8%
4 years to less than 10 years	11	108	16.8%
10 years and over (not life)	2	31	4.6%
ISPP (indeterminate sentence for public protection)	0	14	2.0%
Life	1	24	5.5%
Total	70	640	100%

Age	Number of prisoners	%
Please state minimum age here:	18	
Under 21 years	70	9.9%
21 years to 29 years	215	30.3%
30 years to 39 years	197	27.7%
40 years to 49 years	134	18.9%
50 years to 59 years	65	9.2%
60 years to 69 years	15	2.1%
70 plus years	14	2.0%
Please state maximum age here:	89	
Total	710	100%

Nationality	18–20 yr olds	21 and over	%
British	62	570	89%
Foreign nationals	8	66	10.4%
Not Stated	0	4	0.6%
Total	70	640	100%

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	24	167	26.9
Uncategorised sentenced			
Category A	0	0	0%
Category B	0	59	8.3%
Category C	0	352	49.7%
Category D	0	44	6.2%
Other	3	15	2.5%
YOI Closed	43	3	6.3%
Total	70	640	100%

Ethnicity	18–20 yr olds	21 and over	%
White			
British	39	473	72.1%
Irish	1	4	0.7%
Gypsy/Irish Traveller	1	9	1.4%
Other white	10	42	7.3%
Mixed			
White and black Caribbean	3	17	2.8%
White and black African	3	5	1.1%
White and Asian	0	3	0.4%
Other mixed	1	5	0.8%
Asian or Asian British			
Indian	0	1	0.1%
Pakistani	0	4	0.6%
Bangladeshi	0	5	0.7%
Chinese	0	0	0%
Other Asian	1	7	1.1%
Black or black British			
Caribbean	3	28	4.4%
African	0	15	2.1%
Other black	7	12	2.7%
Other ethnic group			
Arab	0	1	0.1%
Other ethnic group	0	2	0.3%
Not stated	1	7	1.1%
Total	70	640	100%

Religion	18–20 yr olds	21 and over	%
Baptist	0	0	0%
Church of England	3	102	14.8%
Roman Catholic	11	126	19.3%
Other Christian denominations	11	101	15.8%
Muslim	10	68	11.8%
Sikh	0	0	0%
Hindu	0	2	0.3%
Buddhist	0	13	1.8%
Jewish	0	4	0.6%
Other	1	10	1.5%
No religion	34	209	34.2
Total	70	640	100%

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)	0	0	0%
Total			

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	7	1.0%	122	17.2%
1 month to 3 months	10	1.4%	135	19.0%
3 months to 6 months	7	1.0%	79	11.1%
6 months to 1 year	11	1.5%	75	10.6%
1 year to 2 years	9	1.3%	46	6.5%
2 years to 4 years	0	0.0%	7	1.0%
4 years or more	0	0.0%	1	0.1%
Total	44	6.2%	465	65.5%

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	0%
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/ restrictions).	0	0	0%
Total	0	0	0%

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	7	3.5%	68	33.8%
1 month to 3 months	6	3.0%	47	23.4%
3 months to 6 months	6	3.0%	42	20.9%
6 months to 1 year	6	3.0%	17	8.5%
1 year to 2 years				
2 years to 4 years				
4 years or more				
Total	26	3.7%	175	54.6%

Main offence	18–20 yr olds	21 and over	%
Violence against the person	2	5	1%
Sexual offences		1	0.1%
Burglary		27	3.9%
Robbery	1	44	6.5%
Theft and handling			
Fraud and forgery			
Drugs offences		30	4.3%
Other offences		40	5.8%
Civil offences			
Offence not recorded /holding warrant	11	535	78.4%
Total	14	682	100%

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Appendix VI: Prisoner survey methodology and results

Prisoner survey methodology

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.¹⁹

The questionnaire is available in 14 languages and can also be administered via a telephone translation service if necessary.

The questionnaire was revised during 2016–17, in consultation with both inspectors and prisoners. The current version has been in use since September 2017.

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a power calculation, HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.²⁰

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.²¹ Prisoners are made aware that participation in the survey is voluntary; prisoners who decline to participate are not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 21 October 2019 the prisoner population at HMP Norwich was 674 at the closed site and 36 at Britannia House. Using the sampling method described above, questionnaires were distributed to 203 prisoners on the closed site and to 34 prisoners in Britannia House.²²

¹⁹ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

²⁰ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

²¹ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

¹⁶ Questionnaires were not distributed to two prisoners who were on release on temporary licence at the time of the survey.

On the closed site we received a total of 170 completed questionnaires, a response rate of 84%. This included one questionnaire completed via face-to-face interview. Ten prisoners declined to participate in the survey and twenty-three questionnaires were either not returned at all, or returned blank.

In Britannia House we received a total of 27 completed questionnaires, a response rate of 79%. Seven questionnaires were either not returned at all, or returned blank.

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Norwich. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.²³ Missing responses have been excluded from all analyses.

Full survey results

A full breakdown of responses is provided for every question. Percentages have been rounded and therefore may not add up to 100%.

Responses from HMP Norwich (closed) compared with those from other HMI Prisons surveys²⁴

- Survey responses from HMP Norwich in 2019 compared with survey responses from other local prisons inspected since September 2017.
- Survey responses from HMP Norwich in 2019 compared with survey responses from HMP Norwich in 2016.

Comparisons between different residential locations within HMP Norwich 2019

- Responses of prisoners on vulnerable prisoner unit (C wing) compared with those from the rest of the establishment.
- Responses of prisoners on local discharge unit (F, G and L wing) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP Norwich 2019²⁵

- Responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- Responses of Muslim prisoners compared with those of non-Muslim prisoners.
- Responses of prisoners who reported that they had a disability compared to those who did not.
- Responses of prisoners who reported that they had mental health problems compared with those who did not.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.

²³ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

²⁴ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

²⁵ These analyses are carried out on summary data from selected survey questions only.

Responses from HMP Norwich (Britannia House) 2019 compared with those from other HMIP surveys²⁶

- Survey responses from HMP Norwich (Britannia House) in 2019 compared with survey responses from other open prisons inspected since September 2017.
- Survey responses from HMP Norwich (Britannia House) in 2019 compared with survey responses from HMP Norwich (Britannia House) in 2016.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁷

In the comparator analyses, statistically significant differences are indicated by shading.²⁸ Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

²⁶ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

²⁷ A minimum of 10 responses which must also represent at least 10% of the total response.

²⁸ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

Survey summary

Britannia House

Background information

I.1	What wing or houseblock are you currently living on?	
	Britannia house	27 (100%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25	0 (0%)
	26 - 29	4 (15%)
	30 - 39	4 (15%)
	40 - 49	12 (44%)
	50 - 59	6 (22%)
	60 - 69	1 (4%)
	70 or over	0 (0%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	17 (68%)
	White - Irish	0 (0%)
	White - Gypsy or Irish Traveller	0 (0%)
	White - any other White background	1 (4%)
	Mixed - White and Black Caribbean	0 (0%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background	1 (4%)
	Asian/ Asian British - Indian	0 (0%)
	Asian/ Asian British - Pakistani	0 (0%)
	Asian/ Asian British - Bangladeshi	0 (0%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean	3 (12%)
	Black/ Black British - African	2 (8%)
	Black - any other Black/ African/ Caribbean background	0 (0%)
	Arab	0 (0%)
	Any other ethnic group	1 (4%)
I.4	How long have you been in this prison?	
	Less than 6 months	5 (19%)
	6 months or more	21 (81%)
I.5	Are you currently serving a sentence?	
	Yes	27 (100%)
	Yes - on recall	0 (0%)
	No - on remand or awaiting sentence	0 (0%)
	No - immigration detainee	0 (0%)

1.6	How long is your sentence?	
	Less than 6 months.....	1 (4%)
	6 months to less than 1 year.....	0 (0%)
	1 year to less than 4 years.....	5 (19%)
	4 years to less than 10 years.....	10 (37%)
	10 years or more.....	8 (30%)
	IPP (indeterminate sentence for public protection).....	1 (4%)
	Life.....	2 (7%)
	Not currently serving a sentence.....	0 (0%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes.....	10 (37%)
	No.....	16 (59%)
	Don't remember.....	1 (4%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours.....	14 (58%)
	2 hours or more.....	5 (21%)
	Don't remember.....	5 (21%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes.....	20 (87%)
	No.....	2 (9%)
	Don't remember.....	1 (4%)
2.4	Overall, how were you treated in reception?	
	Very well.....	9 (38%)
	Quite well.....	12 (50%)
	Quite badly.....	1 (4%)
	Very badly.....	1 (4%)
	Don't remember.....	1 (4%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	12 (44%)
	Contacting family.....	5 (19%)
	Arranging care for children or other dependants.....	0 (0%)
	Contacting employers.....	2 (7%)
	Money worries.....	4 (15%)
	Housing worries.....	3 (11%)
	Feeling depressed.....	6 (22%)
	Feeling suicidal.....	1 (4%)
	Other mental health problems.....	1 (4%)
	Physical health problems.....	1 (4%)
	Drug or alcohol problems (e.g. withdrawal).....	1 (4%)
	Problems getting medication.....	8 (30%)
	Needing protection from other prisoners.....	0 (0%)
	Lost or delayed property.....	7 (26%)
	Other problems.....	2 (7%)
	Did not have any problems.....	8 (30%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes.....	9 (33%)
	No.....	10 (37%)
	Did not have any problems when I first arrived.....	8 (30%)

First night and induction

3.1 Before you were locked up on your first night here, were you offered any of the following things?

Tobacco or nicotine replacement.....	14 (58%)
Toiletries / other basic items	14 (58%)
A shower.....	9 (38%)
A free phone call	8 (33%)
Something to eat.....	15 (63%)
The chance to see someone from health care	11 (46%)
The chance to talk to a Listener or Samaritans.....	7 (29%)
Support from another prisoner (e.g. Insider or buddy).....	4 (17%)
Wasn't offered any of these things	7 (29%)

3.2 On your first night in this prison, how clean or dirty was your cell?

Very clean	5 (19%)
Quite clean	7 (27%)
Quite dirty	6 (23%)
Very dirty	7 (27%)
Don't remember	1 (4%)

3.3 Did you feel safe on your first night here?

Yes	24 (92%)
No.....	2 (8%)
Don't remember	0 (0%)

3.4 In your first few days here, did you get:

	Yes	No	Don't remember
Access to the prison shop / canteen?	6 (26%)	16 (70%)	1 (4%)
Free PIN phone credit?	11 (46%)	12 (50%)	1 (4%)
Numbers put on your PIN phone?	7 (29%)	14 (58%)	3 (13%)

3.5 Did your induction cover everything you needed to know about this prison?

Yes.....	10 (38%)
No.....	6 (23%)
Have not had an induction.....	10 (38%)

On the wing

4.1 Are you in a cell on your own?

Yes.....	8 (31%)
No, I'm in a shared cell or dormitory.....	18 (69%)

4.2 Is your cell call bell normally answered within 5 minutes?

Yes.....	1 (4%)
No.....	6 (25%)
Don't know.....	2 (8%)
Don't have a cell call bell.....	15 (63%)

4.3 Please answer the following questions about the wing or houseblock you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	24 (92%)	1 (4%)	1 (4%)
Can you shower every day?	26 (100%)	0 (0%)	0 (0%)
Do you have clean sheets every week?	19 (76%)	4 (16%)	2 (8%)
Do you get cell cleaning materials every week?	15 (63%)	8 (33%)	1 (4%)
Is it normally quiet enough for you to relax or sleep at night?	20 (77%)	6 (23%)	0 (0%)
Can you get your stored property if you need it?	12 (46%)	7 (27%)	7 (27%)

4.4 Normally, how clean or dirty are the communal / shared areas of your wing or houseblock (landings, stairs, wing showers etc.)?

