

Manawatu Prison

Inspection

March-May 2017

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Foreword

Prison inspections

Early in 2017, the Department of Corrections increased the size of its prison inspection team, and expanded its brief. The Office of the Inspectorate had previously been responsible for independently investigating deaths in custody, complaints (if they could not be resolved in prison), and other matters as directed by the department's Chief Executive.

The expanded team is now also charged with carrying out regular, scheduled inspections of prisons. Each prison will likely be inspected every 20 months. The aim of these inspections is to provide an insight into prison life, to find out what prisons are doing well, and to provide early warning of any risks or challenges that are emerging and need attention. This is important and valuable work.

The inspectors assess prison performance against internationally accepted standards. All aspects of prison life are considered, with a particular focus on safety, respect for human dignity, rehabilitation and reintegration into the community.

I strongly encourage Prison Directors to use this assessment framework to drive a programme of continuous improvement in each prison, this will ensure that, across the entire prison estate, every effort is being made to meet these healthy prison standards.

In the interests of transparency and public accountability, the Office of the Inspectorate has committed to releasing public reports on all of its scheduled prison inspections. This report on Manawatu Prison is the first. Others will follow in coming months.

I am committed also to maturing our inspection methodology to ensure that we are agile adapting to new developments and deliver quality and meaningful reports.

As well as conducting our scheduled programme of prison inspections, the Office of the Inspectorate will be providing ongoing monitoring through the work of its Regional Inspectorate team, who, in addition to their general responsibilities, will be reporting to me on progress against these standards.

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

Manawatu Prison

Our inspection took place between late March and May of this year. At that time, we found a prison that was facing a number of challenges, some of which needed urgent attention.

It was apparent that the prison's staff and management were doing the best they could under complex and challenging circumstances, not all of which were under the prison's direct control. Influencing factors included a challenging physical environment, limits on resources, and staffing pressures partly caused by the growing national prison population.

I have been heartened by the prison's response to our inspection. Prison management quickly developed a comprehensive action plan to address our concerns and have made significant progress towards its implementation.

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

Janis Adair

Chief Inspector of Corrections

August 2017

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Introduction

About this report

1. This is the first in a series of public reports about the Office of the Inspectorate's regular inspections of New Zealand prisons. These reports aim to provide a 'window into prisons', showing where they are meeting expected standards for treatment and rehabilitation of prisoners, and where they are facing challenges that need to be addressed.
2. The programme of regular inspections began in early 2017, with the establishment of a new team within the Office of the Inspectorate.
3. The inspection team assessed the prison against a set of healthy prison standards that were developed by the World Health Organisation (based on United Nations principles for the treatment of people in state detention) and are also used in some overseas prison services.
4. Under the standards, prison performance is assessed under four overarching pillars:
 - » **Safety:** Prisoners are held safely.
 - » **Respect:** Prisoners are treated with respect for human dignity.
 - » **Rehabilitation:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.
 - » **Reintegration:** Prisoners are prepared for release into the community, and helped to reduce their likelihood of reoffending.
5. Prison performance is also assessed against more detailed standards in nine areas:
 - » Reception and admission
 - » Induction and orientation
 - » Courts, escorts and transfers
 - » Good order
 - » Duty of care
 - » Health services
 - » Environment
 - » Industry, treatment and learning
 - » Reintegration.
6. The inspections are not intended to assess compliance with legislative or regulatory requirements, nor to assess compliance with Corrections policies – though both may be considered where relevant.
7. The inspection of Manawatu Prison took place between March and May 2017, and this report reflects our findings during that snapshot in time. The inspection involved:
 - » interviews with prisoners, staff, and management
 - » reviews of prisoner records
 - » reviews of prison policy and procedure documents
 - » observation (for a period totalling seven days over two separate weeks) of the prison's physical environment and daily operations.
8. A review of key data, to support this inspection, examined the preceding six-month period from 1 September 2016 to the end of February 2017.
9. Since our inspection, Manawatu Prison management has implemented an action plan, addressing 90 action points, to address the key issues we had raised. At the time of writing, many actions have already been completed, and most are under way.

