

Hawkes Bay Regional Prison

Inspection and Follow-up Inspection

July 2017 and July 2018

IN-HB-01

25 September 2018

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Note

The Office of the Inspectorate carried out an inspection of Hawkes Bay Regional Prison in July 2017. This report could not be finalised until late June 2018.

By this time, it was considered there would be a benefit in having a follow-up inspection to assess the developments at the prison.

In July 2018, the Inspectorate returned to the prison to conduct a follow-up inspection, which specifically focused on those areas identified for improvement. These reports should be read together.



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Hawkes Bay Regional Prison

Follow-up Inspection

July 2018

IN-HB-01

Inspection team

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August 2018

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Contents

Summary of findings	2
Introduction	3
Induction of new prisoners	4
Graffiti and vandalism	4
Violence and intimidation	5
Access to programmes and out-of-cell activities	7
Perimeter security	8
Access to contraband	9
Active management of prisoners	9
Support for at risk prisoners	10
Underutilisation of Self Care Units	11
Waiting lists for health care	12
Appendix A. Images	13
Appendix B. Response from the National Commissioner	14

Summary of findings

Since our 2017 inspection:

- i. Hawkes Bay Regional Prison has devoted additional resources and improved processes to ensure that inductions were completed in a timely manner.
- ii. The prison has significantly reduced graffiti and vandalism in high medium units and the Youth Unit, by repainting and encouraging prisoners to take responsibility for their environment. At the time of our inspection, repainting had been completed in some units and was to be completed in others. Keeping units free of graffiti remains an ongoing challenge.
- iii. The prison has made concerted efforts to reduce violence and intimidation in high medium security units and the Youth Unit, through implementation of an anti-bullying strategy, active management of prisoners, and a zero tolerance approach to any incidents of violence or bullying.
- iv. The prison has significantly increased the range of out-of-cell programmes and activities available for prisoners in the high medium security units and Youth Unit. This has resulted in prisoners becoming more engaged in constructive activities.
- v. The prison has made significant improvements to its perimeter security, through the installation of new perimeter fencing and motion sensing cameras, and the establishment of a Site Emergency Response Team, which conducts regular perimeter and vehicle searches. The gatehouse remains unfit for purpose.
- vi. The prison has taken steps to reduce access to contraband within the prison, including improvements to perimeter security and the establishment of a Site Emergency Response Team, which conducts regular searches within residential units. These improvements have contributed to a reduction in the number of items of contraband being detected in the prison.
- vii. An increase in staffing in the prison's high medium units has enabled staff to more actively engage with and actively manage prisoners. It is likely that this is a factor in the reduction in levels of recorded violence and intimidation within the prison.
- viii. The prison has made significant improvements to the physical environment in its Intervention and Support Unit, and has increased the range of out-of-cell activities available for prisoners at risk of self-harm. Custodial staff working in the unit have received training to ensure they understand prisoners' therapeutic needs. Overall, the unit appears to be meeting prisoners' therapeutic needs in a much more effective manner.
- ix. The prison has made concerted efforts to ensure that the prison's Self Care Units are fully and effectively utilised. The Whare Oranga Ake unit is now fully utilised and the other Self Care Units are close to fully utilised.
- x. The prison's Health Centre management and staff continue to make concerted efforts to reduce waiting lists and to ensure that prisoners' health needs are being met in a timely manner.

Introduction

1. In July 2017, as part of its programme of scheduled inspections of New Zealand prisons, the Office of the Inspectorate conducted an inspection of Hawkes Bay Regional Prison. Our findings from that inspection are published in the report *Hawkes Bay Regional Prison: Inspection July 2017*.
2. That report assessed the prison's performance at holding prisoners safely, treating them with respect for human dignity, engaging prisoners in activities that benefit their rehabilitation, and preparing prisoners for return and reintegration into the community while reducing risks of reoffending.
3. Although the report identified a number of areas in which the prison was performing well, it also identified some areas that could be improved. Many of those areas related to the prison's high medium security units, where a combination of staffing pressures, the growing prison population, gang influences, and access to drugs and other contraband combined to create conditions that did not support safety, good order, and effective rehabilitation.
4. In July 2018, the Office of the Inspectorate returned to the prison to conduct a follow-up inspection, which was specifically focused on those areas identified for improvement.
5. Our inspection included:
 - » interviews with prison management and staff
 - » interviews with seven prisoners
 - » physical inspection of prison units
 - » review and analysis of relevant documents
6. This report sets out the results of that follow-up inspection. We found that the prison had made significant improvements since the previous inspection across a wide range of areas, including its physical environment and security, active management of prisoners, access to out-of-cell activities, controlling access to unauthorised items, support for prisoners at risk of self-harm, and more.
7. One of the most significant changes that had occurred at the prison was the opening on 27 March 2018 of a new high medium security Te Ara Māori Unit (HM-G). This unit had been under construction during our 2017 inspection. The 59-bed high medium security unit will operate under kaupapa Māori values and will offer a pathway into the national Te Tirohanga Māori rehabilitation programme. The new unit offered a significantly improved environment for high security prisoners and staff (see Appendix A, Figure 1).
8. The response from the National Commissioner to the draft report is attached as Appendix B.

Induction of new prisoners

9. When prisoners arrive in their unit, staff are required to interview them to explain prison and unit rules and routines and find out about any immediate needs or concerns, including safety needs.
10. In our July 2017 inspection, we found that these induction interviews did not always take place, and were of variable quality. This was particularly an issue in high medium security units. Failure to complete these interviews could create risks to health, safety and good order, due to staff not obtaining relevant information from prisoners, and prisoners not understanding unit rules and routines. Failure to complete inductions could also cause distress, especially for prisoners unfamiliar with the prison environment or routines.
11. Following our inspection, the National Commissioner Corrections Services advised the Office of the Inspectorate that a new first-night induction process had been initiated to support prisoners adjusting to the prison environment.
12. In our July 2018 follow-up inspection, we found that processes had been improved to ensure that prisoners received induction interviews on arrival in high medium security units. Four staff had been assigned as support officers for the high medium units, and one of their roles was to complete these interviews for all new arrivals. A spreadsheet was used to record all new arrivals and ensure that all induction interviews were completed. Between 31 August 2017 and 13 June 2018, 750 prisoners were inducted.

Finding

- i. Following our 2017 inspection, Hawkes Bay Regional Prison has devoted additional resources and improved processes to ensure that inductions were completed in a timely manner.

Graffiti and vandalism

13. In our July 2017 inspection, we found extensive graffiti and vandalism in the prison's high medium security units and its Youth Unit. In the six months to 30 June 2017, the prison's maintenance contractor had responded to 859 incidents involving graffiti and vandalism in the high medium units. This included damage to cells and fittings, damaged and blocked toilets, and power outages. Over a similar timeframe, more than 300 televisions were damaged and needed repair (at that time, the high medium facility could house a maximum of 242 prisoners).
14. In contrast to the high medium units, the prison's low security units were generally clean and in good condition.
15. Following our inspection, the National Commissioner advised that steps had been taken to address graffiti and vandalism, and that televisions in some high medium security cells had been secured behind tamper-proof frames to protect against vandalism.
16. During our July 2018 follow-up inspection, the acting Residential Manager for high medium security units told us there had been extensive repainting throughout the units (see Appendix A, Figure 2). The repainting was carried out by prisoners.
17. Our inspectors visited one of the units (HM-K). All but one of the inspected cells was free of graffiti, and prisoners we spoke with expressed pride that their cells were free of graffiti.

18. In another unit (HM-A), repainting had begun but extensive graffiti remained in several cells. We were advised that cells would be repainted when possible, but were not being repainted while they were occupied.
19. Principal corrections officers for these units told us that graffiti was an ongoing issue, but that prisoners were increasingly taking ownership of the problem, which was making it easier to control.
20. In the Youth Unit, the Residential Manager told us that an external contractor was removing graffiti and repainting cells. Some of the graffiti could be scrubbed off, but some was etched into the walls, making repainting difficult. The Residential Manager said prisoners typically did not expect to remain in the unit for long before moving to other units, and therefore did not take ownership of their environment.

Finding

- ii. Since our 2017 inspection, the prison has significantly reduced graffiti and vandalism in high medium units and the Youth Unit, by repainting and encouraging prisoners to take responsibility for their environment. At the time of our inspection, repainting had been completed in some units and was to be completed in others. Keeping units free of graffiti remains an ongoing challenge.

Violence and intimidation

21. During our July 2017 inspection, staff told us that violence and intimidation were common in the prison's high medium security units, and gang members were often involved in standovers, bullying and trading contraband. Growth in the prisoner population, the introduction of double bunking, gang influences, access to contraband such as drugs, and limits on staffing were all identified as influencing levels of violence and intimidation.
22. During our inspection, some prisoners told us they felt safe only if they were affiliated with a gang – those who were new to prison and had no gang affiliation felt unsafe.
23. Following our inspection, the National Commissioner advised that steps had been taken to address violence and intimidation.
24. An anti-bullying strategy was introduced, under which staff were encouraged to take a zero tolerance approach to violence and intimidation. Prisoners, staff, and visitors were all made aware of this approach through inductions, training and posters, which were visible in staff and visitor areas (see Figure 3). Staff were encouraged to proactively look out for signs of bullying and victimisation, to discuss any issues in daily meetings, and to take prompt and appropriate action to address any incidents that did occur.
25. A Site Emergency Response Team was established in March 2018 to respond to violent incidents in a manner that prioritised staff and prisoner safety.
26. In our July 2018 follow-up inspection, we found that the anti-bullying messages were highly visible in the high medium security units. Residential managers and principal corrections officers for the high medium units and Youth Unit told us that bullying and standovers remained an issue, but at lower levels than previously. They said that improvements had been due to staff actively engaging with prisoners, and identifying and dealing with any issues as early as possible.