Very clean	3 (12%)
Quite clean	14 (54%)
Quite dirty	9 (35%)
Very dirty	0 (0%)

Food and canteen

5.1 What is the quality of food like in this prison?

Very good	0 (0%)
Quite good	4 (15%)
Quite bad	9 (35%)
Very bad	13 (50%)

5.2 Do you get enough to eat at mealtimes?

Always	4 (17%)
Most of the time	5 (22%)
Some of the time	10 (43%)
Never	4 (17%)

5.3 Does the shop / canteen sell the things that you need?

Yes	14 (54%)
No	4 (15%)
Don't know	8 (31%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	24 (96%)
No	1 (4%)

6.2 Are there any staff here you could turn to if you had a problem?

Yes	25 (100%)
No	0 (0%)

6.3 In the last week, has any member of staff talked to you about how you are getting on?

Yes	12 (46%)
No	14 (54%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	12 (48%)
	Quite helpful.....	5 (20%)
	Not very helpful	1 (4%)
	Not at all helpful.....	3 (12%)
	Don't know.....	1 (4%)
	Don't have a personal / named officer	3 (12%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	7 (27%)
	Sometimes.....	11 (42%)
	Hardly ever.....	8 (31%)
	Don't know.....	0 (0%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	16 (64%)
	No.....	9 (36%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	6 (23%)
	Yes, but things don't change.....	10 (38%)
	No.....	7 (27%)
	Don't know.....	3 (12%)

Faith

7.1	What is your religion?	
	No religion.....	9 (36%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	14 (56%)
	Buddhist.....	2 (8%)
	Hindu.....	0 (0%)
	Jewish.....	0 (0%)
	Muslim.....	0 (0%)
	Sikh.....	0 (0%)
	Other.....	0 (0%)
7.2	Are your religious beliefs respected here?	
	Yes.....	14 (54%)
	No.....	0 (0%)
	Don't know.....	3 (12%)
	Not applicable (no religion).....	9 (35%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	12 (46%)
	No.....	0 (0%)
	Don't know.....	5 (19%)
	Not applicable (no religion).....	9 (35%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	16 (62%)
	No.....	0 (0%)
	Don't know.....	1 (4%)
	Not applicable (no religion).....	9 (35%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	15 (60%)
	No.....	10 (40%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	9 (35%)
	No.....	17 (65%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	26 (100%)
	No.....	0 (0%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	5 (20%)
	Quite easy.....	15 (60%)
	Quite difficult	2 (8%)
	Very difficult	3 (12%)
	Don't know.....	0 (0%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	1 (4%)
	About once a week.....	7 (27%)
	Less than once a week.....	14 (54%)
	Not applicable (don't get visits)	4 (15%)
8.6	Do visits usually start and finish on time?	
	Yes	18 (82%)
	No.....	4 (18%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	21 (95%)
	No.....	1 (5%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	23 (88%)
	Yes, but these times are not usually kept to	2 (8%)
	No.....	1 (4%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	0 (0%)
	2 to 6 hours.....	2 (8%)
	6 to 10 hours	3 (12%)
	10 hours or more	21 (81%)
	Don't know.....	0 (0%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	0 (0%)
	2 to 6 hours.....	2 (8%)
	6 to 10 hours	6 (25%)
	10 hours or more	15 (63%)
	Don't know.....	1 (4%)

9.4 How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?

None	0 (0%)
1 or 2	0 (0%)
3 to 5.....	0 (0%)
More than 5.....	24 (100%)
Don't know.....	0 (0%)

9.5 How many days in a typical week do you get association, if you want it?

None	0 (0%)
1 or 2	0 (0%)
3 to 5.....	2 (8%)
More than 5.....	21 (84%)
Don't know.....	2 (8%)

9.6 How many days in a typical week could you go outside for exercise, if you wanted to?

None	0 (0%)
1 or 2	0 (0%)
3 to 5.....	0 (0%)
More than 5.....	22 (92%)
Don't know.....	2 (8%)

9.7 Typically, how often do you go to the gym?

Twice a week or more	20 (80%)
About once a week.....	2 (8%)
Less than once a week.....	0 (0%)
Never	3 (12%)

9.8 Typically, how often do you go to the library?

Twice a week or more	10 (40%)
About once a week.....	7 (28%)
Less than once a week.....	1 (4%)
Never	7 (28%)

9.9 Does the library have a wide enough range of materials to meet your needs?

Yes	17 (71%)
No.....	0 (0%)
Don't use the library	7 (29%)

Applications, complaints and legal rights**10.1 Is it easy for you to make an application?**

Yes.....	22 (85%)
No.....	2 (8%)
Don't know.....	2 (8%)

10.2 If you have made any applications here, please answer the questions below:

	Yes	No	Not made any applications
Are applications usually dealt with fairly?	8 (35%)	10 (43%)	5 (22%)
Are applications usually dealt with within 7 days?	8 (35%)	10 (43%)	5 (22%)

I0.3 Is it easy for you to make a complaint?

Yes.....	22 (88%)
No.....	0 (0%)
Don't know.....	3 (12%)

I0.4 If you have made any complaints here, please answer the questions below:

	Yes	No	Not made any complaints
Are complaints usually dealt with fairly?	3 (14%)	11 (52%)	7 (33%)
Are complaints usually dealt with within 7 days?	4 (19%)	10 (48%)	7 (33%)

I0.5 Have you ever been prevented from making a complaint here when you wanted to?

Yes.....	6 (26%)
No.....	13 (57%)
Not wanted to make a complaint.....	4 (17%)

I0.6 In this prison, is it easy or difficult for you to...

	Easy	Difficult	Don't know	Don't need this
Communicate with your solicitor or legal representative?	13 (57%)	3 (13%)	4 (17%)	3 (13%)
Attend legal visits?	14 (64%)	1 (5%)	4 (18%)	3 (14%)
Get bail information?	4 (18%)	1 (5%)	7 (32%)	10 (45%)

I0.7 Have staff here ever opened letters from your solicitor or legal representative when you were not present?

Yes.....	11 (46%)
No.....	10 (42%)
Not had any legal letters.....	3 (13%)

Health care**I1.1 How easy or difficult is it to see the following people?**

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Doctor	8 (31%)	7 (27%)	4 (15%)	5 (19%)	2 (8%)
Nurse	8 (31%)	7 (27%)	3 (12%)	4 (15%)	4 (15%)
Dentist	7 (27%)	5 (19%)	4 (15%)	8 (31%)	2 (8%)
Mental health workers	5 (21%)	3 (13%)	1 (4%)	3 (13%)	12 (50%)

I1.2 What do you think of the quality of the health service from the following people?

	Very good	Quite good	Quite bad	Very bad	Don't know
Doctor	10 (45%)	5 (23%)	0 (0%)	2 (9%)	5 (23%)
Nurse	10 (45%)	5 (23%)	1 (5%)	2 (9%)	4 (18%)
Dentist	7 (32%)	6 (27%)	1 (5%)	3 (14%)	5 (23%)
Mental health workers	5 (23%)	2 (9%)	1 (5%)	1 (5%)	13 (59%)

I1.3 Do you have any mental health problems?

Yes.....	5 (20%)
No.....	20 (80%)

I1.4 Have you been helped with your mental health problems in this prison?

Yes.....	1 (4%)
No.....	4 (16%)
Don't have any mental health problems.....	20 (80%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	10 (42%)
	Quite good	4 (17%)
	Quite bad	4 (17%)
	Very bad	1 (4%)
	Don't know.....	5 (21%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	2 (8%)
	No.....	23 (92%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	2 (8%)
	No.....	0 (0%)
	Don't have a disability	23 (92%)
12.3	Have you been on an ACCT in this prison?	
	Yes	0 (0%)
	No.....	24 (100%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	0 (0%)
	No.....	0 (0%)
	Have not been on an ACCT in this prison.....	24 (100%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	5 (20%)
	Quite easy	3 (12%)
	Quite difficult	0 (0%)
	Very difficult	0 (0%)
	Don't know.....	13 (52%)
	No Listeners at this prison	4 (16%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	2 (8%)
	No.....	23 (92%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	1 (4%)
	No.....	1 (4%)
	Did not / do not have an alcohol problem	23 (92%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	2 (8%)
	No.....	23 (92%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	0 (0%)
	No.....	24 (100%)

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	0 (0%)
	No.....	24 (100%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	1 (4%)
	No.....	1 (4%)
	Did not / do not have a drug problem.....	22 (92%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	8 (31%)
	Quite easy.....	2 (8%)
	Quite difficult	0 (0%)
	Very difficult	1 (4%)
	Don't know.....	15 (58%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	4 (16%)
	Quite easy.....	1 (4%)
	Quite difficult	0 (0%)
	Very difficult	2 (8%)
	Don't know.....	18 (72%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	6 (23%)
	No.....	20 (77%)
14.2	Do you feel unsafe now?	
	Yes	2 (8%)
	No.....	24 (92%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply.)	
	Verbal abuse.....	6 (25%)
	Threats or intimidation.....	5 (21%)
	Physical assault.....	1 (4%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property.....	0 (0%)
	Other bullying / victimisation	1 (4%)
	Not experienced any of these from prisoners here.....	18 (75%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	8 (33%)
	No.....	16 (67%)

14.5 Have you experienced any of the following types of bullying / victimisation from staff here?*(Please tick all that apply.)*

Verbal abuse	1 (5%)
Threats or intimidation.....	4 (18%)
Physical assault.....	0 (0%)
Sexual assault.....	0 (0%)
Theft of canteen or property.....	0 (0%)
Other bullying / victimisation	1 (5%)
Not experienced any of these from staff here.....	17 (77%)

14.6 If you were being bullied / victimised by staff here, would you report it?

Yes	11 (46%)
No.....	13 (54%)

Behaviour management**15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?**

Yes	14 (54%)
No.....	6 (23%)
Don't know what the incentives / rewards are	6 (23%)

15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?

Yes	13 (52%)
No.....	6 (24%)
Don't know.....	4 (16%)
Don't know what this is	2 (8%)

15.3 Have you been physically restrained by staff in this prison in the last 6 months?

Yes	0 (0%)
No.....	25 (100%)

15.4 If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?

Yes	0 (0%)
No.....	0 (0%)
Don't remember	0 (0%)
Not been restrained here in last 6 months	25 (100%)

15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?