About Manawatu Prison

10. Manawatu Prison is one of 18 prisons in New Zealand, and one of five in the Lower North region. The prison is in a rural area 12 kilometres south of Palmerston North, beside a New Zealand Defence Force military camp.
11. A youth institution was opened on the current prison site in 1979, and the prison opened in 1985. Originally, it had capacity for 124 adult prisoners in two accommodation areas. The prison has since been expanded and can now accommodate up to 290 prisoners.
12. Its facilities include:
 - » **B Block:** This is a 74-bed high security unit that is mainly used to house prisoners on remand (including those who are accused and those who have been convicted and are awaiting sentence). It is also sometimes used to house prisoners in cell confinement and those in directed segregation (those who have been separated from other prisoners because prison administrators believe they are at risk from other prisoners).
 - » **C Block:** This is a 136-bed high security unit. It has four wings, which mainly house high-security sentenced prisoners. One of the wings houses prisoners who have opted for voluntary segregation (they have asked to be separated from other prisoners because they believe they are at risk from other prisoners). Remand prisoners who have been convicted and are awaiting sentence may also be housed in C Block if there is no room in B Block.
 - » **Te Kaitiaki Wairua:** This is a 60-bed low security unit housing prisoners of low-medium, low and minimum security classification.
 - » **Te Ara Unit:** This is a 20-bed low security unit housing prisoners with low-medium, low and minimum security classifications. It is based on Te Ara Māori (Māori Pathway) and encourages Māori prisoners to consider a pathway into one of the department's Te Tirohanga Māori Whare (Māori Focus Units) in the North Island.
13. Other facilities include D Block (which houses a library, a chapel and classrooms where rehabilitation and training programmes are delivered), a carpentry workshop, a gym, kitchens, an administration building, a Receiving Office, a health centre and a visits centre.
14. Both B and C Blocks were originally designed for smaller numbers of prisoners than they currently house. Since 2000, the number of prisoners in each block has been increased by using double-bunking (in which two prisoners share one cell) and by using extensions to wings. Facilities such as shower and toilet areas, dining rooms, and recreation areas were not expanded to take account of the increased prisoner numbers. This along with limitations in the design of the blocks creates a challenging environment for staff and prisoners.
15. Manawatu Prison became a Working Prison in 2015. In Working Prisons, eligible prisoners are encouraged to engage for 40 hours a week rehabilitation and reintegration programmes, education and training, employment, or other activities.

Inspectors of Corrections

16. The Department of Corrections has a team of inspectors who are charged with checking that people detained in the Corrections system are treated in a manner that is fair, safe, secure and humane. Inspectors report to the Chief Executive but are expected to carry out their duties independently and impartially.
17. Inspectors investigate deaths in custody, complaints that cannot be resolved within the prison, and other matters concerning treatment of prisoners.
18. Early in 2017, the inspection team was expanded to allow for a programme of regular prison inspections, aimed at providing robust information about how prisons are performing, identifying good practices and giving early warning of emerging risks and challenges.
19. To promote transparency and public accountability, the Inspectorate will publish reports on these inspections. Between formal inspections, the Inspectorate will continue to monitor prisons on an ongoing basis.

Key findings

20. Our inspection found that Manawatu Prison faced a number of challenges. Some of those challenges are likely to be common to many New Zealand prisons, reflecting the inherent tensions of prison life and competing demands on staff and resources due to the increase in national prison population since 2015.
21. Other challenges were specific to this prison, reflecting its physical environment, ^{s 6 (c)} [REDACTED], and some practises that fell short of expected standards.
22. Following our inspection, the prison developed a comprehensive action plan addressing those challenges. Many of the action points have now been completed, and almost all are under way. This has resulted in significant and important progress across many areas discussed in this report.

