

Christchurch Men's Prison

Announced Inspection

September 2023



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Office of Inspectorate | *Te Tari Tirohia*

Our whakatauki

Mā te titiro me te whakarongo ka puta mai te māramatanga

By looking and listening, we will gain insight

Our vision

That prisoners and offenders are treated in a fair, safe, secure and humane way.

Our values

Respect – We are considerate of the dignity of others

Integrity – We are ethical and do the right thing

Professionalism – We are competent and focused

Objectivity – We are open-minded and do not take sides

Diversity – We are inclusive and value difference

We also acknowledge the Department of Corrections' values: rangatira (leadership), manaaki (respect), wairua (spirituality), kaitiaki (guardianship) and whānau (relationships).



Foreword

The Office of the Inspectorate *Te Tari Tirohia* is a critical part of the independent oversight of the Corrections system and operates under the Corrections Act 2004 and the Corrections Regulations 2005. The Inspectorate, while part of Corrections, is operationally independent, which is necessary to ensure objectivity and integrity.

The inspection process provides an ongoing invaluable insight into prisons and provides assurance that shortcomings are identified and addressed in a timely way, and that examples of good practice are acknowledged and shared across the prison network.

This report sets out the findings of an announced inspection of Christchurch Men's Prison. I have chosen to present the findings in this report differently to those in previous prison inspection reports. Rather than presenting detailed findings for each subsection of the report, I instead make over-arching findings for priority areas only.

I have taken this approach so that prison staff and management can see at a glance the findings I consider to be priorities. I expect prison leaders, with support from the wider Department, to create an action plan to address these findings and track their progress. This action plan should be provided to the Office of the Inspectorate. I expect the site to work alongside Corrections national office, when necessary, to address areas that require capital investment or a policy or practice change.

There are many additional observations about practices and processes in the text of the report. These observations are also important, and I hope prison management and staff will find them useful when working to improve outcomes for prisoners.

Overall, the inspection team found Christchurch Men's Prison was experiencing a very different operating environment to that we found during our last full inspection of the site in June 2018. Staff shortages meant Christchurch Men's Prison was operating with 79% of custodial staff. This meant some staff were fatigued and that some activities for prisoners were not always occurring due to custodial staff being unavailable. In addition, while there were fewer prisoners at the site, a higher proportion were on remand and prison network pressures meant staff were managing a more transient and unsettled population, many of whom had no family/whānau support in the area. High security prisoners could no longer be accommodated at the site as most of the high security units had been decommissioned as they were no longer fit for purpose. This could cause tension as some high security prisoners had to be transferred away from their family/whānau.

The site was, in many regards, managing well in this challenging operating environment. For example, we saw effective use of the Remand Management Tool which meant remand prisoners who could be safely managed in lower security environments were being housed in suitable units and offered more time out of their cells. The site was offering some constructive activities to some men on remand.

However, higher security remand prisoners experienced shorter unlocks and there were few programmes or constructive activities for these men. The regularity of visits by family/whānau had been impacted by the reduced staffing numbers and many men were not receiving any visitors.



We found that senior leadership at the site had been relatively stable and was accessible, but was not always considered visible by staff and prisoners.

There was a high number (42%) of gang affiliated men at the site and prisoners reported gang pressures and bullying in some units. We were told that, in some units, gangs controlled – or attempted to control – access to prisoner telephones, and that unit staff did not always manage this issue effectively.

A significant number of prisoners (39%) identified as Māori, but Māori men in most units told us there were few opportunities to engage in cultural activities.

While some prisoners spoke highly of healthcare at the site, we found that prisoners with non-urgent needs often had to wait longer for an appointment than I consider reasonable. In addition, health requests and complaints were not always managed well.

I am pleased to note that the inspection team also found some positive practice at Christchurch Men's Prison. We highlight eight examples of positive practice in this report (see pages 14 and 15). Examples include the use of a 'first nights' unit for people who had not been in prison before, and good multi-disciplinary team working and collaboration amongst staff in the Intervention and Support Unit. These practices led to improved outcomes for prisoners, and I hope other sites may be able to learn from them.

I acknowledge the cooperation of Christchurch Men's Prison 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 read 'Janis Adair', with a stylized flourish at the end.

Janis Adair
Chief Inspector

Overview and findings

1. This report sets out observations from our announced inspection for Christchurch Men's Prison. Christchurch Men's Prison is located in Yaldhurst on the outskirts of Christchurch. Originally named Paparua Prison, it was established in 1915 to house around 120 male prisoners. It has undergone significant expansion and is now one of New Zealand's largest prisons with a maximum capacity of 944 prisoners.
2. We inspected Christchurch Men's Prison between 2 – 8 September 2023.
3. At the time of our inspection, Christchurch Men's Prison had an operational capacity of 786 prisoners based on the availability of staff. Staffing shortages in prisons in New Zealand have been a nationwide issue since the COVID-19 pandemic.
4. At the time of our inspection, the prison housed 421 remand and 339 sentenced prisoners: a total of 760 men. Sentenced prisoners were classified as minimum, low, low medium, or high security. There were no maximum security men on site.

Findings – action required by prison leaders

5. The findings we make in this report are presented differently to the findings in our previous prison inspection reports. Rather than presenting detailed findings for each subsection of the report, we instead make over-arching findings for key areas only.
6. We have taken this approach so that prison staff and management can see at a glance the findings we consider to be priorities. These over-arching findings cover areas that we expect prison leaders, with support from the wider Department, to address in an action plan which sets out how and when the findings will be addressed, and tracks progress. This action plan should be provided to the Office of the Inspectorate.
7. Any additional observations are presented only in the text of the report. These observations are also important and we hope prison staff and management will find them useful when working to improve practices and processes.

Findings

Leadership

Finding 1. Senior leadership had been relatively stable and was considered by some staff, including union representatives, to be accessible. However, many staff and prisoners across the site told us there was a lack of visible senior leadership.

Prisoner demographics

Finding 2. As in many prisons nationwide, prisoner demographics had changed, with a higher proportion (55%) on remand and more prisoners transferred into or out of the prison due to network pressures. This meant staff were managing a more transient population with higher needs and many prisoners had no family/whānau support in the region.

Staffing shortages

Finding 3. The site was experiencing custodial staff shortages and was operating with 79% of custodial staff. This meant some staff were working more overtime and that some activities for prisoners, such as some health appointments and programme sessions, did not always go ahead due to custodial staff being unavailable. Frequency of visits by family/whānau had also been impacted by custodial staff shortages.

Reception and induction

Finding 4. Most custodial reception processes were being followed, but not all prisoners were receiving a site induction, particularly if they had been in prison before. We note that inductions are important to help orientate prisoners into their surroundings.

Health assessments at reception

Finding 5. Initial Health Assessments and Updated Health Assessments were being done in the Receiving Office at the same time as the Reception Health Screen, compromising the quality of these assessments.

Placement of high security prisoners

Finding 6. The site could no longer accommodate sentenced high security prisoners because most of the high security units had been decommissioned as they were old and no longer fit for purpose. This meant sentenced high security prisoners were transferred to prisons outside of the Christchurch region. This could cause tension and anxiety as some prisoners were transferred away from their family/whānau.

Management of remand prisoners

Finding 7. Over half (55%) of the prisoners at the site were on remand, and the site was using the Remand Management Tool effectively to assess the level of custodial supervision these prisoners required and to place those who warranted lower levels of custodial supervision in lower security units. This meant men on remand in lower security units gained benefits such as more time out of their cells and better access to short programmes, employment and other opportunities. However, we observed that for higher security remand prisoners across the site, particularly those in Blocks A – E, there were few available programmes or activities and little to do.

Gangs and bullying

Finding 8. A significant proportion of prisoners (42%) had gang affiliations and staff and prisoners reported gang pressures in some units, including bullying. We were told that in some units gangs controlled access to the telephones. Staff in some units were managing this issue well, but this varied across the site.

Prisoner files

Finding 9. A unit-based prisoner file management system was not always well maintained or stored in secure locations.

Māori prisoners

Finding 10. A significant proportion of prisoners (39%) identified as Māori but, while the site was providing some programmes and activities designed to meet their cultural needs, Māori men in most units told us there were no cultural opportunities in their unit and limited cultural support.

Health and health complaints

Finding 11. Prisoners' health needs were generally being met when they had an urgent health need, but prisoners with non-urgent health needs often had to wait to see a nurse or a medical officer, sometimes for much longer than would be reasonable.

Finding 12. There was a good process in place by the medical officer service for reviewing people's medical histories when they arrived in prison and ensuring continuity of care with the prescribing of medications.

Finding 13. The Intervention and Support Practice Team functioned well in the Intervention and Support Unit (ISU), providing specialist mental health services for prisoners in the unit and collaborating with custodial, health, and other staff and clinicians to enhance outcomes for these prisoners. The physical environment of the ISU required refurbishment and the site had a plan to upgrade it commencing in November 2024.

Finding 14. Health complaints were not being consistently managed within required timeframes and the quality of some of the responses was poor.

Environment

Finding 15. There were some known environmental issues the site was working to improve, including significant pigeon excrement in outside areas posing a health risk, cells needing refurbishment (especially in Blocks A – E), and heating issues in the modular units.

Security classifications

Finding 16. In the six-month review period, 19% of security classifications had been completed outside of the required timescale. This may have impacted on prisoners' placement and access to rehabilitation and reintegration activities.

Use of force

Finding 17. The use of force register did not meet requirements in many respects, as not all the required information was included in the register. In fact, the register was one of the poorest examples of a use of force register we have seen during recent inspections. The process for the timely recording of all use of force incidents in the register required review to ensure incidents were not omitted and information was correct.

Finding 18. Actions identified in use of force reviews were recorded in a recommendations spreadsheet. We found that whilst follow-up actions were generally appropriate, we were not satisfied there was a robust process in place to ensure actions were followed up and completed.

Work

Finding 19. While the prison had reached 89% of its Working Prison target goal of activity hours, due to the high proportion of prisoners on remand there were limited numbers of eligible and suitable sentenced prisoners to work in some industries. This resulted in the prison bringing in prisoners from another nearby site.

Introduction

8. The Office of the Inspectorate | Te Tari Tirohia is authorised under section 29(1)(b) of the Corrections Act 2004 to undertake inspections and visits to prisons. Section 157 of the Act provides that when undertaking an inspection, inspectors have the power to access any prisoners, personnel, records, information, Corrections' vehicles or property.
9. The purpose of an Inspectorate prison inspection is to ensure a safe, secure and humane environment by gaining insight into all relevant parts of prison life, including any emerging risks, issues or problems. Inspectors assess prison conditions, management procedures, operational practices, and health care against relevant legislation and our Inspection Standards.
10. The Inspection Standards were developed by the Inspectorate in 2019 and reflect the prison environment and procedures applicable in New Zealand prisons. In early 2023, we expanded the Inspection Standards to include a series of standards on leadership. The Inspection Standards are informed by:
 - » the United Nations Standard Minimum Rules for the Treatment of Prisoners ('the Nelson Mandela Rules')
 - » HM Inspectorate of Prisons Expectations (England and Wales' equivalent criteria for assessing the treatment and conditions of prisoners)
 - » the United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders ('the Bangkok Rules')
 - » the Yogyakarta Principles, which guide the application of human rights law in relation to sexual orientation and gender identity.
11. We note that the Office of the Ombudsman is mandated as a national preventive mechanism¹ to examine and monitor the treatment of people in prisons. The Chief Ombudsman's most recent inspection of Christchurch Men's Prison was in February 2020. His OPCAT² report on this unannounced follow up inspection was published in June 2021.
12. The Inspectorate visited Christchurch Men's Prison between 2 – 8 September 2023 to carry out this inspection. Our previous inspection of Christchurch Men's Prison was in June 2018.³
13. We note that the Chief Inspector and Assistant Chief Inspector had also previously visited the prison in March 2023 as part of their routine site visits across the prison network. In addition, regional inspectors from the Inspectorate visit the site regularly to observe unit regimes and practices, to engage with staff, and to enable prisoners to raise concerns. Regional inspectors have oversight of incidents, complaints and allegations against staff at their respective sites.
14. The fieldwork for the September 2023 inspection was completed by five Inspectors and a Clinical Inspector for health-related matters. The inspection was overseen by the Assistant Chief Inspector, the Principal Inspector and the Principal Clinical Inspector.

¹ National Preventive Mechanisms are independent visiting bodies, established at a national level, to examine the conditions of detention and treatment of detainees, and make recommendations for improvement. They aim to ensure the prevention of torture and other cruel, inhuman or degrading treatment or punishment.

² Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman, or Degrading Treatment or Punishment.

³ The Inspectorate's report of this 2018 inspection was published in August 2019.

15. Inspectors assessed the treatment and conditions of prisoners at Christchurch Men's Prison against the Inspection Standards which consider the following areas of prison life: leadership, escorts, reception and induction, duty of care, health, environment, good order, purposeful activity, reintegration and prison staff. Inspectors accessed all parts of the prison to complete their assessment.
16. Inspectors may also evaluate how the site is applying the Corrections Act 2004 and the Corrections Regulations 2005, together with relevant Corrections' policies and procedures.
17. Inspectors make their assessments with four key principles in mind, to ensure that prisoners are treated in a fair, safe, secure and humane way. The principles are:
 - » **Safety:** Prisoners are held safely.
 - » **Respect:** Prisoners are treated with respect for human dignity.
 - » **Purposeful activity:** 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 reoffending.
18. Inspectors carried out:
 - » 82 one-to-one and focus group interviews with prisoners from units across the prison
 - » one-to-one and group interviews with 88 staff members, managers, union representatives and service providers
 - » direct observation of unit procedures, staff duties and relevant staff meetings during the inspection
 - » a physical inspection of the prison environment, including the Health Centre
 - » a review and analysis of relevant information and data from the prison and Corrections databases, including the Integrated Offender Management System (IOMS) and the Corrections Business Reporting and Analysis (COBRA) tool. Our review period for data analysis was the six-month period from 1 February 2023 to 31 July 2023.
19. We were informed by Correction's Hōkai Rangi Strategy 2019-2024 which sets out a strategic direction, aimed at achieving transformative and intergenerational change for prisoners and their whānau.
20. On 10 April 2023, we provided the Corrections Commissioner Custodial Services and the Deputy Chief Executive Pae Ora (Healthy Futures) with a draft of this report. They responded to the draft on 6 May 2024 and the response is attached as Appendix B.

Introduction – Christchurch Men's Prison

22. Christchurch Men's Prison is one of 15 prisons for men in New Zealand. It is located in Yaldhurst on the outskirts of Christchurch (see image 1, Appendix A). Originally named Paparua Prison, it was established in 1915 and today is one of New Zealand's largest prisons, with 944 beds.
23. Christchurch Men's Prison has 944 beds, but at the time of our inspection had an operational capacity of 786 men based on the availability of staff. Staffing shortages in prisons have been a nationwide issue since the COVID-19 pandemic.

Prisoners

24. The prison could accommodate remand prisoners and sentenced prisoners with all security classifications, though at the time of our inspection most high and all maximum security men were being transferred to other prisons. This was because the high security units at Christchurch Men's Prison had been decommissioned in October 2022 as they were over a hundred years old and no longer fit for purpose.
25. The site contains several specialist units including an Intervention and Support Unit for men at risk of self-harm, a Special Treatment Unit that ran programmes including one for men with violent offending (Mātāpuna Unit), and a Drug Treatment/Medium Intensity Rehabilitation Programme Unit (Paparua Unit). The site also has a Youth Unit and a Self-Care Unit (Leimon Villas).
26. At the time of our inspection, Christchurch Men's Prison housed 760 prisoners. Three-hundred-and-thirty-nine men (45%) had been sentenced. Four-hundred-and-twenty-one men (55%) were on remand, with 214 (28%) remand convicted and 207 (27%) remand accused. This was an increase in the proportion of men on remand since our last inspection in June 2018.⁴ The rising remand population is significant as remand prisoners generally have higher needs, form a more transient population, and are not eligible for most rehabilitation programmes.
27. The table below provides an overview of residential units in the prison, and the categories and numbers of prisoners held in each unit. We note that prisoners on remand in New Zealand prisons are managed as high security unless they have been assessed using the Remand Management Tool (RMT). On the Corrections intranet, the Custodial Practice Manual sets out that remand prisoners (whether remand accused or remand convicted) may be assessed using the RMT to ascertain the risks they present and to determine the level of custodial supervision they require. The tool allocates a status of RMT1 or RMT2. RMT1 prisoners require a higher security environment and greater supervision to be managed safely. RMT2 prisoners may be safely managed in lower security environments. At Christchurch Men's Prison, remand prisoners were being assessed using the RMT and while Corrections could not provide an exact breakdown of RMT1 and RMT2 numbers, we have provided this information when it was supplied.

⁴ In 2018, 329 of 940 (35%) men at Christchurch Men's Prison were on remand. The proportion of remand prisoners is increasing nationwide. Justice Sector Projections 2022-2023 indicate the nationwide remand population will increase from 3,500 in November 2022 to 4,700 by June 2032 — an increase of almost 35%. It is important to note this does not necessarily mean the overall number of prisoners will increase, just that the proportions of remand to sentenced prisoners are likely to change.

Unit name	Category of prisoner	Available beds (Based on operational capacity at 2 Sept 2023)	Number of prisoners (on 2 Sept 2023)
A Block	Remand accused, remand convicted, and sentenced prisoners – primarily on voluntary segregation	56	51
B Block	Remand accused, remand convicted and sentenced (operating as a 'First Nights' unit)	56	49
C Block	Remand convicted (RMT1) and sentenced	56	56
D Block	Remand accused	56	44
E Block	Remand accused, remand convicted (RMT1) and sentenced	56	56
Matatiki (previously called J Block)	(used for 'overflow' beds for men waiting for beds to become available in other units)	0	10
Hurunui	Remand convicted, sentenced	30	28
Rakaia	Remand accused	30	30
Ōtākaro	Remand convicted	30	30
Otira	Remand accused	30	30
Te Ahuhu	Remand convicted (RMT2), sentenced	60	60
Kotuku	Remand convicted (RMT2), sentenced	60	60
Tirohanga Paeroa	Sentenced (working unit)	60	60
Paparua	Sentenced (men completing the Drug Treatment Programme and/or the Medium Intensity Rehabilitation Programme)	60	59
Disaster Recovery Unit ⁵	Sentenced – on voluntary segregation (the majority of these men work in the distribution centre or unit garden)	20	20

⁵ The name of this unit did not reflect its purpose.

Mātāpuna Special Treatment Unit	Sentenced (programme for men with violent offending and sexual offending against adults)	60	59
Self-Care Unit (Leimon Villas)	Sentenced	20	19
Youth Unit (Kiwi)	Sentenced, remand accused, remand convicted	20	13
Miro Management Unit	Sentenced, remand accused, remand convicted	20	11
Intervention and Support Unit (ISU)	Sentenced, remand accused, remand convicted	0	13
Health (two beds managed by ISU staff)	Sentenced, remand accused, remand convicted	0	2
	Total	786⁶	760

28. Of the 339 sentenced prisoners at the prison on 2 September 2023, 107 men (32%) were classified as minimum security, 75 men (22%) were low security, 120 men (35%) were low medium, and 22 (6%) were high security. In addition, 15 men were sentenced but had not yet been classified. There were no maximum security men on site at the time of the inspection.
29. Of the total of 760 men, 374 (49%) identified as New Zealand European/Pākehā, followed by 319 men (42%) who identified as Māori. Forty men (5%) identified as Pacific peoples, and 25 men (3%) were classed as 'Other'. The ethnicity of four men was not recorded/unknown.
30. At the time of our inspection, 12 prisoners were aged 20 years and under, 55 were aged 20 – 24, and 37 prisoners were aged 60 years and over.
31. One prisoner identified as transgender at the time of our inspection.

Staff

32. As part of the inspection, the site gave us an overview of staffing numbers.⁷ This showed that Christchurch Men's Prison was allocated 496 full time equivalent (FTE) staff:
- » 382 FTE custodial staff, including three custodial officers who supported the Intervention and Support Practice Team
 - » 21.3 FTE management, administration and other staff
 - » 29 FTE case management roles
 - » 41.7 FTE offender employment roles

⁶ Six beds were not reviewed as part of this inspection.

⁷ The CMP Plan 2023 – 24 v3.0

- » 22 health roles, including registered nurses, health care assistants, Intervention and Support Practice Team clinical staff, and Improving Mental Health clinicians.⁸

33. However, as previously mentioned, the site was experiencing custodial staff shortages, and was operating with 79% of custodial staff. Some staff from Christchurch Men's Prison had been deployed to other prisons in the country to provide "surge support" as the other prisons were experiencing greater staff shortages. The reduced numbers of staff at Christchurch Men's Prison meant some custodial staff were working more overtime. Prisoners were receiving their minimum entitlements regarding time out of cell, but some facilities, such as the main prison gym, were closed due to staffing pressures. Visits by family/whānau had also been impacted by staff shortages.

Complaints received and reviews by the Inspectorate

34. In the six-month review period from 1 February 2023 to 31 July 2023, the Inspectorate received seven information requests and 98 complaints from prisoners at Christchurch Men's Prison. This was lower than the number of complaints received from two other men's prisons with comparable prisoner populations. The three most common complaint categories to the Inspectorate from Christchurch Men's Prison were prisoner property, staff conduct and attitude, and prisoner health service. These complaint categories are in line with most prisons.
35. In the same period, prisoners made 128 allegations against staff which were recorded in the Allegations Against Staff database (IR.07 process).⁹
36. The Inspectorate was involved in two statutory reviews of the misconduct process at Christchurch Men's Prison.¹⁰
37. There were no deaths in custody investigated by the Inspectorate during this period.

Previous Office of the Inspectorate Inspection Reports

38. Our last inspection of Christchurch Men's Prison was in June 2018. At the time we found that a high prisoner population (940 men at 30 April 2018) was causing some difficulties, with staff under pressure and more prisoners being double-bunked. Prisoners had access to a range of activities to support positive change, though incidents of bullying and violence had been reported. Prisoners' health needs were not always being met, with the health centre building no longer fit for purpose and an under-resourced health team.

Notable Positive Practice

39. In this section, we highlight some of the positive practice we found at Christchurch Men's Prison. We looked for innovative practices that led to improved outcomes for prisoners and from which other sites may be able to learn. We also found certain areas of practice where staff were doing 'business as usual' but were performing well, or under complex or

⁸ We note that the figures given for health roles in the CMP Plan 2023 – 24 v3.0 were different to those the inspection team calculated based on the figures given in the Corrections Organisational Chart on the intranet and supplied by the Health Centre Manager. By our calculations, at the time of the inspection there were at least 25 staff in the health team (including registered nurses and health care assistants) and nine Intervention and Support Practice Team clinical staff. There were three Improving Mental Health clinicians who were contracted providers (not staff). There were also a number of other contracted health specialists including the Medical Officers, dentists, physiotherapists etc.

⁹ The Inspectorate is notified of all allegations by prisoners about poor staff behaviour, recorded in an IR.07. The Inspectorate may decide to monitor the prison's process in dealing with these allegations.

¹⁰ The misconduct process deals with allegations of poor prisoner behaviour. The Inspectorate can only review the timeliness of this process. If a prisoner is unhappy with the outcome of a misconduct process, it is referred to a Visiting Justice (external judge).

challenging circumstances. Inspectors found eight examples of notable positive practice during our inspection of Christchurch Men's Prison.

40. Prisoners who had not been in prison before were being accommodated in B Block which the site had set up as a 'first nights' unit. The aim was to keep new prisoners here for a few days to allow for comprehensive assessment and induction and to assist them with their immediate needs. We consider that first nights units are beneficial to prisoners' welfare (see page 22).
41. We observed good practice in the Receiving Office regarding the offering of immunisations to prisoners. The nurse in the Receiving Office at the time of our inspection held the site portfolio for immunisations and so was checking each person's history and using the opportunity to offer to book immunisations (see page 24).
42. As previously mentioned, in New Zealand prisons, prisoners on remand are managed as high security unless they have been assessed using the Remand Management Tool (RMT). The site was generally assessing remand prisoners using the RMT. This meant remand prisoners who could safely be managed in lower security environments were accommodated in lower security units where they gained benefits such as more time out of their cells and better access to short programmes, employment and other opportunities (see pages 30, 64 and 69).
43. There was a good process in place for the medical officer service to review peoples' medical histories when they arrived into custody and good continuity of care with prescribing (see pages 39 and 40).
44. We observed good management and care of prisoners in the Intervention and Support Unit, including those men who were at risk of self-harm or suicide. Good practice in this unit included daily multi-disciplinary team meetings and we were told by staff that there was good collaboration and sound clinical decision-making between members of the Intervention and Support Practice Team and health, custodial, case management and other staff. We found evidence of custodial staff in this unit receiving good supervision and support from clinical staff and external clinicians. In addition, staff in the unit had set up an effective 'traffic light' system for weekend movements which we consider to be a good innovation (see pages 44 to 46).
45. Men who had been temporarily located in the Miro Management Unit had individualised transition plans to support them to return to their unit. We reviewed a sample of these plans and observed that they were of a good standard and included detail about how the transition would occur and how the prisoner would be managed (see page 62).
46. We noted that in Kotuku Unit, telephone number approval forms and other forms such as visitor application forms and PC.01 request/complaint forms were available in a communal area of the unit so prisoners could take these as they wished without having to ask staff (see page 72).
47. The Principal Instructor Engineering told us the engineering workshop at Christchurch Men's Prison had hosted an open day in April 2023 which had provided an opportunity for prisoners working there to connect with their family/whānau and showcase some of their achievements. The Principal Instructor Engineering told us the majority of men (19 out of 23) had received visitors, some of whom had come from overseas to attend. Staff in the engineering workshop told us there was a clear pathway for men in the workshop to gain unit standards and qualifications. In addition, men gained the skills to fabricate, weld and manage projects in an environment which reflected a real workplace (see pages 73 and 84).