Yes	0 (0%)
No.....	26 (100%)

15.6 If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:

	Yes	No
Were you treated well by segregation staff?	0 (0%)	0 (0%)
Could you shower every day?	0 (0%)	0 (0%)
Could you go outside for exercise every day?	0 (0%)	0 (0%)
Could you use the phone every day (if you had credit)?	0 (0%)	0 (0%)

Education, skills and work

16.1 Is it easy or difficult to get into the following activities in this prison?

	Easy	Difficult	Don't know	Not available here
Education	11 (48%)	3 (13%)	5 (22%)	4 (17%)
Vocational or skills training	8 (35%)	4 (17%)	6 (26%)	5 (22%)
Prison job	18 (78%)	3 (13%)	2 (9%)	0 (0%)
Voluntary work outside of the prison	7 (30%)	10 (43%)	6 (26%)	0 (0%)
Paid work outside of the prison	5 (20%)	17 (68%)	3 (12%)	0 (0%)

16.2 If you have done any of these activities while in this prison, do you think they will help you on release?

	Yes, will help	No, won't help	Not done this
Education	14 (70%)	4 (20%)	2 (10%)
Vocational or skills training	12 (60%)	2 (10%)	6 (30%)
Prison job	9 (43%)	12 (57%)	0 (0%)
Voluntary work outside of the prison	8 (42%)	3 (16%)	8 (42%)
Paid work outside of the prison	12 (52%)	1 (4%)	10 (43%)

16.3 Do staff encourage you to attend education, training or work?

Yes	15 (63%)
No.....	8 (33%)
Not applicable (e.g. if you are retired, sick or on remand)	1 (4%)

Planning and progression

17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)

Yes	14 (54%)
No.....	12 (46%)

17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?

Yes	13 (93%)
No.....	0 (0%)
Don't know what my objectives or targets are.....	1 (7%)

17.3 Are staff here supporting you to achieve your objectives or targets?

Yes	6 (50%)
No.....	5 (42%)
Don't know what my objectives or targets are.....	1 (8%)

17.4 If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?

	Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes	4 (33%)	1 (8%)	7 (58%)
Other programmes	2 (20%)	1 (10%)	7 (70%)
One to one work	2 (20%)	1 (10%)	7 (70%)
Being on a specialist unit	1 (10%)	0 (0%)	9 (90%)
ROTL - day or overnight release	8 (57%)	1 (7%)	5 (36%)

Preparation for release**18.1 Do you expect to be released in the next 3 months?**

Yes.....	8 (32%)
No.....	15 (60%)
Don't know.....	2 (8%)

18.2 How close is this prison to your home area or intended release address?

Very near.....	2 (25%)
Quite near.....	4 (50%)
Quite far.....	2 (25%)
Very far.....	0 (0%)

18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?

Yes.....	6 (75%)
No.....	2 (25%)

18.4 Are you getting help to sort out the following things for when you are released?

	Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
Finding accommodation	1 (13%)	2 (25%)	5 (63%)
Getting employment	3 (38%)	2 (25%)	3 (38%)
Setting up education or training	1 (13%)	1 (13%)	6 (75%)
Arranging benefits	2 (25%)	1 (13%)	5 (63%)
Sorting out finances	1 (13%)	2 (25%)	5 (63%)
Support for drug or alcohol problems	1 (13%)	1 (13%)	6 (75%)
Health / mental health support	1 (13%)	2 (25%)	5 (63%)
Social care support	1 (13%)	2 (25%)	5 (63%)
Getting back in touch with family or friends	2 (25%)	1 (13%)	5 (63%)

More about you**19.1 Do you have children under the age of 18?**

Yes.....	16 (62%)
No.....	10 (38%)

19.2 Are you a UK / British citizen?

Yes.....	26 (100%)
No.....	0 (0%)

19.3 Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?

Yes.....	0 (0%)
No.....	26 (100%)

19.4 Have you ever been in the armed services (e.g. army, navy, air force)?

Yes.....	0 (0%)
No.....	26 (100%)

19.5 What is your gender?

Male.....	26 (100%)
Female.....	0 (0%)
Non-binary.....	0 (0%)
Other.....	0 (0%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	26 (100%)
	Gay / lesbian / homosexual.....	0 (0%)
	Bisexual.....	0 (0%)
	Other	0 (0%)
19.7	Do you identify as transgender or transsexual?	
	Yes.....	0 (0%)
	No.....	26 (100%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend.....	0 (0%)
	Less likely to offend.....	18 (72%)
	Made no difference	7 (28%)

HMP Norwich 2019

Comparison of survey responses from different residential locations

In this table responses from the vulnerable prisoner unit (C wing) are compared with those from the rest of the establishment.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Vulnerable prisoner unit (C wing)	Rest of the establishment
22	141

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	14%	9%
	Are you 25 years of age or younger?	27%	24%
	Are you 50 years of age or older?	14%	15%
	Are you 70 years of age or older?	0%	1%
1.3	Are you from a minority ethnic group?	9%	17%
1.4	Have you been in this prison for less than 6 months?	64%	70%
1.5	Are you currently serving a sentence?	77%	64%
	Are you on recall?	32%	14%
1.6	Is your sentence less than 12 months?	9%	30%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	3%
7.1	Are you Muslim?	0%	12%
11.3	Do you have any mental health problems?	73%	52%
12.1	Do you consider yourself to have a disability?	55%	42%
19.1	Do you have any children under the age of 18?	32%	45%
19.2	Are you a foreign national?	5%	8%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	18%	6%
19.4	Have you ever been in the armed services?	18%	5%
19.5	Is your gender female or non-binary?	5%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	19%	2%
19.7	Do you identify as transgender or transsexual?	9%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	27%	14%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Vulnerable prisoner unit (C wing)	
Rest of the establishment	
	22
	141

	- Arranging care for children or other dependents?	14%	3%
	- Contacting employers?	5%	4%
	- Money worries?	36%	24%
	- Housing worries?	23%	28%
	- Feeling depressed?	50%	41%
	- Feeling suicidal?	32%	16%
	- Other mental health problems?	32%	29%
	- Physical health problems?	5%	21%
	- Drugs or alcohol (e.g. withdrawal)?	18%	38%
	- Getting medication?	18%	27%
	- Needing protection from other prisoners?	23%	9%
	- Lost or delayed property?	18%	21%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	47%	39%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	68%	75%
	- Toiletries / other basic items?	59%	51%
	- A shower?	5%	19%
	- A free phone call?	14%	39%
	- Something to eat?	86%	78%
	- The chance to see someone from health care?	77%	60%
	- The chance to talk to a Listener or Samaritans?	18%	16%
	- Support from another prisoner (e.g. Insider or buddy)?	5%	12%
	- None of these?	5%	8%
3.2	On your first night in this prison, was your cell very / quite clean?	46%	18%
3.3	Did you feel safe on your first night here?	59%	68%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	23%	22%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Vulnerable prisoner unit (C wing)	Rest of the establishment
22	141

4.2	Is your cell call bell normally answered within 5 minutes?	0%	13%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	64%	57%
	- Can you shower every day?	62%	85%
	- Do you have clean sheets every week?	52%	50%
	- Do you get cell cleaning materials every week?	62%	50%
	- Is it normally quiet enough for you to relax or sleep at night?	40%	48%
	- Can you get your stored property if you need it?	35%	18%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	77%	56%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	55%	34%
5.2	Do you get enough to eat at meal-times always / most of the time?	50%	26%
5.3	Does the shop / canteen sell the things that you need?	77%	66%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	91%	72%
6.2	Are there any staff here you could turn to if you had a problem?	86%	71%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	41%	24%
6.4	Do you have a personal officer?	64%	60%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	36%	40%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	5%	7%
6.6	Do you feel that you are treated as an individual in this prison?	41%	42%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	68%	38%
	If so, do things sometimes change?	33%	24%
FAITH			
7.1	Do you have a religion?	64%	61%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	77%	62%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	92%	66%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Vulnerable prisoner unit (C wing)	Rest of the establishment
22	141

Number of completed questionnaires returned

<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	40%	54%
8.7	Are your visitors usually treated respectfully by staff?	93%	78%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	83%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	50%	46%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	9%	21%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	5%	4%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	18%	27%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	2%
9.4	Do you have time to do domestics more than 5 days in a typical week?	32%	39%
9.5	Do you get association more than 5 days in a typical week, if you want it?	59%	46%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	86%	49%
9.7	Do you typically go to the gym twice a week or more?	32%	27%
9.8	Do you typically go to the library once a week or more?	68%	39%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	47%	47%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	91%	65%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	76%	42%
	Are applications usually dealt with within 7 days?	42%	29%
10.3	Is it easy for you to make a complaint?	77%	53%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	57%	30%
	Are complaints usually dealt with within 7 days?	36%	23%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	20%	25%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	50%	29%
		---	---

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Vulnerable prisoner unit (C wing)	Rest of the establishment
22	141

	- Nurse?	71%	40%
	- Dentist?	24%	9%
	- Mental health workers?	52%	20%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	68%	43%
	- Nurse?	82%	52%
	- Dentist?	67%	22%
	- Mental health workers?	55%	29%
11.3	Do you have any mental health problems?	73%	52%
	<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	87%	30%
11.5	Do you think the overall quality of the health services here is very / quite good?	59%	35%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	55%	42%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	73%	25%
12.3	Have you been on an ACCT in this prison?	46%	19%
	<i>For those who have been on an ACCT:</i>		
12.4	Did you feel cared for by staff?	70%	30%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	64%	23%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	18%	32%
	<i>For those who had / have an alcohol problem:</i>		
13.2	Have you been helped with your alcohol problem in this prison?	50%	56%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	32%	41%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	18%	11%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	14%	11%
	<i>For those who had / have a drug problem:</i>		
13.6	Have you been helped with your drug problem in this prison?	57%	44%
13.7	Is it very / quite easy to get illicit drugs in this prison?	55%	39%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Vulnerable prisoner unit (C wing)	Rest of the establishment
22	141

	- Threats or intimidation?	55%	28%
	- Physical assault?	14%	15%
	- Sexual assault?	14%	2%
	- Theft of canteen or property?	36%	29%
	- Other bullying / victimisation?	23%	15%
	- Not experienced any of these from prisoners here	27%	58%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	46%	27%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	19%	27%
	- Threats or intimidation?	5%	17%
	- Physical assault?	0%	7%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	5%	9%
	- Other bullying / victimisation?	10%	11%
	- Not experienced any of these from staff here	76%	63%
14.6	If you were being bullied / victimised by staff here, would you report it?	68%	43%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	59%	30%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	52%	29%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	5%	8%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	100%	20%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	5%	3%
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>			
15.6	Were you treated well by segregation staff?	100%	75%
	Could you shower every day?	100%	75%
	Could you go outside for exercise every day?	100%	75%
	Could you use the phone every day (if you had credit)?	100%	75%
EDUCATION, SKILLS AND WORK			

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Vulnerable prisoner unit (C wing)	Rest of the establishment
22	141

	- Education?	58%	80%
	- Vocational or skills training?	50%	65%
	- Prison job?	95%	79%
	- Voluntary work outside of the prison?	24%	38%
	- Paid work outside of the prison?	24%	37%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	82%	61%
	- Vocational or skills training?	67%	68%
	- Prison job?	60%	44%
	- Voluntary work outside of the prison?	50%	51%
	- Paid work outside of the prison?	50%	61%
16.3	Do staff encourage you to attend education, training or work?	75%	47%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	43%	24%
<i>For those who have a custody plan:</i>			
17.2	Do you understand what you need to do to achieve your objectives or targets?	78%	87%
17.3	Are staff helping you to achieve your objectives or targets?	63%	39%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	14%	54%
	- Other programmes?	0%	57%
	- One to one work?	14%	54%
	- Been on a specialist unit?	0%	29%
	- ROTL - day or overnight release?	0%	21%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	100%	53%
	- Other programmes?		63%
	- One to one work?	100%	67%
	- Being on a specialist unit?		50%
	- ROTL - day or overnight release?		50%
PREPARATION FOR RELEASE			