Safety

23. Our inspectors found that the prison did not adequately provide for the safety and security of prisoners and others.
24. Safety depends on many factors. Basic factors include adequate security at the perimeter (to keep weapons and other prohibited items out) and adequate camera surveillance and physical supervision within the prison (to deter violence and intimidation, and allow rapid response and adequate investigation when incidents do occur). These factors are influenced by the prison's physical environment and building design, which can determine how easy or difficult it is to supervise prisoners. Other factors include the size of the prisoner population relative to staffing; prison culture (including the influence of gangs); relationships among prisoners and between prisoners and staff; availability of drugs, alcohol, and other contraband; and security intelligence.
25. Manawatu Prison's physical environment poses a number of challenges. It is accessible from neighbouring properties, ^{s 6 (c)} [REDACTED]. Both B and C Block are housing more prisoners than they were originally designed for and ^{s 6 (c)} [REDACTED].
26. Within the prison, we found gaps in surveillance camera coverage, and the prison did not always compensate with adequate physical supervision. Searches of prisoners were not always thorough.
27. Prisoners told us what areas they thought were unmonitored, and that sometimes fights took place in those areas. Gangs appeared to have considerable influence on the prison's culture. Standover tactics were fairly common and resulted in some prisoners getting others' food, clothing, medication, and other property. Prisoners were found to have access to cellphones, cigarettes, illicit drugs, and other contraband.
28. Since our inspection, the prison has made significant progress towards addressing these issues. Additional surveillance cameras have been installed, and steps have been taken to increase security at entrances, improve search practices, and control contraband.

Respect

29. The prison's general treatment of prisoners was mixed. Staff-prisoner relationships were generally positive, and staff were typically responsive to prisoners' needs, including health and mental health needs, though they did not always have time to inform new prisoners about routines and requirements.
30. Many prisoners did not have adequate clothing or bedding, and opportunities for exercise were limited. Some of the prisoner accommodation was tidy and of reasonable quality, but some was in need of refurbishment.
31. Prisoners in most units were only able to leave their cells for 4-6 hours per day, and had limited access to services such as the library, gym, and chaplaincy. We were told that prisoners sometimes missed out on these services and on health appointments because there were no staff available to escort them from their unit. This led to a backlog of prisoners waiting to see nurses and other health professionals, though steps have now been taken to reduce the delays.

32. One prisoner with a hearing impairment was placed in a segregation cell. Limited access to a sign language interpreter meant he was generally isolated from other prisoners and staff, and his needs were not met.
33. The prison management's action plan addresses all of these concerns.

Rehabilitation

34. Manawatu Prison became a Working Prison in 2015. This means that prisoners are expected to be engaged for 40 hours per week in rehabilitation programmes, education and training, work experience or employment, or other constructive activities.
35. Case Managers assess prisoners' needs individually and are generally responsive to their needs. However, the relatively short unlock hours limited prisoners' opportunities to take part in rehabilitation and training programmes. The number of places available on programmes was also limited, which necessitated prioritising. This could mean that some prisoners missed out on programmes that would benefit them.
36. The prison had limited control over these issues. Unlock hours for high security units are determined by national policy, while those for the prison's low security units were determined by a regional directive. Access to rehabilitation programmes similarly reflected national policies on eligibility, and available resourcing. The prison has since increased unlock hours in its low security units.
37. The prison's reporting system did not accurately record the number of hours prisoners spend on these activities. Rather, those hours appeared to be significantly over-reported. The prison is taking steps to address this issue.

Reintegration

38. The support given to prisoners to integrate back into the community was limited. Prison staff supported prisoners to stay in touch with families through visits and phone calls, but limited unlock hours sometimes made contact difficult, and phones were located in places that did not allow for private conversations. Some prisoners were supported through a guided release programme, or had other plans put in place to help them reintegrate into the community. But others were concerned they would have nowhere to go after release and would lack the support they needed to sustain positive change.