Inspection

Leadership

Inspection Standards

- Leaders provide direction, and work collaboratively with staff, stakeholders and prisoners, to set and communicate strategic priorities that will improve outcomes for prisoners.
- Leaders create a culture in which staff and other stakeholders willingly engage in activities to improve outcomes for prisoners.
- Leaders provide the necessary resources to enable good outcomes for prisoners.
- Leaders focus on delivering priorities that support good outcomes for prisoners. They closely monitor progress against these priorities.

48. In early 2023, we expanded our Inspection Standards to include a series of standards on leadership. In these standards, the term 'leader' refers to any person with leadership or management responsibility in the prison.
49. While there had been many changes at Christchurch Men's Prison since our last inspection in June 2018, there had been relative stability in the key senior managerial positions. The Prison Director had been in post since December 2018, having previously been Deputy Prison Director. The Deputy Prison Director had been at the prison for about 17 years and told us they had experience in all the key managerial roles on site, including Custodial Systems Manager. The Assistant Prison Director had 35 years Corrections experience and had been in the role for the last three years. When the Prison Director was away, the Assistant Prison Director would ordinarily act in that role, with the Deputy Prison Director looking after all custodial matters and the Assistant Prison Director everything else. This well-established arrangement was reflected in the level of influence these three key positions appeared to exercise across the site.
50. We were told by the leadership team that prisons which were comparable in size and function to Christchurch Men's Prison had two Deputy Prison Director positions, and a recurring theme from the leadership team during our inspection was the level of disadvantage perceived at the absence of a second Deputy Prison Director role on site. This was explained to us as something that was essential for the site moving forward and the business case for the role was still being vigorously argued.
51. It was put to the inspection team that one of the trade-offs of not having the second Deputy Prison Director position was the loss of visible leadership from the top. The Prison Director expressed regret at not being able to visit the units as often as she would like due to a myriad of competing pressures on her time. This was reflected in the feedback provided to us by both staff and prisoners, although many staff observed that the Prison Director was approachable and accessible. Both the main union representatives on site (from the Corrections Association of New Zealand and the Public Service Association) described being comfortable with the working relationship with the Prison Director, saying she was "good to work with" and "had a door that was normally open".
52. We observed that operational imperatives and issue resolution accounted for a significant proportion of senior management time, leaving less time for the development and

communication of strategic direction. We found low levels of awareness of the scope and intent of *Hōkai Rangi: Ara Poutama Aotearoa Strategy for 2019-2024*, both amongst staff and prisoners, and many of those whose knowledge about it was more well-developed struggled to articulate how it aligned with their roles.

53. We observed that in some areas the disruptions from the COVID-19 pandemic were still being felt on the site. The site had developed a plan called *The Road Ahead* which the Prison Director described as "how we can get back to where we need to be". This plan set out an overview of the site's journey and some of the planned work and developments.
54. We were told that communication between the leadership team and staff, stakeholders and prisoners was variable. Daily briefings on matters of operational priority were held in the morning. These were attended by leaders, with the PD's Personal Assistant taking notes of key information and disseminating this to the wider staff group via email. We observed a daily briefing session where, following a high-level summary of events of the previous day, issues covered included an outbreak of Covid-19 on two units, laundry schedules and a reminder to encourage prisoners to register to vote in the upcoming general election.
55. Many staff we spoke with told us staff forums with the Prison Director and Deputy Prison Director had been held in the past but were now rare. Some said they felt comfortable raising issues, including safety issues, within their teams but less so with senior managers. The issues that were top of mind for staff included concerns about the Making Shifts Work¹¹ rosters, particularly the fatigue and safety issues they believed were inherent in working three consecutive 12-hour night shifts. Other prominent issues amongst staff included being allocated to unfamiliar units for call backs/overtime which meant that often they were working with colleagues and prisoners they didn't know, and the lack of feedback from managers to their staff to let them know whether they were performing at the right level or not.
56. Relationships between the prison leadership team and key stakeholders varied in quality. We observed some positive working relationships with some of these key stakeholders, including the Pathway reintegration service (see description in next paragraph) and Pillars Ka Pou Whakahou.¹²
57. Pathway is a faith-based community provider, providing reintegration and navigation services to men in the Self-Care Unit who were due to be released within the next 6-12 months. Operating under a Memorandum of Understanding rather than a formal business contract, Pathway was providing support to 12 men on the 20-bed unit at the time of our inspection, all of whom were low or minimum security. We were told the relationship between Pathway staff, prison leadership and custodial staff was good, although it had been "hard going" initially. Mutual trust had been built through the development of key relationships, which meant more could be achieved for the men in this unit. This was a good example of a partnership that was achieving positive outcomes for prisoners.
58. By contrast, we heard and observed evidence of strained relationships with some other key areas including Offender Employment and with neighbouring Rolleston Prison and Christchurch Women's Prison. The Prison Director acknowledged that relationships with local iwi groups were under-developed.

¹¹ Corrections Statement of Intent 2018-2022 sets out that Making Shifts Work was a Corrections project to investigate alternatives to eight-hour shifts for custodial staff in prisons. Although the project has concluded, many staff in prisons still refer to the alternative shift patterns and rosters using the name of the project.

¹² Pillars Ka Pou Whakahou is a New Zealand charity supporting the children and whānau of people in prison.



59. A number of people spoke to us about difficulties in the relationships with Offender Employment, including some serious claims about poor culture and alleged bullying and threats to staff by prisoners. We observed that continuing problems in providing suitable prisoners to take up the many offender employment opportunities on site, including the farm, distribution centre and grounds work, added to these tensions. One person summed up the sentiments of many custodial staff when they described Offender Employment's position as "thinking they have a farm with a prison attached to it", and adding, a common perception of many we spoke to, that "there is a lot of contraband coming in from the farm".
60. We were told that a Culture Review had recently been commissioned on site, using an external reviewer, to explore some of the challenges that had been identified, specifically within Offender Employment, in order to identify common themes and make recommendations for change. At the time of our inspection, we were made aware that there were some matters, connected to the culture concerns, that were the subject of human resources processes. Consequently, site management were limited to the extent they could respond to, or provide further context around, the concerns raised. It is important, however, that we signal those concerns here, given the frequency with which they were raised with us and the adverse effects we were told they may have had.

Escorts, reception and induction

Escorts and transfers

Inspection Standards

- Prisoners travel in safe, decent conditions and are treated with respect, and attention is paid to their individual needs.
- Prisoners understand why and where they are being transferred to.

62. Prisoners are transported to and from Christchurch Men's Prison for a range of reasons, including arrival from court (either on remand or after sentencing), transfers to and from other prisons, and escorts out for medical or reintegration appointments.
63. Most of the prisoners we spoke to at Christchurch Men's Prison had either travelled from court in Christchurch or had been transferred from Rolleston Prison (a journey of about 30 minutes) or from Otago Corrections Facility (a journey of just over five hours, including a comfort break at Timaru Police Station) which allowed prisoners to be given food and a hot drink and to use the toilet.
64. Most prisoners had been transported over land in Prisoner Escort Vehicles (PEVs). These are vans fitted with metal compartments in the back to create individual cells. Each compartment has a fitted metal seat, a light, a tinted window, a vent for air-conditioning/heating, and a camera on the ceiling for staff to monitor prisoners. Each PEV cell contains an intercom speaker that escorting staff can use to communicate with prisoners. These intercoms are controlled by staff and prisoners cannot initiate communication. There are no toilets in these vehicles. PEV cells contain drains in the floor which are not intended as urinals, but which are sometimes used that way by prisoners.
65. We observed two PEVs arriving at Christchurch Men's Prison. One belonged to Rolleston Prison and had come from there. The other belonged to Christchurch Men's Prison and had come from Otago Corrections Facility. We inspected the two PEVs. Both vehicles had eight cells. The PEV from Rolleston had clean cells with no unpleasant smells, though there was some graffiti in one of the cells. There were no cushions on the metal seats. The PEV that had come from Otago Corrections Facility had a lot of graffiti and rubbish inside it on arrival, though there were no unpleasant smells and there were cushions on the metal seats. Due to the prevalence of graffiti on the windows it was hard to see out, but the light could enter.
66. Staff told us they checked and searched the PEV cells to ensure no rubbish or items were left behind and that cells were clean before they placed the next prisoners in them. We were also told the PEVs were usually cleaned thoroughly every Sunday but that this did not happen every week as staff needed to supervise the prisoner who did the cleaning and there were sometimes not enough staff available to do this.
67. We interviewed a number of prisoners about their PEV transportation experiences and received a range of responses. A number of men reported that they had no issues. They told us escorting staff had been professional, that they had been given bottled water and cushions for their journey, that the air conditioning had been working and that the PEV had been clean. Inspectors observed prisoners being escorted to a PEV and being given water bottles for their journey.

68. However, other men we interviewed had comfort and safety concerns about travelling in PEVs. They told us the vans they had travelled in had been too hot, had not been clean, that the metal seating in the Rolleston Prison PEV had no padding, and that there were no intercoms that prisoners could control, and no emergency exits. There were also no emergency buttons. Several prisoners described that to get the attention of escorting staff they had to bang on the walls or wave their hands in front of the camera until staff noticed them. One prisoner told us he had resorted to covering his camera to gain the attention of staff. In addition, some of the prisoners told us they had not been given water for the five-hour journey from Otago Corrections Facility to Christchurch Men's Prison.
69. All prisoners who are travelling in a PEV must be accompanied by an Instructions for Escorts form¹³ which contains their personal details and lists any special instructions, risk mitigations and medication, so escorting staff are aware of their needs. During our inspection, inspectors reviewed a sample of this documentation for a number of prisoners being transferred off site and found that the information tended to be generic, with the same instructions for each prisoner, regardless of their security classification and needs. Personal details were generally correct, and alerts were captured, but specific mitigations were not always recorded. We reviewed a number of forms in which the location the prisoners were leaving from (i.e. Christchurch Men's Prison) had been incorrectly recorded. However, escort staff told us they received a verbal briefing before each escort and that they were aware of the individual needs of the prisoners due to the information provided in the escort instructions.
70. During our visit to the Receiving Office, we observed staff arriving to attend a medical escort. We observed the Senior Corrections Officer briefing the staff, discussing the requirements of the Instructions for Escorts form, including the requirement to wear a face mask and the process staff were to follow in the event of an emergency.
71. Prisoners may be transferred by air on a commercial or chartered flight. We observed the arrival of four prisoners who had travelled by air to Christchurch and then been brought from the airport to the prison in a PEV. We noted that staff moved them one by one from the PEV in a timely manner. Receiving Office staff told us all prisoners travelling on an aeroplane wear handcuffs which are attached to a waist restraint. The staff told us they enjoyed good communications with Civil Aviation staff regarding the air transfer of prisoners.
72. Corrections has specific guidance for how transfers should be conducted, including that prisoners should be given advanced warning of the transfer.¹⁴ Some men reported they had not been advised of their pending transfers but knew these were coming up because of their court dates (these men had been at other prisons and had been transferred to Christchurch Men's Prison to attend court). Other men we interviewed reported good communication around their transfers. One man told us he had only been notified the day before the move which meant he hadn't been able to tell his family about it until after the event. He had been disappointed that he hadn't been able to advise them about it in person.

¹³ POM M.04.01.Form.01

¹⁴ POM M.04.03.04 sets out that there are certain circumstances where the requirement to inform a prisoner of an impending transfer does not apply. These circumstances include that the prisoner to be transferred is expected to create a management difficulty before the transfer is made or as a result of the transfer, or the transfer is being made because there are reasonable grounds to believe that the safety of the prisoner or others at the prison within which the prisoner currently resides is at risk, or the transfer is being made to restore or maintain the security and order of the prison from which the prisoner is being transferred.

Reception and induction

Inspection Standards

- Prisoners are safe and treated with respect on their reception and during their first days in prison. Prisoners' immediate needs are identified on arrival and staff ensure that individuals' immediate anxieties are addressed before the end of the first day.
- Prisoners are promptly inducted and supported to understand life in prison and know what will happen to them next.
- Prisoners can access legal advice and, where applicable, a consular representative.
- Information relating to prison life is accessible for all prisoners.

73. When prisoners arrive at or leave a prison they are processed through the Receiving Office. Here, custodial staff should undertake a series of tasks, including confirming a prisoner's identity, undertaking a Reception Risk Assessment and a brief Immediate Needs Assessment, strip searching the prisoner, and processing their property. Staff should also provide a site induction to explain prison rules and regulations. Health staff conduct a Reception Health Screen. Prisoners are allowed one free national telephone call to let their family/whānau know where they are.
74. At Christchurch Men's Prison we observed that the Receiving Office was clean and well-organised, though it lacked natural light. It had five holding cells and two private rooms with curtains to afford privacy when strip searches were being conducted. At the time of our inspection we observed three interview rooms being used by custodial or health staff to conduct reception assessments. There was an office for file storage and a property storage area. We observed some graffiti in the holding cells (see image 2, Appendix A).
75. We observed some informative posters about prison life in the Receiving Office, but some of these were not up to date and information was only available in English. We did not see a poster about how to make a complaint though there should have been one visible.
76. In the six-month review period, the Receiving Office managed 1,025 prisoner receptions and 999 exits, a total of 2,024 receptions/exits. By comparison, in the same six-month period for 2022 (i.e. 1 February 2022 to 31 July 2022) the Receiving Office managed a total of 899 receptions and 938 exits, a total of 1,837 receptions/exits. This means there had been an increase of 187 prisoner receptions/exits in the review period from the same period the previous year, which represented a 10% increase.
77. We reviewed a sample of 13 Reception Risk Assessments that had been completed by custodial staff for recent arrivals. We observed repetition in the staff observation sections for these assessments, suggesting that staff may be copying and pasting text. Copying and pasting is not considered best practice as irrelevant or inaccurate information may be recorded.
78. One prisoner we interviewed could not recall having had a Reception Risk Assessment at reception. We checked IOMS and his prisoner file and confirmed that his last at-risk assessment appeared to have been done prior to him being transferred to Christchurch Men's Prison. Another man told us he felt his last Reception Risk Assessment had been "glossed over" as he had been in prison so many times before. However, he told us that at

the time of his reception, two of his friends had recently died by suicide and he had been feeling suicidal at the time.

79. All prisoners must be strip searched on arrival at a prison. Most of the prisoners we spoke with raised no issues with the strip search process at Christchurch Men's Prison Receiving Office, saying it was done professionally and respectfully. We confirmed that Receiving Office staff strip searched two individual prisoners in accordance with policy in a private room with no camera, and that at no time were the prisoners fully naked. Staff communicated well with the prisoners throughout the process.
80. However, we spoke to one foreign national prisoner who told us he had been "mortified" by the strip search process as he did not speak much English and was confused about the situation. If prisoners speak languages other than English, prison staff can use interpreter services or other means to ensure prisoners understand the reception and induction process.
81. We did not observe any transgender prisoners being received onto the site during the inspection, but staff in the Receiving Office told us transgender prisoners would be placed in a separate cell away from other prisoners while in the Receiving Office and searched in accordance with their gender identity in line with the Corrections' Transgender Policy.
82. On arrival into prison, all prisoners should be given a site induction at the Receiving Office, followed by a unit induction when they arrive at a unit. During interviews, most prisoners told us they had received a site induction, including an 'induction pack'. However, several men told us they only received this if it was their first time in prison. If they had been in prison before they told us they did not receive a site induction in the Receiving Office.
83. Generally, men we interviewed told us they felt they had been treated with respect in the Receiving Office. Most men said they had been able to make a telephone call in the Receiving Office or when they arrived in their unit.
84. We observed that unit inductions varied from unit to unit, and prisoners we interviewed provided mixed accounts of their unit induction experiences. Some prisoners, including a foreign national prisoner, told us they had received a unit induction where staff had provided a full explanation of unit rules and routines and also given them an induction booklet so they had the information in writing. Some prisoners, however, told us they had not received a unit induction from staff and had instead learned the unit rules and routines from other prisoners.
85. At Christchurch Men's Prison, prisoners who had not been in prison before were accommodated in B Block which the site had set up as a 'first nights' unit. The aim was to keep new prisoners here for a few days to allow for a comprehensive assessment and induction and to assist them with their immediate needs. We consider that first nights units are beneficial to prisoners' welfare.
86. We spoke to staff in B Block who told us they use a first days checklist to ensure they cover all the requirements, including reading the Reception Risk Assessment, checking if the prisoner is a youth, taking fingerprints for the purpose of setting the prisoner up to use the prison kiosks¹⁵, ensuring the prisoner has had their initial telephone call, completing the Shared Accommodation Cell Risk Assessment (SACRA), and giving the prisoner an induction booklet. The booklet includes comprehensive information about prison life

¹⁵ Kiosks allow prisoners to order canteen items, request meetings with case managers and case officers, submit requests and complaints, check trust account balances and sentence dates, and access information including legislation and prison regulations.

including cell standards, behaviour, complaints, security classifications, contacting lawyers, and sending and receiving mail. Staff told us if a prisoner cannot read, the booklet will be read to them.

87. We spoke to the Volunteer Coordinator who told us she tries to ensure there are activity packs and information resources available to give to the prisoners in B Block when they come in.
88. We note that at the time of our inspection Matatiki Unit was being used as an 'overflow' unit where prisoners were located while staff were waiting for a place in a suitable unit to become available.¹⁶ We heard from one staff member that Matatiki was staffed by different staff every day and that as a result "a lot" of prisoners going into Matatiki were not receiving unit inductions. We reviewed the IOMS records for the ten men in Matatiki at the time of our inspection and found that only three had received a unit induction. We note that unit inductions are important to help orientate prisoners into their new surroundings.
89. We reviewed the COBRA data and found that during the review period, prisoners spent an average of four or five days in Matatiki before a place in a suitable unit became available. We interviewed the Principal Corrections Officer in Matatiki and confirmed that staff were considering the appropriate placement of prisoners before moving them to other units.

Health screening on entry

Inspection Standards

- Prisoners' immediate physical and mental health needs, including substance use and prescription medication needs are assessed on reception and responded to promptly and effectively.

90. A Reception Health Screen should be undertaken by nursing staff at the Receiving Office for all people newly arrived at prison. It is the first opportunity to obtain health information about a prisoner and ascertain any immediate health needs that need to be addressed. Our observations from our visit to the Receiving Office, and interviews with staff and prisoners confirmed this screening was occurring on the day for prisoners arriving at Christchurch Men's Prison as policy requires.
91. A Reception Health Screen includes questions about medication, injuries, infections, medical conditions, drug and alcohol withdrawal, disability, and mental health including self-harm and suicide. We observed that most screening questions were asked but that the mental health screening could be inconsistent and that some prisoners were not asked some questions. For example, one man was asked "No thoughts of self-harm or anything?". Another man was not asked any direct questions about whether he felt suicidal.
92. We observed that the practice at Christchurch Men's Prison was that nurses completed the Initial Health Assessment in the Receiving Office at the same time as the Reception Health Screen. However, the Corrections Health Care Pathway sets out that the Reception Health Screen results in a priority score which should determine the timing of the Initial Health Assessment to occur within 24 hours, 10 days, or 30 days, depending on the person's need. The Initial Health Assessment is comprehensive and the Receiving Office is not an

¹⁶ Three beds in Matatiki were used as 'step-down' beds for prisoners leaving the Intervention and Support Unit. These beds were not being used at the time of our inspection.

- appropriate place in which to conduct it due to the busy environment and, potentially, the physical and mental wellbeing of the prisoner.
93. The Assistant Health Centre Manager advised that completing the Initial Health Assessment at the same time as the Reception Health Screen was the only way to get Initial Health Assessments completed as many of the prisoners refused to come to later appointments. Another reason given was that the health team needed the additional information at the time of reception to ensure the prisoner's health needs were met from the outset.
 94. The clinical inspector observed that some prisoners answering the Initial Health Assessment questions in the Receiving Office seemed drowsy and were having trouble answering the nurse's questions. Other prisoners seemed to be hungry, in a hurry, or distracted by prisoners and staff out in the communal areas.
 95. We observed individual prisoners in the Receiving Office being unlocked and escorted to an interview room to be seen by the nurse. While the prisoners were being interviewed, the door of the room remained open (for safety) which meant conversations may have been overheard by other people nearby. Prisoners may not feel comfortable to engage fully in health assessments in such a situation.
 96. We observed the nurse explaining to prisoners how to request to see health services by completing a health request form. Nurses should give newly arrived prisoners the "Your Health in Prison" brochure which explains what health services are available in prison, how to access them, and the health complaints process. However, we did not observe prisoners being given this brochure.
 97. We observed good practice in the Receiving Office regarding the offering of immunisations. The nurse in the Receiving Office held the site portfolio for immunisations and so was checking each person's history and using the opportunity to offer to book immunisations.
 98. We observed a custodial officer advising a receiving nurse that her next patient was non-binary and that their pronouns were they/them. The nurse nodded, but on review, despite having an alert in the health record regarding pronouns, all documentation completed throughout the reception health screen referred to the person as 'he' rather than 'they'.
 99. We observed health and custodial staff discussing one man's at-risk status and making a joint decision about where to place him, which is good practice. However, at other times, we observed the two staff using hand gestures to communicate, which would not be sufficient validation of a person's risk status.
 100. Our review of Reception Health Screen documentation for the week ending 5 August 2023 showed that while prisoners all received a Reception Health Screen, these were variable in the quality of the information obtained and the action taken in response. For example, one prisoner said he had been drinking a bottle of spirits daily. He was advised to contact the health team if he felt unwell. However, given the amount of alcohol he had been consuming, he should have received an alcohol withdrawal assessment (i.e. a Clinical Institute Withdrawal Assessment Scale) on reception.
 101. Following reception assessments, referrals to the medical officer (if required) were appropriately triaged, especially when prisoners required medication. Prisoners were referred to mental health services appropriately.

Prison Placement¹⁷

Inspection Standards

- Where possible, prisoners are housed in prisons close to their families or in prisons which meet their rehabilitative needs.

102. Many of the prisoners we interviewed were from Christchurch and therefore close to family/whānau. Others had transferred to Christchurch Men's Prison to be located in the Youth Unit or to complete specific offence-focused rehabilitation programmes.
103. However, we also spoke to a significant number of prisoners who had either previously been transferred or were about to be transferred to Otago Corrections Facility, which is in Milburn, south of Dunedin. Prisoners and staff alike told us it was a concern that prisoners from Christchurch Men's Prison were regularly moved to Otago Corrections Facility due to prison population issues, or because prisoners had been sentenced and classified as high security and were therefore unable to remain at Christchurch Men's prison due to the lack of accommodation for sentenced high security prisoners. This meant prisoners who had been at Christchurch Men's Prison throughout their time on remand and who would have preferred to stay near family/whānau in Christchurch were moved away following sentencing and classification.

¹⁷ This section deviates from the Inspection Standards but draws together those standards relevant to prison placement at reception.

Duty of care

Access to legal advisers and attendance at court hearings

Inspection Standards

- Prisoners have reasonable access to consult with a legal advisor.
- An audio-visual link can be used for eligible court cases and for other legal consultations.¹⁸

104. Prisoners have a right to be able to consult their legal representatives in private, and told us they could generally do so. For example, some units had portable cordless telephone handsets that could be passed to prisoners in their cells. Other units had separate telephone booths or AVL suites to ensure calls to lawyers could be made in private.
105. Prisoners we interviewed told us they could access their legal representatives and generally did so by telephone, although audio-visual link (AVL) and face-to-face visits could also be arranged by staff.
106. One prisoner told us information about the different options to contact a lawyer were set out in the induction booklet. However, we reviewed several induction booklets that were supplied to us by the site and found that while they gave general information about how to make telephone calls and arrange visits, there was no consistency in the information. Only one induction booklet gave instructions on how to request that staff contact a lawyer on the prisoner's behalf so the lawyer could call the prisoner. None of the induction booklets we reviewed contained information about how to book an AVL visit with a lawyer.
107. Some prisoners told us there could be issues with privacy when making telephone calls to lawyers. For example, prisoners in C Block and D Block told us staff would put a telephone handset through a hole in the staff office window for them to use. This meant staff in the office or other prisoners in the communal recreation area could overhear the call. For this reason, some prisoners told us it was better to ask for a face-to-face visit or AVL call if they wanted to speak to their lawyer in private.
108. Some prisoners in the Youth Unit also raised issues regarding privacy for lawyers' calls as staff would sometimes give them a telephone handset to use in the recreation room when there were other prisoners present who could overhear the call.
109. Most prisoners told us that staff assisted them to contact their legal representatives in a timely manner. A few prisoners told us staff could be slow in facilitating lawyer's calls, though they acknowledged that this was sometimes because the lawyer was not available when staff rang or did not call back when staff left a message.
110. Some prisoners reported other issues that made contacting their legal representatives challenging. For example, one prisoner told us he had received a letter from his lawyer saying she was trying to contact him but that staff in the unit did not pick up the telephone. One prisoner told us lawyers generally tried to call between 9 and 10am before they went into court, but that prisoners were generally still locked up in their cells during this time and therefore unable to take their calls.

¹⁸ Note this is an indicator – not a standard.

111. Christchurch Men's Prison had three AVL suites. These were located in the Intervention and Support Unit, the Management Unit, and the high security Paparua Remand Centre (i.e. A Block – E Block). We observed that the high security suite in the Paparua Remand Centre was new and had 12 AVL booths which could be used for contact with lawyers. These booths were all maintained to a good standard.
112. All bookings for these three suites were managed by a staff member in the high security AVL suite. A review of the AVL booking tool suggested the site was maximising use of the AVL suites for court hearings, contact with lawyers, education, and calls to family/whānau. However, there was no consistent record-keeping, and the site was unable to supply us with figures of usage for the review period.
113. Some units (for example, A Block, Matatiki, Miro Management Unit) also had their own single AVL booths. Prisoners we interviewed reported no issues about accessing these AVL booths to speak to their legal representatives. AVL calls were generally managed by unit staff who kept a book in the unit staff office to record and manage bookings.
114. We observed that there was a separate AVL suite for New Zealand Parole Board hearings located near the lower security visits/health area.