27. The first step was to remove or minimise the risk. This could involve moving prisoners out of a unit, either because they had bullied other prisoners or because they were at risk of bullying. It could also involve disciplinary action, review of security classification, or other appropriate action against anyone involved in bullying.
28. One Residential Manager said increased opportunities for constructive out-of-cell activities (discussed in the next section) had also helped to keep prisoners engaged and contributed to reduced levels of intimidation.
29. Of the seven prisoners we interviewed during our follow-up inspection, none raised concerns about violence or intimidation in the high medium security units or the Youth Unit. One said he had been assaulted in a gang-related incident in a low security unit, and had been moved back to a high medium unit where he was safer. Another prisoner said that some prisoners in high medium spent their out-of-cell time gambling. Gambling is not allowed in prisons, and can be associated with violence or standovers.
30. Across the prison as a whole, fewer violent incidents were recorded during the first six months of 2018 compared with the same period in the previous year. Recorded incidents of violence, verbal abuse, and wilful damage were all significantly reduced from the same period in 2017. Nonetheless, 61 assaults and 127 incidents of verbal abuse and threats were recorded in the first six months of 2018 (from a total prison population of 747), indicating that continued vigilance will be needed to further reduce violence and intimidation in these units (see Table 1).

Table 1. Recorded incidents at Hawkes Bay Regional Prison

Type of incident	1 January to 30 June 2017	1 January to 30 June 2018
Violence	76	61
Verbal abuse/threats	155	127
Wilful damage	126	48

31. The new Te Ara Māori Unit (HM-G) provided an open physical environment with clear sightlines, making it easy for staff to supervise and interact with prisoners, thereby reducing risks of violence or intimidation. The prison's older high medium security units each have three residential wings radiating from a central communal area. This layout is far more challenging for staff to monitor, and offers fewer opportunities for constructive staff-prisoner interactions.

Finding

- iii. Since our 2017 inspection, the prison has made concerted efforts to reduce violence and intimidation in high medium security units and the Youth Unit, through implementation of an anti-bullying strategy, active management of prisoners, and a zero tolerance approach to any incidents of violence or bullying.

Access to programmes and out-of-cell activities

32. In our July 2017 inspection, we found that the prison's low security units provided a wide range of rehabilitation, work and learning opportunities. This kept prisoners engaged, offered clear pathways towards positive change, and allowed prisoners to address causes of offending and obtain valuable skills. The Youth Unit also provided prisoners with a range of out-of-cell activities.
33. In the high medium security units, access to rehabilitation, work, and learning opportunities was more limited. The high medium units had no gym or library, and limited spaces for rehabilitation or education programmes. Following our inspection, the National Commissioner advised that the prison was increasing opportunities for prisoners to engage in vocational training and other constructive out-of-cell activities.
34. In our July 2018 follow-up inspection, we found that access to constructive out-of-cell activities had improved for prisoners in the high medium security units and the Youth Unit.
35. One prisoner in high medium told us that prisoners were being offered far more opportunities than they had been previously, such as greater access to exercise, and education and training opportunities. He had been attending a forestry course three days a week, was taking part in literacy and numeracy courses, and spending time working out on exercise equipment provided in his unit.
36. The high medium units' acting Residential Manager advised us that the increased number of therapeutic programmes and training courses in high medium had placed additional pressure on staff, as they had to supervise prisoners in the units' classroom areas (see Figure 4) as well as in other parts of their units.
37. The Residential Manager advised us that one of the new programmes was waiata practice. At the time of our inspection, there was a waiata contest between prisoners in the high medium units' residential wings, which (in the Residential Manager's view) had improved the mood in the units.
38. In the Youth Unit, the Residential Manager told us that new gym equipment had been installed, a youth activities coordinator had been employed, music lessons were being offered in a facility known as Music Box, and an eight-week alcohol and other drugs treatment programme was being piloted. Other programmes available included literacy and numeracy, Māori Studies, English as a second language, online and self-directed learning, and industry training in apiculture, agriculture, and horticulture.

Finding

- iv. Since our 2017 inspection, the prison has significantly increased the range of out-of-cell programmes and activities available for prisoners in the high medium security units and the Youth Unit. This has resulted in prisoners becoming more engaged in constructive activities.

Perimeter security

39. Following our July 2017 inspection, we raised concerns about some aspects of the prison's perimeter security.

Perimeter fencing

40. The prison was fenced in a way that made it possible for members of the public to throw items into the prison, potentially resulting in prisoners obtaining access to cellphones, drugs, and other contraband.
41. Following our inspection, the National Commissioner advised that the prison had received provisional approval to fund fencing on neighbouring properties to reduce the incidence of items being thrown into the prison. Additional fencing was completed late in 2017 on three sides of the prison, and, at the time of our 2018 inspection, motion sensing cameras were also installed to monitor the perimeter. 9 (2) (j)

42. The Site Emergency Response Team (established in March 2018) also conducts regular searches of the perimeter to maintain security.

Vehicle searches

43. At the time of our July 2017 inspection, the prison had no fit-for-purpose covered area for staff to search incoming vehicles and no staging ramp to inspect large trucks and their loads. Staff did not search all vehicles entering the prison, and the security of the prison was thereby compromised.
44. The establishment of the Site Emergency Response Team improved the prison's capacity to carry out vehicle searches. The prison's Security Manager advised that the team regularly conducted vehicle searches at the prison's main entrance, often with Police in attendance. Most of these searches revealed no issues. On one occasion, a gang member attempted to enter the prison on foot with a concealed weapon.

Gatehouse

45. During our July 2018 inspection, the Security Manager advised that the prison's gatehouse was not fit for purpose. Its layout meant that prisoners, staff, and visitors all mixed in the same area, creating risks for safety and good order. The gatehouse was also in poor condition and had been on the prison's hazard register since 2011. The Security Manager said he understood that funding for gatehouse improvements would not be available until 2024.

Finding

- v. Since our 2017 inspection, the prison has made significant improvements to its perimeter security, through the installation of new perimeter fencing and motion sensing cameras, and the establishment of a Site Emergency Response Team, which conducts regular perimeter and vehicle searches. The gatehouse remains unfit for purpose.

Access to contraband

46. Improvements to physical security, combined with the establishment of the Site Emergency Response Team, have helped to reduce access to unauthorised items such as cellphones, drugs and weapons. The Site Emergency Response Team conducts regular searches of residential wings.
47. A search in May uncovered a range of unauthorised items, including cannabis, cellphones and chargers, tattoo equipment and a weapon, in the shower block in one of the low security units. Other searches between May and July found little or no evidence of unauthorised items. The high medium units' principal corrections officers said the searches were helping reduce access to contraband in the units.
48. In the six months to 30 June 2018, 262 items of contraband were detected in the prison, much less than in the first half of 2017, when 372 items were detected.
49. A special focus for the prison during our inspection was tattoo equipment. The principal corrections officers advised that some searches had uncovered professional quality tattoo equipment and ink, and that the number of young prisoners with gang-related facial tattoos was increasing.

Finding

- vi. Since our 2017 inspection, the prison has taken steps to reduce access to contraband within the prison, including improvements to perimeter security and the establishment of a Site Emergency Response Team, which conducts regular searches within residential units. These improvements have contributed to a reduction in the number of items of contraband being detected in the prison.

Active management of prisoners

50. In our July 2017 inspection, we found that custodial staff in high medium security units had little time available to actively manage and supervise prisoners. This was a consequence of the growth in the prisoner population. In August 2016, double bunking was introduced in the units. This doubled the number of prisoner beds in each unit, but staffing levels were not increased proportionately. As a result, staff told us they had less time to actively engage with and supervise prisoners, and the prisoners increasingly saw the high medium wings as their space.
51. In our July 2018 follow-up inspection, we were advised that an additional four support staff had been employed for the high medium units. Their role was to provide support wherever the need was greatest. The employment of additional staff has meant that unit staff are better able to engage with and actively manage prisoners. The anti-bullying strategy also encourages staff to actively engage with prisoners to ensure they are aware of incidents of victimisation.
52. The increased access for high security prisoners to programmes and out-of-cell activities has created another layer of supervision duties for staff (as described in paragraph 35).
53. As noted earlier, the new Te Ara Māori Unit provides a physical environment which supports active and constructive engagement between custodial staff and prisoners. In the other high medium units, the physical layout makes active supervision and management of prisoners challenging.

Finding

- vii. Since our 2017 inspection, an increase in staffing in the prison's high medium units has enabled staff to more actively engage with and actively manage prisoners. It is likely that this is a factor in the reduction in levels of recorded violence and intimidation within the prison.

Support for at risk prisoners

54. The prison has a 16-bed Intervention and Support Unit (previously known as the At Risk Unit) to provide a safe and secure environment for prisoners at risk of self-harm. In our July 2017 inspection, we found that the unit kept prisoners safe. However, when the unit was full, prisoners had very limited opportunities to spend time out of their cells associating with others or engaging in constructive activities. As a result, the unit was not necessarily meeting prisoners' therapeutic needs.
55. In our July 2018 follow-up inspection, we found that the prison had made significant efforts to improve the environment and conditions for at risk prisoners. The unit had been repainted, brightening the environment, and there were murals on the walls.
56. At the time of our inspection, the unit housed seven prisoners. Prisoners were provided with a range of activities to keep them occupied and engaged while in the unit's day room, including puzzles, colouring in books, playing cards, pens and paper, and musical instruments. They could also watch television, use the unit's library, and visit the unit's exercise yard where they had a tennis ball for games.
57. At the time of our inspection, the prisoners were working together on a waiata for the unit. Some prisoners in the unit were allowed to continue to attend industry, treatment and learning programmes.
58. Staff interacted regularly with the prisoners, and received training to ensure they understood prisoners' therapeutic needs and treatment. Prisoners' needs were discussed at regular meetings involving custodial, health, forensic, case management staff and prison chaplains.
59. The unit's Principal Corrections Officer told us that staffing could be an issue. The unit had one staff vacancy and another staff member away on secondment. Shortages were covered through existing staff working overtime.
60. Following our July 2017 inspection, the National Commissioner advised that, from December 2017, an additional principal corrections officer would be employed in the unit and rostered on during weekends. During our July 2018 inspection, we were advised that funding for this position had been approved but the appointment had not yet been made. Until an appointment was made, principal corrections officers from other units were covering this position.
61. During 2017, Corrections began an Improving Mental Health Services pilot aimed at providing support for prisoners with mental health conditions such as anxiety, depression, and post-traumatic stress disorder.
62. Two experienced mental health clinicians were appointed at the prison in mid-2017. The clinicians had caseloads of 30 prisoners each. At the time of our inspection, they had delivered a total of 300 sessions over 12 months.