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

	Vulnerable prisoner unit (C wing)	Rest of the establishment
Number of completed questionnaires returned	22	141

	- Setting up education or training?	40%	41%
	- Arranging benefits?	25%	76%
	- Sorting out finances?	25%	67%
	- Support for drug or alcohol problems?	0%	53%
	- Health / mental Health support?	25%	59%
	- Social care support?	0%	38%
	- Getting back in touch with family or friends?	0%	42%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	0%	24%
	- Getting employment?	50%	18%
	- Setting up education or training?	0%	18%
	- Arranging benefits?	100%	32%
	- Sorting out finances?	0%	25%
	- Support for drug or alcohol problems?		58%
	- Health / mental Health support?	0%	19%
	- Social care support?		13%
	- Getting back in touch with family or friends?		22%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	52%	53%

HMP Norwich 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners from black and minority ethnic groups are compared with those of white prisoners
- Muslim prisoners' responses are compared with those of non-Muslim prisoners

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
27	141	17	149

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	44%	20%	53%	21%
	Are you 50 years of age or older?	15%	15%	0%	17%
1.3	Are you from a minority ethnic group?			56%	12%
7.1	Are you Muslim?	33%	5%		
11.3	Do you have any mental health problems?	41%	59%	35%	58%
12.1	Do you consider yourself to have a disability?	39%	47%	44%	46%
19.2	Are you a foreign national?	19%	5%	40%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	9%	0%	9%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	78%	88%	94%	85%
2.4	Overall, were you treated very / quite well in reception?	82%	82%	77%	82%
2.5	When you first arrived, did you have any problems?	93%	84%	94%	84%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	26%	43%	20%	43%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	37%	73%	47%	70%
3.5	Have you had an induction at this prison?	78%	86%	88%	84%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	29%	48%	33%	48%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	7%	13%	0%	13%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	48%	61%	47%	61%
	- Can you shower every day?	67%	85%	82%	82%
	- Do you have clean sheets every week?	44%	53%	35%	54%
	- Do you get cell cleaning materials every week?	59%	51%	53%	52%
	- Is it normally quiet enough for you to relax or sleep at night?	39%	49%	35%	48%
	- Can you get your stored property if you need it?	4%	24%	12%	22%
FOOD AND CANTEEN					

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic		Muslim	Non-Muslim
	27	17	149
	141		

5.2	Do you get enough to eat at meal-times always / most of the time?	19%	32%	18%	31%
5.3	Does the shop / canteen sell the things that you need?	41%	73%	41%	70%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	60%	78%	47%	78%
6.2	Are there any staff here you could turn to if you had a problem?	62%	75%	53%	75%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	22%	29%	18%	28%
6.6	Do you feel that you are treated as an individual in this prison?	26%	45%	24%	44%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	55%	68%	53%	66%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	73%	69%	71%	69%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	11%	31%	12%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	63%	49%	94%	46%
8.3	Are you able to use a phone every day (if you have credit)?	77%	91%	82%	90%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	75%	81%	90%	80%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	19%	19%	29%	18%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	4%	4%	6%	4%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	58%	46%	33%	49%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	58%	70%	47%	70%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	35%	50%	31%	50%
10.3	Is it easy for you to make a complaint?	33%	61%	35%	58%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	13%	39%	18%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	32%	23%	33%	23%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	33%	31%	18%	33%
	- Nurse?	40%	49%	47%	48%
	- Dentist?	12%	11%	6%	12%
	- Mental health workers?	12%	29%	12%	28%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	30%	44%	50%	41%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	27	141	17	149

11.5	Do you think the overall quality of the health services here is very / quite good?	33%	43%	24%	43%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	30%	33%	29%	33%
SAFETY					
14.1	Have you ever felt unsafe here?	59%	53%	59%	54%
14.2	Do you feel unsafe now?	35%	17%	29%	20%
14.3	Not experienced bullying / victimisation by other prisoners	58%	53%	50%	54%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	39%	26%	47%	27%
14.5	Not experienced bullying / victimisation by members of staff	48%	68%	43%	66%
14.6	If you were being bullied / victimised by staff here, would you report it?	41%	47%	59%	45%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	37%	33%	24%	35%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	22%	34%	24%	33%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	15%	8%	6%	9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	7%	5%	6%	5%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	48%	51%	56%	50%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	8%	33%	24%	29%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	0%	47%	0%	51%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	40%	59%	40%	57%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	52%	52%	56%	52%

HMP Norwich 2019

Comparison of survey responses from different residential locations

In this table responses from Local discharge unit (F, G and L wings) are compared with those from rest of the establishment.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Local discharge unit	Rest of the establishment
41	122

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	10%	9%
	Are you 25 years of age or younger?	23%	25%
	Are you 50 years of age or older?	18%	14%
	Are you 70 years of age or older?	5%	0%
1.3	Are you from a minority ethnic group?	13%	17%
1.4	Have you been in this prison for less than 6 months?	64%	71%
1.5	Are you currently serving a sentence?	100%	55%
	Are you on recall?	15%	16%
1.6	Is your sentence less than 12 months?	45%	21%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	3%	3%
7.1	Are you Muslim?	13%	10%
11.3	Do you have any mental health problems?	50%	57%
12.1	Do you consider yourself to have a disability?	37%	46%
19.1	Do you have any children under the age of 18?	34%	45%
19.2	Are you a foreign national?	8%	8%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	3%	9%
19.4	Have you ever been in the armed services?	9%	6%
19.5	Is your gender female or non-binary?	0%	2%
19.6	Are you homosexual, bisexual or other sexual orientation?	3%	5%
19.7	Do you identify as transgender or transsexual?	0%	3%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	18%	16%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	60%	47%
2.3	When you were searched in reception, was this done in a respectful way?	85%	87%
2.4	Overall, were you treated very / quite well in reception?	80%	83%
2.5	When you first arrived, did you have any problems?	85%	87%
2.5	Did you have problems with:		
	- Getting phone numbers?	49%	54%
	- Contacting family?	51%	46%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Local discharge unit	Rest of the establishment
41	122

	- Arranging care for children or other dependents?	0%	6%
	- Contacting employers?	3%	4%
	- Money worries?	26%	25%
	- Housing worries?	23%	29%
	- Feeling depressed?	44%	42%
	- Feeling suicidal?	13%	20%
	- Other mental health problems?	23%	31%
	- Physical health problems?	15%	20%
	- Drugs or alcohol (e.g. withdrawal)?	41%	33%
	- Getting medication?	21%	27%
	- Needing protection from other prisoners?	13%	10%
	- Lost or delayed property?	28%	18%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	39%	40%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	76%	73%
	- Toiletries / other basic items?	53%	53%
	- A shower?	5%	21%
	- A free phone call?	32%	37%
	- Something to eat?	82%	79%
	- The chance to see someone from health care?	53%	66%
	- The chance to talk to a Listener or Samaritans?	16%	16%
	- Support from another prisoner (e.g. Insider or buddy)?	5%	13%
	- None of these?	5%	8%
3.2	On your first night in this prison, was your cell very / quite clean?	28%	20%
3.3	Did you feel safe on your first night here?	64%	68%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	23%	22%
	- Free PIN phone credit?	61%	56%
	- Numbers put on your PIN phone?	22%	26%
3.5	Have you had an induction at this prison?	84%	85%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	34%	49%
ON THE WING			
4.1	Are you in a cell on your own?	31%	62%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Local discharge unit	Rest of the establishment
41	122

Number of completed questionnaires returned

4.2	Is your cell call bell normally answered within 5 minutes?	18%	9%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	77%	52%
	- Can you shower every day?	97%	77%
	- Do you have clean sheets every week?	72%	44%
	- Do you get cell cleaning materials every week?	51%	51%
	- Is it normally quiet enough for you to relax or sleep at night?	64%	42%
	- Can you get your stored property if you need it?	14%	22%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	49%	62%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	45%	35%
5.2	Do you get enough to eat at meal-times always / most of the time?	26%	31%
5.3	Does the shop / canteen sell the things that you need?	69%	67%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	68%	77%
6.2	Are there any staff here you could turn to if you had a problem?	71%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	16%	30%
6.4	Do you have a personal officer?	55%	62%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	38%	40%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	11%	5%
6.6	Do you feel that you are treated as an individual in this prison?	41%	42%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	50%	40%
	If so, do things sometimes change?	32%	23%
FAITH			
7.1	Do you have a religion?	66%	60%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	64%	64%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	68%	70%
7.4	Are you able to attend religious services, if you want to?	80%	84%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	30%	27%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	44%	55%
8.3	Are you able to use a phone every day (if you have credit)?	92%	88%
8.4	Is it very / quite easy for your family and friends to get here?	50%	42%
8.5	Do you get visits from family/friends once a week or more?	15%	24%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

	Local discharge unit	Rest of the establishment
Number of completed questionnaires returned	41	122

<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	44%	54%
8.7	Are your visitors usually treated respectfully by staff?	86%	79%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	87%	85%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	32%	51%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	5%	24%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	3%	5%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	23%	27%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	3%	2%
9.4	Do you have time to do domestics more than 5 days in a typical week?	36%	39%
9.5	Do you get association more than 5 days in a typical week, if you want it?	46%	49%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	50%	55%
9.7	Do you typically go to the gym twice a week or more?	34%	26%
9.8	Do you typically go to the library once a week or more?	42%	43%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	52%	46%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	68%	68%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	41%	49%
	Are applications usually dealt with within 7 days?	37%	29%
10.3	Is it easy for you to make a complaint?	61%	55%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	39%	33%
	Are complaints usually dealt with within 7 days?	32%	24%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	29%	23%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	29%	32%
	Attend legal visits?	50%	57%
	Get bail information?	12%	13%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	42%	51%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	27%	30%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

	Local discharge unit	Rest of the establishment
Number of completed questionnaires returned	41	122

	- Nurse?	39%	47%
	- Dentist?	6%	12%
	- Mental health workers?	16%	28%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	63%	41%
	- Nurse?	63%	54%
	- Dentist?	24%	30%
	- Mental health workers?	26%	35%
11.3	Do you have any mental health problems?	50%	57%
	<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	53%	36%
11.5	Do you think the overall quality of the health services here is very / quite good?	50%	35%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	37%	46%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	46%	29%
12.3	Have you been on an ACCT in this prison?	11%	26%
	<i>For those who have been on an ACCT:</i>		
12.4	Did you feel cared for by staff?	0%	48%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	21%	32%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	32%	29%
	<i>For those who had / have an alcohol problem:</i>		
13.2	Have you been helped with your alcohol problem in this prison?	50%	58%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	40%	40%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	8%	14%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	5%	14%
	<i>For those who had / have a drug problem:</i>		
13.6	Have you been helped with your drug problem in this prison?	69%	40%
13.7	Is it very / quite easy to get illicit drugs in this prison?	51%	38%
13.8	Is it very / quite easy to get alcohol in this prison?	25%	15%
SAFETY			
14.1	Have you ever felt unsafe here?	53%	55%
14.2	Do you feel unsafe now?	16%	21%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	30%	33%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Local discharge unit	Rest of the establishment
41	122