Bullying and violence reduction

Inspection Standards

- Prisoners feel safe from bullying, abuse and violence.

115. Many prisoners told us they generally felt safe. However, prisoners in most units told us they had either experienced or witnessed bullying, intimidation or standovers¹⁹ by other prisoners while they had been in Christchurch Men's Prison and that this was more common in the Paparua Remand Centre units (Blocks A – E).
116. Prisoners in the Paparua Remand Centre units (Blocks A – E) told us staff were sometimes unaware of the bullying as prisoners did not tell them. Several prisoners told us that if staff knew about the bullying because they had observed it or a prisoner had told them, they often dealt with it by moving the person who had been bullied while the alleged bully went unchallenged. Some prisoners in these units mentioned that gang tensions could be one cause of fights or bullying.
117. In the lower security units, many prisoners told us that staff tended to address issues and dealt with bullying when they were aware of it, often by moving the alleged bullies back to the Paparua Remand Centre units. Staff also placed prisoners who had been involved in bullying on misconducts. However, some prisoners told us most bullying in these units was verbal and that staff were often unaware of it because there was a code that "you don't snitch". A couple of prisoners in one of the lower security units (Te Ahuhu Unit) told us prisoners would sort issues out amongst themselves rather than get staff involved.
118. In the six-month review period, there were 679 incidents at Christchurch Men's Prison that were categorised in IOMS as "prisoner behaviour". Fifty of the 679 incidents were prisoner on prisoner assaults, three of which were categorised as serious and, in line with the

¹⁹ Using intimidation to force others into compliance.

incident reporting criteria set out in the Prison Operations Manual,²⁰ required notification to the national incident line.

119. Thirty-five of the 679 incidents were prisoner on staff assaults, of which eight required notification to the incident line due to their nature or severity. Of the eight, six were classified as "assault no injury" and two were classified as "serious".
120. The Custodial Systems Manager told us during an interview that the site referred all assaults by prisoners to Police. He told us that generally speaking he felt prisoners had become more violent and with fewer thoughts of the consequences.
121. During interviews, staff told us there were gang pressures in some units and that there were concerns regarding prisoners being recruited into gangs within the units. A review of IOMS showed that at the time of our inspection 319 prisoners (42%) of the total of 760 prisoners on site were recorded as gang affiliated. The top three gangs identified on site were Mongrel Mob (135 prisoners), Crips (72) and Black Power (66). Staff told us they were managing many different gangs across the site, and a check of gang affiliations on COBRA confirmed the presence of members of 36 different gangs.
122. Custodial staff across the site told us they managed bullying in a variety of ways, including by speaking to prisoners involved in incidents (for example, in the Disaster Recovery Unit and Mātāpuna Unit), and by maintaining a balance of numbers of gang members in the unit so there was no dominance from one gang (for example, in Kotuku Unit). Some custodial staff (for example, in Mātāpuna Unit) told us they also walked around the unit regularly to see what was happening and to talk to prisoners. They said they also conducted cell checks to identify if standovers (for example, for canteen items) were occurring. The Principal Corrections Officer for Otira and Ōtākaro Units told us they had incentives to encourage good behaviour, such as longer unlock hours and being allowed to eat in the unit dining room. In addition, prisoners in the modular and hut units told us that they knew if they were involved in incidents or misconducts they would be sent back to Blocks A – E where unlock hours were shorter and the regime was more restrictive.
123. Prisoners confirmed that some units had a high gang presence. They told us much of the tension in these units related to use of the telephones which were often monopolised by gang members and other influential prisoners. Prisoners told us there was also bullying in relation to nicotine replacement lozenges and that, in some units, prisoners were forced by gang members to take part in physical exercise.
124. All prisons in New Zealand should have Violence and Aggression Reduction plans as part of Corrections' wider Violence and Aggression Reduction Work Programme. These plans are intended to develop, align, and sequence work between Corrections and staff unions to reduce the impacts of prisoner violence and aggression on custodial staff. We reviewed the Christchurch Men's Prison Violence and Aggression Reduction Plan, which was dated June 2022. Most staff we interviewed were aware of the plan and some of the content. Staff told us part of the plan was to refer all assaults to Police for consideration. However, there had been a regional audit of the plan in May 2023 which found a number of inconsistencies in the delivery of the plan and that not all staff were aware of all the correct processes.
125. The Prison Tension Assessment Tool (PTAT) helps custodial staff assess the overall level of tension in a prison unit, which in turn can help them manage the risk of violence. PTAT assessments deliver a tension level of red, amber or green. Assessments should be completed after unit lock-up but may be done more often. In the six-month review period,

²⁰ Prison Operations Manual IR.06 Incident reporting and IR.06.Sch.01 Schedule of Incident Categories

staff at Christchurch Men's Prison generally completed PTAT assessments as required, with the completion rate above 92% each week. The PTATs for Christchurch Men's Prison were mostly green (90%) suggesting low levels of reported tension across the prison. In the review period there were 31 amber ratings and one red rating. A red rating indicates significantly increased tensions which would have required a review and response, including mitigations, by the Prison Director. We reviewed the PTAT that included the reasons for the red rating. In addition, the subsequent PTAT report identified the outcomes of the mitigations and a reduction in risk and PTAT rating.

Prisoner files

Inspection Standards

- A prisoner file management system is in place and used to record all information about that prisoner and confidentiality is maintained.

126. Prisoner files contain personal information about individual prisoners throughout their time in prison. These files are hard copy (paper) and should be stored in lockable, fireproof filing cabinets. Electronic files from Corrections' Integrated Offender Management System (IOMS) also contain significant amounts of prisoner information and should be regularly updated.
127. During our inspection we observed that paper files were stored in each unit. Each unit was responsible for its own file movement and recording system so staff could access files or remove them for legitimate reasons.
128. We reviewed a sample of prisoner files and storage in a number of units and found that not all prisoners' files were stored in secure, locked cabinets, a situation which could lead to privacy breaches or prisoner files being removed without staff being aware of the reason. In addition, not all files were stored in fireproof cabinets.
129. Prisoner files were not always well maintained and did not necessarily contain up-to-date information. In addition we found three prisoner files that contained information which did not relate to the prisoner whose file it was held in. We brought this to the attention of custodial staff who immediately corrected the errors, but the inconsistent system and process for the storage of prisoner files could have led to other errors.
130. During our inspection, we reviewed a number of electronic files for prisoners. We found the quality of these varied. While some included up-to-date input from all the staff working with a prisoner (including custodial, education, and case management staff) other prisoners had limited notes from custodial staff only.

Separation of prisoner categories

Inspection Standards

- Prisoners of different categories are separated, where possible, by allocating them to separate parts of the prison.

131. Prisoners of different categories present different levels of risk to the safety and security of the prison and must therefore be managed in a unit and regime that is consistent with their category. Prisoners of different categories should generally not be mixed. For example,

remand accused prisoners should be separated from remand convicted/sentenced prisoners. In some cases, a prison director will apply to a regional commissioner for an exemption to mix different categories of prisoners. Exemptions to mix are generally for the purposes of rehabilitation, education and employment, or to enable sites to ensure prisoners received minimal entitlements such as time out of their cells.

132. At the time of our inspection, the site had no exemption to mix remand accused and remand convicted or sentenced prisoners within the units. Youth of different categories were being mixed together in the Youth Unit, but POM²¹ sets out that youth of different categories may be mixed together in a youth unit without an exemption.
133. Christchurch Men's Prison had several different types of unit which are covered in more detail in the Environment section of the report. These included older style cell blocks with an adjoining yard and dayroom area, and 'modular' units with cells set around a central compound area, as well as a Youth Unit, Intervention and Support Unit, Management Unit, and Self-Care Unit.
134. At the time of our inspection Christchurch Men's Prison had a total of 421 remand prisoners. Of this, 207 prisoners (49% of those on remand) were remand accused.
135. As previously mentioned, prisoners on remand may be assessed using the Remand Management Tool (RMT) to determine the level of custodial supervision they require. The tool provides a status of RMT1 or RMT2. RMT1 prisoners require a higher security environment with greater supervision to be managed safely. RMT status is considered when making decisions about movements, unit placement and participation in activities. We observed that remand prisoners at Christchurch Men's Prison had generally been assessed using the RMT. This enabled those prisoners assessed as RMT2 to be placed in lower security units and given access to an appropriate regime.
136. We found that many units housed prisoners of different categories (for example, remand convicted and sentenced). However, these were clearly marked on the unit "muster" boards and staff told us about these when we arrived. Staff were managing these different categories appropriately by keeping them separate with different unlock regimes or by moving prisoners to an appropriate wing with other prisoners of the same category when they were unlocked to enable them to have time out of their cells and access to activities.

Accommodation

Inspection Standards

- The placement of prisoners in shared cells is done after careful consideration of their suitability for associating with one another.
- Trans prisoners are placed in single cells, unless a suitable trans prisoner of the same gender is identified.
- Trans prisoners' safety is assessed before placement in any cell or unit.

137. Corrections staff use the Shared Accommodation Cell Risk Assessment (SACRA) to review the compatibility of prisoners before they are placed in a shared cell.²² The tool does not

²¹ M.03.01 Res 02 Youth unit specific procedures

²² Corrections Regulations, 2005, section 66 allows for prisoners to share cells unless they are deemed unsuited to sharing.

replace staff judgement but helps to inform their decision-making and minimise any potential risks. The SACRA identifies key risk factors to consider before placing a prisoner in a shared cell. The assessment captures a range of information about the person, including their age, security classification, offending history, history of imprisonment, gang affiliation, notable physical characteristics, mental health concerns and any other special needs. The SACRA assessments of both prisoners must be compared before staff make a decision to place prisoners in a shared cell.

138. Corrections reports nationally on double-bunking figures. The figures for Christchurch Men's Prison (dated October 2023) supplied to us by Corrections national office showed that 26% of prisoners at Christchurch Men's Prison were being double bunked at that time, and that double bunking was only taking place in Blocks A – E. We observed that some cells in some of the modular units were fitted with double bunks but were being used as single occupancy cells.
139. A review of COBRA showed the timeliness for completion of SACRAs was 100%.
140. Much of the information in SACRA assessments is prepopulated, and custodial staff should consider this information and write comments based on this. A review of a sample of staff comments showed a lack of robust exploration and consideration of any issues at the time of the assessment. Comments were sometimes limited to the lack of a 'Not To Double Bunk' alert, or a note stating "no issues in the past" or "nil on file to exclude double bunking".
141. We spoke with custodial staff who completed SACRAs and found they were familiar with the process and able to explain what they did when completing these. Although best practice includes staff talking to both prisoners about sharing a cell, some prisoners across the site told us they had not been spoken to before sharing a cell.
142. Prisoners told us that on occasions it was challenging having to shower and use the toilet with another person in the cell.
143. At the time of our inspection, 19 prisoners were sharing five houses in the Self-Care Unit (Leimon Villas). There were four separate bedrooms in each house and prisoners did not have to share a bedroom. However, while there was no requirement for staff to complete SACRAs for men sharing a house, staff told us they had completed a SACRA for each prisoner in a house for safety reasons.
144. Prisoners across the site told us staff generally answered the cell intercom in a timely manner and they had no concerns regarding contacting staff when they were locked in their cells.
145. Prison cells have an observation panel that staff can look through to check on prisoners. These should not be covered by prisoners. We observed that most observation panels were unobstructed although in some of the modular units prisoners had put up temporary coverings. We saw that these were removed to enable staff to complete checks as required.
146. Although only one of the units we visited held a transgender prisoner, we asked Principal Corrections Officers across the site what they would consider if a transgender prisoner was located in their unit. All Principal Corrections Officers we asked about this were able to advise appropriately of the considerations they would make, which included safety, searching policies, the management plan, allowing gender-appropriate items, and the identity and preferred pronouns of the prisoner.

Complaints

Inspection Standards

- Complaints procedures are effective, timely and well understood.
- Staff and prisoners are encouraged to resolve complaints at the lowest level in the first instance; when this is not possible prisoners understand how to make a complaint, and are able to do so easily.
- Prisoners feel safe from repercussions when using complaints procedures and can appeal decisions easily.
- Where a prisoner raises a concern about their safety, these matters are prioritised.

147. Corrections expects prisoners' complaints to be resolved at the lowest level possible. If prisoners wish to make a formal complaint to Corrections, they should be able to make one electronically via a prisoner kiosk, or by completing a paper form (usually a PC.01 form). Prisoners should also be able to access telephones or writing materials to make complaints to external oversight agencies such as the Office of the Inspectorate, the Office of the Ombudsman, the Health and Disability Commissioner, and the Human Rights Commission.
148. At Christchurch Men's Prison, most prisoners we interviewed told us unit staff attempted to resolve issues at the lowest possible level.
149. In the six-month review period, 766 PC.01 complaints and 103 requests for information were recorded at the site. The largest number of complaints were about prisoner property (23%), followed by 'other' (22%) and complaints about Health Services (12%). The total number of complaints recorded at the site was slightly lower than two other prisons of comparable size. We note that prisoner property is generally one of the highest categories of complaints at prisons across New Zealand. We also note that most of the complaints categorised as 'other' could have been categorised more accurately as there are sufficient categories and sub-categories in the system.
150. During the same period, the Inspectorate received 98 complaints and seven information requests. Of these, the most common categories of complaint were prisoner property (35%), staff conduct and attitude (11%) and health (9%). The total number of complaints received from Christchurch Men's Prison by the Inspectorate was lower than two other prisons with comparable prisoner numbers (i.e. Spring Hill Corrections Facility and Rimutaka Prison).²³
151. Most prisoners we spoke with said they knew how to make a complaint or a request and would generally do this via a prison kiosk. Most units had a prison kiosk in a communal area which meant prisoners could access these when they were unlocked. Some men told us there was little privacy when using the kiosk and that making a complaint on the kiosk could contribute to bullying or violence if other prisoners found out what they were complaining about.
152. One unit (Matatiki) did not have a kiosk. Prisoners were only held in Matatiki for short periods of time while waiting for a bed in a suitable unit to become available, and staff

²³ We note that while prisoner numbers may be similar, prisoner populations may differ, therefore this comparison is provided for context only.

- would take these prisoners to other units for recreation time so they could use a kiosk there. However, in our view, all prison units should contain kiosks.
153. Prisoners access the prison kiosk using a PIN number and fingerprint. Their fingerprint must be taken by staff at the time of their reception and registered. The inspection team found that at the time of the inspection, 93% of the prisoners at Christchurch Men's Prison had their fingerprints registered on the kiosk system.
 154. We spoke to some men who told us they could not log on to the kiosk due to issues with their fingerprints. However, they said they could request a PC.01 paper form from unit staff if they wanted to make a complaint.
 155. A review by our clinical inspector found that some health complaints were not managed in a timely manner according to policy. Some prisoners did not have their health complaints acknowledged, and during an interview one man told us he no longer makes health complaints as he never receives a response. We interviewed the Acting Health Centre Manager who acknowledged the issues and advised that work was being done to improve the overall response to prisoner's health complaints.
 156. Two men described making complaints to the Health and Disability Commissioner to get action regarding their health needs.
 157. Posters explaining how to make complaints should be visible in all prison units, but we found these were not on display in many units. Staff in one unit explained that prisoners had ripped the posters down and these had not been replaced.
 158. In addition, telephone numbers to contact external oversight agencies including the Office of the Inspectorate, the Office of the Ombudsman, the Health and Disability Commissioner and the Human Rights Commission should be visible in all units, but we found these were not present in many units we inspected.
 159. Corrections has a 'no wrong door' policy for complaints which means that no matter how a prisoner makes a complaint, it should be responded to. We found in some instances that this policy was not always being followed. For example, one response to a health-related complaint set out "as this is an enquiry for Health, I will provide prisoner with a health request and/or complaint form that can be given to health for their follow-up". We note that it should not matter which form a prisoner uses and they should not have to write the same complaint twice.
 160. Several prisoners said they did not think the PC.01 complaints system was effective or timely, and some prisoners said that written responses did not always make sense to them or address the issues they had raised.
 161. We note that written responses to complaints should include the names and telephone numbers of the Office of the Inspectorate, the Office of the Ombudsman, the Health and Disability Commissioner and other external oversight agencies in case the prisoner wishes to take the matter further. However, a review of a sample of written responses showed that this information was not always provided.
 162. During an interview, the Prison Director told us the site monitors complaints and incident reports for emerging issues, and that any patterns are raised through Prison Operations meetings and briefings, or directly to the Deputy Prison Director.
 163. Some prisons hold regular Prison Forums which are attended by prisoner representatives from all units, the Prison Director and senior managers. These forums aim to give prisoners

an opportunity to speak directly with senior managers, to raise any issues and make suggestions, and, potentially, to allow the site to manage some issues before they result in complaints. At the time of our inspection, Christchurch Men's Prison was not holding Prison Forums, though the Prison Director told us they had done so in the past and were likely to restart these at some point but there was no confirmed date for this.

Māori Prisoners

Inspection Standards

- Māori prisoners can access and practise their Māori culture and customs.
- Māori prisoners have access to kaupapa Māori informed and tikanga-based rehabilitation and reintegration programmes that are specifically designed to meet their needs.
- Māori prisoners receive help to access stable whānau support.

164. At the time of our inspection, 300 (39%) of the 760 prisoners at Christchurch Men's Prison identified as Māori. The most common iwi affiliation was recorded as Ngāpuhi (45 prisoners), followed by Ngāi Tahu/Kāi Tahu (41 prisoners), and Ngāti Porou (29 prisoners).
165. At the time of our inspection, Christchurch Men's Prison was offering four programmes designed to meet the needs of Māori. In the six-month review period:
- » A tikanga Māori programme had been completed 53 times. Tikanga programmes aim to help people of Māori descent to develop their understanding, skills, confidence and connection with culture, whakapapa, and a Te Ao Māori world view.
 - » Te Pikinga (to ascend, to take stock of where you are and look at the opportunities the elevated position offers), a programme featuring short, skills-focused modules available to prisoners on remand, had been completed 93 times. This was delivered by He Waka Tapu, a kaupapa Māori community-based organisation.²⁴
 - » A Remand Reintegration Programme had been completed 57 times. This was run alongside Te Pikinga and delivered by the same organisation. It is based on the Te Whare Tapa Wha model of wellbeing. The first three sessions examine Taha Tinana, Taha Hinengaro, Taha Wairua, and Taha Whānau. The fourth session covers Safety and Integration planning for release.
 - » Te Hōkai Mānea Tipuna (the Glowing Footsteps of our Ancestors), a 32-hour tikanga and cultural wellbeing programme, was underway and due to complete a pilot trial in September 2023.²⁵
166. We visited one carving workshop in the Self-Care Unit during our inspection. The carving workshop was resourced by an external provider and offered both supervised and unsupervised carving activities. We observed that the workshop was tidy and well-supplied with tools, and saw some accomplished works in progress. Staff reported that there was a dangerous tools register for the workshop and that items were audited once a week. Staff held the workshop key which was issued to prisoners on request.

²⁴ <https://www.hewakatapu.org.nz/>

²⁵ A story published on the Corrections intranet on 14 December 2023 and entitled 'Staff Supporting Cultural Wellbeing | Te Hōkai Mānea Tipuna' confirmed that eight men completed this programme.

167. Men in Mātāpuna Special Treatment Unit had access to a unit Kaupapa Māori Practitioner who ran kapa haka groups and arranged karakia and waiata in the mornings. All prisoners from the unit were able to participate in these activities and had good access to the Kaupapa Māori Practitioner for any other cultural needs. Staff told us prisoners in the third phase of the treatment programme also had access to a carving workshop, though we observed this was not being used at the time of the inspection.
168. Prisoners in the Intervention and Support Unit, including those assessed as being at risk of self-harm, had access to the Intervention and Support Practice Team, a team of clinicians that included a Kairuruku Hinengaro (Māori Mental Health Practitioner). Staff in the Intervention and Support Unit told us he visited regularly to engage with the prisoners.
169. In addition, staff in Miro Management Unit told us the Kairuruku Hinengaro from the Intervention and Support Practice Team also visited Miro Unit to work with some of the prisoners there, including bringing his guitar and singing waiata with the prisoners.
170. In Tirohanga Paeroa Unit (one of the hut units) staff told us that selected prisoners had occasional access to a workshop area where they could do some carving if staff were available to supervise. This was not a formal carving workshop.
171. However, men in most units across the prison told us there were no cultural opportunities in their unit and no cultural support. These men told us they felt their cultural needs were not being met. Many told us they were not aware what cultural activities were available on site.
172. During the inspection we were told by prison managers that the prison had been putting effort into their relationship with kaiwhakamana.²⁶ They had recently started to connect prisoners to their local marae via whānau AVLS which had been well received. During an interview, the Volunteer Coordinator told us there were about 20 kaiwhakamana registered with the prison but that the last time they had been on site had been before the COVID-19 pandemic.
173. The prison had previously had a Māori Focus Unit but this was no longer operating. Prison managers told us prisoners sometimes requested to be located in a Māori Focus Unit and that they had submitted several businesses cases to Corrections national office to run a unit as a Māori Focus Unit as there was no unit of that type in the South island. However, these business cases had not been supported by national office.
174. Christchurch Men's Prison, along with many other prisons nationwide, was not providing rongoā Māori services (traditional Māori healing practices).

Foreign national prisoners

Inspection Standards

- The specific needs of foreign national prisoners are met, including practical help so they can keep in touch with their families overseas.
- There are prison staff with the skills to communicate with all prisoners on site. Where required, interpreters are provided.

²⁶ Kaiwhakamana are kaumātua (Māori elders or people of status) who have access to prisons to enable the wellbeing of their people. They are not employees of Corrections.

175. Foreign national (non-New Zealand citizen) prisoners should expect to be supported in prison to access their consular representative, if required, and to use a translation service if they need it to understand key information. Foreign national prisoners should also have their health, culture, religion, and dietary requirements met.
176. At the time of our inspection, there were 12 foreign national prisoners at Christchurch Men's Prison recorded in Corrections data. Three were from Australia, three from Samoa, two were from Fiji and two from Canada. One was from the United Kingdom and one from Zambia.
177. Most custodial staff we spoke with understood the requirements for foreign national prisoners, but not all were aware of the translation service or did not always follow correct procedure by using it. We observed that, generally, information across the site, including the prison induction pack, was only available in English. We note that in January 2024 (post-inspection) Corrections made prison induction information available in 12 languages on its intranet for staff to access and provide to prisoners.
178. Most foreign national prisoners we interviewed told us staff tried to assist them, and, for example, described how unit staff had helped them contact their embassy. However, most foreign nationals who spoke limited English told us staff generally did not use the translation service and instead explained in English which meant they did not always fully understand. One prisoner told us when he was received into prison, he had not fully understood the reception or strip-searching process which made this more stressful for him.
179. The ability for foreign national prisoners to contact family overseas varied across the site. In some units, foreign nationals told us they received limited contact time. For example, one man told us he could only have a video call with his family overseas for 15 minutes once every fortnight.²⁷
180. Foreign national prisoners were generally also permitted to make one free 30-minute international telephone call a week. Several foreign national prisoners told us they had asked, via the complaints system, if they could pay for extra calls but that this had not been approved. Foreign national prisoners in Tirohanga Paeroa Unit told us that before calls became free, although they had had to pay for calls, it had been better because they had been able to speak to their families more regularly.
181. However, we were told about some good examples of foreign national prisoners being given access to daily telephone calls, extended calls and regular video calls to family overseas. For example, one prisoner could ring his family overseas for 30 minutes one week and 60 minutes the next. Another prisoner told us he was able to ring his family in Australia every day. This was not consistent across all units.

²⁷ Video calling is done using a device such as a laptop computer. Prison Operations Manual C.05 Prisoner video calling sets out that Corrections has a process for eligible prisoners to make video calls to family/whānau and friends who are approved visitors. Video calling is not an entitlement; it is a privilege. It is offered under specific conditions.

Property

Inspection Standards

- Prisoner's property held in storage is secure, and prisoners can access it on reasonable request.
- Prisoner funds are managed securely and are accounted for.

182. When people enter prison, their personal property is checked, recorded and either given back to them, stored or disposed of.²⁸ If a prisoner has cash with them, it will be deposited into their prison trust account. Prisoners may ask family/whānau to send them authorised personal items (such as additional underwear), which is sorted, checked and registered on individual prisoner property lists by property staff.
183. At Christchurch Men's Prison, unissued property was held in an area next to the Receiving Office. We observed the property area, which was well-organised, clean and tidy. This area was operated by dedicated property officers. The site had three staff in the role, and generally there were two on duty each day. There was a washing machine available in the property area so that prisoners' clothing could be washed upon arrival if required.
184. During the inspection we observed prisoners being transferred into Christchurch Men's Prison from other prisons as part of the regular prisoner transfer process. We observed that they only had their issued property transferred in the vehicle with them. All their other property was transferred subsequently by courier.
185. Most prisoners we spoke with across the site raised no issues regarding property. However, some prisoners raised concerns, and we noted that the highest number of complaints at Christchurch Men's Prison were property-related (this is common in prisons nationwide). One common issue was regarding delays in the issuing of property. We checked this and found that some prisoners were waiting in excess of 26 days for property to be issued, which we felt was an unreasonable length of time to wait.
186. Other common property issues described to us by prisoners included inconsistency between units regarding what items could be issued, and inconsistency regarding acceptable items and colours²⁹ of items. Several prisoners felt staff were over-zealous about policing coloured items and clothing. For example, some prisoners described having shoes declined that had been sent by their family/whānau because there were small amounts of red or blue in them which were assessed as not suitable for issue due to including gang colours, whereas other prisoners had similar shoes approved.
187. Some prisoners we interviewed raised concerns regarding the amount of time it took for funds to be transferred to their trust accounts. We are unable to provide further comment regarding this at the time of writing.