Finding

- viii. Since our 2017 inspection, the prison has made significant improvements to the physical environment in its Intervention and Support Unit, and has increased the range of out-of-cell activities available for prisoners at risk of self-harm. Custodial staff working in the unit have received training to ensure they understand prisoners' therapeutic needs. Overall, the unit appears to be meeting prisoners' therapeutic needs in a much more effective manner.

Underutilisation of Self Care Units

63. Self care units are intended to allow prisoners to prepare for reintegration back into the community. Prisoners in self-care are able to gain skills in cooking, budgeting and living with others, and may be able to work or carrying out other constructive activities outside the prison perimeter (such as gaining driver licences).
64. Hawkes Bay Regional Prison has two self care units: Self Care 1 within the prison perimeter and Self Care 2 outside the perimeter. It also has Whare Oranga Ake, a kaupapa Māori self-care facility located outside the perimeter.
65. In our July 2017 inspection, prisoners in Whare Oranga Ake spoke very positively about their experiences in the unit. However, despite its apparent success at helping prisoners to reintegrate, the unit was significantly underused. Whare Oranga Ake had capacity for 24 prisoners in six houses. At the time of our 2017 inspection, the unit housed 10 prisoners, and had never housed more than 16. Two of its houses had never been used.
66. Following our inspection, the National Commissioner advised that Whare Oranga Ake was a national resource, and the Prison Director was working with other prisons to ensure that eligible prisoners were identified for the unit.
67. In our July 2018 follow-up inspection, the Principal Corrections Officer for Whare Oranga Ake advised us that the unit housed 24 prisoners, which was its maximum capacity. Self Care 1 housed 20 prisoners and Self Care 2 housed 19 prisoners, two of whom were due for release. She said she worked closely with case management staff to identify suitable replacements.
68. Self Care 1 housed prisoners with low or low medium security classifications, who typically worked inside the prison, in the kitchen, laundry or grounds until they achieved a minimum security classification. Self Care 2 and Whare Oranga Ake were for minimum security prisoners who had completed required therapeutic programmes and met other criteria for eligibility and suitability. Prisoners in those units could be eligible to work outside the prison (while being monitored by GPS).
69. At the time of our inspection, the prison had 24 prisoners on Release to Work in industries such as forestry, agriculture and horticulture.
70. Iwi provider Choices Kahungunu Health Services provided reintegration services for prisoners housed in Whare Oranga Ake to help them prepare for life after release from prison. These services included escorting the prisoners on temporary release activities to help them obtain their driver licence, open a bank account, purchase groceries for the house, and connect to their families and community.

Finding

- ix. Since our 2017 inspection, the prison has made concerted efforts to ensure that the prison's Self Care Units are fully and effectively utilised. The Whare Oranga Ake unit is now fully utilised and the other Self Care Units are close to fully utilised.

Waiting lists for health care

71. During our 2017 inspection, we found that the prison's Health Centre was well managed and had highly dedicated staff. However, with available resources, the centre faced challenges meeting demand, particularly for dentist appointments. On 22 July 2017, 62 prisoners were waiting to be seen by a dentist and 10 were waiting to be seen by a medical officer for non-routine matters.
72. During our 2018 follow-up inspection, Health Centre staff told us that 58 prisoners were waiting for dentist appointments (as at 14 July). The dentist usually saw 12-13 patients every Friday. During May and June a dentist also visited the prison on Saturdays, which reduced the waiting list to 30 prisoners, but this was immediately followed by more than 60 new requests which resulted in the waiting list growing again. We were told that most of these new requests were from prisoners who wanted their teeth cleaned.
73. As a result, nurses were trained to conduct initial assessments to determine whether prisoners needed urgent or non-urgent dental care. These pre-assessments were helping to reduce the waiting list.
74. Health Centre staff told us the waiting time to see a medical officer (doctor) for non-urgent matters was about one month. A medical officer typically visits the site four days a week for 3.5 hours a day. We were told that the centre was running extra clinics to reduce waiting times. Nurses manage the medical officers' appointments to ensure that urgent cases are prioritised.
75. The Health Centre also offered specialist clinics such as with opticians who conducted retinal screening for diabetes.

Finding

- x. The prison's Health Centre management and staff continue to make concerted efforts to reduce waiting lists and to ensure that prisoners' health needs are being met in a timely manner.

Appendix A. Images



Figure 1. The new Te Ara Māori high medium security unit



Figure 2. Repainted door in a high medium security unit

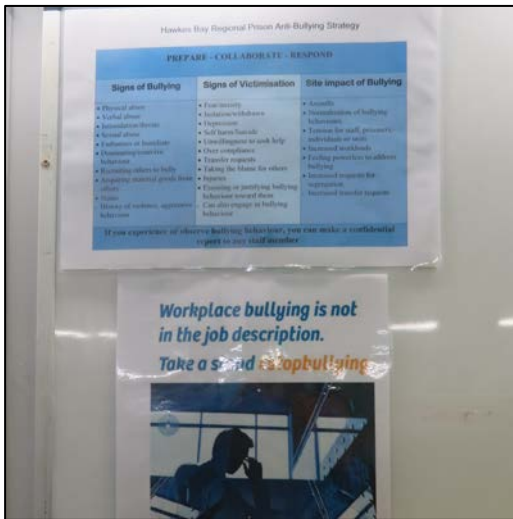


Figure 3. Anti-bullying poster in a high medium security staff area



Figure 4. Programmes room in a high medium security unit

Appendix B. Response from the National Commissioner



31 August 2018

Janis Adair
Chief Inspector
Mayfair House
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Wellington 6012

Dear Janis

Re: Hawke's Bay Regional Prison (HBRP) Follow-up Inspection July 2018 Draft Report

Thank you for the opportunity to respond to the draft follow-up inspection report. Both the site leadership and I were pleased to read that the inspection team saw evidence of progress in a range of areas at HBRP since the 2017 inspection.

I particularly noted recognition of the efforts to reduce violence and intimidation and increase the range of programmes and activities for prisoners in the high-medium and youth units.

It was also pleasing to read that the Intervention and Support Unit has been significantly improved and is operating in a more therapeutic and effective manner. I was recently able to advise that an additional Principal Corrections Officer position has been funded for all sites with an Intervention and Support Unit. I am confident this will support good practice and decision making by staff who work in this challenging environment.

The prison inspections play an important role in building a culture of continuous improvement in our prisons and many of the opportunities to improve take time to implement successfully. Accordingly, HBRP continue to progress their action plan set following the 2017 inspection. They are supported by the lower north regional team who assist by reviewing the changes and providing feedback on their impact. The National Findings and Recommendations Oversight Group also maintain oversight of their progress.

I trust you are satisfied with our response to the draft follow-up report. Please advise me if you have any further concerns or questions about information provided.

Yours sincerely

Rachel Leota
Acting National Commissioner

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Hawkes Bay Regional Prison

Inspection

July 2017

IN-HB-01

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May 2018

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Contents

Foreword	2
Overview	4
Introduction	6
Transport and reception	8
Residential units	10
High medium security	10
Low security units	15
Youth Unit	19
Health and other services	20
Appendix – Images	22

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Foreword

This is the fifth in a series of public reports on scheduled inspections of New Zealand prisons.

The inspections are intended to provide a 'window into prisons', giving early warning of emerging risks and challenges, and highlighting areas of innovation and good practice that other prisons might wish to follow.

Inspections are carried out against a set of healthy prison standards that are derived from United Nations guidelines on the treatment of people in detention.¹ Prison performance is assessed under four guiding principles:

- » **Safety:** Prisoners are held safely.
- » **Respect:** Prisoners are treated with respect for human dignity.
- » **Rehabilitation:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.
- » **Reintegration:** Prisoners are prepared for release into the community, and helped to reduce their likelihood of re-offending.

The primary purpose of the prison system is to protect society from crime, both during a prisoner's imprisonment and after their release into the community.² The four principles reflect that purpose and highlight the potentially competing demands that are often placed on prison staff and management.

In an ideal world, prisons would be able to deliver on all four principles on all occasions. In practice, safety, humane treatment, and rehabilitation and reintegration needs are sometimes balanced against one another, and short-term requirements sometimes take precedence over longer-term needs.

I encourage prison directors, managers and staff to use these principles as a guide to decision-making, and to foster continual improvement that, as much as possible, sees their prisons deliver on all four principles.

The inspection programme is still relatively new. It is an ambitious programme involving inspection of all New Zealand prisons within a 20-month period. We have learned a great deal from our first few inspections about the challenges facing New Zealand prisons, and about the contribution inspections can make to prison management.

I am committed to progressively maturing our inspection methodology to ensure that we are agile in adapting to new developments and delivering robust and meaningful reports that can aid decision-making. We are reviewing our inspection methodology to reflect lessons learned from our first few inspections and to bring the methodology into line with changes in United Nations standard rules on treatment of prisoners.