Number of completed questionnaires returned

	- Threats or intimidation?	38%	30%
	- Physical assault?	22%	13%
	- Sexual assault?	0%	5%
	- Theft of canteen or property?	30%	30%
	- Other bullying / victimisation?	14%	17%
	- Not experienced any of these from prisoners here	57%	53%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	16%	34%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	34%	23%
	- Threats or intimidation?	20%	14%
	- Physical assault?	6%	6%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	9%	8%
	- Other bullying / victimisation?	14%	9%
	- Not experienced any of these from staff here	60%	67%
14.6	If you were being bullied / victimised by staff here, would you report it?	41%	49%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	24%	37%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	30%	33%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	9%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?		27%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	4%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?		80%
	Could you shower every day?		80%
	Could you go outside for exercise every day?		80%
	Could you use the phone every day (if you had credit)?		80%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	65%	62%
	- Vocational or skills training?	32%	35%
	- Prison job?	41%	60%
	- Voluntary work outside of the prison?	12%	8%
	- Paid work outside of the prison?	9%	6%
16.2	In this prison, have you done the following activities:		

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Local discharge unit	Rest of the establishment
41	122

Number of completed questionnaires returned

	- Education?	85%	75%
	- Vocational or skills training?	70%	61%
	- Prison job?	81%	82%
	- Voluntary work outside of the prison?	31%	37%
	- Paid work outside of the prison?	30%	37%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	57%	65%
	- Vocational or skills training?	67%	68%
	- Prison job?	35%	50%
	- Voluntary work outside of the prison?	33%	56%
	- Paid work outside of the prison?	56%	61%
16.3	Do staff encourage you to attend education, training or work?	54%	50%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	26%	27%
<i>For those who have a custody plan:</i>			
17.2	Do you understand what you need to do to achieve your objectives or targets?	88%	84%
17.3	Are staff helping you to achieve your objectives or targets?	25%	50%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	29%	50%
	- Other programmes?	43%	46%
	- One to one work?	43%	46%
	- Been on a specialist unit?	14%	25%
	- ROTL - day or overnight release?	14%	18%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	50%	57%
	- Other programmes?	67%	62%
	- One to one work?	67%	69%
	- Being on a specialist unit?	0%	57%
	- ROTL - day or overnight release?	0%	60%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	53%	32%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	50%	51%
18.3	Is anybody helping you to prepare for your release?	67%	49%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	75%	53%
	- Getting employment?	87%	52%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Local discharge unit	Rest of the establishment
41	122

Number of completed questionnaires returned

	- Setting up education or training?	53%	34%
	- Arranging benefits?	88%	64%
	- Sorting out finances?	87%	52%
	- Support for drug or alcohol problems?	59%	44%
	- Health / mental Health support?	73%	49%
	- Social care support?	53%	26%
	- Getting back in touch with family or friends?	69%	23%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	25%	22%
	- Getting employment?	15%	24%
	- Setting up education or training?	25%	9%
	- Arranging benefits?	36%	33%
	- Sorting out finances?	23%	25%
	- Support for drug or alcohol problems?	40%	71%
	- Health / mental Health support?	9%	25%
	- Social care support?	0%	25%
	- Getting back in touch with family or friends?	9%	43%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	55%	52%

HMP Norwich 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners who reported that they had mental health problems compared with those who did not.
- responses of prisoners who reported that they had a disability compared with those who did not.

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
90	71	74	88

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	21%	28%	23%	26%
	Are you 50 years of age or older?	14%	14%	19%	11%
1.3	Are you from a minority ethnic group?	12%	23%	14%	18%
7.1	Are you Muslim?	7%	16%	10%	10%
11.3	Do you have any mental health problems?			81%	35%
12.1	Do you consider yourself to have a disability?	65%	20%		
19.2	Are you a foreign national?	5%	12%	6%	9%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	11%	5%	11%	6%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	86%	87%	82%	89%
2.4	Overall, were you treated very / quite well in reception?	78%	86%	80%	83%
2.5	When you first arrived, did you have any problems?	93%	77%	92%	81%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	43%	34%	43%	36%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	61%	75%	62%	72%
3.5	Have you had an induction at this prison?	86%	86%	86%	85%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	44%	48%	44%	47%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	9%	16%	8%	15%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	51%	70%	49%	69%
	- Can you shower every day?	78%	86%	77%	86%
	- Do you have clean sheets every week?	46%	60%	47%	58%
	- Do you get cell cleaning materials every week?	46%	61%	40%	62%
	- Is it normally quiet enough for you to relax or sleep at night?	41%	54%	39%	54%
	- Can you get your stored property if you need it?	22%	19%	21%	20%
FOOD AND CANTEEN					

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
Number of completed questionnaires returned	90	71	74	88

5.2	Do you get enough to eat at meal-times always / most of the time?	31%	30%	28%	32%
5.3	Does the shop / canteen sell the things that you need?	79%	55%	68%	68%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	78%	70%	78%	72%
6.2	Are there any staff here you could turn to if you had a problem?	76%	69%	72%	72%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	27%	30%	30%	27%
6.6	Do you feel that you are treated as an individual in this prison?	41%	41%	41%	42%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	67%	65%	61%	71%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	65%	76%	67%	73%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	29%	26%	25%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	45%	59%	44%	58%
8.3	Are you able to use a phone every day (if you have credit)?	86%	90%	85%	92%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	73%	90%	74%	84%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	19%	20%	26%	15%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	2%	7%	4%	5%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	39%	60%	45%	49%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	66%	74%	64%	74%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	46%	52%	48%	48%
10.3	Is it easy for you to make a complaint?	57%	56%	58%	56%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	36%	32%	33%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	32%	15%	31%	19%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	34%	29%	29%	34%
	- Nurse?	51%	45%	44%	51%
	- Dentist?	11%	12%	10%	12%
	- Mental health workers?	31%	21%	30%	24%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	42%		45%	39%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
	90	71	74	88

11.5	Do you think the overall quality of the health services here is very / quite good?	42%	41%	41%	41%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	35%	29%	33%	
SAFETY					
14.1	Have you ever felt unsafe here?	66%	39%	68%	43%
14.2	Do you feel unsafe now?	24%	16%	27%	16%
14.3	Not experienced bullying / victimisation by other prisoners	42%	68%	41%	63%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	28%	28%	31%	26%
14.5	Not experienced bullying / victimisation by members of staff	57%	73%	50%	75%
14.6	If you were being bullied / victimised by staff here, would you report it?	49%	42%	51%	42%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	34%	33%	35%	33%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	33%	31%	31%	33%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	9%	9%	13%	6%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	5%	6%	3%	7%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	50%	52%	50%	51%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	30%	27%	32%	25%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	59%	29%	45%	47%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	54%	60%	57%	56%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	50%	57%	49%	56%

HMP Norwich (Britannia House) 2019

Survey responses compared with those from other HMIP surveys of open prisons and with those from the previous survey

In this table summary statistics from HMP Norwich (Britannia House) 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of open prisons conducted since the introduction of the new questionnaire in September 2017 (8 prisons). Please note that this does not include all open prisons.
- Summary statistics from HMP Norwich (Britannia House) in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich Open 2019)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			HMP Norwich (Britannia House) 2019	All other open prisons surveyed since September 2017	HMP Norwich (Britannia House) 2019	HMP Norwich (Britannia House) 2016
1.2	Are you under 21 years of age?	<i>n</i> =27	0%	0%	0%	0%
	Are you 25 years of age or younger?	<i>n</i> =27	0%	8%	0%	
	Are you 50 years of age or older?	<i>n</i> =27	26%	22%	26%	21%
	Are you 70 years of age or older?	<i>n</i> =27	0%	1%	0%	0%
1.3	Are you from a minority ethnic group?	<i>n</i> =25	28%	27%	28%	17%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =26	19%	35%	19%	
1.5	Are you currently serving a sentence?	<i>n</i> =27	100%	100%	100%	100%
	Are you on recall?	<i>n</i> =27	0%	2%	0%	3%
1.6	Is your sentence less than 12 months?	<i>n</i> =27	4%	2%	4%	7%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =27	4%	6%	4%	3%
7.1	Are you Muslim?	<i>n</i> =25	0%	16%	0%	11%
11.3	Do you have any mental health problems?	<i>n</i> =25	20%	20%	20%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =25	8%	18%	8%	0%
19.1	Do you have any children under the age of 18?	<i>n</i> =26	62%	53%	62%	23%
19.2	Are you a foreign national?	<i>n</i> =26	0%	1%	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =26	0%	2%	0%	0%
19.4	Have you ever been in the armed services?	<i>n</i> =26	0%	7%	0%	15%
19.5	Is your gender female or non-binary?	<i>n</i> =26	0%	1%	0%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =26	0%	2%	0%	4%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =26	0%	1%	0%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =27	37%	29%	37%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =24	58%	77%	58%	89%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =23	87%	88%	87%	93%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =24	88%	91%	88%	

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich Open 2019)

			HMP Norwich (Britannia House) 2019	All other open prisons surveyed since September 2017	HMP Norwich (Britannia House) 2019	HMP Norwich (Britannia House) 2016
			27	1,091	27	29
2.5	When you first arrived, did you have any problems?	<i>n=27</i>	70%	44%	70%	44%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=27</i>	44%	13%	44%	11%
	- Contacting family?	<i>n=27</i>	19%	12%	19%	7%
	- Arranging care for children or other dependents?	<i>n=27</i>	0%	1%	0%	
	- Contacting employers?	<i>n=27</i>	7%	3%	7%	0%
	- Money worries?	<i>n=27</i>	15%	10%	15%	4%
	- Housing worries?	<i>n=27</i>	11%	7%	11%	4%
	- Feeling depressed?	<i>n=27</i>	22%	12%	22%	
	- Feeling suicidal?	<i>n=27</i>	4%	2%	4%	
	- Other mental health problems?	<i>n=27</i>	4%	7%	4%	
	- Physical health problems?	<i>n=27</i>	4%	7%	4%	4%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=27</i>	4%	1%	4%	
	- Getting medication?	<i>n=27</i>	30%	7%	30%	
	- Needing protection from other prisoners?	<i>n=27</i>	0%	1%	0%	0%
	- Lost or delayed property?	<i>n=27</i>	26%	13%	26%	7%
<i>For those who had any problems when they first arrived:</i>						
2.6	Did staff help you to deal with these problems?	<i>n=19</i>	47%	44%	47%	50%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=24</i>	58%	63%	58%	33%
	- Toiletries / other basic items?	<i>n=24</i>	58%	47%	58%	44%
	- A shower?	<i>n=24</i>	38%	62%	38%	33%
	- A free phone call?	<i>n=24</i>	33%	50%	33%	44%
	- Something to eat?	<i>n=24</i>	63%	71%	63%	56%
	- The chance to see someone from health care?	<i>n=24</i>	46%	57%	46%	54%
	- The chance to talk to a Listener or Samaritans?	<i>n=24</i>	29%	29%	29%	31%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=24</i>	17%	30%	17%	
	- None of these?	<i>n=24</i>	29%	8%	29%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=26</i>	46%	59%	46%	
3.3	Did you feel safe on your first night here?	<i>n=26</i>	92%	92%	92%	100%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=23</i>	26%	46%	26%	39%
	- Free PIN phone credit?	<i>n=24</i>	46%	51%	46%	
	- Numbers put on your PIN phone?	<i>n=24</i>	29%	61%	29%	
3.5	Have you had an induction at this prison?	<i>n=26</i>	62%	99%	62%	72%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich Open 2019)