²⁸ Department of Corrections Authorised Property Rules (2020) guide what prisoners may keep on arrival, in storage, or what needs to be disposed of. Property rules are authorised by the Corrections Act, 2004, section 45A.

²⁹ Colours with gang associations (for example, red or blue) may be banned in prisons.

Health

Inspection Standards

- Prisoners have timely access to community-equivalent health and dental services, and receive treatment which is sensitive to their diverse needs from competent staff in an environment that promotes dignity and maintains privacy.
- Prisoners are supported and encouraged to optimise their health and well-being.
- Prisons have a health-care service which ensures professional care of the physical and mental health of prisoners.
- Health files are accurate, up-to-date and confidential, and accompany the prisoner when they are transferred.
- Prisoners have access to specialised external secondary and tertiary health care services when required.
- On reception, prisoners are made aware of the prison health services available and how to access them.
- Prisoners have a right to health confidentiality and do not have to provide information, undergo health interventions or screening.
- Trans prisoners receive health care equivalent to that available to them in the community.

Provision of health care

188. Prisoners are entitled to receive medical treatment that is reasonably necessary and of a standard that is reasonably equivalent to that available to the public.³⁰
189. Prison health services are nurse-led, and supported by contracted providers who come on site, including medical officers (general practitioners), physiotherapists, podiatrists, dentists, ear-hygienists and optometrists.
190. All the men we interviewed about health care services at Christchurch Men's Prison told us they knew how to request to see a member of the health team by completing a health request form. They knew to put these forms in the purpose-built locked box in their unit for health staff to collect. A few men said the boxes were supposed to be cleared by health staff every day but that this did not necessarily happen, and our checks confirmed this. Men in the Self-Care Unit (Leimon Villas) told us there was no locked box for health request forms and that they were encouraged to give these directly to health staff when they visited the unit. We confirmed there was no locked box in this unit.
191. During our inspection, we found that health request forms were not being acknowledged according to policy. Men we interviewed expressed frustration at this and told us they submitted repeated forms because they did not know if their forms had been received or not. Some men told us they had stopped completing health request forms because they went unanswered or because it took so long to get seen.

³⁰ Corrections Act, 2004, Section 75.

192. During our inspection we observed multiple health request forms in the health centre that were waiting for nurses to attend to. When reviewing one pile of these forms we found that some were more than two weeks old, were not date receipted, and expressed potentially significant health concerns such as "unable to eat following dental procedure" and "pain". There was no clear system for managing health request forms.
193. We were told by some nurses that they would triage and deal with the health request forms they had collected that day. When they had finished those, they would go back to the pile of older, previously collected health request forms and begin to deal with those. If a nurse was unable to respond to all the health request forms they had collected that day, they would put the forms they had not dealt with in the pile of older forms.
194. Nurses told us when they triaged health request forms they would respond first to those they considered the most urgent. However, as mentioned above, we reviewed a sample of forms that had been put aside as less urgent and found that some of them described health needs that could have posed significant discomfort, distress, or clinical risk.
195. The Health Centre Manager told us it took about ten days for a prisoner to see a nurse for a non-urgent health issue. Many prisoners we interviewed expressed frustration at the length of time it took to see a nurse, but most said they would be seen by a nurse eventually.
196. Several men were very positive about the health care they had received at Christchurch Men's Prison, saying they could usually see a nurse within a couple of days and that it was an "amazing service". We heard a number of examples of nurses providing excellent care to prisoners with complex health needs or disabilities. Prisoners and staff confirmed that health staff were always available if emergency care was needed. One man described submitting a health request form and being checked by the Medical Officer on the same day and taken to hospital for treatment.
197. A few men told us about particular difficulties in trying to obtain glasses.
198. During our inspection we observed good collaborative practice between health and custodial staff when a man disclosed feeling overwhelmed in his unit. Discussion took place between health and custodial staff and a plan of care was implemented that included initial close observation, and further nurse review with possible transfer to the Intervention and Support Unit if the man continued to experience high levels of distress. This plan was put in place within 30 minutes of the nurse first seeing the man.
199. While some of the men we interviewed felt that some nurses were not caring, during our inspection, we heard nurses and other health staff speaking about their patients in a compassionate and professional manner.
200. At the time of our inspection, there were two Medical Officers at Christchurch Men's Prison who were contracted to provide general practitioner services for 37 hours a week in total, as well as being on call for urgent after-hours consultations. We were advised by the Health Centre Manager that the wait time to see the Medical Officer for a non-acute health issue was two to three weeks, though some men we spoke with described waiting longer than this.
201. A review of a Medical Officer clinic found that all prisoners had been appropriately referred to the Medical Officer after being assessed by a nurse, and all but one man had been seen, and this was due to a custody issue on the unit. It was positive to note that if prisoners had health issues that did not meet the criteria for acceptance into the public health care

- system, and if they could not afford private care, the Medical Officer was actively referring them to a local charity hospital.³¹
202. We interviewed one of the Medical Officers, who described trying to support prisoners to catch up on care they hadn't received in the community, sometimes due to having no fixed abode. The Medical Officer told us they did a paper review of every new patient and we found evidence of this when we reviewed a sample of health records as part of the inspection. We found there were good processes in place for the Medical Officer to review and prescribe medication that people had been taking in the community.
203. The Medical Officer told us custodial staff were very helpful in supporting his clinics, as was as having healthcare assistants in the health team. The Medical Officer acknowledged the long wait to be seen but reiterated that any acutely unwell man would always be seen or transported to a hospital Emergency Department for further assessment. The Medical Officer noted challenges in getting patients to external services such as x-rays. He also said it would be useful if nurses had access to a camera so they could photograph symptoms such as rashes to help support diagnostic discussions and provide more timely treatment.
204. Feedback from prisoners about Medical Officer services was mixed. Many prisoners described the long waiting times (weeks or months), though one prisoner said once he got an appointment, he was very satisfied. One prisoner described how he had seen the Medical Officer about some symptoms he was very worried about but had heard nothing back three months later.³²
205. We observed that prisoners' medication charts were contained in folders in the medication room and were clearly labelled with patient details. There was evidence of regular medication reviews by the Medical Officers in the patients' electronic health records as well as the paper records.
206. File notes made in the electronic health record by nursing staff reflected the assessments, nursing diagnosis, planning and interventions that occurred, but were not consistently in the SOAPIE³³ format as required by policy.
207. Health files were stored securely, were up to date and from a review of transferred patients, were moved appropriately between prisons.
208. The Health Centre was clean and tidy, and facilities were notably improved since the 2018 inspection. Specifically, additional prefabricated buildings have enabled a dedicated health team workstation space, a staff room and a fit for purpose medication room. We observed that equipment was appropriately maintained and had been recently calibrated or checked according to policy.
209. Another significant improvement since the 2018 inspection was the health team's access to the 'HealthOne' secure electronic health care record, meaning that key elements of community and specialist health care were visible to the prison health team.³⁴
210. We observed there was a purpose-built health clinic in the Miro Management Unit which meant the number of movements from this unit to the Health Centre was reduced. The

³¹ <https://charityhospital.org.nz/>

³² We asked the site to follow this up, though we understand the man has since been released.

³³ SOAPIE is a documentation method employed by health care providers for recording patient's clinical notes. There are six parts of a SOAPIE note: 'Subjective, Objective, Assessment, Plan, Intervention and Evaluate.

³⁴ HealthOne is a regional electronic clinical information sharing service used in parts of the South Island.

clinic had an examination bed with curtains, a duress button on the wall, and a CCTV camera. However, for privacy reasons, health clinic rooms should not have cameras installed, and we were informed that the clinic had only been used to administer vaccinations. If men in Miro Unit needed other forms of treatment this was done in their cells, or they were escorted to the Health Centre which was close by.

211. During our inspection we held a small focus group for nurses. The group reported that generally prisoners have much higher health needs now than in the past. They described prisoners' mental health needs as much more complex, and the unmet health needs on reception to prison as more apparent than ever before.
212. The group reported finding it difficult to conduct nursing clinics and interventions due to constant custodial staff shortages. They told us they had to fit in with unit routines which sometimes led to limited time to conduct assessments. They said that due to custodial routines, medication rounds sometimes had to be done later or earlier than the times some medications should be administered. For example, some prisoners received medication which was sedating in the late afternoon rather than at bedtime.
213. Further, the group told us that, at times, they felt unsafe in the units as custodial staff did not always support them. They reported a high level of verbal aggression from some prisoners toward them, especially during medication rounds in Blocks A – E.
214. The Health Centre Manager and Assistant Health Centre Managers told us they felt well supported and that it was a privilege to work at Christchurch Men's Prison. They described good relationships with senior managers. They said the current issue was nurse recruitment, though this had recently eased, and the nursing numbers were improving. The Health Centre Manager told us the Health Centre was budgeted for 18 fulltime registered nurses, and at the time of our inspection had 15 fulltime registered nurses.³⁵ She told us all other roles in the health team were fully staffed which included two fulltime Health Care Assistant roles, two full time Clinical Team Leader roles, two full time Assistant Health Centre Manager roles, and one Health Centre Manager role. To support the nursing health team were 3.7 FTE administration staff, also a full complement. We were advised that all nurses were up to date with mandatory training such as CPR training.
215. We interviewed the dentist and dental technician who told us prisoners waited around 16 weeks if their issue was non-urgent. This was a long time to wait for dental services, but prisoners were able to be assessed for any acute dental infection and received interventions from nursing or medical staff while waiting for dental treatment. Many prisoners also expressed frustration at the length of time it took to get an appointment with the dentist. The dentist told us they felt their clinics were well supported by custodial staff on site.
216. Prisoners told us they appreciated that many healthcare providers (including the dentist, the ear-hygienist, podiatrist and optometrist) came to the prison. Prisoners told us this meant they did not have to wear handcuffs in public during escort, which they appreciated. One person we interviewed told us they had declined external health treatment due to having to be handcuffed and said they would rather endure their health issue than experience being handcuffed in public.

³⁵ We note that the Corrections organisational chart sets out that the health centre was budget for 16.09 FTE Registered Nurses and had 15 FTE in the role, making the vacancy 1.09, not 3 FTE.

Substance abuse

Inspection Standards

- Prisoners with a history of substance abuse receive specialised and individualised treatment and culturally appropriate support (including aftercare).

217. Prisoners should be assessed for alcohol and other drug dependency by health staff or case managers using the Alcohol, Smoking and Substance Involvement Screening Test (ASSIST), which helps staff to determine which interventions or programme could be useful for prisoners.
218. We checked the IOMs records for 11 of the men we interviewed. They all had an ASSIST result recorded, though four of the assessments had taken place during previous prison sentences, so these may no longer have been current.
219. Cigarettes and tobacco are banned from prisons nationwide and prisoners who have been smokers are offered Nicotine Replacement Therapy in the form of lozenges. During interviews, a number of prisoners told us these lozenges were extremely valuable in prison and were a common reason for standovers and bullying.
220. A six-month Drug Treatment Programme is delivered by a community provider in Paparua Unit at Christchurch Men's Prison. The Drug Treatment Programme is available to sentenced prisoners who would benefit from an alcohol and drug treatment programme. In the six-month review period there were 17 completions recorded in COBRA for the Drug Treatment Programme 6-month treatment phase, and 22 completions for the 6-month maintenance phase.
221. Aftercare services are available to help prisoners who have completed the Drug Treatment Programme to maintain positive change. Prisoners can choose to work with aftercare services for up to one year as part of their transition back to a mainstream unit or to the community after release.
222. In addition, Christchurch Men's Prison was offering an alcohol and drug treatment programme delivered by the provider Drug-ARM (Awareness and Relief Movement). This was a short programme of ten one-hour sessions, aimed at prisoners on short sentences who did not have the time or did not meet the criteria to do the Drug Treatment Programme, but who had engaged in alcohol and other drug programmes in the past. There were 23 completions of this recorded in COBRA in the six-month review period.
223. Registered nurses are trained to complete drug and alcohol withdrawal assessments. The Reception Health Screen includes questions about substance abuse and withdrawal on reception into prison. When withdrawal is suspected or the prisoner says they are experiencing withdrawal symptoms, the nurse is required to undertake assessments such as the Clinical Opiate Withdrawal Scale (COWS)³⁶ or the Clinical Institute Withdrawal Assessment Scale (CIWA)³⁷. During our visit to the Receiving Office, we did not observe nurses conducting these assessments or providing withdrawal management education to prisoners, nor did we find evidence of any follow-up reviews being planned for the men in the Receiving Office at the time of our visit, despite one man identifying that he usually

³⁶ COWS can be used in both inpatient and outpatient settings and is administered by a clinician. It rates common signs and symptoms of opiate withdrawal over time.

³⁷ CIWA can be used to assess alcohol withdrawal severity.

drank a bottle of spirits a day and another person disclosing that they had been using methamphetamine very recently in the community.

224. During an interview, one man told us he had needed support to come off drugs and to sleep when he first arrived in prison. However, he told us he had not received this. The Clinical Inspector reviewed his health record and found that a withdrawal assessment was not completed for him on reception. However, based on the notes regarding his history of substance use, he should have received one. In addition, the notes regarding his behaviour during his first few days in prison indicated that he should have received support for substance withdrawal.
225. During our inspection, we interviewed the Community Alcohol and Drug Service (CADS) Psychiatric Registrar and Clinical Nurse Specialist. They told us the CADS service was well embedded in Christchurch Men's Prison and the team had good connections with the Medical Officers and nurses. They told us they actively worked to support prisoners to start or be maintained on opioid substitution where appropriate whilst in prison, with significant planning for when prisoners are released.
226. We were told all prisoners who were withdrawing from opioids on reception into prison could be referred to the CADS service and would be reviewed. Not all prisoners referred to the service would be accepted, but they could also be referred to other services such as the general forensic mental health service.
227. The CADS team highlighted some challenges when prisoners on opioid substitution treatment were transferred out of the region. They told us they were not always informed and described, at times, difficulties in keeping prisoners in the region in order to maintain continuity of care.
228. All clinical notes from the CADS clinics were directly uploaded into prisoners' electronic health records so they were visible for the wider prison health team to view for care planning purposes.

Mental health care

Inspection Standards

- Prisoners with mental health needs are identified promptly and supported by community-equivalent services to optimise their well-being during their time in prison and on release.
- Prisoners at risk are appropriately located in a therapeutic environment and supported by trained staff who are resourced to meet their individual needs.
- Trans prisoners are able to access support or counselling services where needed, including external support networks.

229. As part of the reception process, all prisoners were screened for mental health needs and risk of self-harm. They may be referred for further assessment or treatment as needed.
230. Prisoners at Christchurch Men's Prison could access mental health care through the nurses and medical officers, and through three other services:
- » At the time of our inspection, the externally contracted Mental Health and Reintegration Service employed 2.8 FTE Improving Mental Health Clinicians who provided intervention to prisoners with mild to moderate mental health needs. Any Corrections staff member,

including custodial, health or case management staff could refer a prisoner to this service.

- » The Intervention and Support Practice Team (ISPT) is a multidisciplinary team of mental health clinicians who support prisoners who are vulnerable to suicide and self-harm. At Christchurch Men's Prison the ISPT supports prisoners in the Intervention and Support Unit (see below for more information about this unit) and sometimes offers short-term follow-up post ISU.
- » The Te Whatu Ora Regional Forensic Mental Health Service provides specialist care for people experiencing moderate to severe mental illness and is accessed by referral from the health team only.

231. We interviewed the Improving Mental Health Service Manager who told us most referrals to the Improving Mental Health Clinicians were made by case managers, with a lesser number of referrals from nurses. Prisoners were generally offered eight to ten sessions of face-to-face counselling based on cognitive behavioural therapy principles. The manager described the service as life changing for some, but said they were unable to meet the need. At the time of our inspection, the service had a 12-week waiting list with approximately 100 people on the list. The manager told us prisoners often presented with very complex needs but did not meet the criteria for acceptance to the forensic mental health service. One barrier the service faced was accessing prisoners in the high security units for treatment due to interview rooms being very hard to obtain, meaning sometimes they didn't see people for "weeks on end". The manager told us they felt the service had begun to be viewed more positively by custodial staff over the previous year, that they had a good relationship with the Health Centre Manager, and were building relationships with the ISPT.
232. If custodial staff believe a prisoner's risk of self-harm may have changed, they should complete the Review Risk Assessment.³⁸ Corrections' Prison Operations Manual sets out that the purpose of the Review Risk Assessment is "to target specific times or circumstances that could cause a prisoner's level of risk [of self-harm] to change". As part of our inspection of Christchurch Men's Prison, we reviewed a sample of five Review Risk Assessments completed by custodial staff across the review period. While these assessments appeared to be fairly thorough, we observed repetition in the staff observations, suggesting that staff may be copying and pasting text. Copying and pasting is not best practice as irrelevant or inaccurate information may be introduced.

The Intervention and Support Unit

233. Christchurch Men's Prison has an Intervention and Support Unit (ISU) with 18 cells for those prisoners found to be at risk of self-harm or with acute mental distress. Prisoners withdrawing from substances or suspected of internal concealment may also be housed temporarily in the ISU. Seventeen of the ISU cells are single-occupancy designated at-risk cells, and one is a dry cell.³⁹ An additional three 'overflow' cells for the ISU are located in Matatiki Unit.
234. All prisoners in the ISU were monitored daily, or as required, by health staff.

³⁸ Prison Operations Manual M.05.02 Review Risk Assessment.

³⁹ A dry cell does not have a toilet, running water, or a modesty screen. Dry cells may be used in the management of people who are suspected of concealing items (such as drugs) internally.

235. All prisoners in the ISU who were assessed as at risk of self-harm could access assessment and treatment from the prison's ISPT or, if they had a major mental illness, from the forensic mental health team which came on site.
236. The ISPT includes a clinical manager mental health, two clinical nurse specialists mental health, two psychologists, a social worker, a kairuruku hinengaro (Māori mental health practitioner) and administration support. They were also supporting a nursing student placement. At the time of writing, there were ten vacancies within the ISPT for a number of different roles.
237. The ISPT also had a dedicated custodial officer whose role included spending time talking with prisoners and taking part in constructive activities. They also went into units other than the ISU to engage with prisoners who required additional support.
238. At the time of our inspection, the ISU was full, with 17 men located there. Fifteen of the 17 men were on remand. Thirteen of the 17 were under the care of the local forensic mental health team.
239. At the time of our inspection the site was unable to confirm the number of prisoners currently on the waiting list for inpatient admission to a forensic mental health service. We were provided with three different figures from different sources and were unable to confirm which was correct.
240. Intervention and Support Units have a notification schedule which applies to prisoners who have been in an ISU for more than 30 days or who have been placed in an ISU three or more times within the last 12 months.⁴⁰ In such cases, the Prison Director must notify the Regional Commissioner, who will refer the prisoner to the Regional High Risk Panel to determine what action, if any, should occur.
241. At the time of our inspection, three men had been in the Christchurch Men's Prison ISU for more than 30 days. Of the three men, one man had been there for over seven months, one for 37 days, and one for 31 days. Our review of these three men found that two were under the care of the forensic mental health service team, with one of the two waiting for admission to forensic in-patient treatment. The third man had a complex presentation and was not able to be managed safely elsewhere in the prison. He was discussed daily at the multi-disciplinary team meeting, and his interventions and management were discussed fortnightly at ISPT clinical meetings. A review of his file found that at the time of our inspection he was receiving regular occupational therapy and that he had been spending some of his recreational time in a mainstream unit.
242. During the inspection, we interviewed the ISPT Manager and team. This team described only being able to work in the acute space, with no outreach to the broader prison. The ISPT Manager said that the demand for support was significant and there were not enough staff to meet it. They told us this was mostly due to not having a complete team, so their focus was on ensuring they delivered a service in the ISU where need was highest. The ISPT were fully involved in care planning for all men in the ISU who had been assessed as being at-risk of self-harm, and were actively involved in multi-disciplinary team meetings. They liaised with staff across the prison, and externally, to fully plan for care in prison and into the community.
243. The ISPT told us the threshold for men being hospitalised for mental health care was very high, and that at the time of our inspection there were men waiting for forensic

⁴⁰ Prison Operations Manual M.05.03.02 Intervention and Support Unit Notification schedule

hospitalisation and that the wait list was about three months. They said they would support with the Section 45⁴¹ process if required to enable men to get inpatient mental health care.

244. Custodial staff in the ISU told us that despite short-staffing in other parts of the prison, management ensured they always had a full contingency of custodial staff given the high risk population. While this could mean inexperienced staff were rostered into the ISU, they told us this never happened at night; night shifts were always covered by experienced ISU staff. They told us the Principal Corrections Officer of the unit and ISPT members were always in the unit and had good working relationships. Custodial staff spoke positively of the work that has been done to improve conditions for prisoners with mental health issues and told us they could see the benefits of this work.
245. When we visited the ISU guardroom, we observed several thank you letters to the team from prisoners and their family/whānau.
246. Staff in the ISU told us multi-disciplinary team meetings were held every morning at 7am to discuss the management of individuals in the ISU. These meetings were attended by custodial staff, health staff and clinicians, including members of the ISPT. Others, such as case managers or chaplains, would also sometimes attend. We heard from unit staff and health staff alike that there was a good working relationship between members of the teams. During the inspection, the Clinical Inspector attended one of these meetings. It was noted that a template was used to guide the discussion for each of the men. This template was effective in care planning and ensured each person's safety and mental wellbeing was assessed consistently.
247. As well as the multi-disciplinary team meetings, staff had a contingency planning meeting every Friday to discuss weekend planning for ISU patients. This was led by the ISPT, with other key members of staff attending. This meeting ensured clear plans were available to support decision-making if ISU placements were needed over the weekend and people needed to be moved. Once agreement was reached, a traffic light system was used so weekend staff could easily identify who could be moved if required and who was unsafe to move.
248. Custodial staff also told us members of the forensic mental health team would explain how best to manage a person, without disclosing health information in order to protect the person's privacy.
249. Custodial staff in the ISU told us that every Friday they had a short training session with a member of the ISPT on how to manage and work with people with mental health needs.
250. During the inspection the ISPT spoke to us about training they had delivered to approximately 40 staff (such as custody, case management, and Improving Mental Health Clinicians) at Christchurch Men's Prison, led by an ISPT psychologist. This was a comprehensive two-day *Trauma-Informed Care in the Prison Setting* programme which aimed to enhance staff well-being and understanding of trauma, its potential effects on prisoners and the importance of incorporating trauma-informed principles into daily practice.
251. Staff told us they facilitated visits from the chaplains, He Waka Tapu, and Community Corrections staff. In addition, volunteers came into the ISU to provide educational opportunities for the men or to sit and talk.

⁴¹ Mental Health (Compulsory Assessment and Treatment) Act Section 45 refers to an application for assessment being made for a person detained in prison.

252. Regarding use of force in the ISU, custodial staff told us they were aware of some findings and recommendations made in a Chief Ombudsman's OPCAT report regarding the more frequent use of force in the ISU when compared with the rest of the prison in early 2020. More information on use of force incidents in the ISU can be found in the Use of Force section of this report on pages 66 and 67.

The ISU physical environment

253. Regarding the physical environment of the ISU, at the time of our inspection we observed that the unit was clean and tidy, and there was a large mural of attractive scenery in the main part of the unit (see image 3, Appendix A).
254. Some cells contained only a toilet and mattress, while others had a toilet and bed-base with a mattress. In addition, some cells had a blackboard. Only one of the cells in the ISU had a television. We were told the television had been installed specifically for a man who had been in the ISU for a long period of time (i.e. the man mentioned earlier who had been in the ISU for over seven months at the time of our inspection). Generally, the cells were stark and offered little for the men to do.
255. While only one cell had a television, and only some cells had blackboards, it was positive to note that these were new additions. Custodial staff told us they had some resources, including stress balls and colouring pencils, that they could give to some prisoners to give them something to do.
256. At the time of our inspection, CCTV cameras covered all areas of the unit and there was no privacy in the cells for prisoners using the toilet. Toilet areas were not pixellated on CCTV footage, which is the case at some prisons. However, we were pleased to be informed that pixelation of toilet areas in ISU cells was introduced several weeks after our inspection.
257. There were no showers in cells in the ISU. Instead, there were three individual shower cubicles in a communal area. These cubicles all had doors which offered privacy and security, but which had glass observation windows to allow staff to view the prisoner to ensure they were safe.
258. The ISU had two dayrooms. We observed that one dayroom contained a telephone, a television, a blackboard and a chair with no cover and foam missing. The second dayroom contained only a television. At the time of our inspection, we observed two men socialising in one of the dayrooms.
259. There was a small "sensory" garden that prisoners could view from the dayrooms and from the windows of the cells on one side of the unit. We were told the garden had been designed for viewing only and that prisoners were not permitted to enter as it was not a secure area. We observed that the garden was overgrown.
260. The cells on the other side of the ISU to the garden have very little natural light. What light there is comes from a small skylight which opens onto a corridor that has windows. It is not considered best practice to house people in cells with such poor natural light and no view out, especially if those people are mentally unwell or at risk of self-harm. Custodial staff told us they tried to use the cells with poor natural light for prisoners who were withdrawing from substances or suspected of internal concealment as they were not likely to be in the cells for long periods of time.
261. As with all prisons, Christchurch Men's Prison has a Risk Dashboard that sets out key risks for the prison and their mitigations. Individual Risk Update 3 on the Christchurch Men's Prison Risk Dashboard has as its theme, "There is a risk that the ISU facilities are not

conducive in increasing the mental well-being of the men in our care". The risk description states: "High numbers of patients being held in the ISU long-term and the design and layout of the ISU is not fit for purpose. Facility does not meet the rehabilitation needs of mentally unwell prisoners."