This year, we have also adopted a new, simpler report structure. While our inspections consider all areas of prison life, the report aims to highlight what matters most – focusing on areas where safety, humane treatment, rehabilitation and reintegration are at risk, and on innovative practices that appear to be particularly effective at supporting all of these goals.

¹ As well as considering the four principles, the healthy prison standards require inspectors to consider nine specific areas of prison life: reception and admission, first days in custody, escorts and transfers, good order, duty of care, environment, health, rehabilitation and reintegration.

² United Nations Standard Minimum Rules for the Treatment of Prisoners (The Nelson Mandela Rules), rule 4. See also Corrections Act 2004 sections 5 and 6.



The report highlights some of the pressures Hawkes Bay Regional Prison (and other prisons) are facing – including the challenges associated with a rising prison population, the introduction of double bunking, pressures on staffing, the influence of gangs and barriers to rehabilitation. It also highlights some parts of the prison programme that have effectively supported prisoners to make positive changes.

As well as conducting our scheduled programme of prison inspections, the Office of the Inspectorate will be providing ongoing monitoring through the work of its Regional Inspectors, who, in addition to their general responsibilities, will report to me on Hawkes Bay Regional Prison’s progress against the healthy prison standards and the matters specifically identified in this report. Further rounds of scheduled inspections will also consider the prison’s progress.

My oversight of these activities will provide a significant ongoing and critical insight into prisons. I am confident this will provide assurance that any shortcomings will be identified and addressed at pace, and that examples of good practice will be shared so that other prisons can follow.

I acknowledge the cooperation of Hawkes Bay Regional Prison’s management and staff both during the inspection and since, and I look forward to working with them as I continue to monitor progress.

A handwritten signature in blue ink, appearing to be 'Janis Adair', written over a horizontal line.

Janis Adair
Chief Inspector of Corrections

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Overview

1. Hawkes Bay Regional Prison is one of five prisons in the Lower North region. It is situated in a rural area about nine kilometres south of Hastings. At the time of our inspection, it housed 662 minimum to high security male prisoners, including prisoners on remand awaiting trial or sentence.
2. Our inspection took place between 17 and 21 July 2017.³ We inspected some of the prison's residential units and other facilities, formally interviewed 36 prisoners, and also spoke with prisoners and staff as we completed our inspection.

Key findings

Transport and reception

- » Prisoners were kept safe and treated in a respectful manner when they were escorted to and from prison and when they arrived in prison.
- » The prison is making good use of the audio visual facilities which mitigates risks to safety and good order that can arise when prisoners are transported to and from court.

First days in custody

- » The quality of prisoner inductions varied due to inconsistencies with the induction process and some inductions did not take place at all.
- » Failure to complete induction interviews could create risks to health, safety and good order, due to staff not obtaining relevant information from prisoners, and prisoners not understanding unit rules and routines.
- » Failure to complete inductions could also cause distress, especially for prisoners unfamiliar with the prison environment or routines.

High medium security - Environment and basic needs

- » The facility suffers from extensive graffiti and vandalism, along with power outages and blocked toilets. Bedding and mattresses were generally in a poor state. We acknowledge the steps the prison has taken since our inspection to address these issues.

High medium security - Safety and humane treatment

- » The prison's high medium security units do not provide an environment that is conducive to safety and good order. The introduction of double bunking has meant that staff focused on tasks at hand, with little time for actively managing and supervising prisoners. Combined with a strong gang culture and access to drugs, this means violence, bullying, standovers and assaults can take place. Prisoners, custodial staff, and health staff said that assaults and fights occurred regularly.

High medium security – Rehabilitation and reintegration

- » Conditions in the high medium security units generally were not conducive to rehabilitation, even for motivated prisoners. Prisoners had limited opportunities to engage in constructive out-of-cell activities other than exercising in yards, and some access to rehabilitation and treatment programmes. However, some sentenced prisoners did have access to work experience opportunities.

³ A scheduled inspection involves a 12-week programme of work. The Hawkes Bay Regional Prison inspection began its 12-week programme on 3 July 2017. The field work phase of our inspection took place from 17 to 21 July 2017.

Low security units - Environment and basic needs

- » The low security units provided an environment in which prisoners' needs were generally met.

Low security units - Safety and respect

- » Most of the prison's low security units provided a wide range of rehabilitation, work, and learning opportunities. This kept prisoners engaged, offered clear pathways towards positive change, and allowed prisoners to address causes of offending and obtain valuable skills.

Low security units - Rehabilitation and reintegration

- » Prisoners and staff spoke highly about the self-care units and Whare Oranga Ake. However, despite apparent success at helping prisoners to reintegrate, the self-care units and Whare Oranga Ake are significantly underused.

Youth Unit

- » The Youth Unit provided prisoners with a range of out-of-cell activities and a basic environment in which their needs were mostly met. However, pillows and bedding were not always adequate.
- » In the wings, graffiti was extensive. Standovers, intimidation and gambling were commonplace.

Health and other services

- » The prison made a concerted effort to reduce long waiting lists to ensure that prisoners' health needs were being met promptly.

Mental health and self-harm

- » The prison has taken steps to monitor and address prisoners' mental health needs. Staff have provided prisoners with opportunities to interact and socialise with others and engage in constructive activity. However, although the management regime kept prisoners physically safe, it did not always meet their therapeutic needs.



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Introduction

Hawkes Bay Regional Prison

3. Hawkes Bay Regional Prison is one of 17 public prisons in New Zealand. Together with one prison run as a public private partnership, these prisons operate under the direction of the National Commissioner. The prisons operate in four regions – Northern, Central, Lower North, and Southern – each led by a Regional Commissioner.
4. Hawkes Bay Regional Prison is one of five prisons in the Lower North region. It is situated in a rural area at Bridge Pa, about nine kilometres south of Hastings.
5. The prison was established in 1989 to house 148 prisoners. Since then, it has expanded and now has the capacity for 730 minimum to high security prisoners. An additional 59 high security beds, a classroom and programme spaces are being built. This work is expected to be finished in March 2018.
6. At 17 July 2017, when our inspection took place, the prison housed 662 prisoners – including 448 sentenced and 214 on remand. The vast majority of prisoners were classed as minimum, low, or low medium security.⁴
7. Over the preceding two years, the number of sentenced prisoners grew by 2% (from 438), while the number of remand prisoners grew by 74% (from 123). Over the same period, New Zealand's total remand prisoner population grew by 36%.
8. The prison has a 10-person management team led by the Prison Director. On 29 August 2017, the prison had 292 full-time equivalent custodial staff, consisting of:
 - » 21 principal corrections officers
 - » 51 senior corrections officers
 - » 220 corrections officers
9. The prison is funded for 292 FTE custodial staff, meaning it was fully staffed at the time of our inspection.
10. In addition, the prison employs a range of other staff to support prisoners' wellbeing and rehabilitation. Case managers who support prisoners through their sentences, nurses, psychologists, guided release workers, and instructors and tutors for rehabilitation, training and work programmes are among some of the staff employed at the site.

Inspection criteria

11. We assessed Hawkes Bay Regional Prison against a set of healthy prison standards, which are derived from United Nations principles for the treatment of people in detention:
 - » **Safety:** Prisoners are held safely.
 - » **Respect:** Prisoners are treated with respect for human dignity.
 - » **Rehabilitation:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.
 - » **Reintegration:** Prisoners are prepared for release into the community, and helped to reduce their likelihood of re-offending.⁵
12. A prison's success at achieving these goals depends on a range of factors, including:

⁴ Of the 448 sentenced prisoners housed at Hawkes Bay Regional Prison, 148 were classified as minimum security, 123 as low security, 139 as low medium security, 26 as high security, and 12 were unclassified.

⁵ Inspectors of prisons in the United Kingdom, Australia and elsewhere use variations of these four principles. They are consistent with the basic principles in the United Nations Standard Minimum Rules for the Treatment of Prisoners (the Nelson Mandela Rules), although those also emphasise the importance of equitable treatment and of not taking steps that reduce prisoners' personal responsibility. The principles are consistent with the Corrections Act 2004. Our inspection methodology is under review and changes may be made during 2018.

- » an environment and routines that are safe and secure without being unduly restrictive
- » effective supervision, management and discipline to minimise risks of violence and disorder and encourage constructive use of time
- » positive and respectful staff-prisoner relationships to encourage voluntary compliance with prison rules and procedures
- » opportunities for prisoners to take part in constructive activities that support positive change, including physical activity, treatment and rehabilitation programmes, education and training opportunities, work experience, and time to socialise with others
- » a clear and consistent pathway towards rehabilitation, release and successful reintegration

Inspection process

13. During our inspection, we interviewed:
 - » 36 prisoners about life in prison and readiness for release back into the community
 - » prison managers, custodial staff, and other staff such as health professionals, psychologists, case managers and prison chaplains
14. We visited the prison's residential units to assess their physical condition, and to observe prison operations, including staff-prisoner interactions and prisoner activities. In the units, we spoke with prisoners and staff informally.
15. We also visited industry and rehabilitation programme facilities, the health centre, gym facilities, and other prison facilities, and inspected the prison's perimeter and single point of entry.
16. In October 2017, following our inspection, we advised the National Commissioner of our key findings. The National Commissioner's responses have, where appropriate, been incorporated into this report. Subsequently, we provided the National Commissioner with a draft of this report. The National Commissioner responded to the draft report in April 2018.

Report structure

17. The following sections describe what we found during our inspection, with a particular focus on risks or barriers to safety, humane treatment, rehabilitation and reintegration, and on innovations that support those principles.
18. The report's structure follows the prisoner's experience – from reception into prison, through life in the prison's residential units, to health and other services, through to release and reintegration.