Key data

Prisoners

Prisoners by security classification	
March 2017	
Security classification	Number
Maximum	1
High	46
Low Medium	44
Low	27
Minimum	29
Remand/unclassified	132
Total	279

Almost half of Manawatu Prison's inmates were on remand. The only prison with a higher proportion of remand prisoners is Mount Eden Correctional Facility, which is specifically designed for remand prisoners.

Incidents

Misconduct charges	
Six months from 1 September 2016 to 28 February 2017	
Alcohol	1
Drug	71
Other	328
Total	400

Staff

Custodial staff	
March 2017	
Principal Corrections Officer	7
Senior Corrections Officer	17
Corrections Officer	88
Total	112

In March 2017, eight (7% of the total) of the custodial staff were seconded to other prisons. Another five were on long-term leave for sickness, injury, or other reasons.

Recorded incidents	
Six months from 1 September 2016 to 28 February 2017	
Prisoner violence incidents	29

Inspection standards

Reception and admission

Inspection Standard

Prisoners are fully supported on arrival and during their early days in prison. Officers ensure that individuals' needs and/or immediate anxieties are addressed before they are locked away for the night.

39. New prisoners are processed through the prison's Receiving Office, where their needs are assessed before they are transferred to one of the prison's units.
40. Typically, Receiving Office staff carry out pre-arrival checks on the Department of Corrections' Integrated Offender Management System (IOMS)¹ to familiarise themselves with any special needs or safety/security issues.
41. On arrival, prisoners are strip-searched and assigned prison clothing, and their own clothing and valuables are secured and documented.
42. Prisoners are interviewed separately by the unit's Receiving Office staff and a nurse. These interviews are used to determine the prisoner's risk of self-harm, and the prisoner's immediate needs, including safety/security concerns, health issues, and other matters such as childcare needs. The staff told us that they treat all arriving prisoners as being at risk of self-harm until satisfied that they are not.
43. Prisoners obviously suffering from anxiety or in need of support are given a hot drink and biscuit and are allowed to telephone family or friends. Prisoners who fear for their safety have their concerns assessed, and may be assigned to the prison's voluntary segregation wing.
44. Units are informed in advance of new arrivals. Usually, a Corrections Officer and, sometimes, the unit's Principal Corrections Officer come to the Receiving Office to escort the prisoner to his unit for induction.
45. In general, Receiving Office operations at the prison were well organised, and staff were respectful of prisoners and responsive to their needs.

Induction and orientation

Inspection Standard

Induction takes place promptly and on its completion prisoners understand unit routines and expectations. Induction and orientation information is communicated by staff to prisoners in a professional manner.

46. When a prisoner arrives in the unit he will be housed in, he should be interviewed by a Corrections Officer. This interview allows the officer to find out more about the prisoner's needs, and to give the prisoner information (both orally and in writing) about prison rules and expectations, unit procedures and routines, and the support and services available to the prisoner.
47. As part of this induction, prisoners should be given access to a *First Days* booklet, a local induction handbook, and a self-service kiosk² containing general information about prison procedures and prison rights and responsibilities. Prisoners sign a form when the induction is completed.
48. The induction should be completed within 24 hours of the prisoner arriving in the unit, and is

¹ IOMS contains detailed information about offenders and is an invaluable tool for prison and probation staff.

² Self-service kiosks provide prisoners with key information about prison systems and processes.

an important step in ensuring that prisoners understand their rights and responsibilities and can cope in prison.

49. We found that this induction process was not carried out consistently across the prison.
50. In Te Kaitiaki Wairua and Te Ara units, prisoners said that unit staff carried out inductions promptly and effectively.
51. However, some prisoners in B and C Blocks said they had not been inducted properly. Some said they had not received enough information on arrival. When they asked for more information, they were often referred to the self-service kiosk or the prison's internal television channel.
52. Some said they were told to sign the induction form in the Receiving Office or in the unit without receiving the relevant information. One said he had not been given copies of the *First Days* booklet and other pamphlets despite asking several times.
53. Some prisoners said the units they were in often lacked enough staff to carry out the induction properly and that other prisoners had in fact supported them to settle into the unit.
54. Since our inspection, the prison has taken steps to ensure that all prisoners arriving in accommodation units receive an appropriate induction. We will continue to monitor this during our ongoing review and inspection activities.