262. The prison had identified several mitigations against this risk, including training to ensure they have skilled staff in the ISU to support the wellbeing of the men, identifying the most appropriate staff to work in the unit, updating the décor by painting it in therapeutic colours and installing murals of attractive scenery, and planting the sensory garden. These mitigations were all in place at the time of our inspection. However, the ISU environment remained stark.
263. We noted that one of the actions on the Risk Dashboard was for the unit to be closed for six months to allow for refurbishment. Site management told us the plan was that, starting on a proposed date of 29 April 2024, Matatiki Unit would be refurbished as a temporary ISU. This refurbishment was scheduled to take three months and would include installing televisions in Matatiki cells. Once the Matatiki refurbishment was completed, prisoners in the ISU would re-located to Matatiki. The ISU would then be upgraded, starting in November 2024. This refurbishment was also scheduled to take three months.

Prisoners with disabilities

Inspection Standards

- Prisoners with physical, mental or other disabilities have full and effective access to prison life on an equitable basis.⁴²
- Prisoners with a disability or age-related needs are placed in a cell that is suitable and appropriate for their health-related needs.⁴³

264. The Ministry of Health definition of disability is that it is any self-perceived limitation in activity resulting from a long-term condition or health problem. This can be physical, mental or emotional. Corrections does not keep a central register of people with disabilities in prison. Rather, this information is stored in prisoners' health records, which can only be accessed by health staff.
265. People with disabilities are identified on reception into prison, or as a disability becomes apparent. As part of their Initial Health Assessment, all prisoners are screened for functional disability using the Washington Group Short Set six questions. These questions are asked again as part of the two-yearly health assessment. The Corrections *Health Care Pathway*⁴⁴ sets out that a "registered nurse is responsible for entering a Health Alert in IOMS to advise all custodial staff when a patient has a health condition that will need support from all custodial staff". However, the Clinical Inspector reviewed the health records for five men with disabilities at Christchurch Men's Prison and found that only four had a health alert on IOMS.

⁴² Note, this is a basic principle – not a standard.

⁴³ Note, this is an indicator – not a standard.

⁴⁴ The Corrections *Health Care Pathway* 2019 sets out the policy and procedures for the delivery of health care at each stage of imprisonment.

266. The Health Centre Manager at Christchurch Men's Prison told us that all disabled people had treatment plans. The Clinical Inspector reviewed the health records for five men with disabilities and confirmed they all had treatment plans.
267. We observed that many of the site's units (for example, Blocks A – E, Rakaia, Te Ahuhu, Hurunui, and Otira units) had a cell that could be used to accommodate a person with mobility issues. These cells were slightly larger than ordinary cells and had handrails by the shower, toilet and bed. In units with two storeys, such as Blocks A - E, these cells were located on the ground floor. At the time of our inspection these cells on a number of units were empty, being used to store items such as spare mattresses, or housing a prisoner without a disability.
268. Staff in B Block told us a prisoner with mobility issues had recently been housed in their disability cell and that members of the health team had come daily to help him wash. He had since been transferred to the High Dependency Unit at Rimutaka Prison.
269. In Tirohanga Paeroa Unit there was no disability cell, though there was a man in this unit who may have benefitted from a cell of this type as he had mobility issues. We reviewed this man's health file and found his health and care needs were being well supported.
270. Also in Tirohanga Paeroa Unit, we observed that there was a Deaf man who could lip read but not talk. We were told that if he needed something when he was locked up, he would bang on the wall and write notes and the man in the neighbouring cell would help him communicate. He wanted a television with subtitles. Staff said he had trouble communicating with case management and felt this hindered his rehabilitation and therefore his chances of getting parole. We reviewed his offender notes which showed he was receiving support from Deaf Aotearoa⁴⁵ and a Sign Language interpreter. We also reviewed his health file which contained an appropriate alert, though there was no record that interpreter services were considered or engaged for nursing, medical officer, or dentist consultations.
271. We spoke to custodial staff in a number of units who told us if they had a prisoner who required equipment such as crutches or a wheelchair, custodial staff would liaise with health staff regarding their care.
272. At the time of our inspection there were 37 prisoners aged 60 or over. Three of these were over the age of 70. We interviewed several prisoners over the age of 60. They did not raise any issues regarding mobility and said they were coping well and able to use the showers and toilets without any difficulty.
273. Health staff at the site told us they had a good relationship with Needs Assessment Coordination Agencies and Lifelink (a disability services and support organisation in Christchurch) and had had prisoners released to care facilities. However, they told us they did face difficulties finding places for some prisoners due to the nature of their offending.
274. We found evidence of end of life/advanced care planning for one man who had been discussing his options with the Medical Officer and completing an advance directive booklet with the support of an Improving Mental Health Clinician so that his family/whānau and medical professionals would have a record of his wishes, such as whether he wanted to be resuscitated. We noted that the man's instructions regarding resuscitation were present in his hard copy health notes and had been communicated to custodial and health

⁴⁵ Deaf Aotearoa is a national organisation representing the voice of Deaf people, and is the national service provider for Deaf people in New Zealand.

leadership staff. However, information regarding these instructions was not present in his treatment plan.

275. Prisoners aged over 65 are supposed to receive a comprehensive annual health review. We reviewed the health records for a selection of men over 65 for the six-month review period, and found that most of these men were already engaging regularly with the health service and therefore did not require a formal annual health review. However, we did find that for this more vulnerable group, vaccinations for illnesses such as shingles were sometimes being cancelled and re-booked several times, or not re-booked. Similarly, we noted nurse clinic appointments being cancelled, sometimes several times in a row, before a man was seen. It was not clear if this group was being given specific consideration due to their age and their often more vulnerable health status.

Environment

Inspection Standards

- Prisoners live in a clean and suitable environment which is in a good state of repair and fit for purpose.
- Prisoners have sufficient bedding that is laundered regularly.

Residential units

276. Christchurch Men's Prison has numerous residential units that were in use at the time of our inspection. In summary, these were:
- » A Block, B Block, C Block, D Block and E Block. Also known on site as 'the pods' and the Paparua Remand Centre, these are two-storey high-security units that mostly house remand prisoners.
 - » Matatiki Unit (previously called J Block), contains 'overflow' beds, and was in use when we visited. The ISU has three overflow beds in this unit which were not in use.
 - » Tirohanga Paeroa, Kotuku, Mātāpuna, Te Ahuhu, and Paparua Units are five units commonly known on site as 'the huts'; these are older single-storey rows of cells set around a large grassy/asphalt compound. They mostly house prisoners taking part in rehabilitation programmes or work opportunities (for example, men in Paparua Unit are completing the Drug Treatment Programme or the Medium Intensity Rehabilitation Programme).
 - » Disaster Recovery Unit is a 'hut-style' residential unit for men on voluntary segregation.
 - » Rakaia, Hurunui, Otira and Ōtākaro are four new 'modular' units. These are similar in design to 'the huts' but are newer and mostly house lower security prisoners.
 - » Intervention and Support Unit.
 - » Miro Management Unit.
 - » Youth Unit.
 - » Self-Care Unit, called Leimon Villas.
277. Generally we found that prisoners had sufficient clean bedding that was laundered regularly at the main prison laundry. In most units, mattresses and pillows were in acceptable condition and staff and prisoners told us they were replaced when needed.
278. The site held weekly meetings with the site maintenance provider, and they told us there were some known issues that they were working to improve, including pigeons leaving excrement in outside areas, cells needing painting, and heating issues in the modular units.

A Block – E Block

279. A Block, B Block, C Block, D Block and E Block are two-storey residential units, each with a communal recreation area and an exercise yard or yards attached. These units house mainly remand prisoners who have been assessed as requiring a higher security environment to be safely managed. At the time of the inspection there were a number of COVID-19 cases in E Block and therefore we did not visit this unit.
280. Generally we observed that communal areas in A – D Blocks were tidy, though pigeons were a significant problem in some of these units as they left excrement on windows and outside areas which caused an unpleasant smell. This led to ventilation issues as some men could not open their cell windows due to the smell (see image 4, Appendix A). Staff in one unit (A Block) told us extra netting had been added to try to keep the pigeons out. Pigeon

excrement could be an issue in exercise yards as well, and some of the yards needed cleaning.

281. Recreation areas in these units contained facilities including a telephone, a prison kiosk, tables that could seat up to six prisoners, and table tennis tables. Communal exercise yards contained tables, seating, pull-up exercise bars and telephones (see image 5, Appendix A).
282. Toilets, showers and other facilities in cells were in working order. We noted that cell toilets commonly had no lids even though prisoners ate in their cells. Shower curtains in cells were often dirty or mouldy. Some men's pillows were stained or lumpy and some mattresses lacked covers or were thin and worn.
283. A high proportion of the cells we inspected in these units required cosmetic maintenance due to graffiti or wear and tear (see image 6, Appendix A). Windows were often covered in scratches or graffiti. During interviews, staff and management told us that painting and maintenance of these cells was difficult to achieve due to the high prison population which meant the cells were almost always in use.
284. Some cells in these units appeared untidy as there was personal clothing hanging to dry on makeshift clotheslines and rails. Some prisoners told us during interviews that they prefer to hand wash and dry their own clothes in their cells as items sometimes go missing if they are sent to the main prison laundry.
285. Several prisoners in these units told us their cells were either too hot or too cold. We observed that some men had tried to stop draughts by putting up curtains made of sheets and stuffing gaps in the window frames with toilet paper.

Hut units

286. Generally we found that the hut units (i.e. those set around large compounds and housing lower security prisoners or prisoners taking part in rehabilitation programmes or work opportunities) were clean and in an acceptable state of repair, though because they were older there was some wear and tear. Units inspected included Tirohanga Paeroa, Mātāpuna, Te Ahuhu, Papanui, Kotuku, and the Disaster Recovery Unit (see image 7, Appendix A).
287. Cells in these units were generally clean, with working facilities, and natural lighting, though we noted that not all toilets in cells had lids (see image 8, Appendix A).
288. Communal facilities such as exercise yards, telephones, kiosks, showers, dayrooms, and unit laundries were generally clean and in good order, with a few minor exceptions. For example, Tirohanga Paeroa had no clothes dryer in the laundry.
289. Prisoners and staff generally told us during interviews that these units were a suitable living environment and that most maintenance issues were promptly attended to.

Modular Units

290. Rakaia, Hurunui, Otira and Ōtākaro are four new 'modular' units. These are similar in design to 'the huts' but are newer and mostly house lower security prisoners. Generally we found that these units were clean, in a good state of repair and fit for purpose.
291. Cells in these units were generally clean with no graffiti, working facilities, and good natural lighting. Communal facilities such as exercise yards, telephones, kiosks, dayrooms, and unit laundries were generally clean, graffiti-free and in good order. Some prisoners in these units raised an issue about the shower water pressure (see the Hygiene section for more information).

292. Prisoners in Hurunui Unit told us the heating system failed regularly and it could become very cold in the cells. Staff told us they put in maintenance requests, the system would be fixed, but then would fail again. Prisoners and staff in Ōtākaro Unit described similar issues with their heating system failing, being fixed, and failing again. This was an ongoing issue.

293. Despite this, prisoners and staff generally told us during interviews that these units were a suitable living environment.

Kotuku Separates Unit

294. Kotuku Separates Unit has six cells which may be used for the management of prisoners who are being kept apart from the mainstream prison population for the good order of the prison or the safety of others. For example, men on directed segregation may be held here. This unit is managed by staff from Kotuku Unit. There is no staff base in the Kotuku Separates Unit. There were no prisoners in the unit at the time of our inspection. We reviewed COBRA information which confirmed that cells in this unit had not been used since July 2023.

295. We examined the cells and found some graffiti and peeling paint. Each cell had a television but no power point; power and lights were controlled by staff from outside the cells. We noted that the food slots were set low in the cell doors, meaning staff would have to get on their knees to give prisoners food or to apply handcuffs to a prisoner if this was necessary before they opened the door. Each cell had a small exercise yard attached to it. Both cells and exercise yards contained CCTV cameras, and prisoners would have been visible on camera while showering.

Intervention and Support Unit and Matatiki 'overflow' beds

296. We have provided a brief overview of the ISU facilities in the Mental Health Care section of this report. In addition, we observed that the communal areas such as the showers and day-rooms were clean.

297. The ISU cells were all occupied at the time of the inspection. We observed that some cells contained graffiti and not all appeared clean. Cells in the ISU have heated floors.

298. Matatiki Unit contains three 'overflow' beds for the ISU. These beds were not in use at the time of the inspection.

299. Matatiki was also used as an overflow unit for other men from across the site. It was clean and tidy and communal areas had recently been painted. Perspex windows were new and unscratched and interview rooms were in good order. Exercise yards attached to the cells were generally clean though pigeon excrement was an issue due to the unpleasant smell. We note that prisoners did not use these yards as they were taken to the unit where they would be living more permanently for their time out of cell.

300. Cells in Matatiki needed refurbishment due to graffiti and peeling paint, though the toilets and showers were in working order. Toilets had no lids though prisoners ate in their cells.

Miro Management Unit

301. The Miro Management Unit was clean and tidy, though we observed graffiti in the cells and the exercise yards. Facilities in the cells were in good working order though there were no lids on the toilets even though prisoners ate in their cells. There was good natural light and ventilation. Prisoners we interviewed told us they had sufficient clean bedding which was laundered regularly.

Youth Unit

302. The Youth Unit at Christchurch Men's Prison has 40 beds. However, at the time of our inspection only half of the unit was open, so the operational capacity was 20 men. The half that was open (known as Kiwi Unit) housed 13 men. The other half (known as Tui Unit) was closed for refurbishment.
303. We observed that cells in the Youth Unit had some graffiti but were generally clean and tidy. We observed that pigeon excrement was an issue in exercise yards and a recreation area.
304. All the prisoners in the Youth Unit that we interviewed said there were no issues obtaining clean bedding. Two prisoners said their mattresses were very thin.

Self-Care Unit – Leimon Villas

305. The Self-Care Unit, Leimon Villas, is a low security self-care reintegration unit for a maximum of 20 prisoners who are engaged in work opportunities outside the prison, including the Release to Work programme. At the time of our inspection there were 19 prisoners living in the unit. This unit is comprised of five four-bedroom houses. We observed that the unit was clean, tidy and well cared for. Prisoners we interviewed told us they kept their own houses clean and did their own cooking. Some of the men we interviewed told us they were keen gardeners and showed us their well-tended herb and vegetable plots.

Hygiene

Inspection Standards

- Prisoners are encouraged to keep themselves clean and are provided with the appropriate toiletries.

306. All prisoners we interviewed told us they had access to a supply of free basic toiletries such as toilet paper, shampoo and soap, and had been given these items on reception. Prisoners generally also had access to items such as razors, nail clippers and hair clippers. They could get hair clippers on request from staff. Staff told us that hair clippers would be cleaned by the unit cleaner when they were returned and before they were issued to another prisoner.
307. All prisoners we interviewed told us they had access to showers. Showers were either in prisoners' cells or were in a communal area and shared by all prisoners in the unit. Most prisoners had no issues with the showers, though prisoners in Rakaia Unit told us the water came out in a single stream and wasn't hot enough. Prisoners in Otira and Ōtākaro Units told us there were issues with the showers in their units and we observed that the water in at least one shower came out as a single jet, and that some prisoners had therefore inserted a pen into the showerhead to separate the flow of the water.
308. All prisoners told us they had access to cleaning products and equipment to keep their cells clean. Communal areas were generally cleaned by prisoners who worked as unit cleaners. Some prisoners in A Block told us they preferred to clean their floors with towels and body wash rather than the mops provided as the mops were dirty.
309. In the Intervention and Support Unit (ISU), staff told us they offered prisoners the opportunity to clean their cells daily. They told us that at the time of our inspection there were two prisoners in the ISU who were unable to clean their cells due to their intellectual

disabilities and so staff cleaned these prisoners' cells for them. Staff also told us that if a prisoner smeared faeces or urinated in their cells, the prisoner would be moved to a clean cell and the dirty cell cleaned by professional bio-hazard cleaners.

Clothing

Inspection Standards

- Prisoners have adequate access to a variety of clean clothing, including underwear and footwear, which is seasonally appropriate and of the right size and quality.

310. Most prisoners at Christchurch Men's Prison wear prison issued clothing, though they may also wear some items, such as socks and underwear, that were supplied by their family/whānau.
311. Standard practice at Christchurch Men's Prison at the time of our inspection was for all new prisoners to receive two sets of prison issue clothing from the unit kit locker when they arrived. Items issued should comprise of two t-shirts, two sweatshirts, two pairs of shorts and two pairs of trackpants of an appropriate size.
312. If clothes were damaged or lost, men should be able to get replacements from the unit kit locker which should have a good stock of clothing of various sizes ready to issue. We inspected the kit lockers in units across the prison and found that some were well-stocked. However, other kit lockers did not have a sufficient range of sizes.
313. We observed that the clothing in the unit kit lockers was stamped with the name of the unit. This meant if men were transferred to a different unit they had to be issued with new clothes, and also that units could not supply clothes to each other. This impacted on the availability of clothing within the units.
314. Most men we interviewed said they had been issued two sets of prison clothing when they had arrived at their unit. However, a significant number of men told us the clothes had not been good quality, being old and stretched, often with stains or holes in them. A number of men told us the clothes they had been issued had been the wrong size; either too large or too small. A small number of men told us they had not been issued with two full sets of prison clothing on arrival but had just been given what had been available at the time.
315. Some men told us they had had to wait days or weeks until clothes of the correct size could be found for them. One man told us there had been no clothing large enough for him on his arrival and so the unit manager had suggested his family/whānau buy some for him. The man had had to wear clothes that were two sizes too small until his whānau could send in some suitable clothes around ten days later. The man felt this was unfair as other prisoners were generally supplied with clothes that fit them.
316. Some unit kit lockers contained underwear and footwear, but this was not standard across the prison. We observed that the Receiving Office had a supply of prison-issue underwear and footwear which could be issued to men who had none on arrival.
317. There was no consistent process across the prison regarding the issuing of underwear and footwear and several men were uncertain if these were provided although some men told us it was possible to get prison issue footwear. Other men told us they had asked their family/whānau to send in underwear as they had not known the prison could issue it. On

some units men described not having underwear and being given this by other prisoners. One man described having only one pair of socks and underpants for six weeks as he hadn't known he could request these from staff. In the end he had asked his family/whānau to send some in. We checked IOMS and he had in fact been without spare socks or underwear for nearly eight weeks.

318. Most men we interviewed said there were no issues with getting their clothes laundered. They could either send items to the main prison laundry or get personal items washed in the unit laundry. A few men told us that items of clothing sent to the main prison laundry were sometimes lost. For this reason, some men preferred to hand wash personal items in their cells.
319. During interviews, staff and prisoners in Tirohanga Paeroa Unit told us there was a washing machine in their unit but that the dryer had been broken for five or six years and had not been replaced. Some prisoners told us this could be a problem as the men in this unit work in the prison kitchen and sometimes needed their clothes to be clean and dry to wear to work the next day. The PCO of the unit was aware the dryer was broken but told us prisoners had been given clothes stands to dry their clothes on.
320. Staff and prisoners in Hurunui Unit and Otira Unit told us about an issue with their unit laundries. The industrial style washing machines installed in these unit laundries could not be used as there was no one with the special training required to operate them. This meant clothes had to either be sent to the main prison laundry or some men chose to wash items themselves in the sinks in their cells.
321. All prisoners we spoke with confirmed they were allowed to wear their own clothing for court appearances.

Food

Inspection Standards

- Prisoners have a varied, healthy and balanced diet which meets their individual needs.
- Upon request, the prison provides meals and food in line with religious, cultural and other special dietary requirements.
- Prisoners' food and meals are stored, prepared and served in line with hygiene regulations.
- Clean drinking water shall be available to every prisoner.
- Mealtimes are reasonable and generally match those in the community, where possible.

322. Prisoners are generally served the same national menu across all Corrections' prisons, with standard and vegetarian options available. Prisoners with specific health or religious needs are also catered for.
323. At Christchurch Men's Prison meals were prepared by prisoners working under the supervision of instructors. The prison kitchen was well-equipped, clean and hygienic. Meals were temperature tested where appropriate and these checks were registered. We observed graffiti on most of the meal trays.

324. Food was typically cereal, toast and a hot drink for breakfast, sandwiches and fruit for lunch, a hot meal for dinner, and a light snack of a muffin, a pot of yoghurt and a piece of fruit for supper. We observed the serving of an evening meal in the kitchen. Most of the men we interviewed said the food quality and portion sizes were good or acceptable (see image 9, Appendix A). A few men said the portion sizes were too small and a few complained about the quality or temperature of the food.
325. We observed that in some units (for example, Mātāpuna, Kotuku, and the Disaster Recovery Unit) the evening meal came in large warming dishes and was served to the men by servery workers. We observed that prisoners' meals were of a good portion size and that there was enough food left over that prisoners were allowed to take second servings if they wished.
326. The timing of meals varied across units. Some men received lunch rather early at 11am and their evening meal as early as 3:30 or 4.30pm which meant a 15 or 16-hour gap between dinner and breakfast. These men did receive the light snack for supper at the same time as their evening meal.
327. At the time of the inspection the site was catering for over 100 special diets including vegan and vegetarian diets. The Principal Instructor Catering we interviewed told us requests for special diets had to be submitted by the Principal Corrections Officer of the unit. The Principal Instructor Catering told us there was no limit to the number of times a prisoner could make a written request to change their diet.
328. All prisoners had access to clean cold drinking water from the taps in their cells. In addition, prisoners in some units could access hot water from a kitchenette in a communal area of their unit, or were offered hot water at mealtimes if they were locked in their cells.

Good Order

Security

Inspection Standards

- Prisoners are held in a safe environment where security is proportionate to risk and not unnecessarily restrictive.

329. Security features across Christchurch Men's Prison were generally in good order. We observed that all staff and visitors entered through a single gatehouse that contained a visitors' book that staff ensured visitors signed, an APPE⁴⁶ card check, a walk-through metal detector, and an x-ray machine. Staff subjected items being x-rayed to an appropriate level of scrutiny and used a hand-held wand to search people who activated the metal detector. We found the gatehouse staff to be welcoming and professional.
330. We observed staff working in the vehicle entry / exit gate and saw good control processes, although in both the pedestrian and vehicle points of entry we observed that staff did not always use the tools available, such as CellSense⁴⁷ equipment, to assist in the searching process.
331. Within the prison we observed that the environment was not unnecessarily restrictive and seemed proportionate to the risk levels of the prisoners within the units. For example, where appropriate, prisoners had access to unit kitchens and communal areas during their unlock periods. This included remand prisoners located in low security units.
332. The amount of time prisoners spent out of their cells was dependent upon the category of the prisoner and the type of unit. We found that staff observations and active management of prisoners was varied across the units. Staff were generally well positioned and present within the units, but where this was not the case they were responsive to incidents identified via CCTV. Staff generally dealt appropriately with those suspected of involvement in incidents by placing them on a misconduct charge or referring serious incidents, such as assaults, to Police.
333. We observed that handcuffs, body worn cameras, pepper spray and torches (for staff on night shift) were issued from a well-organised equipment area, and that these items were checked regularly by a Security Principal Corrections Officer.
334. Christchurch Men's Prison has a Site Emergency Response Team (SERT) that had good links with all areas on site and was well positioned within the prison to respond to emergencies. The SERT conducted daily cell searches and prisoner telephone call monitoring. The SERT maintained a focus on areas such as contraband and met with the Intelligence Team.
335. The Intelligence Team was based on site. They told us they had a good relationship with the leadership team and were well supported. They said their priorities included transnational organised crime and violent extremism. They told us they were aware some units were affected by high numbers of gang members and that some gang recruitment

⁴⁶ The Authorised Provider Prison Entry (APPE) system is an electronic prison entry system that streamlines the process of entry into prisons for volunteers and non-departmental staff.

⁴⁷ CellSense equipment is portable equipment designed to detect contraband such as weapons, cellphones or other metal objects that may be concealed in a person's clothing. It is used in addition to the metal detector in the gatehouse.

was taking place, but that they would not generally be involved in the placement of prisoners across units.

336. The prison was supported by the regional detector dog team who were generally on site daily to assist with searches, including in the Receiving Office, the farm and other Offender Employment facilities, cells across the site, mail, and the visits centre at weekends.
337. The site held weekly security meetings which were attended by the site's Security Manager, SERT members, the detector dog team and the Intelligence Team. During an interview, the Security Manager told us these meetings were to share information and emerging risks.
338. In addition, the site held Safer Custody Panels which were chaired by the Security Manager. The Safer Custody Panel Terms of Reference from the Corrections intranet set out that the purpose of these panels is to reduce the number of incidents of violence and bullying within prisons, against both staff and prisoners; and to contribute to prison order, through a reduction in incidents and misconducts.
339. As is standard in all prisons in New Zealand, prisoner telephones and mail at Christchurch Men's Prison were monitored for the purpose of detecting offences that involved prisoners.

Classification and placement

Inspection Standards

- Classification, placement and treatment are based on an individual assessment of each prisoner's risks and needs.
- Prisoners are held in the appropriate security conditions and can seek review about decisions on their security classification.
- Trans prisoners are placed in single cells, unless a suitable trans prisoner of the same gender is identified.
- Trans prisoners' safety is assessed before placement in any cell or unit.