Transport and reception

19. Prisoners are escorted to and from Hawkes Bay Regional Prison for a range of reasons, including transport to and from court (either on remand or after sentencing), transfers to and from other prisons, and temporary escort for court hearings, medical treatment and other purposes.
20. When interviewed, prisoners who had just arrived at the prison on the escort vehicle had no complaints about the transport.
21. Prisoners arriving at Hawkes Bay Regional Prison⁶ are processed through the prison's Receiving Office. One of the important roles of Receiving Office staff is to conduct immediate needs assessments and risk assessments.
22. During our inspection, Receiving Office staff performed these tasks thoroughly and diligently, and in a manner that was sensitive to prisoners' concerns and needs. Staff engaged with the prisoners with respect, took an interest in their welfare and conducted one-on-one interviews to address their immediate needs.
23. Following our inspection, the National Commissioner advised that nurses generally attend to new arrivals within four hours, in accordance with national guidelines.⁷ However, on occasion, the number of staff on site is reduced. The prison provisionally reallocated a nurse working from 1pm to 9pm to support the high security units and the Receiving Office.
24. The National Commissioner has since advised that following a review by the Health Centre Manager, the trial nurse reallocation has supported the prison to complete medical assessments by the nurse within expected timeframes.

Audio visual links

25. The prison has four secure audio visual link booths, allowing prisoners to instruct their lawyers and take part in court hearings without leaving the prison.
26. We spoke to four prisoners who had recently used the audio visual link for court appearances. Each told us they preferred using the audio visual link as it meant they did not have to spend a long day at court.

Findings

- i. Prisoners were kept safe and treated in a respectful manner when they were escorted to and from prison and when they arrived in prison.
- ii. The prison is making good use of the audio visual facilities, which mitigates risks to safety and good order that can arise when prisoners are transported to and from court.

⁶ This includes new prisoners from court, prisoners transferred from other sites and prisoners returning from court or temporary release.

⁷ Prison Operations Manual I.04.02.

First days in custody

27. When prisoners first arrive in a unit, staff are required to interview them to explain the unit's rules and routines and find out about any immediate needs or concerns, including safety needs.⁸
28. Each unit has its own documented induction process that covers prisoner orientation and welfare issues. Each unit also has a self-service kiosk that allows prisoners to access information about prison rules and routines.
29. Of 36 prisoners we asked about the induction process, 18 said they either had no induction or that the induction process was unsatisfactory. For example, one prisoner we spoke to advised that staff did not give him a unit induction and that other prisoners assisted him. When staff arrived in the unit the following morning, he said they did not appear to know who he was.
30. In contrast, prisoners inducted into Unit 5 (Te Whare Tirohanga) reported having a thorough induction. Prisoners were provided with the harmony agreement,⁹ code of conduct, drug testing, clothing contract and the conditions attached to Te Whare Tirohanga programmes.
31. Following our inspection, the National Commissioner advised that a "new first night induction process" has been initiated to support prisoners adjusting to the prison environment. Prisoners in the high medium security units are also provided with relevant updates (for example, regime differences) when they move between units.

Findings

- iii. The quality of prisoner inductions varied due to inconsistencies with the induction process and some inductions did not take place at all.
- iv. Failure to complete induction interviews could create risks to health, safety and good order, due to staff not obtaining relevant information from prisoners, and prisoners not understanding unit rules and routines.
- v. Failure to complete inductions could also cause distress, especially for prisoners unfamiliar with the prison environment or routines.

⁸ Prison Operations Manual I.04.

⁹ This is an agreement where prisoners agree to leave behind any gang affiliations, not to take drugs, and not be involved in bullying, intimidation or violence.

Residential units

High medium security

Introduction

32. Located in the original prison, the high medium security facility comprises six high medium units (HM-A, HM-H, HM-I, HM-J, HM-K and HM-L), each containing three wings. Each wing houses 14–16 prisoners.
33. At the time of our inspection, HM-A (wings one and two) housed directed segregation and voluntary segregated prisoners.¹⁰ HM-I (wings one to three) housed remand convicted prisoners, HM-J (wing three) housed voluntary segregated prisoners and HM-K (wing one) housed remand accused prisoners. Wing three in HM-L also housed remand accused offenders, while wing one housed high security youth offenders. The remainder of the unit wings housed mainstream prisoners.
34. The high medium security facility also has an At Risk Unit with 16 beds.

Environment and basic needs

Physical environment

35. Graffiti, tagging and gang symbols were evident in most of the high medium units (see images one and two). Vandalism was also common. In the six months to 30 June 2017, the prison's maintenance contractor responded to 859 incidents involving vandalism and graffiti. Vandalism incidents included damage to cells and fittings, damaged and blocked toilets and power outages. In HM-J, several cells had graffiti, including gang tagging, on the walls.
36. Staff in wing HM-I advised that prisoners were asked to remove the tagging and graffiti in their cells, but some prisoners refused to do so. Following our inspection, we were advised that work to remove the graffiti had not been successful because the graffiti was ground into the cell walls. A plan for sandblasting and repainting is being prepared, but this will require prisoners to be removed from cells. The prison has increased the number of painting instructors so it can better respond when graffiti is found.
37. We observed that it was common practice for prisoners to tear bed sheets into strips, which they used to hang their televisions off the wall (see images three and four). They also taped a string to the television channel button and used it to change the channel from their beds (prisoners said they were not issued remote controls). Staff in HM-I told us the remote controls were removed because prisoners used them to change channels on other prisoners' televisions, which created tension in the units.
38. Following our inspection, the National Commissioner advised that a graffiti removal plan for the high security units was scheduled to begin in April 2018.

Bedding and clothing

39. Prisoners in the high medium units complained about a lack of bedding (such as pillowcases and bed sheets) in the units. During our visit, we found that some of the cells did not have sheets, duvet covers or pillowcases, and the quality of mattresses varied.
40. In HM-L, some beds had thin mattresses and no sheets, outer duvet covers or pillowcases on the pillows. In some cells, torn sheets or towels covered the windows.

¹⁰ Prisoners can be kept apart ('segregated') from others for their own protection, or because they are a threat to the safety of others or to the prison's security and good order. Some prisoners ask to be placed in segregation for their own protection. This is known as voluntary segregation. Others are placed in segregation by prison management. This is known as non-voluntary or directed segregation. Prisoners on segregation for their own protection must be managed so their immediate safety is assured, with a longer-term view to returning them to a normal prison regime: Corrections Act 2004, ss 57-60; Corrections Regulations 2005, Part 2.

41. One prisoner in the HM-L youth wing said it was cold at night and his bedding had not been changed for some time.
42. Prisoners in HM-J told us their mattresses were mouldy and dirty and they had no access to changes of clothing and bedding. Staff advised they washed the prisoners' clothing, because some prisoners had no change of clothing. One prisoner told us his bedding had not been changed for six weeks.
43. Following our inspection, the National Commissioner advised the prison had implemented a centralised kit locker to address prisoner complaints about the lack of clothing. Since July 2017, additional purchases of bedding and clothing have been made. In addition, one prisoner from each wing has been employed in the laundry room to do the prisoners' washing.
44. The National Commissioner also advised that daily cell inspections are being completed by staff, and staff have been asked to replace damaged or worn mattresses. Access to the centralised kit locker for prisoner clothing and bedding is managed by a dedicated custodial officer seven days a week.

Finding

- vi. The facility suffers from extensive graffiti and vandalism, along with power outages and blocked toilets. Bedding and mattresses were generally in a poor state. We acknowledge the steps the prison has taken since our inspection to address these issues.

Safety and humane treatment

Physical security

45. Safety and security depend on a range of factors, including:
 - » a secure physical environment
 - » adequate monitoring and supervision of prisoners
 - » clear rules backed with fair and effective disciplinary procedures
 - » effective intelligence to help uncover breaches of security
 - » effective and proportionate search procedures to minimise access to unauthorised items such as weapons, alcohol and drugs
46. Equally important are positive and respectful staff-prisoner relationships, and access to constructive activities, both of which encourage voluntary compliance.
47. The prison has no fit-for-purpose covered area for staff to search incoming vehicles and no staging ramp to inspect large trucks and their loads. The Security Manager advised that, when heavy vehicles enter the site and travel to the Industries area (to deliver steel and timber), they are not searched. The practice of not searching all vehicles compromises the security of the prison and safety of staff and prisoners.

Growth in prisoner population

48. In August 2016, the prison introduced double bunking in the high medium units, increasing the bed capacity in each wing from eight to 16 beds. As a result, the number of prisoners housed in the unit increased significantly. This placed additional demands and pressure on staff.
49. Despite an increase in the prisoner population, the number of custodial staff supervising the units was not increased. Instead, four additional officers were brought in to assist in the units. The additional officers only responded to incidents and assisted movements. For example, in HM-J there were three custodial staff and one additional officer who moved between two units.
50. As a consequence of the increased staffing pressure, staff told us they found it difficult to find time for one-on-one conversations with prisoners and the prisoners now saw the wings as their space.

Gang influence

51. Staff told us there was a strong gang culture in the units.

Figure 1. Number of prisoners in Hawkes Bay Regional Prison associated with a gang, July 2017

Gang	Number of prisoners
Mongrel Mob	217
Black Power	83
Crips	22
Killer Beez	12
Head Hunters MC	6
Total	340 (51% of the muster)

52. Many high medium security prisoners were affiliated with the Mongrel Mob, which had a dominant influence in some wings. Staff said this made life difficult for gang and non-gang prisoners. Some gang members wished to alter their behaviour, but felt unable to do so due to gang culture and expectations. This can lead to an increase in the number of incidents of poor behaviour.
53. Following our inspection, the National Commissioner advised that the prison is being supported to develop local initiatives, which are aligned with the Department's Gang Strategy, to reduce the influence and impact of gangs within the prison and the community.