			HMP Norwich (Britannia House) 2019	All other open prisons surveyed since September 2017	HMP Norwich (Britannia House) 2019	HMP Norwich (Britannia House) 2016
			27	1,091	27	29
<i>For those who have had an induction:</i>						
3.5	Did your induction cover everything you needed to know about this prison?	n=16	63%	69%	63%	
ON THE WING						
4.1	Are you in a cell on your own?	n=26	31%	72%	31%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=9	11%	25%	11%	
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=26	92%	87%	92%	
	- Can you shower every day?	n=26	100%	96%	100%	100%
	- Do you have clean sheets every week?	n=25	76%	87%	76%	54%
	- Do you get cell cleaning materials every week?	n=24	63%	71%	63%	63%
	- Is it normally quiet enough for you to relax or sleep at night?	n=26	77%	79%	77%	83%
	- Can you get your stored property if you need it?	n=26	46%	50%	46%	58%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=26	65%	55%	65%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=26	15%	49%	15%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=23	39%	54%	39%	
5.3	Does the shop / canteen sell the things that you need?	n=26	54%	67%	54%	64%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=25	96%	72%	96%	100%
6.2	Are there any staff here you could turn to if you had a problem?	n=25	100%	77%	100%	97%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=26	46%	38%	46%	69%
6.4	Do you have a personal officer?	n=25	88%	95%	88%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	n=22	77%	63%	77%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=26	27%	21%	27%	
6.6	Do you feel that you are treated as an individual in this prison?	n=25	64%	56%	64%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=26	62%	55%	62%	
	If so, do things sometimes change?	n=16	38%	42%	38%	
FAITH						
7.1	Do you have a religion?	n=25	64%	64%	64%	52%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	n=17	82%	74%	82%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=17	71%	80%	71%	
7.4	Are you able to attend religious services, if you want to?	n=17	94%	90%	94%	
CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=25	60%	51%	60%	

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich Open 2019)

		HMP Norwich (Britannia House) 2019	All other open prisons surveyed since September 2017	HMP Norwich (Britannia House) 2019	HMP Norwich (Britannia House) 2016
		27	1,091	27	29
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n=26</i>	35%	21%	35%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n=26</i>	100%	97%	100%
8.4	Is it very / quite easy for your family and friends to get here?	<i>n=25</i>	80%	52%	80%
8.5	Do you get visits from family/friends once a week or more?	<i>n=26</i>	31%	26%	31%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	<i>n=22</i>	82%	83%	82%
8.7	Are your visitors usually treated respectfully by staff?	<i>n=22</i>	96%	90%	96%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n=26</i>	96%	99%	96%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	<i>n=25</i>	92%	92%	92%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n=26</i>	0%	2%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n=26</i>	81%	56%	81%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n=24</i>	0%	6%	0%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n=24</i>	63%	44%	63%
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n=24</i>	100%	81%	100%
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n=25</i>	84%	93%	84%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n=24</i>	92%	93%	92%
9.7	Do you typically go to the gym twice a week or more?	<i>n=25</i>	80%	66%	80%
9.8	Do you typically go to the library once a week or more?	<i>n=25</i>	68%	63%	68%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n=17</i>	100%	71%	100%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	<i>n=26</i>	85%	83%	85%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	<i>n=18</i>	44%	73%	44%
	Are applications usually dealt with within 7 days?	<i>n=18</i>	44%	65%	44%
10.3	Is it easy for you to make a complaint?	<i>n=25</i>	88%	58%	88%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	<i>n=14</i>	21%	41%	21%
	Are complaints usually dealt with within 7 days?	<i>n=14</i>	29%	40%	29%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n=19</i>	32%	26%	32%
<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	<i>n=20</i>	65%	62%	65%
	Attend legal visits?	<i>n=19</i>	74%	54%	74%
	Get bail information?	<i>n=12</i>	33%	30%	33%
<i>For those who have had legal letters:</i>					

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich Open 2019)

		HMP Norwich (Britannia House) 2019	All other open prisons surveyed since September 2017	HMP Norwich (Britannia House) 2019	HMP Norwich (Britannia House) 2016	
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=21	52%	34%	52%	39%
HEALTH CARE						
11.1	Is it very / quite easy to see:					
	- Doctor?	n=26	58%	54%	58%	
	- Nurse?	n=26	58%	77%	58%	
	- Dentist?	n=26	46%	25%	46%	
	- Mental health workers?	n=24	33%	27%	33%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	n=22	68%	65%	68%	
	- Nurse?	n=22	68%	77%	68%	
	- Dentist?	n=22	59%	37%	59%	
	- Mental health workers?	n=22	32%	23%	32%	
11.3	Do you have any mental health problems?	n=25	20%	20%	20%	
	<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=5	20%	52%	20%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=24	58%	64%	58%	
OTHER SUPPORT NEEDS						
12.1	Do you consider yourself to have a disability?	n=25	8%	18%	8%	0%
	<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=2	100%	46%	100%	
12.3	Have you been on an ACCT in this prison?	n=24	0%	2%	0%	
	<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=0		60%		
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=25	32%	43%	32%	
ALCOHOL AND DRUGS						
13.1	Did you have an alcohol problem when you came into this prison?	n=25	8%	7%	8%	4%
	<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=2	50%	75%	50%	100%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=25	8%	8%	8%	14%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=24	0%	2%	0%	0%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=24	0%	2%	0%	
	<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=2	50%	72%	50%	100%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=26	39%	34%	39%	
13.8	Is it very / quite easy to get alcohol in this prison?	n=25	20%	25%	20%	
SAFETY						

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich Open 2019)

HMP Norwich (Britannia House) 2019	All other open prisons surveyed since September 2017	HMP Norwich (Britannia House) 2019	HMP Norwich (Britannia House) 2016
27	1,091	27	29

14.1	Have you ever felt unsafe here?	<i>n</i> =26	23%	15%	23%	14%
14.2	Do you feel unsafe now?	<i>n</i> =26	8%	6%	8%	3%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n</i> =24	25%	14%	25%	
	- Threats or intimidation?	<i>n</i> =24	21%	11%	21%	
	- Physical assault?	<i>n</i> =24	4%	3%	4%	
	- Sexual assault?	<i>n</i> =24	0%	1%	0%	
	- Theft of canteen or property?	<i>n</i> =24	0%	6%	0%	
	- Other bullying / victimisation?	<i>n</i> =24	4%	7%	4%	
	- Not experienced any of these from prisoners here	<i>n</i> =24	75%	80%	75%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n</i> =24	33%	35%	33%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n</i> =22	5%	18%	5%	
	- Threats or intimidation?	<i>n</i> =22	18%	18%	18%	
	- Physical assault?	<i>n</i> =22	0%	1%	0%	
	- Sexual assault?	<i>n</i> =22	0%	1%	0%	
	- Theft of canteen or property?	<i>n</i> =22	0%	2%	0%	
	- Other bullying / victimisation?	<i>n</i> =22	5%	14%	5%	
	- Not experienced any of these from staff here	<i>n</i> =22	77%	71%	77%	
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n</i> =24	46%	47%	46%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n</i> =26	54%	53%	54%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n</i> =25	52%	55%	52%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n</i> =25	0%	1%	0%	
<i>For those who have been restrained in the last 6 months:</i>						
15.4	Did anyone come and talk to you about it afterwards?	<i>n</i> =0		43%		
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n</i> =26	0%	1%	0%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>						
15.6	Were you treated well by segregation staff?	<i>n</i> =0		67%		
	Could you shower every day?	<i>n</i> =0		100%		
	Could you go outside for exercise every day?	<i>n</i> =0		50%		
	Could you use the phone every day (if you had credit)?	<i>n</i> =0		100%		
EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:					
	- Education?	<i>n</i> =23	48%	78%	48%	
	- Vocational or skills training?	<i>n</i> =23	35%	54%	35%	

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich Open 2019)

HMP Norwich (Britannia House) 2019	All other open prisons surveyed since September 2017	HMP Norwich (Britannia House) 2019	HMP Norwich (Britannia House) 2016
27	1,091	27	29

	- Prison job?	<i>n</i> =23	78%	83%	78%	
	- Voluntary work outside of the prison?	<i>n</i> =23	30%	31%	30%	
	- Paid work outside of the prison?	<i>n</i> =25	20%	16%	20%	
16.2	In this prison, have you done the following activities:					
	- Education?	<i>n</i> =20	90%	86%	90%	76%
	- Vocational or skills training?	<i>n</i> =20	70%	76%	70%	72%
	- Prison job?	<i>n</i> =21	100%	94%	100%	89%
	- Voluntary work outside of the prison?	<i>n</i> =19	58%	57%	58%	
	- Paid work outside of the prison?	<i>n</i> =23	57%	48%	57%	
	<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	<i>n</i> =18	78%	63%	78%	81%
	- Vocational or skills training?	<i>n</i> =14	86%	72%	86%	77%
	- Prison job?	<i>n</i> =21	43%	40%	43%	78%
	- Voluntary work outside of the prison?	<i>n</i> =11	73%	62%	73%	
	- Paid work outside of the prison?	<i>n</i> =13	92%	82%	92%	
16.3	Do staff encourage you to attend education, training or work?	<i>n</i> =23	65%	73%	65%	
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	<i>n</i> =26	54%	81%	54%	
	<i>For those who have a custody plan:</i>					
17.2	Do you understand what you need to do to achieve your objectives or targets?	<i>n</i> =14	93%	93%	93%	
17.3	Are staff helping you to achieve your objectives or targets?	<i>n</i> =12	50%	69%	50%	
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	<i>n</i> =12	42%	52%	42%	
	- Other programmes?	<i>n</i> =10	30%	45%	30%	
	- One to one work?	<i>n</i> =10	30%	38%	30%	
	- Been on a specialist unit?	<i>n</i> =10	10%	18%	10%	
	- ROTL - day or overnight release?	<i>n</i> =14	64%	67%	64%	
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	<i>n</i> =5	80%	77%	80%	
	- Other programmes?	<i>n</i> =3	67%	74%	67%	
	- One to one work?	<i>n</i> =3	67%	74%	67%	
	- Being on a specialist unit?	<i>n</i> =1	100%	46%	100%	
	- ROTL - day or overnight release?	<i>n</i> =9	89%	95%	89%	
PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =25	32%	24%	32%	
	<i>For those who expect to be released in the next 3 months:</i>					
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =8	75%	48%	75%	

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Norwich (Britannia House) 2019	All other open prisons surveyed since September 2017	HMP Norwich (Britannia House) 2019	HMP Norwich (Britannia House) 2016
27	1,091	27	29

n=number of valid responses to question (HMP Norwich Open 2019)