340. The Prison Operations Manual sets out that all sentenced prisoners should be assigned a security classification which reflects the level of risk they pose while inside or outside prison.⁴⁸ Initial security classification is assigned within 14 days of a prisoner receiving a sentence of imprisonment and every security classification is reviewed at least once every six months during a prisoner's sentence, except for those assigned a classification of minimum security.
341. It is disappointing to note that a review of the security classifications completed on site for the review period identified that 32 of 172 classifications (19%) had been completed outside of the required timescale, compared with 33 of 210 classification (16%) for the same period in the previous year. All security classifications were approved on site by the Custodial Systems Manager to ensure consistency and impartiality. This may have impacted on prisoners' placement, and access to rehabilitation and reintegration activities.
342. In the six-month review period, there were 16 complaints by 12 prisoners via the PC.01 process, requesting a review of their security classifications under Section 48 of the Corrections Act 2004. One prisoner submitted five of the 16 complaints on the same date.

⁴⁸ Prison Operations Manual M.02.01.01

343. During the same period, there were four complaints by two prisoners which were progressed to the Office of the Inspectorate for a Section 48 review of their security classifications.
344. At the time of our inspection, we observed that sentenced prisoners were placed and held in appropriate security conditions for their risk levels and needs.
345. As previously mentioned, prisoners who were classified as high security following sentencing or reclassification were transferred from Christchurch Men's Prison, usually to Otago Corrections Facility, and to Auckland Prison if they were classified as maximum security. Staff and prisoners told us this could cause anxiety and tension for prisoners who had been at the site for long periods of time and felt settled there, those who had family/whānau in the Christchurch area, or those who had limited time left on their sentences and were due to be released to the Christchurch area.
346. One Senior Corrections Officer we interviewed told us that if a remand prisoner had been in low security with no issues, and was subsequently classified as high security after sentencing, she would recommend an override as they had already been managing the prisoner in a low security environment.
347. However, one of the sentenced prisoners we interviewed during our inspection raised concerns regarding his security classification. He had been managed as low security, but following sentencing had been assessed as high security, which would require him to be transferred to another site despite his having spent two months at Christchurch Men's Prison without any issues or incident. We raised this matter with staff and his security classification was subsequently reviewed and overridden so he could remain as a low security prisoner at Christchurch Men's Prison.
348. Over half (55%) of the prisoners on site were being held on remand and so did not yet have security classifications. As previously mentioned, we observed that the prison was assessing remand prisoners using the Remand Management Tool. This tool determines the level of custodial supervision a prisoner on remand requires to be safely managed. At the time of our inspection, the prison had remand prisoners appropriately placed in higher or lower security accommodation across the site depending on their individual assessment.
349. In the six-month review period, there were 12 complaints by nine prisoners regarding outcomes from the Remand Management Tool assessment. One prisoner submitted three complaints. We note that while prisoners can request a security classification review, Corrections has no specific process for prisoners to request a review of their RMT status.
350. As previously mentioned, although only one of the units we visited held a transgender prisoner, Principal Corrections Officers across the site were able to advise appropriately of the considerations they would make for transgender prisoners, including regarding safety, placement, and the prisoner's management plan.

Segregation and cell confinement

Inspection Standards

- Prisoners are placed on directed segregation only with proper authority and for the shortest time period, which is regularly reviewed. Prisoners understand why they have been segregated.

- Prisoners are kept safe at all times while on directed segregation and individual needs are recognised and given proper attention.
- Cell confinement is subject to strict policies and procedures.
- Prisoners suspected of internal concealment are located in a dry cell as a last resort and the proper authorisation is recorded.

351. Prison management can temporarily separate a prisoner from others because they pose a threat to the good order of the prison or the safety of others⁴⁹ or for their own safety.⁵⁰ Prisoners may also be separated from others for the purposes of medical oversight.⁵¹ In prisons, these measures are generally known as 'directed segregation'.
352. During the six-month review period, 106 prisoners were placed on a total of 113 periods of directed segregation as the table below sets out:

Type of directed segregation	Numbers of prisoners	Periods of segregation
Section 58 (1A) for security or good order	47	53
Section 58 (1B) for the safety of others	23	23
Section 59 (1B) directed segregation for prisoner safety	8	8
Section 60 (1A) medical oversight, physical health	26	27
Section 60 (1B) medical oversight, mental health	2	2
TOTALS	106	113

353. There were 14 prisoners on directed segregation at the time of our inspection. Eleven of these men were in the Management Unit (Miro Unit). One man was in B Block, one was in the Health unit, and one was in the Disaster Recovery Unit.

⁴⁹ Corrections Act 2004, Section 58 (1)(a) and (1)(b), allows for segregation for the purposes of security, good order, or the safety of others. A direction expires after 14 days unless the Chief Executive directs that it continues. This situation is reviewed monthly, and if continued after three months, is directed and monitored by a Visiting Justice.

⁵⁰ Corrections Act 2004, Section 59 (1)(b), allows for segregation for the purpose of protective custody. This allows Prison Directors to put a prisoner on segregation for the prisoner's own safety.

⁵¹ Corrections Act 2004, Section 60 (1)(a) and (1)(b), allows for the segregation of prisoners for medical oversight, either for their physical or mental health.

354. We reviewed the segregation paperwork for men held on directed segregation at the time of our inspection. We observed that all segregation paperwork had been appropriately approved by the regional senior advisor, and that all but one of the management plans had been signed by the prisoner and two witnessing officers. The Principal Corrections Officer told us staff put all directed segregation paperwork in the prisoner's file and upload the signed documents to IOMS. We checked IOMS and confirmed that this was the case.
355. Men on directed segregation may be denied association with all other prisoners, or placed on restricted segregation where they are only permitted to associate with other men with the same segregation status. In the Management Unit, only two of the eleven men had been placed on denied association; all others were on restricted association. Corrections regulations set out that the Prison Director or delegate must conduct daily visits to prisoners who are denied association. We could find no evidence in the individual paperwork or IOMS file notes to suggest this had been occurring, but we reviewed the Management Unit diary and noted that some pages were stamped "Segregated Prisoners Visited" with a signature next to the stamp. The Principal Corrections Officer told us signatures were not recorded every day, but that the Residential Manager visited prisoners "most days".
356. The Principal Corrections Officer told us multi-disciplinary team meetings were held every week about every prisoner in the Management Unit. These meetings were attended by the Senior Advisor to the Prison Director, the Deputy Prison Director, the Residential Manager, the Principal Corrections Officer, the prisoner's case manager, and a member of the Intelligence Team. The Principal Corrections Officer advised that the segregation order would be revoked early (before the 14-day period) by the multi-disciplinary team if appropriate based on the prisoner's behaviour.
357. The Principal Corrections Officer also told us that an individualised transition plan was created before the prisoner returned to their unit. We reviewed a sample of these plans and observed that they were of a good standard and included detail about how the transition would occur and how the prisoner would be managed. Plans were agreed and signed by the Principal Corrections Officer and the prisoner.
358. The site has one dry cell which is located in the Intervention and Support Unit. Dry cells have no running water, toilet or privacy screens and prisoners can be put in them for assessment for a period not exceeding three hours while a decision is made about their management. These cells are used when a prisoner is suspected of internal concealment of unauthorised items.⁵² At the time of our inspection the dry cell was being used as a storage area and COBRA information confirmed this had not been used since August 2023.
359. During the six-month review period, seven prisoners were placed on segregation (Section 60(1a)) for suspected internal concealment of items. Three men were cleared the same day, two were cleared the following day, one was cleared after two days, and another was cleared after three days. In addition, there was one occasion when a prisoner suspected of internal concealment was kept in a standard cell under observation for a period of less than an hour.
360. We reviewed a sample of segregation paperwork and management plans for prisoners segregated for suspected internal concealment. We observed that the management plans recorded the reasons for the suspected internal concealment. However, the plans did not set out that the direction to segregate had been followed on the advice of the Health Centre

⁵² Corrections Regulations 2005, Section 64.

Manager, nor that prisoners could be removed from segregation on the recommendation of the Health Centre Manager.

361. In addition, we observed that the individual care plans for men segregated for suspected internal concealment did not show evidence that these were jointly considered between custodial and health, and not all plans in our sample had been signed by the Health Centre Manager. Apart from the reasons for segregation, the plans were generic in nature, including the same wording on all plans. Plans did not identify the frequency of observations that were required by the Health Centre Manager.
362. Prisoners can request to be separated from others; this is known as voluntary segregation.⁵³ At the time of our inspection there were 76 prisoners on voluntary segregation. These prisoners were located in Blocks A, B and E, Matatiki Unit and the Disaster Recovery Unit. In the six-month review period, 179 men had been on 201 periods of voluntary segregation.
363. If a prisoner is charged with an offence against discipline and the charge is proved, a hearing adjudicator may impose one or more penalties against the prisoner, including loss or postponement of privileges⁵⁴ up to 28 days, forfeiture of earnings of up to seven days, or confinement in a cell for up to seven days.⁵⁵
364. In the six-month review period, 41 prisoners at Christchurch Men's Prison were subject to 50 periods of cell confinement.
365. Staff told us that men on cell confinement usually completed this in their own cells rather than being sent to a 'separates' area. Staff also told us that due to levels of double bunking and reduced staffing levels across the site, cell confinement was not often given as it was difficult for staff to operate a separate regime for prisoners subject to cell confinement. Hearing adjudicators often used different penalties for misconducts, with loss of privileges being the most common.
366. At the time of our inspection there were no prisoners subject to cell confinement in the prison. Staff told us if prisoners were subject to cell confinement, they would operate this as a separate regime, by, for example, unlocking them at different times to the other prisoners in the unit. This meant prisoners subject to cell confinement would still be provided with their minimum entitlements.

Incentives

Inspection Standards

- Systems of rewards and privileges appropriate for different categories of prisoners are established, in order to encourage prosocial behaviour, develop a sense of responsibility and secure the interest and cooperation of prisoners.

⁵³ Corrections Act 2004, Section 59 (1)(a) allows prisoners to request that their opportunity to associate with other prisoners be restricted or denied. The prison director may direct that this occurs if they consider that this is in the best interests of the prisoner. Prisoners generally request to be put on voluntary segregation because they are concerned for their safety.

⁵⁴ Prison Operations Manual MC.01.Sch.02 sets out the Schedule of Penalties including the loss of the opportunity to make telephone calls beyond the minimum entitlement of one outgoing call of up to five minutes a week, loss of the use of a television or radio, etc.

⁵⁵ Corrections Regulations 2005, Section 133. Loss of privileges stated in section 158.

367. For prisoners who are employed in prison industries, there is a national Prisoner Incentive Allowance framework. This framework gives prisoners an allowance rate of between 20 and 60 cents an hour, depending on the work, and their skill level and behaviour.
368. At the time of our inspection, Christchurch Men's Prison was formally assessing prisoners who were working in prison industries against this framework. This encouraged prisoners to work hard, to upskill, and to behave well. However, we noted that assessments for prisoners to earn 60c an hour are supposed to be signed off at the Assistant Prison Director level but were being signed off at the Manager Industries level.
369. Staff in some Offender Employment industries told us they occasionally held open days where prisoners' family/whānau could come to the prison to see what the men had been doing and share some food such as a barbeque.
370. Staff in the engineering workshop told us there was a clear pathway for men to gain unit standards and qualifications. This could be an incentive for men to behave well.
371. We were told by many prisoners that if they behaved well, they could work towards a lower security classification or, if they were on remand, a lower Remand Management Tool status. This meant they could be moved to a lower security unit where they would gain benefits such as more time out of their cells and better access to programmes, employment and additional opportunities.
372. Several men in lower security units told us these benefits were an incentive to maintain good behaviour as they wanted to keep their jobs and stay in the unit. They told us they knew if they misbehaved, they could be sent back to the higher security "pods" (Blocks A – E).
373. One man in Mātāpuna Unit said an incentive for the men there to behave was that they got to complete their rehabilitation programme. Completing a rehabilitation programme may strengthen a prisoner's readiness for appearance before the New Zealand Parole Board.
374. Many prisoners in Blocks A – E told us there were limited employment opportunities or other ways to demonstrate pro-social behaviours to staff. They felt there were few incentives to show improved behaviours.

Discipline

Inspection Standards

- Disciplinary sanctions against prisoners are imposed by the proper authority.
- Prisoners are subject to disciplinary procedures which are fair and proportionate and follow due process.
- Prisoners are promptly informed of any disciplinary sanction, and understand the charges and procedures they face.
- Interpreter services will be used, where necessary, to explain any disciplinary charges, procedures and the process for defending the charges.
- Prison management does not rely on prisoners for any disciplinary functions, whether in a formal or informal manner.

375. Prisons are required to maintain good discipline and order through effective supervision, communication, and fair and effective disciplinary procedures. Offences against discipline

committed by a prisoner can result in a misconduct charge. Disciplinary action must be well documented by staff, and disciplinary hearings must comply with statutory and regulatory requirements.⁵⁶ Offences against discipline are outlined in the legislation with guidance on the conduct process described in the Prison Operations Manual.⁵⁷

376. As mentioned above, if a prisoner is charged with an offence against discipline and the charge is proved, a hearing adjudicator or visiting justice may impose one or more penalties against the prisoner. Penalties include forfeiture or postponement of privileges up to 28 days, forfeiture of earnings of up to seven days, or confinement in a cell for up to seven days.⁵⁸
377. During the six-month review period, men at Christchurch Men's Prison generated 720 misconducts, mostly for behaving in an offensive, threatening, abusive, or intimidating manner. In the same period for the previous year there were 691 misconducts, so there had been a slight increase. Sixty-five (9%) of the 720 misconducts were withdrawn, usually because prisoners had been released, transferred or evidence could not be produced for the hearing. In addition to this, during the review period, 38 (5%) of the misconducts were cancelled due to lack of evidence and 68 (9%) were dismissed as these could not be proven for other reasons.
378. Misconduct hearings were held on site two days per week and were scheduled ahead so that prosecutors and hearing adjudicators were available.
379. At the time of our inspection there were three full-time prosecutors at Christchurch Men's Prison, who also supported Christchurch Women's Prison with their prosecutions while their prosecutor was being trained. The prosecutors confirmed that there were sufficient hearing adjudicators on site.
380. Men we interviewed acknowledged that they understood the misconduct process. Some men told us that while they understood the process, they had not had time to prepare sufficiently for the hearing and that staff did not help them with this.

Health professionals' role in discipline

Inspection Standards

- Health professionals do not participate in disciplinary sanctions.

381. There was no evidence to suggest that health staff had participated in any disciplinary actions.

⁵⁶ Prosecutors are staff trained to charge prisoners with an offence and who have responsibility for proving that charge. Hearing adjudicators have the power to hear complaints relating to offences against discipline alleged to have been committed by a prisoner.

⁵⁷ Corrections Act, 2004, section 128-140. POM MC.01

⁵⁸ Corrections Regulation 2005, Section 133. Loss of privileges stated in section 158.

Use of Force

Inspection Standards

- Force is used only against prisoners as a last resort and never as a disciplinary procedure. When used, force is legitimate, necessary, proportionate, and subject to rigorous governance.
- Instruments of restraint are used only in clearly defined circumstances, when lesser forms of control fail, and only for the time strictly required.

382. Staff may use force in response to an incident at a prison. The Corrections Act, Section 83, states that physical force can only be used in prescribed circumstances and if reasonably necessary. Corrections policy outlines the circumstances in which force may be needed and what intervention should be deployed. Staff may use force only if there is no other option, in self-defence or the defence of another person, or if a prisoner is attempting to escape, damaging property or resisting a lawful order.⁵⁹ Uses of force are categorised as planned or spontaneous.
383. All uses of force must be logged in a use of force register. Details of the incidents must be recorded in the register, including specific elements as outlined in the policy. A use of force review must be conducted. A member of the health team (usually a nurse) must assess the prisoner after every use of force.
384. In the six-month review period, use of force was recorded 82 times at Christchurch Men's Prison. Sixty of these use of force incidents were spontaneous and 14 were planned, meaning 74 uses of force should have been recorded in the Use of Force register. The remaining eight instances were "guiding holds", such as a hand placed on a person's elbow to guide them, and as such did not need to be recorded in the register.
385. We reviewed the Use of Force register for the six-month review period and found that in many respects this did not meet the requirements as outlined in policy.⁶⁰ The register was reliant on paperwork being provided to a designated staff member to generate a register number. This meant, for example, that incidents were not always recorded in a timely manner and there were three incidents which had not been recorded on the register at all. In addition, we found that the register contained incorrect information. For example, the wrong date was recorded for four incidents. The inspection team found, in general, that this was one of the poorest examples of a use of force register that we have seen during recent inspections.
386. As part of the inspection we requested use of force documentation for 23 uses of force from the review period. We also requested CCTV and body worn camera footage for six of the 23 incidents, to enable a full review. We included the three incidents that had not been included on the use of force register within our sample.
387. We found the quality of the use of force documentation was mixed. We found good evidence of hot or cold de-briefs following some use of force incidents. We found issues including inconsistencies relating to timings of prisoner interviews following the use of

⁵⁹ Prison Operations Manual IR.02 Incident response

⁶⁰ Prison Operations Manual IR.05.08 Use of force register

- force, no risk assessment being provided with the documentation, lack of recording of date or time for health checks, and no notification following the use of mechanical restraints.
388. We also found that the three incidents that we reviewed that had not been recorded on the use of force register required follow up action due to issues including lack of appropriate de-escalation techniques, limited health care checks following use of force, and possible learning opportunities for improved practice. We brought these issues to the attention of the prison.
389. We found that where use of force reviews contained recommendations or follow up actions, these were held on a separate recommendation spreadsheet. We reviewed a sample of use of force reviews and found that appropriate follow-up actions were recorded on the recommendation spreadsheet. We were advised that the follow-up actions were managed through the management meeting process and that any common themes identified would be raised through staff briefings or the site learning and development process. However, from our review of the recommendation spreadsheet, we found that actions did not have allocated owners or dates for completion. Therefore, we were not confident that this process provided assurance that actions and recommendations would be completed.
390. Regarding use of force in the Intervention and Support Unit (ISU), custodial staff in this unit told us they were aware of the findings and recommendations in the Chief Ombudsman's OPCAT report regarding the more frequent use of force in the ISU when compared with the rest of the prison in early 2020.⁶¹
391. We observed that during our six-month review period, use of force in the Intervention and Support Unit remained more frequent than in other units in the prison, with 14 (19%) of the 74 incidents recorded in the Use of Force register taking place in the ISU. Custodial staff in the ISU demonstrated an understanding of the complexities of working in this unit and were able to discuss the reasons for the more frequent use of force. We noted that the ISPT had been working with custodial staff in this unit to help them to better understand and manage prisoners' behaviour. In addition, the site Learning and Development Lead had been holding reflective practice sessions with ISU custodial staff following use of force incidents.
392. Most prisoners we interviewed across the site during the inspection told us they had not been involved in a use of force incident, nor been in a unit when this had taken place. One prisoner told us he had seen a use of force take place and thought staff had handled it well.

Searches

Inspection Standards

- Searches of cells and prisoners are carried out only when necessary and are proportionate, with due respect for privacy and dignity.
- Trans prisoners can nominate staff of their preferred gender identity to perform searches, and their dignity and privacy is protected at all times.

⁶¹ The Ombudsman's unannounced follow-up inspection of Christchurch Men's Prison report (published June 2021) set out that: "My inspectors reviewed the prison's use of force records and the individual incident paperwork for the period 15 January to 18 February 2020. There were a total of 88 incidents of use of force across the Prison, of which 22 (25 percent) took place in the ISU which comprised 18 cells. This meant that force was used in the ISU more frequently than in any other unit."

393. Contraband (such as drugs, alcohol and weapons) can create risks to safety and good order in a prison. For this reason, prison staff are required to undertake a range of regular searches, including cell searches, and rub-down and strip searches of prisoners.
394. In the six-month review period, the site recorded 264 incidents where contraband was found. The largest category of contraband found was 'other', followed by drugs. The 'other' category included tobacco and smoking equipment and prescription medication.
395. We interviewed members of the Security Team who told us the main items of contraband were tobacco and synthetic drugs. They told us there were several routes for this and that most contraband was introduced via the prison farm, visits and prisoner mail. Regular searches by staff and the detector dog team were used to mitigate the introduction of contraband to the site.
396. Prisons may conduct random drug and alcohol testing of prisoners to detect and prevent the introduction of drugs into prison. In the six-month review period, Christchurch Men's Prison conducted 153 random drug and alcohol tests. Eleven of these tests returned a positive result, 129 were negative, and 13 did not result in either a positive or negative result.
397. In the six-month review period, COBRA records showed staff completed 91 'reasonable grounds' strip searches.
398. Prison staff are supposed to record cell searches in a unit logbook. During the inspection we reviewed the unit logbooks and observed that cell searches were being recorded as completed. However, we found the consistency of recording varied from unit to unit. We observed staff conducting cell searches and noted that staff did not follow a methodical approach, nor did they follow correct personal protective equipment processes to ensure their safety. For example, we observed that staff did not always wear gloves when completing searches.
399. During the inspection we observed prisoners being rubbed down as they went to and from activities. This included prisoners who were undertaking external work activities. We observed that the standard of rubdown searches varied. There were a number of occasions where staff did not search all areas of the person, including the groin, shoes and feet.
400. Prisoners told us that generally staff were respectful when conducting rubdown and cell searches and we observed good interaction with prisoners during this process. However, prisoners felt that when cell searches were completed by staff from the Site Emergency Response Team (SERT), there was little care taken to leave the cell in the condition in which it was found.
401. While the trans prisoner on site declined to be interviewed, most senior custodial staff we spoke to were able to outline the correct process for searching a trans prisoner by allowing them to choose the gender of the officer conducting the search.

Purposeful activity

Exercise and recreation

Inspection Standards

- All prisoners are able to spend at least one hour in the open air every day.
- Prisoners have access to physical exercise and recreational activities.

402. Every prisoner in New Zealand, other than those engaged in outdoor work, is entitled to a minimum of one hour of physical exercise every day. This exercise may be taken in the open air if the weather permits.
403. At Christchurch Men's Prison at the time of our inspection the main gym had been closed due to the reduced staffing levels. We visited the main gym and observed that it was empty. The site told us the gym equipment had been locked in a side room while it was not being used. We heard from staff that the Activities Officers (i.e. gym instructors) had been re-deployed to cover regular custodial duties due to staffing shortages and were no longer available as they had either transferred or resigned. The Prison Director told us that before COVID-19 the prison gym had operated with six full-time Activities Officers and these staff would need to be recruited and retrained before the gym could be re-opened.
404. Christchurch Men's Prison also has an asphalt walking track which covers a large enough area to play team games such as touch rugby. At the time of our inspection, the walking track was also closed due to reduced staffing levels.
405. Despite these closures, most of the men we interviewed across the site were able to spend at least an hour a day in their unit exercise yards or unit gyms (not all units had a unit gym).
406. In Blocks A – D, the exercise yards were in an acceptable condition apart from the pigeon excrement. Generally there was limited exercise equipment, with only a dip bar and a pull-up bar in most yards in these units. There were table tennis tables and dart boards in the recreation areas in these units.
407. Prisoners in Blocks A – D confirmed that they usually got at least an hour of unlock time, and usually got more. For example, three prisoners in A Block told us they were usually unlocked for two-and-a-half hours a day.
408. Men in the "hut" or "modular" units (i.e. the units with cells set around a central compound) were unlocked for much of the day and could choose to spend much more than the minimum requirement of one hour a day of exercise outside in the compound if they wished. For example, men in Otira and Ōtākaro Units told us they were unlocked for approximately six-and-a-half hours a day. Men in Kotuku Unit were unlocked for approximately eight-and-a-half hours a day, and men in Mātāpuna for approximately nine hours a day.
409. Most of the hut and modular units had a small gym, though equipment was limited, especially considering the number of men who had to share it. Much of the equipment appeared to need repair or was improvised from makeshift items. For example, the 30-bed Hurunui Unit was equipped with one rowing machine and one exercycle. In 60-bed Te Ahuhu Unit, we observed one rowing machine and a makeshift pull-up bar made of plaited sheets. In 60-bed Tirohanga Paeroa Unit we observed an exercycle, weight bags, a medicine

ball, a step-up board, dip bar and pull-up bar. Staff told us a lot of equipment had been removed due to the national audit⁶² of gym equipment and not yet been replaced. We observed there was no set equipment or standard process for accounting for items in these spaces.

410. We observed that units of this type had a small selection of sports equipment for games so that the men could play, for example, volleyball, basketball, cricket, rugby or soccer.
411. The hut/modular units all had recreation areas, which we observed generally contained activities such as board and card games, guitars, and a few books. Some units had additional recreational facilities. For example, the PCO for Otira and Ōtākaro Units told us they currently had a fitness and wellbeing programme being run by a volunteer. In addition, the PCO told us both units had a pool table, and carving was due to start for eight men.
412. Kotuku Unit and Mātāpuna Unit had carving rooms. However, at the time of our inspection only one man in Kotuku Unit was using the room, and the carving room in Mātāpuna Unit did not appear to be used.
413. The Intervention and Support Unit had two dayrooms, both of which had a door which opened to an attached exercise yard. There was sensory garden in this unit which prisoners could see from the dayrooms or the exercise yards, but which was not accessible. Staff told us men in this unit were given an hour a day in one of the dayrooms or an exercise yard, and we observed prisoners spending time in these places. Staff told us they sometimes escorted men to the main gym so they could walk around a larger space.
414. In Miro Management Unit there were two exercise yards in use at the time of our inspection. The concrete surfaces of these yards were green with algae and some graffiti was present. Both yards had a toilet with a privacy screen. There was no exercise equipment in one of the yards as the dip and pull-up bars had been removed. Staff told us the bars had been removed some time ago due to an incident when prisoners were climbing on the bars. Due to the regime in this unit, prisoners' time in the exercise yard was at the same time as was allocated for them to make telephone calls; this meant they sometimes had to choose between exercise or making calls. This unit also had a dayroom on each wing.
415. The Youth Unit gym was better equipped than most of the other unit gyms, with a range of exercise equipment. In addition, health and wellbeing courses and physical training sessions were being delivered in the Youth Unit.
416. Prisoners in the Youth Unit were typically unlocked for about four and a half hours a day, not counting the time they were unlocked to attend classes. Prisoners who were not doing classes were locked in their cells during class time.
417. During the inspection we interviewed the Volunteer Co-ordinator for the site who told us there were a number of volunteers working across the site, but not as many as before the COVID-19 pandemic. She told us volunteers were offering recreational or educational opportunities including driver licence preparation and a bicycle repair shop in the Youth Unit, and playing board games or cards in the Intervention and Support Unit. Across the rest of the site, volunteers were offering card-making and crafts, English as a second language tutoring, guitar lessons, smokefree support, and Community Law was offering legal information (though not legal advice).