Access to drugs and other unauthorised items

54. Due to the prison layout, members of the public can throw contraband over the external fence.
55. In the six months to 17 July 2017, 351 unauthorised items were discovered in the prison, including 69 drugs or drug-related items, 34 weapons, 36 cell phones (or related items such as SIM cards), and 13 alcohol or home brew items.

Active management

56. Corrections officers in the high medium units were focused on tasks at hand and had little time to actively manage and supervise prisoners.
57. During their sentences, all prisoners are managed under a process called Right Track, which aims to support prisoners to make positive changes so they can progress their offender plans. Custodial staff, health and education staff, case managers, and others (such as psychologists and chaplains) work together to support the prisoner's journey towards leading a crime-free life.
58. Staff told us that Right Track meetings were often done during the weekends because this was the only time available. However, the case manager may not always be able to attend.
59. Following our inspection, the National Commissioner advised that Right Track meetings were conducted at all times during the week, depending on need. Staff contact case managers and other interested parties were to attend and arrange times as necessary.

Violence and intimidation

60. Staff advised violence and intimidation were common and gang members were often involved in standovers, bullying and trading contraband.

61. 6 (c)

62. The prison's Security Manager advised that 'taxing' on food and prisoner safety were issues in the high medium units, but it was often difficult to obtain evidence to support disciplinary action.¹¹

¹¹ 'Taxing' is where a prisoner uses intimidation or threat of force to coerce another prisoner into giving them an item of value.

63. Custody staff in HM-J advised they were aware of gangs 'taxing' other prisoners' televisions, but it was not common in that unit. It was a bigger problem in the low security units.
64. The Reception Manager and Movements Manager advised that vandalism of televisions was prevalent in the high medium units due to double bunking of prisoners. Principal corrections officers and a residential manager told us no-one was held to account unless an incident was witnessed.
65. Between 1 January and 18 July 2017, 161 televisions were sent out for major repairs, a further 150 were repaired at the prison, and 16 went missing. During 2016/17, more than \$64,000 was spent on repairing prisoners' televisions at the site.
66. Following our inspection, the National Commissioner advised that the newer double-bunked cells in the high medium units have televisions built into tamperproof frames to reduce vandalism. The delay in repairing damaged televisions was because no local repairer was available. A new repairer was to be in place by December 2017.
67. The National Commissioner has since advised of a reported reduction in the time taken for television repairs. Staff continue to monitor damage daily through cell inspections and searches.
68. Some prisoners told us they felt safe only if they were affiliated with a gang. Some prisoners said if someone entered prison as a patched gang member, or if they had 'status' or history, they were provided with assurance they would be protected against bullying, standovers or assaults. Some prisoners new to prison, not gang members or not affiliated to gangs felt unsafe.
69. In the 12 months to 17 July 2017, 161 assaults by prisoners were recorded for the whole prison. This has increased significantly from 2015/16, which had 125 recorded assaults. In 2014/15, prisoners were responsible for 146 recorded assaults.
70. The Health Team Leader believed that, since the prison started double bunking prisoners, violence had increased. The health centre records the number of prisoners they suspect (but have not confirmed) had been assaulted. Between 2 January 2017 and 13 July 2017, the health centre saw 73 prisoners with an injury that staff suspected was caused by an assault.
71. The prison does not have a Site Emergency Response Team (SERT)¹² to respond to violent incidents and maintain staff and prisoner safety. In April 2018, the National Commissioner advised that a SERT team had become operational.
72. In July 2017, the prisoner anti-bullying strategy, based on the Department's Everyone Safe Every Day strategy and aimed at managing poor behaviour, came into effect. All prisoners and staff arriving at the prison are briefed on the strategy, which is visible to visitors entering the prison. Each day, staff are reminded that the prison has "zero tolerance to bullying, threats and violence".
73. The National Commissioner advised that since the anti-bullying strategy was introduced the prison had seen evidence of staff using the strategy to address prisoner behaviour inconsistent with expectations. The prison continues to use incident reporting, penalties for misconduct, security classifications and directed segregation as tools where necessary and appropriate to manage violence and intimidation. The prison uses the safer custody panels to support improvements in this area.

Finding

- vii. The prison's high medium security units do not provide an environment that is conducive to safety and good order. The introduction of double bunking has meant that staff focused on tasks at hand, with little time for actively managing and supervising prisoners. Combined with a strong gang culture and access to drugs, this means violence, bullying, standovers and assaults can take place. Prisoners, custodial staff and health staff said that assaults and fights occurred regularly.

¹² SERT was initially introduced as a consequence of a recommendation following the riot at Spring Hill Corrections Facility in June 2013. The overarching aim of SERT is staff and prisoner safety.

Rehabilitation and reintegration

Time out of cell

74. The high medium units operate an 8am–5pm staff roster regime. Inspectors found some units operate multiple regimes within the 8am–5pm time frame. In HM-A, staff had to run multiple unlock regimes to keep prisoners apart, as the unit's voluntary segregated prisoners could not associate with others. Staff advised that the regime changed daily as the prisoner mix changed. A senior corrections officer advised that 11 distinct unlock regimes were run on the day we visited. Staff and prisoners told us this meant case managers cannot always meet prisoners at appointments.
75. Following our inspection, the National Commissioner advised the new education building provided increased interview space for prisoners to meet case managers.

Access to out of cell activities

76. Case managers advised that the high medium units did not have enough areas for prisoners to take part in constructive activities. Prisoners said they were bored and had no constructive activities available to them. In the HM-A unit, only two prisoners took part in programmes.
77. The prison has positions for two activity officers, whose role is to organise and supervise physical activities. At the time of our inspection, one position was vacant. The activity officer had worked alone for more than a year and was not allowed to enter the high medium units, so he was unable to provide support for prisoners there. Following our inspection, the National Commissioner advised the prison now has two activity officers who service both the high and low security units.
78. At the time of our inspection, 52 high medium prisoners were participating in Secure Online Learning. Thirteen prisoners were participating in Everyday Skills and nine prisoners were completing Māori Studies Level 2. Eight prisoners worked in the forestry industry and 10 were participating in Building Construction and Allied Trade Skills.
79. No prisoners in high medium units receive the opportunity to be a kitchen hand or work in the laundry. Prisoners from the low security units prepare dinner for the high medium security prisoners and custodial staff distribute the meals. Staff sometimes supervise the laundry duties for prisoners. Staff told us these practices were aimed at reducing the risk of bullying.
80. The high medium units have no library and prisoners do not have the opportunity to visit the prison library in Unit 8. Prisoners who wish to access books can do so only through a catalogue ordering system. Following our inspection, the National Commissioner advised that the Prison Director was looking to increase the librarian's hours to improve library access across the prison.
81. The National Commissioner also advised that, on 5 November 2017, 119 prisoners across the high medium units were involved in a programme or learning activities. New employment opportunities had also been created, with one prisoner in each unit wing working in the laundry. Two prisoners work in the clothing storage locker.

Physical activity

82. The high medium units have no gym for prisoners, who use two metal bars installed in the yard as gym equipment. Prisoners also play touch rugby in the yards. Prisoners and staff told us that directed segregation prisoners had no access to board games or other activities.

Contact with families

83. Contact with families is important for prisoners' wellbeing and reintegration into the community. The prison has a large open room that serves as a visits room for all high medium prisoners. Prisoners can have approved visits at designated times on weekdays.
84. The visits room suffers from echoes and noise from a mounted camera, making it difficult to converse. One corner was painted to look like a child-friendly area. However, there were no children's books, toys or activities to encourage prisoners and children to use this space during visits.
85. Visitors told us that, while they were pleased to be allowed to visit, some were asked to end their visit if they had to use the toilet. The Residential Manager advised that no toilet facilities were

available in the high medium security visits room. If visitors had to use the toilet, their visit is immediately ended. In the high medium units, prisoners can use telephones in the kitchen/dining area to stay in contact with families, but with little privacy.

86. The National Commissioner advised that visitors can access a toilet in the access control facility before their visit. If a visitor needs to use the toilet, the visit is ended in the interest of maintaining security and reducing the risk of contraband being introduced.

Finding

- viii. Conditions in the high medium security units generally were not conducive to rehabilitation, even for motivated prisoners. Prisoners had limited opportunities to engage in constructive out-of-cell activities other than exercising in yards, and some access to rehabilitation and treatment programmes. However, some sentenced prisoners did have access to work experience opportunities.

Low security units

87. The prison has eight low security units. Units 6 and 7 are 80-bed units and Unit 8 is a 60-bed unit. Unit 5 has a Te Tirohanga kaupapa Māori rehabilitation and therapy programme and 60 beds.¹³ Units 4 and 4A form the Drug Treatment Unit. Unit 4 houses mainstream prisoners and has a 60-bed capacity.¹⁴ Unit 4A houses voluntary segregated prisoners and has a capacity of 40 beds.¹⁵
88. The prison has two self-care units, each able to house 20 prisoners,¹⁶ and a Whare Oranga Ake, outside the perimeter fence, which has six houses, each of which can house four prisoners.
89. The low security units generally were in better condition than the high security facility. The cells were single bunked, and appeared clean and well maintained.

Finding

- ix. The low security units provided an environment in which prisoners' needs were generally met.

Safety and respect

90. Staff appeared to have the time and opportunity to challenge unacceptable behaviour and actively manage prisoners.
91. **6 (c)**
[REDACTED] A member of staff advised that taxing televisions was common in Unit 8.
92. The prison layout and location of the low security units raise the risk of contraband being thrown over the external fence. CCTV coverage of the perimeter is limited. After our inspection, the National Commissioner advised the prison had provisional approval to fund fencing on an adjacent property to reduce throwovers. The fencing is being built and gates at both ends had been installed. New CCTV cameras had been requested. In the interim, static cameras are in place.

Finding

- x. The prison's low security units provided a safe environment in which prisoners were actively managed and levels of violence and intimidation were low.