18.3	Is anybody helping you to prepare for your release?	<i>n</i> =8	75%	69%	75%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	<i>n</i> =8	38%	37%	38%	
	- Getting employment?	<i>n</i> =8	63%	48%	63%	
	- Setting up education or training?	<i>n</i> =8	25%	33%	25%	
	- Arranging benefits?	<i>n</i> =8	38%	46%	38%	
	- Sorting out finances?	<i>n</i> =8	38%	35%	38%	
	- Support for drug or alcohol problems?	<i>n</i> =8	25%	17%	25%	
	- Health / mental Health support?	<i>n</i> =8	38%	20%	38%	
	- Social care support?	<i>n</i> =8	38%	18%	38%	
	- Getting back in touch with family or friends?	<i>n</i> =8	38%	22%	38%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	<i>n</i> =3	33%	42%	33%	
	- Getting employment?	<i>n</i> =5	60%	33%	60%	
	- Setting up education or training?	<i>n</i> =2	50%	29%	50%	
	- Arranging benefits?	<i>n</i> =3	67%	38%	67%	
	- Sorting out finances?	<i>n</i> =3	33%	30%	33%	
	- Support for drug or alcohol problems?	<i>n</i> =2	50%	62%	50%	
	- Health / mental Health support?	<i>n</i> =3	33%	40%	33%	
	- Social care support?	<i>n</i> =3	33%	27%	33%	
	- Getting back in touch with family or friends?	<i>n</i> =3	67%	46%	67%	
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n</i> =25	72%	68%	72%	

HMP Norwich 2019

Survey responses compared with those from other HMIP surveys of local prisons and with those from the previous survey

In this table summary statistics from HMP Norwich 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of local prisons conducted since the introduction of the new questionnaire in September 2017 (28 prisons). Please note that this does not include all local prisons.
- Summary statistics from HMP Norwich in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich 2019)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			HMP Norwich 2019	All other local prisons surveyed since September 2017	HMP Norwich 2019	HMP Norwich 2016
1.2	Are you under 21 years of age?	<i>n=169</i>	10%	6%	10%	7%
	Are you 25 years of age or younger?	<i>n=169</i>	24%	22%	24%	
	Are you 50 years of age or older?	<i>n=169</i>	15%	13%	15%	19%
	Are you 70 years of age or older?	<i>n=169</i>	1%	1%	1%	3%
1.3	Are you from a minority ethnic group?	<i>n=168</i>	16%	27%	16%	15%
1.4	Have you been in this prison for less than 6 months?	<i>n=164</i>	69%	61%	69%	
1.5	Are you currently serving a sentence?	<i>n=169</i>	66%	70%	66%	72%
	Are you on recall?	<i>n=169</i>	16%	14%	16%	8%
1.6	Is your sentence less than 12 months?	<i>n=169</i>	27%	21%	27%	21%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=169</i>	3%	3%	3%	0%
7.1	Are you Muslim?	<i>n=166</i>	10%	14%	10%	6%
11.3	Do you have any mental health problems?	<i>n=161</i>	56%	52%	56%	
12.1	Do you consider yourself to have a disability?	<i>n=162</i>	46%	41%	46%	28%
19.1	Do you have any children under the age of 18?	<i>n=159</i>	43%	52%	43%	49%
19.2	Are you a foreign national?	<i>n=160</i>	8%	10%	8%	14%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=157</i>	8%	7%	8%	3%
19.4	Have you ever been in the armed services?	<i>n=158</i>	8%	7%	8%	6%
19.5	Is your gender female or non-binary?	<i>n=159</i>	1%	1%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=159</i>	4%	4%	4%	5%
19.7	Do you identify as transgender or transsexual?	<i>n=156</i>	3%	2%	3%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=168</i>	16%	17%	16%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=168</i>	50%	36%	50%	68%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=168</i>	86%	77%	86%	80%
2.4	Overall, were you treated very / quite well in reception?	<i>n=167</i>	81%	76%	81%	

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Norwich 2019	All other local prisons surveyed since September 2017	HMP Norwich 2019	HMP Norwich 2016
170	4,821	170	183

n=number of valid responses to question (HMP Norwich 2019)

2.5	When you first arrived, did you have any problems?	<i>n=165</i>	86%	88%	86%	86%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=165</i>	52%	46%	52%	39%
	- Contacting family?	<i>n=165</i>	47%	47%	47%	41%
	- Arranging care for children or other dependents?	<i>n=165</i>	4%	4%	4%	
	- Contacting employers?	<i>n=165</i>	4%	7%	4%	8%
	- Money worries?	<i>n=165</i>	26%	29%	26%	29%
	- Housing worries?	<i>n=165</i>	27%	24%	27%	28%
	- Feeling depressed?	<i>n=165</i>	43%	48%	43%	
	- Feeling suicidal?	<i>n=165</i>	19%	19%	19%	
	- Other mental health problems?	<i>n=165</i>	29%	30%	29%	
	- Physical health problems?	<i>n=165</i>	21%	20%	21%	26%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=165</i>	35%	24%	35%	
	- Getting medication?	<i>n=165</i>	26%	30%	26%	
	- Needing protection from other prisoners?	<i>n=165</i>	10%	11%	10%	8%
	- Lost or delayed property?	<i>n=165</i>	20%	21%	20%	18%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n=131</i>	40%	30%	40%	44%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=167</i>	73%	71%	73%	72%
	- Toiletries / other basic items?	<i>n=167</i>	53%	52%	53%	67%
	- A shower?	<i>n=167</i>	16%	27%	16%	18%
	- A free phone call?	<i>n=167</i>	35%	50%	35%	24%
	- Something to eat?	<i>n=167</i>	78%	76%	78%	71%
	- The chance to see someone from health care?	<i>n=167</i>	63%	62%	63%	72%
	- The chance to talk to a Listener or Samaritans?	<i>n=167</i>	16%	25%	16%	38%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=167</i>	11%	22%	11%	
	- None of these?	<i>n=167</i>	8%	6%	8%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=167</i>	22%	30%	22%	
3.3	Did you feel safe on your first night here?	<i>n=167</i>	67%	62%	67%	68%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=165</i>	22%	33%	22%	22%
	- Free PIN phone credit?	<i>n=164</i>	56%	55%	56%	
	- Numbers put on your PIN phone?	<i>n=153</i>	26%	35%	26%	
3.5	Have you had an induction at this prison?	<i>n=165</i>	85%	81%	85%	75%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Norwich 2019	All other local prisons surveyed since September 2017	HMP Norwich 2019	HMP Norwich 2016
170	4,821	170	183

n=number of valid responses to question (HMP Norwich 2019)

<i>For those who have had an induction:</i>						
3.5	Did your induction cover everything you needed to know about this prison?	n=140	46%	48%	46%	
ON THE WING						
4.1	Are you in a cell on your own?	n=167	56%	34%	56%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=167	12%	20%	12%	26%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=165	59%	54%	59%	55%
	- Can you shower every day?	n=165	82%	79%	82%	79%
	- Do you have clean sheets every week?	n=165	52%	62%	52%	58%
	- Do you get cell cleaning materials every week?	n=165	52%	49%	52%	58%
	- Is it normally quiet enough for you to relax or sleep at night?	n=158	47%	54%	47%	56%
	- Can you get your stored property if you need it?	n=161	21%	23%	21%	22%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=167	59%	55%	59%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=164	37%	34%	37%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=166	30%	28%	30%	
5.3	Does the shop / canteen sell the things that you need?	n=167	67%	59%	67%	48%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=164	74%	68%	74%	78%
6.2	Are there any staff here you could turn to if you had a problem?	n=164	73%	70%	73%	68%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=165	27%	32%	27%	31%
6.4	Do you have a personal officer?	n=166	61%	62%	61%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	n=102	40%	51%	40%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=164	7%	7%	7%	
6.6	Do you feel that you are treated as an individual in this prison?	n=161	42%	39%	42%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=164	41%	40%	41%	
	If so, do things sometimes change?	n=67	27%	33%	27%	
FAITH						
7.1	Do you have a religion?	n=166	61%	68%	61%	59%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	n=100	64%	68%	64%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=100	69%	64%	69%	
7.4	Are you able to attend religious services, if you want to?	n=98	83%	84%	83%	
CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=165	28%	26%	28%	

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Norwich 2019	All other local prisons surveyed since September 2017	HMP Norwich 2019	HMP Norwich 2016
170	4,821	170	183

n=number of valid responses to question (HMP Norwich 2019)

8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n=166</i>	51%	54%	51%	45%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n=164</i>	88%	83%	88%	
8.4	Is it very / quite easy for your family and friends to get here?	<i>n=163</i>	43%	45%	43%	
8.5	Do you get visits from family/friends once a week or more?	<i>n=165</i>	21%	24%	21%	
<i>For those who get visits:</i>						
8.6	Do visits usually start and finish on time?	<i>n=104</i>	51%	44%	51%	
8.7	Are your visitors usually treated respectfully by staff?	<i>n=102</i>	80%	72%	80%	
TIME OUT OF CELL						
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n=164</i>	85%	83%	85%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>						
9.1	Are these times usually kept to?	<i>n=140</i>	46%	49%	46%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n=165</i>	19%	34%	19%	12%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n=165</i>	4%	4%	4%	11%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n=164</i>	26%	45%	26%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n=164</i>	2%	1%	2%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n=163</i>	39%	42%	39%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n=163</i>	50%	43%	50%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n=161</i>	55%	46%	55%	
9.7	Do you typically go to the gym twice a week or more?	<i>n=161</i>	27%	38%	27%	
9.8	Do you typically go to the library once a week or more?	<i>n=163</i>	43%	39%	43%	59%
<i>For those who use the library:</i>						
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n=97</i>	47%	55%	47%	45%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	<i>n=162</i>	68%	66%	68%	80%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	<i>n=146</i>	47%	47%	47%	51%
	Are applications usually dealt with within 7 days?	<i>n=144</i>	31%	34%	31%	42%
10.3	Is it easy for you to make a complaint?	<i>n=163</i>	56%	55%	56%	59%
<i>For those who have made a complaint:</i>						
10.4	Are complaints usually dealt with fairly?	<i>n=94</i>	34%	28%	34%	28%
	Are complaints usually dealt with within 7 days?	<i>n=91</i>	26%	24%	26%	19%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n=119</i>	24%	30%	24%	
<i>For those who need it, is it easy to:</i>						
10.6	Communicate with your solicitor or legal representative?	<i>n=133</i>	32%	41%	32%	
	Attend legal visits?	<i>n=130</i>	55%	59%	55%	
	Get bail information?	<i>n=113</i>	13%	17%	13%	
<i>For those who have had legal letters:</i>						

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Norwich 2019	All other local prisons surveyed since September 2017	HMP Norwich 2019	HMP Norwich 2016
170	4,821	170	183

n=number of valid responses to question (HMP Norwich 2019)

10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n=134</i>	49%	52%	49%	41%
HEALTH CARE						
11.1	Is it very / quite easy to see:					
	- Doctor?	<i>n=159</i>	31%	24%	31%	
	- Nurse?	<i>n=157</i>	47%	46%	47%	
	- Dentist?	<i>n=157</i>	11%	12%	11%	
	- Mental health workers?	<i>n=156</i>	26%	20%	26%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	<i>n=162</i>	48%	40%	48%	
	- Nurse?	<i>n=162</i>	57%	51%	57%	
	- Dentist?	<i>n=158</i>	27%	26%	27%	
	- Mental health workers?	<i>n=158</i>	34%	25%	34%	
11.3	Do you have any mental health problems?	<i>n=161</i>	56%	52%	56%	
	<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	<i>n=90</i>	42%	35%	42%	
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n=162</i>	41%	34%	41%	
OTHER SUPPORT NEEDS						
12.1	Do you consider yourself to have a disability?	<i>n=162</i>	46%	41%	46%	28%
	<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	<i>n=70</i>	33%	26%	33%	
12.3	Have you been on an ACCT in this prison?	<i>n=158</i>	23%	24%	23%	
	<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	<i>n=36</i>	42%	47%	42%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n=162</i>	30%	45%	30%	
ALCOHOL AND DRUGS						
13.1	Did you have an alcohol problem when you came into this prison?	<i>n=162</i>	30%	23%	30%	24%
	<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	<i>n=47</i>	57%	55%	57%	53%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<i>n=163</i>	40%	36%	40%	33%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n=162</i>	12%	17%	12%	9%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n=163</i>	11%	12%	11%	
	<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	<i>n=65</i>	48%	50%	48%	57%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n=162</i>	43%	51%	43%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n=165</i>	18%	27%	18%	
SAFETY						