⁶² We were advised by Corrections that the national audit took place across all prisons nationwide in late 2022 as part of an ongoing programme to upgrade prison unit gyms.

Communication and relationships with family and whānau

Inspection Standards

- Prisoners are encouraged to maintain contact with family/whānau members.
- Prisoners have regular access to visits.
- Prisoners have regular access to telephones and other communications, subject to a risk assessment.
- Prisoners are assisted to contact and consult with legal representatives in relation to family matters.
- A prisoner's family situation is identified and support planning undertaken to proactively assist them in maintaining contact with family.
- Prisoners and their families receive ongoing active support to maintain or re-establish relationships, where it is appropriate.
- Prisoners are located as close as possible to their family/whānau and the community they have a strong attachment to. If prisoners are placed in prisons outside their home region, it is for the minimum time necessary and for an identified reason.
- Staff support prisoners to maintain close relationships with stable family or whānau.
- Prisoners can promptly inform their family or whānau or designated contact person about their imprisonment, transfers, illness or injury.
- Prison staff notify prisoners of the serious illness or death of a family/whānau member or significant other, and a risk/wellbeing assessment is subsequently conducted.

418. Prisoners should be able stay in contact with their family/whānau by telephone, mail, email, in-person visits, and audio-visual link virtual visits. All these modes of communication are reliant on prison staff facilitating access.
419. Most men we spoke with told us there were several ways they could stay in touch with family/whānau including telephone calls, video calls, face-to-face visits, or by writing.
420. Most men we spoke with told us they had received an initial telephone call so they could let family/whānau know they were in prison.
421. Corrections now covers the costs of national telephone calls so prisoners can maintain contact with their family/whānau.⁶³ The Corrections Act 2004 sets out that prisoners are entitled to make at least one five-minute telephone call every week. Most prisoners we spoke to at Christchurch Men's Prison told us they were able to make more telephone calls than this minimum entitlement.
422. However, a large number of men from across the site told us that now telephone calls were free, some men spent longer on calls and this could make it difficult to access a telephone. They told us there were almost always queues for telephones and that this was not

⁶³ Corrections began transitioning prison sites onto a new telephone system and covering the costs of calls from 11 October 2022.

controlled by staff. In many units, 60 men were sharing two or three telephones. Many men told us they felt they needed more telephones in their unit.

423. A significant number of men across the site told us gang members were controlling the telephones in their units. One prisoner we interviewed in C Block told us some men didn't get an opportunity to use the telephone because gang members were dominating its use. A man in Paparua Unit told us a man he knew had only been able to use the telephone twice in three months because of gang members making multiple calls. He told us men in his unit were too scared to ask for a call, but that nobody dared to complain about the issue to staff. Several prisoners in the Youth Unit also told us gang members controlled the telephones. We observed there appeared to be no consistent approach to how staff managed this issue.
424. Staff in some units were proactively managing the issue of certain groups of prisoners, such as gang members, dominating the telephones by printing out the list of prisoners with the highest usage and speaking to prisoners about this. Staff file noted these conversations in IOMS.
425. Some of the men we interviewed mentioned the lack of privacy when making telephone calls in a crowded unit. We observed that only some telephones (for example, in the Tirohanga Paeroa Unit compound) had Perspex privacy screens around them to mitigate this issue.
426. Before prisoners can make telephone calls, staff must approve the telephone number, including checking that the owner of the number is willing to receive calls from the prisoner. Staff must then load the number onto the system. Sometimes this process can take time. At Christchurch Men's Prison, staff generally appeared to be managing this process well and several prisoners we interviewed remarked on how proactive staff were regarding this. Only a few men complained of difficulties in getting numbers approved. According to IOMS, there had only been one complaint from Christchurch Men's Prison in the review period regarding the length of time it took to have numbers approved and loaded onto the system.
427. We noted that in Kotuku Unit, telephone number approval forms (and other forms such as visitor application forms and PC.01 request/complaint forms) were available in a communal area of the unit so prisoners could take these as they wished without having to ask staff. We consider this to be a positive practice.
428. We heard a variety of information about the availability of video calls to family/whānau. A Senior Corrections Officer told us that initially video calls had only been available for those men whose family/whānau could not attend face-to-face visits because they did not live in the Christchurch area, but that now anyone could request a video call with family/whānau. However, during interviews, many prisoners told us they understood video calls to family/whānau were only available to foreign nationals or to prisoners whose family/whānau lived outside of the region.
429. For those men attempting to book video calls to family/whānau, the situation also varied. Most men we spoke to knew how to book video calls by completing a form. Some men told us they had no trouble booking, but that calls were too short. They said call sessions were 15 minutes in duration, but actual call time was usually only ten minutes. Some prisoners told us access to video calls had reduced due to staffing shortages.
430. Video call bookings across the site were generally on a 'first come, first served' basis and some prisoners told us they felt this was unfair as the same prisoners seemed to always take the slots. Generally, prisoners could make video bookings every second week for 10 –

15 minute sessions. For men in many units, there were ten slots available every fortnight, though we heard that in some units, there were only five slots each fortnight. Many prisoners felt five or ten slots a fortnight was not enough.

431. We noted that at the time of our inspection the laptop used for video calling in D Block had been removed following an incident. The Principal Corrections Officer did not know when it would be returned.
432. Many prisons in New Zealand hold family/whānau days where approved visitors are invited onto the site. Generally, at such events, food is served and there are games and activities for the children. At Christchurch Men's Prison, as with many prisons across the country, we did not hear about any recent family/whānau days that had been arranged by custodial staff. This was likely due to staffing issues and COVID-19 restrictions.
433. However, the Principal Instructor Engineering told us the engineering workshop at Christchurch Men's Prison had hosted an open day in April 2023 which had provided an opportunity for prisoners working there to connect with their family/whānau and showcase some of their achievements. The Principal Instructor Engineering told us the majority of men (19 out of 23) had received visitors, some of whom had come from overseas to attend.
434. According to COBRA data, only one application for a prisoner to attend a tangi, funeral or commemoration ceremony for a family/whānau member or close friend had been made in the 2023 year (to 15 September 2023). The application was pending.
435. Foreign national prisoners were permitted to make one free 30-minute international telephone call a week. Some foreign national prisoners we spoke with had no issues regarding overseas telephone calls. However, a few foreign national prisoners told us they had asked if they could pay for extra calls but that this had been denied. Some foreign national prisoners felt the new free call system was worse for staying in touch with family, as previously they had been able to make calls as often as they liked, provided they could access a telephone and pay for the calls themselves.
436. Prisoners across the site generally had no issues with the mail service and told us they could also access printed emails from their families/whānau via staff.

Visits

Inspection Standards

- Prisoners are aware of prison procedures and their visits entitlements.
- Prisoners and their visitors are able to attend visits in a clean, safe and respectful environment which meets their needs.
- Visitors are informed about search procedures, and understand their right to refuse the search and leave the prison.
- Child visitors are searched only when there are reasonable grounds. Reasons for the search should be explained to the child, who should be searched in full view of his/her guardian.
- Visits areas are child friendly and allow for physical contact.
- There is special provision of visits for children at times which are least interruptive of their education and other activities.

437. Every prisoner in New Zealand is entitled to receive at least one private visitor each week, approved through the prisoner application process, for a minimum duration of 30 minutes.
438. As with other prisons across the country, Christchurch Men's Prison suspended face-to-face visits during the COVID-19 restrictions. Christchurch Men's Prison resumed face-to-face visits on 1 October 2022 for high security prisoners and on 8 October 2022 for lower security prisoners.
439. Since then, Christchurch Men's Prison had been hosting visits every Saturday and Sunday. They had four visit sessions each day, each session lasting one hour. At the time of our inspection, men at the prison were able to book one one-hour visit a fortnight. Christchurch Men's Prison has two visits centres, one for lower security prisoners (see image 10, Appendix A) and one for high security (see image 11, Appendix A).
440. We interviewed a number of prisoners across the site regarding visits. More than half told us they were not receiving face-to-face visits. The main reason was because they had no family/whānau living locally who were able to come.
441. Prisoners who were not having visits told us when other men in their unit were having visits they would be locked in their cells as, due to short staffing, their unit staff had to go to manage the visits. The custodial officer in charge of visits told us that they were often short staffed and sometimes had to wait for another staff member to arrive before the visits could begin.
442. Most prisoners we interviewed knew how to book a visit if they wanted one. They were provided with a form which they completed and gave to staff. If the visit was approved, the prisoner would notify family/whānau of the visit date and time.
443. We reviewed the completed visits schedule for Saturday 2 September 2023 and found that for the four visits sessions, a total of 18 prisoners attended.
444. All visitors must enter the prison through the gatehouse. We visited the prison gatehouse on Saturday 2 September 2023, before a lower security visit session was due to take place. We observed that gatehouse staff were friendly, treated visitors with respect and engaged well with children. We observed children walking through a metal detector without any

issues. Lockers were provided for visitor's possessions. Visitors gave their name and telephone number and were given a locker key. We observed there was a wheelchair and two fold-up prams available for visitors to use if necessary.

445. We visited the lower security visits centre during a visit on Saturday 2 September 2023. Nine prisoners were present, with 13 adult visitors and five children. The lower security visits centre is in a large hall containing 21 wooden desks arranged into rows, each with a wooden bench-seat for the prisoner to sit on. Each desk had two plastic chairs on the other side for visitors. The area was clean, tidy and welcoming, with good lighting and ventilation. There were two adjoining family/whānau rooms that contained games, toys and books for children, and also two other play areas with floor mats, seating and toys for children. There was also an outdoor seating area with nine metal tables and stools bolted to the ground, brightly coloured murals and a drinking water fountain. Toilets and baby changing facilities were available nearby. CCTV coverage was adequate.
446. The lower security visits centre has five non-contact booths nearby. One of the booths was slightly larger to accommodate more than one visitor at a time. The booths were clean and freshly painted, though one had some graffiti.
447. We observed staff welcoming visitors in a friendly and appropriate manner. Staff remained positioned about the visits area to observe prisoners and ensure no contraband was introduced. Staff remained at a respectful distance and were not overly obtrusive.
448. Prisoners in the lower security visits centre arrived already wearing orange overalls that they had put on in their unit. Prisoners wearing overalls is standard practice during visits to help prevent the introduction of contraband. We observed that the quality of the overalls was good and they were clean. Staff told us they were washed after every use.
449. Prisoners were brought into the visits centre one at a time and we observed them greeting their family/whānau with a hug and a kiss. People could then choose where to sit, and we observed children playing in the designated areas with prisoners able to interact and play with them.
450. A staff member from the charity Pillars Ka Pou Whakahou⁶⁴ was present at the lower security visit we observed. He told us he attended to assist with supervising the children. He also provided books, colouring-in pictures, toys, puzzles and games.
451. We spoke to several visitors in the lower security visits hall. They told us staff were respectful and good with the children. One of the visitors we interviewed said that what Pillars did for the children at visits was "wonderful". The visitors we interviewed told us they were aware of the rules and that notices were everywhere in the gatehouse and the visits area. They confirmed there were bathroom facilities if they needed them.
452. We visited the high security visits centre though there was no visit in progress at the time. The high security visits centre had four rooms or 'wings'; each wing contained rows of metal stools bolted to the floor for prisoners to sit on. There were benches that could have seated two or three visitors. We observed that both stools and benches were narrow and uncomfortable and may not have been fit for purpose for some visitors. Staff agreed that the stools and benches were hard to sit on.
453. The high security visits centre was clean and tidy with good light and ventilation. Only one of the wings had drinking water available. There was no family/whānau or children's area,

⁶⁴ Pillars Ka Pou Whakahou is a New Zealand charity that supports the children and whānau of people in prison.

though the officer in charge of visits told us staff were planning on making the area more child-friendly with pictures and toys. There was one visitors' toilet with a baby changing table that was clean and tidy. Two of the wings shared an outdoor area which had metal tables and stools bolted to the concrete floor. This area was stark, with no murals, but was clean and tidy. CCTV coverage seemed good, with three cameras in each visits wing.

454. We noted that information regarding the rules for visits was displayed in the high security visits centre.

Library

Inspection Standards

Prisoners have regular access to a suitable library, library materials and additional learning resources that meet their needs.

455. Christchurch Men's Prison has a main library which, at the time of our inspection, was offering a catalogue service so that men could order books and magazines using a form and the items would be delivered to their unit.
456. Most men could not visit the main library to browse or issue books in-person. The Learning and Interventions Manager told us during an interview that previously there had been a dedicated staff member available to escort men to the library and supervise library visits. However, due to short staffing, this was no longer occurring. The only men who could visit the library in-person at the time of our inspection were men from the Self-Care Unit.
457. A librarian was providing library services full time at Christchurch Men's Prison. During an interview, the librarian told us the catalogue service had been operating since COVID-19. She told us each unit had a copy of the catalogue which had been updated in February 2023. The librarian was also publishing a quarterly newsletter which contained details of new material and was given to anyone who borrowed a book.
458. The librarian told us there was no set budget for books, but that she could make requests for funding which were generally approved. She said most of the books were donated. She vetted donated books to ensure they were suitable for the library. She told us there were magazine subscriptions that were paid for and managed at Corrections national office, based on the prison population numbers.
459. The librarian confirmed the library had a good range of material, including purchased and donated fiction, legal books, legislation, reports, books in te reo Māori, large print books, magazines and graphic novels.
460. The librarian told us that previously the library could obtain books from the public library on behalf of prisoners, but that this service had stopped since there was now only one librarian position.
461. All the prisoners we interviewed said they knew how to access the library. Most said it took about a week to get a book and that they could keep it for a month. Most prisoners said there were books on subjects of interest to them.
462. We observed that many units also had a selection of books in their recreation rooms.

Rehabilitation

Inspection Standards

- Appropriate interventions are provided to reduce the likelihood of reoffending and promote successful reintegration.
- Rehabilitation programmes, targeting the specific needs of the prisoner, are available and accessible.
- There is good cooperation and communication between the prison and social support organisations, including those that deliver rehabilitation programmes in the prison.

463. Rehabilitation programmes help prisoners address the thoughts, attitudes and behaviour that led to their offending, and support them to develop the skills to avoid reoffending after release. Offence-focused rehabilitation programmes are generally only offered to sentenced prisoners, though some remand convicted prisoners may be eligible for some programmes.
464. In addition, Corrections psychologists provide individual offence-focused treatment sessions to some prisoners. These sessions typically address barriers to prisoners engaging in high intensity rehabilitation programmes and assist with skill development to manage challenging behaviours. Corrections prioritises prisoners with the highest risk of serious reoffending for such sessions, including those with a high risk of serious violent offending, or sexual offending against adults or children. Subsequent to our inspection, Corrections advised that there were 22 starts and six completions of individual treatment sessions at Christchurch Men's Prison in the six-month review period.
465. Other interventions which are not offence-focused but which may contribute to a prisoner's rehabilitation, such as parenting or driver license courses, may be offered to both sentenced and remand prisoners.
466. At Christchurch Men's Prison at the time of our inspection, there were several offence-focused rehabilitation programmes being offered, including alcohol and drug treatment programmes. In the six-month review period there were 85 completions of offence-focused rehabilitation programmes.

Completions of offence-focused rehabilitation programmes at Christchurch Men's Prison in the six-month review period 1 February 2023 – 31 July 2023 (based on COBRA data and data supplied by Corrections subsequent to our inspection)

Name of programme	Number of completions
Alcohol and Drug (delivered by provider Drug-ARM)	23
Drug Treatment Programme – 6-month treatment phase	17

Drug Treatment Programme – 6-month maintenance phase	20
Short Rehabilitation Programme	7
Medium Intensity Rehabilitation Programme	6
Te Whare Hapai Tangata (medium intensity rehabilitation programme for men aged under 24)	3
Special Treatment Unit Adult Sex Offender Treatment Programme	4
Special Treatment Unit Violent Offender Treatment Programme	4
Criminogenic Maintenance Programme (Medium Risk)	1
TOTAL	85

467. The six-month Drug Treatment Programme with a six-month maintenance phase was being delivered by a community provider in Paparua Unit at Christchurch Men's Prison. In the review period, four Drug Treatment Programmes had commenced, in February, April, May and June. The provider was collaborating with a community-based kaupapa Māori health, wellbeing and social services organisation that visited the unit to offer mindfulness sessions and sing waiata with the men at weekly community meetings.
468. Aftercare services were available to help men who had completed the Drug Treatment Programme to maintain positive change. Men could choose to work with aftercare services for up to one year as part of their transition back to a mainstream prison unit or in the community after release.
469. In the Mātāpuna Special Treatment Unit, clinical staff told us the relationship with custodial staff could be difficult from a therapeutic perspective as staff with no knowledge of the philosophy of the unit could be sent in to cover shifts. These staff did not always understand that the provider was trying to create a therapeutic environment.
470. Subsequent to our inspection, Corrections advised us that in addition to the Special Treatment Unit programmes mentioned in the table above, in the six-month review period there were nine starts of a pilot Adult Sex Offender Medium Intensity Programme.
471. Subsequent to our inspection, Corrections advised us that in Miro Management Unit, treatment involved engagement by a multi-disciplinary team comprised of health and custodial staff, the ISPT and Psychological Services. Corrections told us individual therapy sessions would be offered by the most appropriate service to support men to transition out of the Management Unit. We were told this model worked well, was supported by custodial staff and well-received by the men in the unit.

472. Subsequent to our inspection, Corrections told us young adults were a priority area for Psychological Services, and that interventions at Christchurch Men's Prison had tended to focus on individual therapy sessions, whereas a multi-disciplinary team approach would be more appropriate. Corrections told us that to implement a multi-disciplinary team approach, more focused resources would be required across all relevant teams.
473. Subsequent to our inspection, Corrections told us that regarding the delivery of individual treatment sessions by psychologists, individual men were typically seen in interview rooms in their units or in the high security visits area. Corrections told us that, at times, accessing these rooms could be difficult due to demand or a lack of custodial staff available to facilitate the session.
474. In addition to the 85 completions of the rehabilitation programmes listed above, there were 95 completions of motivational programmes (two completions of a Short Motivational Programme, and 93 completions of Te Pikinga, a short, skills-focused programme available to men on remand at Christchurch Men's Prison). The Corrections intranet sets out that motivational programmes are designed to enhance offenders' motivation to understand their offending and assist them to learn how to make positive changes in their attitudes and behaviour.
475. There were other interventions and purposeful activities available across the site, including:
- » Driver licence testing for learner licences and driver licence renewals
 - » Issuing of Kiwi Access cards⁶⁵
 - » Tikanga programmes, including an 8-day tikanga programme offered by a community provider, and the 32-hour Te Hōkai Manea Tipuna tikanga programme from Otago Polytechnic
 - » An art class
 - » Storytime Foundation – a course in which men prepare a kit with books and games to send to their children
 - » Problem Gambling – delivery of gambling support sessions.
476. Other interventions which were not offence-focused but which may contribute to men's rehabilitation, such as education programmes and reintegration programmes, were offered at Christchurch Men's Prison. These are discussed in the relevant sections of this report.
477. During interviews, several prisoners voiced frustrations over their access to rehabilitation programmes. Prisoners accessed rehabilitation programmes, motivational programmes and other interventions through their case managers, and some prisoners told us it was difficult to get to see their case manager, or that conversations with their case manager felt brief, or that their case manager referred them to programmes they did not feel were suitable. One prisoner told us his security classification hindered his rehabilitation opportunities and he felt rehabilitation programmes were offered "too late in the lag" as he wanted to do these programmes earlier. We note that rehabilitation programmes have strict criteria for entry that case managers must adhere to, and that prisoners found eligible are then triaged by Corrections Psychological Services for suitability. In addition, offence-focused programmes are generally offered towards the end of a person's sentence. Corrections has advised us that research indicates such programmes are more effective in preventing reoffending when they are delivered close to the time of possible release into the community.

⁶⁵ Kiwi Access cards are evidence of age and identity cards managed by Hospitality New Zealand.

478. The Principal Programme Facilitator at Christchurch Men's Prison oversees programme delivery for Christchurch Men's Prison, Christchurch Women's Prison and Rolleston Prison. During interview, she told us there were targets based on programme starts and time spent in programme sessions and that delivery levels were almost back at pre COVID-19 levels. Last year they met or nearly met all targets for Christchurch Men's Prison, despite the changing prison population (i.e. a greater proportion of men on remand). The Medium Intensity Rehabilitation Programme and Short Rehabilitation Programme were tracking well for this year's targets.
479. The Principal Programme Facilitator told us the site was looking at new or flexible ways to deliver rehabilitation programmes and gave the example of delivering the Medium Intensity Rehabilitation Programme in the Drug Treatment Unit to men who had completed the Drug Treatment Programme.
480. We heard there were a number of challenges to delivering programmes and interventions on site. The main challenge was the high remand population, and there were also challenges finding rooms in which to deliver programmes due to demand for these. In addition, custodial shift patterns with a Friday lockdown meant the week had been reduced from five to four days as custodial staff would seldom allow programmes to run on a Friday.
481. The Principal Programme Facilitator told us she felt custodial staff were adapting to having other staff, including programme facilitators, back on site following the COVID-19 restrictions.⁶⁶ She said previously there had been cases where programme facilitators would arrive at a unit to complete a programme session and be turned away by custodial staff. However, that was improving.
482. At the time of our inspection there were three Intervention Coordinators who were responsible for the coordination of interventions and services that are not offence-focused but which may contribute towards rehabilitation, for example, literacy/numeracy, health and wellbeing, tikanga, driver license training, or parenting courses. The Intervention Coordinators supported the scheduling and planning of these interventions. They liaised with and supported external service providers and Corrections programme facilitators and case managers. They coordinated with units and kept track of men's progress. They also booked appointments for cultural reports, ACC counsellors, Ministry of Social Development and Salvation Army appointments.
483. We interviewed the Intervention Coordinators who told us they had a good relationship with custodial staff but that there were sometimes not enough custodial staff to escort prisoners to intervention rooms. For example, they told us a course had recently started at which ten men were expected. However, only two men arrived because there were not enough custodial staff on site to unlock and escort the remaining eight men.
484. The Intervention Coordinators told us their interactions with Case Management were limited. They sometimes asked case managers to check information about particular prisoners to ensure suitability for an intervention, but that despite sending multiple emails, often did not get a response.
485. Regarding men on remand, the Intervention Coordinators told us men were often released before they could complete a course. For example, they described having 40 prisoners enrolled for a popular driver license course but estimated that when the course started there might be only 25 prisoners left to start it.

⁶⁶ During COVID-19 restrictions, only essential custodial staff and health staff were allowed to enter prisons.

Offender Plans

Inspection Standards

- All prisoners have an offender plan.
- All prisoners receive support to achieve the targets in their offender plans and progress through their sentence.

486. All prisoners should meet with a case manager who assesses their needs and works with them to create a remand plan or an offender plan, depending on their status as a prisoner. The case manager then supports the prisoner to access rehabilitation programmes and other purposeful activities such as education.
487. We reviewed the Case Management Standards of Practice for the six-month review period 1 February to 31 July 2023 and found that case managers at Christchurch Men's Prison met the standard for initial contact in 77% of cases.⁶⁷ They met the standard for agreeing an initial offender plan (within 40 days of imprisonment) in 79% of cases.
488. During interviews, principal case managers told us their team was almost fully staffed. However, they told us that previously they had been allocated more roles, but that Corrections national office had estimated that the changing prison population would mean less work and so had reduced the number of roles in their team. However, the principal case managers told us that in practice there were now not enough members of the team for the amount of work.
489. We observed that although the overall number of prisoners had reduced at Christchurch Men's Prison, the proportion of those prisoners on remand had increased. An increased remand population can cause 'churn' where high numbers of people are entering prison for short periods and then being released. Principal case managers told us this churn created a backlog of about 50 prisoners. This likely contributed to the challenges for case managers in meeting the timeline standards for initial contact and agreeing an initial offender plan.
490. Most of the prisoners we interviewed told us they had met with a case manager and had an offender plan saved on IOMS. Many prisoners we spoke to said they had no issues with their case manager or their offender plan. They said they could arrange a meeting with their case manager if they wanted one.
491. However, a number of prisoners had not seen a case manager or could not remember who their case manager was. Several prisoners were unaware they had an offender plan. We checked IOMS and found that many prisoners who were unsure if they had an offender plan did in fact have one, but prisoners may not always have been given copies of their plans.
492. As previously mentioned, several prisoners told us it was difficult to get to see their case manager, or that conversations with their case manager felt brief, or that their case manager referred them to programmes or interventions they did not feel were suitable.
493. Prisoners should also have a custodial case officer who actively manages them, for example by discussing offender plan progress and assisting with their needs. Our review of the records showed that most, but not all, prisoners at Christchurch Men's Prison had had a

⁶⁷ Case managers are expected to meet with all prisoners on their caseload within 20 days of their arrival in prison.

case officer allocated to them in a timely manner. However, not all the prisoners we interviewed knew whether they had a case officer or who that person was. A few prisoners, for example, in C Block, described having good relationships with their case officers. However, overall, engagement by case officers was varied across the site.

Education

Inspection Standards

- Education and vocational training programmes are offered in line with the needs of the learners.