¹³ Being kaupapa Māori means living through tikanga – emphasising Māori culture and values.

¹⁴ Prisoners in Unit 4 are offered a six-month programme with a further six-month aftercare programme.

¹⁵ Prisoners in Unit 4a are offered a three-month programme with a further three-month aftercare programme.

¹⁶ One self-care unit is outside the perimeter fence and the other is inside the fence. The units are designed to give eligible prisoners an opportunity to live in a 'flattering-type' environment and practise skills they will need after release.

Rehabilitation and reintegration

93. In July 2017, the prison operated a 7am–7.30pm unlock regime across the low security units.
94. Hawkes Bay Regional Prison offers prisoners employment and work experience opportunities in eight industries. Four of these – painting, grounds maintenance, kitchen and laundry – provide internal services for the prison. The other four industries provide services for external clients or charities. These include forestry and joinery.
95. Employment opportunities provide prisoners with valuable skills, and some lead to NZQA-approved qualifications. On 26 June 2017, 10 prisoners were working towards a New Zealand Certificate in Horticulture, and 10 were studying for a New Zealand Certificate in Apiculture.¹⁷
96. The prison's three joinery workshops employ 52 prisoners, who make products for private businesses, including attic ladders and machined timber for making doors (see Appendix). Prisoners have the opportunity to achieve industry standard qualifications in carpentry and timber processing and build kennels for the New Zealand Police, New Zealand Customs and the Aviation Security Service.
97. Low security units also offer a range of rehabilitation and treatment programmes, including Te Tirohanga (kaupapa Māori treatment and rehabilitation programme), drug and alcohol treatment and Whare Oranga Ake. Short and medium intensity rehabilitation programmes address causes of offending. Other rehabilitation programmes address family violence, alcohol and drug use, and problem gambling.
98. As well as work experience and rehabilitation, the prison offers a range of education and training opportunities including literacy and numeracy, and self-directed learning.
99. After our inspection, the National Commissioner advised that the range of employment opportunities for prisoners had increased and Unit 6 had become an employment unit. An Industry, Treatment and Learning panel had been set up to identify prisoner placement in the low security units and to ensure that prisoners eligible for employment are moved to Unit 6 when they complete their programme and learning requirements.
100. Employment advice is available on site through a Release to Work broker and staff from Work and Income and the Salvation Army.¹⁸ The prison plans to hold an employment expo in early 2018 to provide prisoners with an opportunity to learn about potential employment and training options.

Unit focus: Te Tirohanga (Unit 5)

101. Unit 5 was established in 1997 as a Māori Focus Unit. In 2013, when Te Tirohanga rehabilitation programme was established, the unit became known as Te Whare Tirohanga Māori.
102. Te Tirohanga ('the focus') is a kaupapa Māori rehabilitation programme aimed at reducing re-offending. It has three phases:
- » In Phase 1 – Te Waharoa (compulsory), prisoners complete an NZQA Level 2 course in Māori Studies, which includes te reo Māori, tikanga Māori, and literacy and numeracy credits. Prisoners are also supported to strengthen relationships with whānau.
 - » Phase 2 – Mauri Tu Pae (compulsory) is a group-based therapy and rehabilitation programme aimed at addressing causes of offending among medium-risk prisoners.
 - » Phase 3 is a drug and alcohol treatment programme (if needed).
103. Phases 1 and 2 are delivered at Unit 5 – the dedicated Te Tirohanga unit. Phase 3 is delivered at Whanganui Prison's Drug Treatment Unit, which has a kaupapa Māori focus.
104. Eligibility for Te Tirohanga depends on a range of factors, including a prisoner's motivation, offending history, and risk of re-offending and re-imprisonment.
105. Following our inspection, the National Commissioner advised that, although Te Tirohanga is considered a positive pathway, it is not limited to only those eligible to be placed in a self-care

¹⁷ The bee yard is located in the Youth Unit.

¹⁸ The Release to Work programme allows minimum security prisoners who are assessed as suitable to engage in paid employment in the community, to help them gain employment on release.

unit or participate in Release to Work. The prison also has an alternative pathway, which can include placement in Unit 6, a unit focused on employment-related opportunities.

106. In order to provide a pathway from the high medium units into Te Tirohanga and other rehabilitation opportunities, in 2016, the prison turned HM-J into a unit for prisoners interested in kaupapa Māori. Prisoners in the units are offered NZQA level 2 courses in Māori Studies.
107. Staff advised that the programme was effective at helping prisoners to make positive changes, and, as a result, prisoners were more compliant. Some were reclassified as low medium or low security and became eligible for other programmes. Some made the transition to Te Tirohanga. One had moved to the Drug Treatment Unit and another had moved to the low security Unit 8 and was hoping to get a place in the Drug Treatment Unit.
108. The programme's success depends on prisoners being able to progress from phase to phase until they are ready for release into the community. We were informed that prisoners' progress was often disrupted after Phase 3, when participants returned to mainstream units, where influences undermined the positive changes they had achieved. As a result, it was difficult to progress to Whare Oranga Ake to complete the final stages of the programme.
109. Whare Oranga Ake and the two self-care units were significantly underutilised. Both self-care units have the capacity to house 20 prisoners. However, at the time of our visit, no prisoners were housed in the external self-care unit and only 13 beds were occupied in the internal self-care unit.
110. Following our inspection, the National Commissioner advised that prisoners would benefit from work skills and qualifications they could gain through Unit 6, a working unit that builds motivation and strengthens protective factors to support prisoners' transitions.
111. The establishment of the Industry, Treatment and Learning panel would help to ensure that a prisoner's needs after rehabilitation were identified and addressed appropriately.

Unit focus: Whare Oranga Ake

112. Whare Oranga Ake, which opened in 2011 and is one of two Whare Oranga Ake facilities in New Zealand,¹⁹ is outside the prison's main perimeter fence (see Appendix).
113. Whare Oranga Ake uses a kaupapa Māori environment to help prisoners gain skills for employment, find work, find accommodation on release and form supportive networks with iwi, hapu and community organisations, while strengthening their cultural identity. Prisoners live communally in the whare, and take on all the responsibilities of daily living, including cooking and cleaning.
114. Prisoners housed in other prisons can be referred to Whare Oranga Ake but should have at least six months left to serve on their sentence. Prisoners with an indeterminate sentence, or whose release date is uncertain, but who have appeared before the New Zealand Parole Board, are considered individually.
115. At the time of our visit, 10 prisoners were housed in Whare Oranga Ake. Of these 10 prisoners, seven were on Release to Work programmes and employed by six local businesses. In two of those work placements, prisoners worked the night shift. The remaining three prisoners worked off site in a forestry work party.
116. Prisoners in the unit are able to carry out a range of activities including visiting banks to set up accounts, personal shopping for groceries and taking their driver licence test.
117. Prisoners are able to receive visitors on Saturday and Sunday, between 1pm to 3pm. Children are not allowed to visit the unit on Sundays.
118. We spoke with three prisoners about their experiences in the unit. They spoke positively about being independent and being able to undertake jobs such as making their own grocery lists, deciding what to cook for lunch and dinner, and grocery shopping.
119. Despite apparent success at helping prisoners to reintegrate, Whare Oranga Ake is significantly underused. It had the capacity to house 24 prisoners but never had more than 16, and two houses had never been used. Staff advised this was because not enough prisoners met the criteria.

¹⁹ The other is at Spring Hills Corrections Facility.

120. Following our inspection, the National Commissioner advised that Whare Oranga Ake was a national resource, and the Prison Director was working with other sites to ensure that eligible prisoners were identified for Whare Oranga Ake. As a result, as at 20 March 2018, 20 prisoners were housed in Whare Oranga Ake. In addition to these 20 prisoners, a number of other prisoners were attending a day programme to access the reintegration support.

Unit focus: The Drug Treatment Unit

121. The Drug Treatment Unit's two units (Unit 4 and Unit 4A) offer a drug treatment programme contracted to a provider called Te Taiwhenua o Heretaunga.
122. Unit 4 houses mainstream prisoners and has a capacity of 60 beds. Prisoners in Unit 4 are offered a six-month programme with a further six months of aftercare.
123. Unit 4A houses only voluntary segregated prisoners and has a capacity of 40 beds. Prisoners in Unit 4A are offered a three-month programme, with a further three months of aftercare.
124. Prisoners in Unit 4 have access to a laundry, a gym, a carving room, and a tennis and basketball court. They have a room for visitors and are allowed to have their meals in their cells.
125. Prisoners in Unit 4A have no access to a gym, laundry, carving room or other sporting facilities. They are required to have all their meals in the dining room, and use the visits room in the mainstream units.
126. During our inspection, all the gym equipment in Unit 4's gym was in a state of disrepair (see Appendix). Prisoners had modified most of the equipment by connecting the weights to fabric strings (torn bedding) attached to a handle. The unit's Principal Corrections Officer was unable to say when the equipment was last inspected.
127. One prisoner in Unit 4A was using buckets filled with water as exercise weights. Other prisoners were using buckets to wash their personal clothing.
128. The National Commissioner advised that the gym equipment in Unit 4 has been replaced with training equipment on the Elective Fitness programme, run in conjunction with the drug treatment programme. Employing an additional activities officer meant that further opportunities would be available for prisoners to participate in fitness and exercise programmes.
129. In April 2018, the National Commissioner further advised that prisoners in Unit 4A had access to a new washing machine, and were able to take their food to their cells if they wished. Similarly, prisoners in the drug treatment programme in Unit 4A also have access to physical training opportunities through the elective fitness programme or through activities run by the Activity Officer.
130. Prisoners in Unit 4A said they were unfairly treated compared to those in Unit 4, as they had to complete the same programme, including counselling sessions, in half the time. They did not want to complain to staff about the disparity between the two units as they believed they could be removed from the programme and not qualify to appear before the Parole Board.
131. In response to prisoners' concerns, the National Commissioner advised that drug treatment programmes were offered over six or 12 months across the network, in two phases. The programme delivered in Unit 4A and at other sites offering the six-month drug treatment programme has been designed and structured to ensure that it was appropriate for the delivery timeframe.