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Norwich 2019	All other local prisons surveyed since September 2017	HMP Norwich 2019	HMP Norwich 2016
170	4,821	170	183

n=number of valid responses to question (HMP Norwich 2019)

14.1	Have you ever felt unsafe here?	<i>n=162</i>	54%	60%	54%	45%
14.2	Do you feel unsafe now?	<i>n=161</i>	21%	28%	21%	17%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n=156</i>	33%	38%	33%	
	- Threats or intimidation?	<i>n=156</i>	31%	35%	31%	
	- Physical assault?	<i>n=156</i>	15%	21%	15%	
	- Sexual assault?	<i>n=156</i>	3%	3%	3%	
	- Theft of canteen or property?	<i>n=156</i>	30%	32%	30%	
	- Other bullying / victimisation?	<i>n=156</i>	17%	21%	17%	
	- Not experienced any of these from prisoners here	<i>n=156</i>	53%	47%	53%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n=157</i>	29%	35%	29%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n=151</i>	27%	33%	27%	
	- Threats or intimidation?	<i>n=151</i>	17%	25%	17%	
	- Physical assault?	<i>n=151</i>	7%	13%	7%	
	- Sexual assault?	<i>n=151</i>	1%	2%	1%	
	- Theft of canteen or property?	<i>n=151</i>	9%	11%	9%	
	- Other bullying / victimisation?	<i>n=151</i>	11%	18%	11%	
	- Not experienced any of these from staff here	<i>n=151</i>	64%	54%	64%	
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n=157</i>	47%	47%	47%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n=159</i>	33%	38%	33%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n=158</i>	32%	34%	32%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n=161</i>	9%	15%	9%	14%
<i>For those who have been restrained in the last 6 months:</i>						
15.4	Did anyone come and talk to you about it afterwards?	<i>n=14</i>	21%	19%	21%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=155</i>	5%	10%	5%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>						
15.6	Were you treated well by segregation staff?	<i>n=8</i>	63%	54%	63%	
	Could you shower every day?	<i>n=8</i>	75%	51%	75%	
	Could you go outside for exercise every day?	<i>n=8</i>	75%	62%	75%	
	Could you use the phone every day (if you had credit)?	<i>n=8</i>	75%	50%	75%	
EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:					
	- Education?	<i>n=150</i>	63%	52%	63%	
	- Vocational or skills training?	<i>n=145</i>	33%	28%	33%	

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Norwich 2019)

HMP Norwich 2019	All other local prisons surveyed since September 2017	HMP Norwich 2019	HMP Norwich 2016
170	4,821	170	183

	- Prison job?	<i>n=148</i>	55%	35%	55%	
	- Voluntary work outside of the prison?	<i>n=143</i>	8%	4%	8%	
	- Paid work outside of the prison?	<i>n=144</i>	6%	4%	6%	
16.2	In this prison, have you done the following activities:					
	- Education?	<i>n=143</i>	76%	72%	76%	67%
	- Vocational or skills training?	<i>n=134</i>	61%	56%	61%	57%
	- Prison job?	<i>n=147</i>	80%	72%	80%	84%
	- Voluntary work outside of the prison?	<i>n=133</i>	35%	34%	35%	
	- Paid work outside of the prison?	<i>n=135</i>	35%	34%	35%	
	<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	<i>n=108</i>	63%	59%	63%	39%
	- Vocational or skills training?	<i>n=82</i>	68%	58%	68%	39%
	- Prison job?	<i>n=117</i>	47%	43%	47%	37%
	- Voluntary work outside of the prison?	<i>n=47</i>	53%	51%	53%	
	- Paid work outside of the prison?	<i>n=47</i>	62%	56%	62%	
16.3	Do staff encourage you to attend education, training or work?	<i>n=142</i>	51%	45%	51%	
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	<i>n=156</i>	28%	27%	28%	
	<i>For those who have a custody plan:</i>					
17.2	Do you understand what you need to do to achieve your objectives or targets?	<i>n=42</i>	83%	79%	83%	
17.3	Are staff helping you to achieve your objectives or targets?	<i>n=39</i>	46%	47%	46%	
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	<i>n=38</i>	45%	46%	45%	
	- Other programmes?	<i>n=37</i>	43%	45%	43%	
	- One to one work?	<i>n=38</i>	47%	41%	47%	
	- Been on a specialist unit?	<i>n=37</i>	22%	22%	22%	
	- ROTL - day or overnight release?	<i>n=37</i>	16%	17%	16%	
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	<i>n=17</i>	59%	72%	59%	
	- Other programmes?	<i>n=16</i>	63%	68%	63%	
	- One to one work?	<i>n=18</i>	72%	68%	72%	
	- Being on a specialist unit?	<i>n=8</i>	50%	48%	50%	
	- ROTL - day or overnight release?	<i>n=6</i>	50%	49%	50%	
PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	<i>n=160</i>	37%	32%	37%	
	<i>For those who expect to be released in the next 3 months:</i>					
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n=56</i>	50%	57%	50%	

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Norwich 2019	All other local prisons surveyed since September 2017	HMP Norwich 2019	HMP Norwich 2016
170	4,821	170	183

n=number of valid responses to question (HMP Norwich 2019)

18.3	Is anybody helping you to prepare for your release?	<i>n=56</i>	55%	48%	55%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	<i>n=53</i>	62%	68%	62%	
	- Getting employment?	<i>n=51</i>	61%	64%	61%	
	- Setting up education or training?	<i>n=50</i>	40%	51%	40%	
	- Arranging benefits?	<i>n=52</i>	73%	71%	73%	
	- Sorting out finances?	<i>n=48</i>	65%	60%	65%	
	- Support for drug or alcohol problems?	<i>n=51</i>	49%	52%	49%	
	- Health / mental Health support?	<i>n=51</i>	59%	60%	59%	
	- Social care support?	<i>n=48</i>	38%	44%	38%	
	- Getting back in touch with family or friends?	<i>n=49</i>	39%	44%	39%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	<i>n=33</i>	27%	30%	27%	
	- Getting employment?	<i>n=31</i>	19%	20%	19%	
	- Setting up education or training?	<i>n=20</i>	15%	16%	15%	
	- Arranging benefits?	<i>n=38</i>	37%	26%	37%	
	- Sorting out finances?	<i>n=31</i>	26%	17%	26%	
	- Support for drug or alcohol problems?	<i>n=25</i>	60%	42%	60%	
	- Health / mental Health support?	<i>n=30</i>	23%	24%	23%	
	- Social care support?	<i>n=18</i>	11%	18%	11%	
	- Getting back in touch with family or friends?	<i>n=19</i>	21%	27%	21%	
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=160</i>	52%	48%	52%	

HMP Norwich 2019
Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - responses of prisoners aged 25 and under are compared with those of prisoners over 25
 - responses of prisoners aged 50 and over are compared with those of prisoners under 50
 Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50
	41	128	25	144

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	42%			12%
	Are you 70 years of age or older?		2%		8%
1.3	Are you from a minority ethnic group?	30%	12%		16%
7.1	Are you Muslim?	23%	6%		0%
11.3	Do you have any mental health problems?	49%	58%		57%
12.1	Do you consider yourself to have a disability?	43%	47%		58%
19.2	Are you a foreign national?	18%	4%		0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	14%	7%		0%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	83%	88%		76%
2.4	Overall, were you treated very / quite well in reception?	77%	83%		88%
2.5	When you first arrived, did you have any problems?	88%	85%		80%
	<i>For those who had any problems when they first arrived:</i>				
2.6	Did staff help you to deal with these problems?	23%	45%		50%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	63%	69%		68%
3.5	Have you had an induction at this prison?	88%	84%		83%
	<i>For those who have had an induction:</i>				
3.5	Did your induction cover everything you needed to know about this prison?	40%	48%		50%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	8%	13%		32%
4.3	- Do you normally have enough clean, suitable clothes for the week?	67%	56%		76%
	- Can you shower every day?	82%	82%		80%
	- Do you have clean sheets every week?	59%	49%		68%
	- Do you get cell cleaning materials every week?	53%	52%		56%
	- Is it normally quiet enough for you to relax or sleep at night?	43%	48%		54%
	- Can you get your stored property if you need it?	13%	23%		32%
FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	23%	32%		44%
5.3	Does the shop / canteen sell the things that you need?	50%	72%		64%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	63%	78%		88%
6.2	Are there any staff here you could turn to if you had a problem?	62%	76%		80%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	23%	29%		48%
6.4	Do you feel that you are treated as an individual in this prison?	38%	43%		44%
FAITH					
	<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	60%	65%		57%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	70%	69%		64%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	38%	25%		32%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	64%	47%		28%
8.3	Are you able to use a phone every day (if you have credit)?	92%	87%		96%
	<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?	86%	78%		92%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	21%	19%		16%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	3%	5%		12%
	<i>For those who use the library:</i>				
9.9	Does the library have a wide enough range of materials to meet your needs?	53%	46%		60%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	68%	68%		71%
	<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	46%	48%		59%
10.3	Is it easy for you to make a complaint?	53%	57%		61%
	<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	28%	36%		60%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	21%	25%		13%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	33%	31%		41%
	- Nurse?	43%	49%		50%
	- Dentist?	13%	10%		15%
	- Mental health workers?	33%	24%		21%
	<i>For those who have mental health problems:</i>				
11.4	Have you been helped with your mental health problems in this prison?	44%	42%		36%
11.5	Do you think the overall quality of the health services here is very / quite good?	39%	42%		54%
OTHER SUPPORT NEEDS					
	<i>For those who have a disability:</i>				
12.2	Are you getting the support you need?	31%	33%		36%
SAFETY					
14.1	Have you ever felt unsafe here?	55%	54%		46%
14.2	Do you feel unsafe now?	26%	19%		17%
14.3	Not experienced bullying / victimisation by other prisoners	54%	53%		59%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	21%	31%		32%
14.5	Not experienced bullying / victimisation by members of staff	55%	67%		82%
14.6	If you were being bullied / victimised by staff here, would you report it?	56%	43%		33%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	33%	33%		32%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	23%	35%		32%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	18%	6%		0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	8%	4%		0%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	71%	44%		63%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	31%	27%		22%
	<i>For those who have a custody plan:</i>				
17.3	Are staff helping you to achieve your objectives or targets?	44%	47%		75%
PREPARATION FOR RELEASE					
	<i>For those who expect to be released in the next 3 months:</i>				
18.3	Is anybody helping you to prepare for your release?	25%	60%		75%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	54%	51%		54%