494. Within the first month of entering prison, all prisoners should receive an educational assessment and meet one-to-one with an education tutor to co-produce an individual learning pathway. Actions for the learning pathway are shared with the case manager who should include them in the offender plan.
495. At the time of our inspection, five education tutors were available on site. The tutors reported to the Learning and Interventions Manager, who also managed any contracted education providers, the Volunteer Coordinator, the interventions coordinators, the librarian and the chaplains. The Learning and Interventions Manager told us there was a sixth education tutor away on long-term leave and that the role had not been filled as no suitable applicants had applied.
496. The Learning and Interventions Manager told us two education tutors were allocated to the Youth Unit and the three others were allocated to the modular and hut units. No education tutors were allocated to Blocks A – E due to staffing shortages, though men in these units could request to see an Education Tutor if they wished, and there were two classrooms/programmes rooms available in these units. Prisoners on remand were sometimes able to access other programmes such as driver licence training and tikanga programmes.
497. The education tutors mainly complete educational assessments (known as 'Learning Pathway' assessments), complete enrolments to self-directed learning Foundation Skills courses available through Te Kura (the Correspondence School), and conduct study groups on some units. They may also support men doing secure online learning.⁶⁸
498. The Learning and Interventions Manager told us that at the time of our inspection there were 179 men waitlisted for a Learning Pathways assessment with an education tutor and 169 men waitlisted for a Literacy and Numeracy for Adults Assessment. She told us she was hoping to utilise one of the Interventions Coordinators to help with conducting Learning Pathway assessments to try to reduce the waitlist numbers.
499. Some courses at Christchurch Men's Prison were delivered by external providers, such as Te Wananga o Aotearoa, Otago Polytechnic, and the Brainwave Trust.
500. Various education assessments and programmes were being delivered by education tutors at Christchurch Men's Prison at the time of our inspection. During the six-month review period there had been:

⁶⁸ Every prison has a secure online learning suite with computers which prisoners can use to gain digital literacy skills and complete learning assignments. Prisoners have access to a limited range of pre-approved websites and apps.

- » 289 'Learning Pathways' conversations
 - » 120 education assessments
 - » 27 completions of the Intensive Literacy and Numeracy programme
 - » 22 completions of a secure online learning course
 - » 6 completions of 'other' NZQA courses.
501. In addition, there had been 305 completions of a vocational or practical education course:
- » 181 completions of a vocational short course, including Fire Extinguisher, Chemical Handling and Storage, Confined Space Entry and Gas Testing, First Aid, Forklift (occupational health and safety), Growsafe, Permit to Work (Receiver and Issuer), Safe Working at Heights, and Site Safe Passport for Building and Construction
 - » 115 completions of a driver licence training programme
 - » 9 completions of Industry Qualification Training Level 2 in Building, Construction and Allied Trade Skills.
502. Several programmes aimed at teaching men skills to assist with their reintegration were also delivered. Fifty men had completed a parenting course (either Brainwave: Growing Great Brains, Parenting Support Services for Prisoners, or Taonga mo ngā Tamariki) and 24 men had completed a Living Skills Health and Wellbeing course. Fifty-seven men completed a Remand Reintegration Programme.
503. Prisoners across the site told us they could find out about education programmes from their case managers, from education tutors, or from other prisoners.

Work

Inspection Standards

- All prisoners, where possible, can engage in work that is purposeful, benefits them and increases their employability.
- Prisoners' health and safety is safeguarded during all work activities to the same standards as in community based work.
- Prisoners receive a fair incentive payment for the work they perform.

504. Prisons should provide work opportunities for prisoners in their units, around the prison, and in prison industries.
505. As previously mentioned, for prisoners who are employed in prison industries, there is a national Prisoner Incentive Allowance framework. This framework gives prisoners an allowance rate of between 20 and 60 cents an hour, depending on the work, and their skill level and behaviour. At the time of our inspection, Christchurch Men's Prison was formally assessing prisoners who were working in prison industries against this framework. This encouraged prisoners to work hard, to upskill, and to behave well.
506. Corrections has a Working Prisons programme in which prisons report the number of hours prisoners spent in some form of work, education or rehabilitation programme. In the six-month review period, men at Christchurch Men's Prison spent a total of 384,424 hours engaged in these activities, which meant the prison reached 89% of its Working Prison target goal of 429,948 hours.

507. Christchurch Men's Prison has several prison industries, which included a farm, a piggery, engineering workshop (see image 12, Appendix A), prison canteen distribution centre for the South Island, kitchen, laundry and painting. There was also some unit-based work available such as cleaning.
508. As previously mentioned in the Incentives section of this report, staff in the engineering workshop told us there was a clear pathway for men in the workshop to gain unit standards and qualifications. In addition, we were told men gained the skills to fabricate, weld and manage projects in an environment which reflected a real workplace.
509. At the time of our inspection, the Assistant Prison Director told us during an interview that due to the high remand population at Christchurch Men's Prison there were limited numbers of eligible and suitable sentenced prisoners to be placed in some industries. For example, the piggery was using prisoner workers from Rolleston Prison because Christchurch Men's Prison couldn't supply enough suitable workers.
510. Staff also told us the prison canteen distribution centre was currently understaffed with only 14 workers when ideally they needed 21. Staff said it was crucial the distribution centre was fully staffed as they distribute canteen items to all the South Island prisons and there was a high risk of major disruption with the supply of canteen items if an event occurred to prevent any of the workers coming to work. At the time of the inspection, the distribution centre was only employing men from the Disaster Recovery Unit, which was a 20-bed unit.
511. The piggery, farm, grounds maintenance, and timber processing workers were required to work outside the prison perimeter and therefore had to be approved for these positions by an Advisory Panel. Some staff said while they understood the requirement for these workers to be approved by this panel, this could slow the process down.

Religious or spiritual support

Inspection Standards

- Prisoners are supported by the chaplaincy, which contributes to prisoners' overall care, support and rehabilitation.
- Prisoners' freedom of religion is respected, and they are able to practise their religion.

512. At Christchurch Men's Prison, men can access faith-based support from two chaplains. The chaplains told us men can either request to see them via their case managers, or can approach them directly if they see them in their unit.
513. The chaplains told us if a prisoner requested to see them they would use a booking system to book a room. They estimated that they could typically get a room a day or two in advance but that availability varied between units.
514. The chaplains told us they held multi-denominational services every week with the support of three volunteer chaplains. The volunteer chaplains came into the prison once during the week and every Sunday. At least one service was held on a Sunday. They told us they included prayers in te reo Māori.

515. The chaplains told us religious services were generally well attended, with around seven to nine men attending each one. Custodial staff had imposed a maximum of ten men to attend a service.
516. They told us there was a chapel at the site but that it had not been used regularly for religious services since COVID-19 due to the shortage of custodial staff to provide prisoner escorts and supervision. Instead, staff told chaplains on the day where they could hold their religious services.
517. Most of the prisoners we spoke with knew how to request a meeting with a chaplain if they wanted one. Only one prisoner told us that while he knew there were chaplaincy services available, he did not know how to access them.
518. Prisoners in Te Ahuhu Unit told us the chaplains regularly visit their unit. However, several prisoners in A Block told us they had never seen the chaplains in their unit. One prisoner in the Youth Unit told us the chaplain was supposed to come to the unit every second week but that this did not happen.
519. The chaplains told us they could facilitate access to religious leaders for men from other religions if requested. In addition, they held common religious items from other faiths, such as copies of the Quran and prayer mats, so that men could request these from them if they wished.

Reintegration

Inspection Standards

- Where possible, prisoners are housed in prisons close to their families or in prisons which meet their rehabilitative needs.
- Prisoners are able to keep up to date with news and the outside world while in prison, where appropriate.
- Prison management actively prepares prisoners for their release by facilitating access to post-release services.
- Prisoners with continuing health and social care needs are prepared and assisted to access appropriate services in the community prior to their release.
- Prisoners with drug and/or alcohol problems are prepared for release and have access to appropriate support and continued treatment in the community.
- Prior to release, prisoners have an up-to-date plan for addressing outstanding rehabilitation needs, which is managed in partnership with Community Corrections.
- Prisoners are given all necessary practical support and support information ready for their day of release.
- Pre and post-release reintegration programmes are available and are gender responsive.
- Offender plans are gender responsive and take into account, and plan for, prisoner's post-release social reintegration requirements from the beginning of their sentence.

520. Reintegration activities aim to help prisoners identify and overcome any barriers to successfully transitioning back into the community.
521. In the six-month review period, 261 men were released from Christchurch Men's Prison into the community.
522. Case managers assist sentenced prisoners to develop a release plan as they approach release. At Christchurch Men's Prison, case managers met the standard for release planning in 81% of cases in the six-month review period.
523. People serving longer prison sentences who have an identified reintegrative need and meet certain criteria⁶⁹ can be considered for Guided Release. Case managers work more intensively with these people. During the review period, nine men were found to be eligible for Guided Release, however, only four were found to be suitable, and ultimately only one man was approved (twice) for Guided Release. This was significantly less than other prisons of similar size, but the high proportion of remand prisoners (i.e. 55% on remand) at Christchurch Men's Prison could have contributed to the low numbers.
524. As previously mentioned, at the time of our inspection Christchurch Men's Prison had several programmes aimed at assisting men with their reintegration.

⁶⁹ i.e. the criteria for Temporary Release specified in [Regulation 26 of the Corrections Regulations 2005](#).

525. The Release to Work programme allows minimum security prisoners who are assessed as suitable to leave prison during the day to engage in paid employment in the community.⁷⁰ This helps prisoners gain employment on release. At the time of our inspection, the Assistant Prison Director told us two men were on Release to Work.
526. Pathway is a faith-based community provider offering a reintegration programme to men in the Self Care Unit. We met with the Tū Ora Navigator from this provider who told us they worked with men who were being released from prison into the Christchurch area within the next six to twelve months. At the time of our inspection there were 19 men in the unit and 12 of them were on the programme. The programme offers eight one-hour sessions and includes living skills, reintegration outings, and linking men with volunteer programmes in the community. The provider continues the relationship with the men in the community and links them with a network of support and employers who will employ men with criminal records. In addition, the provider will appear at New Zealand Parole Board meetings to advocate for clients if appropriate. The Tū Ora Navigator told us they have an "approximately 70% success rate" through the programme over five years.
527. 'Out of Gate' is a nationwide reintegration service that helps prisoners on short sentences (two years or less) or on remand to find employment and accommodation and connect with community providers. In the six-month review period, figures from COBRA showed 269 referrals for men at Christchurch Men's Prison to this service. We spoke to one prisoner in the Mātāpuna Special Treatment Unit who told us he had had an interview with a navigator from this service who would help him with a release plan closer to his release date.
528. In the six-month review period, 57 men on remand had completed a Remand Reintegration Programme delivered by a Kaupapa Māori community-based organisation. We interviewed the Integrated Whānau Services Manager from the provider who told us the Remand Reintegration Programme consisted of four two-and-a-half-hour sessions, generally for a maximum of eight participants a session, but that at the time of our inspection they were not operating at full capacity and so were running the programme in two half-hour sessions. She told us the programme "cycled through" the modular units (i.e Otira, Ōtākaro, Hurunui, and Rakaia units), and that it was a frustration they could not deliver the programme in Blocks A – E where most of the prisoners on remand were being housed due to custodial staff shortages and a lack of classrooms. She said her organisation had a good relationship with prison management and staff and that that prison management were aware of the frustration.
529. As previously mentioned, the same Kaupapa Māori community-based organisation was also delivering Te Pikinga, a short, skills-focused programme available to men on remand. This was being delivered in the modular units and at the time of our inspection had 47 participants across eight groups.
530. As also previously mentioned, in the six-month review period, 50 men had completed a parenting course and 24 men had completed a Living Skills Health and Wellbeing course.
531. One-hundred-and-fifteen men had completed a driver licence training programme in the six-month review period. Men were also able to obtain their learner driver licences, renew

⁷⁰ Prison Operations Manual M.04.07.10 Issuing authority for release to work sets out that earnings for prisoners on Release to Work are used to cover various costs including expenses incidental to the prisoner's employment, board for prison accommodation (charged on the basis of 30% of the take home pay to a maximum of \$273 a week) and payments to maintain any of the prisoner's dependents, including to Inland Revenue for child support.

their driver licences, or apply for a Kiwi Access card so they had proof of their identity and age.

532. We spoke to several prisoners about their release and reintegration plans. Some had not yet thought about it as they were a long way from release. Others felt ready for release and stated that their case managers had been helpful in preparing them for release, for example by arranging whānau hui or helping them prepare for New Zealand Parole Board hearings.
533. However, some other prisoners had served such short sentences they had not had time to complete any programmes. One short-serving prisoner who had done no programmes said he had already been seen by a representative from the Ministry of Social Development who had come into the prison to talk to him. He stated that he had no ID but had asked for assistance to get it.
534. We interviewed three Principal Case Managers who told us they had implemented additional quality assurance measures regarding New Zealand Parole Board reports and that all these reports were given a second assurance check. They also told us the case management team was at around 100% in terms of meeting the correct timeframes to provide these reports to the parole board.
535. Several prisoners we interviewed stated they kept in contact with events in the outside world by watching television news or by talking to their family/whānau on the telephone or during visits.

At the time of our inspection in September 2023, the New Zealand general election was scheduled for October 2023. Some prisoners are eligible to vote at general elections and should be given the opportunity to register and vote. Christchurch Men's Prison had two prisoner voting liaison staff assigned to communicate with prisoners about the election and facilitate registering and voting. We observed election posters were visible in most units. A few prisoners told us they had been given voting registration forms to complete so they would be able to vote.

Prison Staff

Inspection Standards

- All prison staff who work with prisoners have the necessary knowledge, skills and attitude, and are trained to work in line with professional and human rights standards.
- There is an adequate number of custodial staff to manage prisoners safely.
- Staff are good role models for prisoners and relationships between them are professional, positive and courteous.
- Prisoners have a dedicated member of staff who supports them to make positive changes in their lives.
- Prison staff include a sufficient number of specialists, which could include social workers, teachers, trade instructors, counsellors and psychologists.

536. Most staff we spoke with during the inspection were friendly and engaged and we observed many of them speaking in a professional and respectful manner to prisoners. However, many staff expressed concern about the ongoing custodial short-staffing situation, which they told us had negative impacts on them and on the prisoners in their care.
537. During an interview, the Prison Director told us that before COVID-19 they had been operating with 102% of the required staffing. At the time of our inspection, however, she told us they were operating with around 83%. Corrections has been actively recruiting, but reduced staff numbers remain an issue in prisons across the country.
538. During interviews, numerous staff across the site spoke about the negative impact of reduced staffing levels on prisoners. As previously mentioned, the prison gym was closed, visits were not yet occurring as often as they had done pre-COVID-19, and it was still common for some prisoners to spend more time locked in their cells and to miss health appointments, programme sessions, and other constructive activities because there were not enough custodial staff to escort or supervise them. Not being able to deliver a full regime of constructive activities to prisoners was a source of frustration to many staff across the site.
539. Some custodial staff told us that because there were not enough staff this placed pressure on them to complete tasks during a shift. This meant they did not have time to spend walking about the unit, talking to prisoners and building rapport. Prisoners in many units reported that staff were visible, but seemed very busy and often did not have time to interact or engage. Prisoners in some units felt that despite being busy, the staff in their unit were responsive and would stop to talk if they could.
540. Several custodial staff also told us that the high proportion of remand prisoners on site, meant prisoners were often only in a unit for a short period of time. This meant it was more difficult to get to know prisoners and to build a rapport with them.
541. Many staff told us the short staffing situation had direct impacts on them. Many custodial staff expressed dissatisfaction at often having to manage a shift with fewer than the required number of staff. For example, staff in one unit told us they were supposed to have four custodial staff rostered on, but often had to run the unit with only three. In another unit, they needed five custodial staff but often only had four. Staff in some units told us this meant certain tasks, such as cell searches, were not done or were not done as often.

- Some staff felt there were safety issues as a result of this, though they did their best to manage these and generally felt well-supported by their Principal Corrections Officers.
542. Many custodial staff told us that due to the reduced staffing levels it was common for them to be redeployed to a different unit under a dynamic rostering system. This meant even if they attended the staff briefing at the beginning of the shift to gain an overview of the prisoners and their behaviour, they remained unfamiliar with the prisoners and the routines in the new unit. This meant one of their colleagues had the additional responsibility of helping them or telling them what needed doing.
 543. Custodial staff told us there were times when they would be informed about their redeployment at the prison gatehouse when they arrived at work for their shift. Some staff told us this meant they were mentally unprepared to work in that unit, and others said the uncertainty of never knowing where they would be working that day could be stressful.
 544. Non-custodial staff in some units also raised dynamic rostering as an issue. For example, as previously mentioned, clinical staff in the Mātāpuna Special Treatment Unit told us it could be difficult if custodial staff who were unfamiliar with the therapeutic environment and philosophy were sent to work there. In addition, the Principal Corrections Officer from Mātāpuna Unit told us that staff who usually worked in their unit and who were familiar with the men and the therapeutic environment could be deployed to other units.
 545. Several staff told us the long-term short-staffing situation, along with the 12-hour shifts that had been introduced under the Making Shifts Work initiative, meant they were exhausted after finishing their shift cycle and spent most of their time off asleep.
 546. Some custodial staff felt their exhaustion levels were a safety issue, particularly after night shifts. Several custodial officers told us there had been times they felt it was not safe to drive home after a night shift and they had needed to stop on the way. One staff member told us they had nearly fallen asleep at the wheel.
 547. During a staff forum for six custodial staff, several staff told us they had mixed feelings about raising safety issues with managers. Some felt comfortable about doing this but felt they would not necessarily be listened to. Several staff at this forum said they felt the goodwill of staff had been lost and that for many it was now just a job they did for the money, whereas this had not been the case before. Some custodial staff felt that staff retention was poor and that Corrections should be doing more to keep staff.
 548. We spoke to the site union representatives for the Corrections Association of New Zealand and the Public Service Association. Both said they had good working relationships with site management.
 549. The union representative for the Corrections Association of New Zealand told us during an interview that some of his main concerns were assaults on staff, rostering issues, and the high presence of gang members on site. He said he felt many staff were not aware of the roles or priorities of others and that this could lead to issues. He said that in terms of staffing and staff retention he felt Corrections was at a "tipping point" and while they had some very good staff at Christchurch Men's Prison, including more women, more Māori, and more young people, "no one will stay in this job for 30 years anymore; we'll be lucky if we get a good six to eight years out of them". He told us he felt Hōkai Rangī was "inspirational and not achievable" and that staff in many units didn't understand it. He said generally staff gave "honest effort" but needed to be given direction and empowered to do their jobs.
 550. The union representative for the Public Service Association told us during an interview that he felt the site was a safe operating environment and that management were good at

supporting safety. However, he noted the gang issues at the site and told us he felt the Gang Management Strategy was not being applied which was a concern. He felt the culture on site had changed; there was less camaraderie and more working in silos. He felt there needed to be more team building between areas such as Offender Employment and custody. He felt communications on site could be better, especially since under Making Shifts Work staff were split into two groups. He said senior managers were not very visible. He told us staff were working lots of overtime and felt there was no desire from national office to fill the vacancies as this saved money. With regards to Hōkai Rangī, he felt it was not working on the site and that prisoners would not be receptive to it.

551. We observed that the relationship between custodial staff, health staff, and clinicians such as those in the Intervention and Support Practice Team, was good in the Intervention and Support Unit. Staff in this unit attended regular multi-disciplinary team meetings and told us they worked well together.
552. Members of the health team, however, told us they did not always feel well-supported by custodial staff across the rest of the site. As previously mentioned in the Provision of Health Care section of this report, several nurses told us it was difficult to conduct nursing clinics due to constant custodial staff shortages. They told us they had to fit in with unit routines which sometimes led to limited time to conduct assessments. They said medication rounds could be late or had to be done at inappropriate times due to custodial routines.
553. Further, several nurses told us that at times they felt unsafe in some units as custodial staff did not always support them. They reported a high level of verbal aggression from some of the prisoners toward them, especially during medication rounds in Blocks A – E.
554. We met with three Principal Case Managers who told us they met with the Assistant Prison Director and other managers once a fortnight and felt well-supported. They appreciated the Prison Director's and Assistant Prison Director's 'open door' policy which meant they could always approach them if they needed to.
555. The Principal Case Managers told us they felt the site's culture varied and that there needed to be a strong focus on understanding each other's roles. They felt a lot of custodial officers didn't understand the role of case managers and this could cause issues, though officers were generally supportive. They felt case management had a good relationship with other parts of the prison. For example, they told us the Offender Employment team was accommodating and would enable case managers to meet with men in their workplaces.
556. We interviewed the Lead Service Manager for Community Corrections who told us their team had been based at the prison for about six or seven years and that this had contributed towards strengthening the relationship between case management and probation.
557. The chaplains told us they had a good relationship with managers and staff. They observed that staff generally seemed more busy and less relaxed than in the past. They felt this was due to increasing demands from prisoners and the Making Shifts Work shift system.
558. We spoke with the Volunteer Coordinator who told us she enjoyed the role and had good support across the site from staff and management. She told us the Making Shifts Work system had made access to the men more difficult as staff seemed busier and so had less time to accommodate volunteers offering activities. She told us all volunteers completed a site induction with security staff and that this was repeated every two years or sooner if she felt it was necessary. She updated the volunteers about any additional risks if these arose. She told us there had been no recent events to acknowledge the volunteers, but that these

had been held in the past. Her current focus was on finding volunteers to support with Level 3 education due to changes to learning models.



Appendix A – Images



Image 1: View of part of the site, looking towards the lower security units



Image 2: One of the holding rooms in the Receiving Office



Image 3: Intervention and Support Unit



Image 4: pigeon excrement on cell window in C Block



Image 5: Communal recreation area in C Block



Image 6: Cell in A Block



Image 7: Central compound in Te Ahuhu Unit



Image 8: Cell in Te Ahuhu Unit



Image 9: Evening meal, including snack for supper



Image 10: lower security visits hall

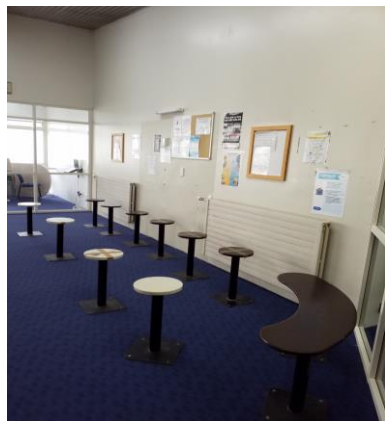


Image 11: High security visits seating



Image 12: Photo-board in engineering workshop showing a few finished projects

Appendix B – Corrections' response



06 May 2024

Janis Adair
Chief Inspector
Department of Corrections

By email: janis.adair@corrections.govt.nz

Tēnā koe Janis

**Re: Draft Report on Christchurch Men's Prison Announced Inspection
2 - 8 September 2023**

On behalf of Corrections, thank you for the opportunity to respond to the draft inspection report for Christchurch Men's Prison. Prison inspections play an important role in building a culture of continuous improvement for Corrections.

We were pleased to note that overall, the report was a fair representation of Christchurch Men's Prison, acknowledging the challenges and opportunities the site faces.

Your report highlighted a number of positive practices, such as the 'first nights unit' for those people entering prison for the first time, ensuring they receive a comprehensive assessment and induction, and all immediate needs are met.

Your report noted that health request forms were not being acknowledged according to policy and that there was no clear system for managing these forms. In April 2024 guidance was introduced to support timely access to health services and to ensure requests for health services are appropriately prioritised.

The report also noted availability of frequently used forms in the communal area within Kotuku Unit, and individualised transition plans for men temporarily located in the Miro Management Unit. We hope to continue to build on these areas of excellence to improve site practice.

The report acknowledged resourcing challenges and a change in demographics with a higher proportion of people on remand. It also noted staff concerns regarding the custodial staff shortages, especially the impact on the health and wellbeing of both staff and people in prison. Corrections continues to make a concerted effort to recruit, retain and train frontline custodial staff. This includes launching a recruitment campaign, strengthening recruitment processes, improving onboarding processes, implementation of new rosters, and continuously working to improve staff safety. We have also implemented a

number of retention measures across Corrections, including investing in the capability and training of our frontline staff, and, improving our wellbeing initiatives, including injury management, wellbeing, and health promotion.

The report identified a number of opportunities to improve the facilities and environment which the site is actively working through. There was a particular mention of the outside areas which could pose a health risk due to birds. This is an extensive challenge for the site, and the Facilities Management team continue to work with Downer, and other external agencies on possible options. Heating issues in the modular units were also raised. Heating is currently available by temporary means, and the work to replace the existing heater units is underway and due for completion by June 2024.

Within your report you also highlighted that a significant proportion of people within Christchurch Men's prison identified as Māori and the site was providing some good programmes and cultural activities. We acknowledge there is room for continuous improvement in this area, and the site are actively working with the Lead Advisor Māori Partnerships to improve further access to cultural supports and programmes for the men at Christchurch Men's Prison.

It was pleasing to see the positive work around immunisations, medical officer service, and in particular the Intervention and Support Unit (ISU) referenced. The report highlights the great management and care of people in the ISU, including those men who are at high-risk of self-harm, and the strong collaboration across teams which has ensured sound clinical decision-making takes place. It was great to see the innovative 'traffic light' system for weekend movements acknowledged as an example of great practice too.

Overall, the inspection report recognises some of the positive work at Christchurch Men's Prison while acknowledging there are still areas for further improvement in meeting the needs of people in prison and providing a healthy environment for both people in prison and staff. Determinations about priorities and actions will be a joint approach led primarily by the General Manager at Christchurch Men's Prison, and the General Manager Pae Ora.

We trust you are satisfied with our response to the draft report. Please advise if you have any concerns or questions about the information provided.

Ngā mihi nui



Leigh Marsh
Commissioner Custodial Services



Dr Juanita Ryan
Deputy Chief Executive Pae Ora