Findings

- xi. Most of the prison's low security units provided a wide range of rehabilitation, work, and learning opportunities that kept prisoners engaged and offered clear pathways towards positive change and allowed prisoners to address causes of offending and obtain valuable skills.
- xii. Prisoners and staff spoke highly about the self-care units and Whare Oranga Ake. However, despite apparent success at helping prisoners to reintegrate, the self-care units and Whare Oranga Ake are significantly underused.

Youth Unit

132. The prison has a three-wing Youth Unit for prisoners under the age of 18 and for those aged 18 or 19 who are considered vulnerable in the mainstream prison environment. Wings one and two hold high security prisoners, and wing three holds low/medium security prisoners.

Physical environment

133. The Youth Unit has single-occupancy cells. One cell in wing one is twin-share with wheelchair access. Wings one and two have separate outdoor exercise yards, one telephone and one kiosk.
134. The Youth Unit had extensive graffiti, with windows in the dining rooms scratched. The Principal Corrections Officer told us prisoners saw the unit as transitional and took "no ownership for the surroundings". The Principal Corrections Officer advised the cell walls in wings one and two were to be painted and the prison was considering how to manage graffiti when the painting was done.
135. Due to the high number of young prisoners, seven are housed in HM-L unit each night. Staff unlock each prisoner in the morning and escort them to the Youth Unit to participate in activities.

Clothing and bedding

136. Not all prisoners had sheets or pillowcases on their beds. One prisoner said it was cold at night and his bedding had not been changed for some time. However, we saw new pillows and duvets in the unit's storage room.

Violence and intimidation

137. Staff advised they were aware of gambling and standovers within the unit, particularly for phone cards and food. Staff said they tried to ensure that all prisoners received their meals and, as a result, breakfasts were provided to prisoners in their cells. During our visit, we saw one prisoner hand over two sandwiches to another. The prisoner told us it was to pay off his gambling debt.
138. One prisoner was placed in the At Risk Unit after an attempted suicide. He had been threatened with being stabbed if he did not hand over his canteen items and phone cards. The prisoner did not raise any concerns with staff at the time. The prisoner was placed in a cell with a camera after consultation with forensic mental health staff. Management reminded staff of the vulnerability of prisoners and all young prisoners were spoken to about their behaviour.

Access to out of cell activities

139. Prisoners can access table tennis, board games and a gym with aerobic gym equipment and improvised equipment (see Appendix). They can play touch rugby, basketball, softball, volleyball, soccer, badminton and tennis.
140. Prisoners in wing one are encouraged to complete the Cactus programme, which takes about 40 minutes, starting at 6am, on weekdays.²⁰ Prisoners who attend every day receive an extra breakfast as a reward at the end of the week.
141. Prisoners can access a programmes room where they can use computers and other equipment. They can also participate in cooking classes. The unit has beehives and a vegetable garden, which grows produce for donation to the Women's Refuge.
142. After our inspection, the National Commissioner advised that prisoners could earn apiculture qualifications and had access to permanent education tutors, a Secure Online Learning facility and departmental treatment programmes. They could also take part in the Young Enterprise Scheme.

Findings

- xiii. The Youth Unit provided prisoners with a range of out-of-cell activities and a basic environment in which their needs were mostly met. However, pillows and bedding were not always adequate.
- xiv. In the wings, graffiti was extensive. Standovers, intimidation and gambling were commonplace.

²⁰ Cactus boosts young people's minds and physical capability, with a focus on teamwork, goalsetting, leadership and discipline.

Health and other services

Health Services

143. During our inspection, the team was not supported by a Health Specialist. In future inspections, this will be addressed.
144. In the weeks before the inspection, Health Centre staff made a concerted effort to reduce the long waiting list for health services. On 21 July 2017, 10 prisoners were waiting for appointments with a doctor. This was in addition to prisoners who saw the doctor regularly. During our visit on 14 July 2017, the doctor saw eight prisoners and the nurse saw 36 prisoners.
145. On 22 July 2017, 62 prisoners were waiting to be seen by a dentist. The Health Centre Manager told us the dentist saw about 12 patients a week.
146. Between 1 January and 30 June 2017, prisoners made 66 complaints about health care. Of those, 20 related to delays. However, we saw examples of complaints about delays even when the Health Centre had arranged appointments for within a week or two of receiving the request.
147. Prisoners are escorted to the Health Centre by custodial staff. Health Centre staff told us they had good relationships with the staff who were assigned to escort prisoners, which helped to ensure that prisoners were able to get to appointments.
148. Following our inspection, the National Commissioner advised that on 3 November 2017, 39 prisoners were waiting to see the dentist. All urgent dental treatments were prioritised and prisoners were seen as soon as possible.

Finding

- xv. The prison made a concerted effort to reduce long waiting lists to ensure that prisoners' health needs were being met promptly.

Mental health and self-harm

Mental health services

149. The prison has a forensic mental health service comprising four forensic nurses, two psychologists, two psychiatrists, two mental health clinicians and a social worker.
150. During initial health assessments or update health assessments, a mental health screening tool is used to determine each prisoner's mental health care needs. If the prisoner is assessed as needing a mental health assessment, they are referred to the forensic mental health team.
151. The prison has initiated the pilot, Improving Mental Health Services, which is aimed at mild to moderate mental health issues such as mild depression, anxiety or sleep issues. Since the pilot began in mid-May 2017, 53 referrals have been made. The pilot has a further 18 months to run.

At Risk Unit

152. The prison's At Risk Unit has a capacity of 16 beds and is intended to provide a safe and secure environment for prisoners at risk of self-harm. During our inspection, three prisoners were in the At Risk Unit.
153. The At Risk Unit has two day rooms, one interview room and three uncovered yards. The unit appeared to be in a clean condition. The unit's Principal Corrections Officer advised that the prison planned to improve the unit by painting the unit walls and adding rugs and a sofa to the day room. The unit can accommodate visitors using the day room. However, the Principal Corrections Officer told us that this does not happen often.
154. The Principal Corrections Officer also advised that the prison was looking to install new shower doors. This would allow prisoners to be locked in and left to shower by themselves so staff do not have to observe them.

155. Prisoners are allocated hours when they can socialise with one another. Activities include ball games, reading, drawing, art and therapy, and playing cards with the custodial officers. Prisoners are also provided with chalk to use in the yard. A Corrections Officer told us that she had worked one on one with prisoners to teach them how to tell the time.
156. When the At Risk Unit is full, prisoners have 90 minutes of unlock time daily. Time out of cell can increase when the unit is not full. The Principal Corrections Officer told us the unit was considering an increase to staff numbers so that prisoners could have more time out of their cells.
157. One prisoner told us he spent a month in the At Risk Unit and was well looked after and able to socialise with other prisoners.
158. We inspected a management plan for a prisoner in the At Risk Unit, which explained why the prisoner was considered at risk, how often he should be observed, and what care and support he required to ensure his safety.
159. At Risk Unit staff attend a multidisciplinary team meeting each weekday, which determines whether prisoners are able to move out of the At Risk Unit. Following our inspection, the National Commissioner advised that, from December 2017, an additional Principal Corrections Officer, dedicated to the At Risk Unit, had been rostered on during the weekends. This is designed to improve support and decision-making over the weekend.
160. Following our inspection, the National Commissioner advised that limited prisoner association in the At Risk Units had been raised at a national level with the Intervention and Support project. Further, additional staff in the At Risk Unit has been raised by the prison's representative involved in the Intervention and Support Project.

Finding

- xvi. The prison has taken steps to monitor and address prisoners' mental health needs. Staff have provided prisoners with opportunities to interact and associate with others and engage in constructive activity. However, although the management regime kept prisoners safe, it did not always meet their therapeutic needs.

Spiritual support

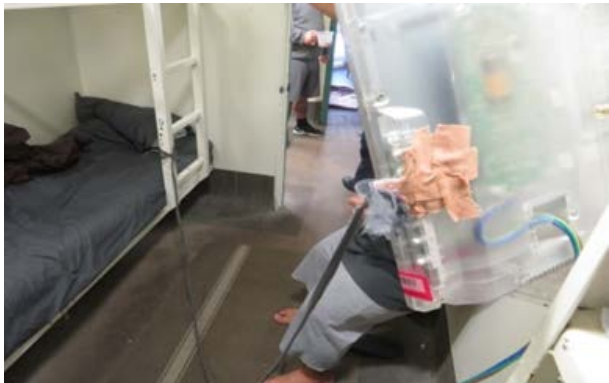
161. The prison's three chaplains provide spiritual support for prisoners. The chaplains advised they had good relationships with custodial staff and managers. Similarly, prisoners reported having good access to chaplains when they required their services.
162. The chaplains provided church services and bible classes on Sundays and occasions such as Christmas and Easter. During our inspection, a service was held for a prisoner whose mother had passed away.
163. There is a church service in the Youth Unit on Sundays. Prisoners indicated they had had been offered the opportunity to go to the services.
164. In addition, 75-90 approved faith-based volunteers visit the prison regularly, mostly to provide bible studies. On average, 200-350 prisoners attend church services each month, and about 100 prisoners a month receive bible study support from volunteers.

Appendix – Images

OFFICE OF THE INSPECTORATE
Te Tari Tirohia



Graffiti in cells



Televisions being wall mounted by prisoners



Inside one of the joinery workshops

OFFICE OF THE INSPECTORATE
Te Tari Tirohia



Youth Unit gym



Drug Treatment Unit 4 gym



Te Whare Oranga Ake