Case study

55. While we were at the prison, we spoke to an 18-year-old who arrived in March 2017. That was his first encounter with the prison system.
56. When he arrived at the Receiving Office, he was separated from others because of his age. He was placed in a holding cell and then strip-searched. He spoke to a nurse and then to a Corrections Officer, and was then brought to one of the prison's accommodation units.
57. The prisoner told us that, when he arrived at the unit, he was given very little information about its routines. He received no prison clothing – all he had was the singlet and shorts he was arrested in. For bedding, he was given a mattress and one sheet but no pillow. Another prisoner said he was "thrown in the deep end". He relied on other prisoners to tell him about prison life and to support him during his first few days in the prison. They gave him clothes and some noodles from the canteen³, and helped him to contact a lawyer.
58. Initially the prisoner spent his unlock time in the day room. He was briefly transferred to a segregation wing, but he asked to be returned to the mainstream prison and that was done.
59. When we spoke with him, he seemed relaxed and said he was adapting to prison life with the support of other prisoners. Records from IOMS show that he has continued to adapt to prison life, and has attended rehabilitation and education programmes, and is determined to use his time to develop additional skills.
60. His experience highlights the importance of prisoners receiving a comprehensive induction during their first few days in prison.

³ Prisoners can buy food items from the nationally approved standardised canteen schedule to supplement their diet.

Courts, escorts and transfers

Inspection Standard

Prisoners are safe at all times while under escort, and individual needs are recognised and given proper attention.

61. The prison has a high proportion of remand prisoners, but lacks facilities for court appearances by secure audio-visual link.
62. We were told that the prison is making preparations to establish a permanent audio-visual link to all courts by the end of June 2018.

Safety

63. When prisoners are transported together, this can create safety risks. Prisoner transport can also provide opportunities for prisoners to escape or obtain contraband. These risks must be assessed before transport and managed during the journey.
64. The Receiving Office was appropriately organised to manage the high throughput of remand prisoners.
65. Prisoners we spoke to generally felt safe during escorts and transfers, and no prisoner complaints about external transfers and movements were recorded in IOMS during the period from 1 September 2016 to 28 February 2017. One prisoner who was transferred from Whanganui Prison told us he had no room to move and was uncomfortable during the journey.

Informing prisoners about transfers

66. Prior to transfers, staff generally communicated well with prisoners and kept them informed about arrangements. Some prisoners had been transferred at short notice due to national muster pressures. Prisoners told us they understood these pressures and that prison staff usually gave them as much notice as possible and, where possible, facilitated phone calls so they could inform their families.

Good order

Inspection Standards

Prisoners are able to reside in a safe environment where security is proportionate.

Prisoners' wellbeing is safeguarded by effective security intelligence. Prisoners are subject to searching measures which are appropriately assessed and proportionate.

67. The high security blocks were designed for considerably fewer prisoners than they currently house and the layout of these blocks pose challenges for staff in the management of the prisoners in these areas.
68. The prison lacks surveillance cameras in some areas, ^{s 6 (c)} [REDACTED]. ^{s 6 (c)} [REDACTED]. Some search practices were not sufficient to detect hidden weapons or contraband.
69. Gaps in surveillance and monitoring increase risks of violence and intimidation within the prison, and of contraband (such as weapons, phones, and drugs) getting in and being used by prisoners.
70. The prison is taking steps to address these issues.

Security at entrances

71. People enter the prison at three locations: the main administration block (where staff and others with official business⁴ in the prison enter), the visits centre (where people go to visit prisoners), and a vehicle entrance. Prisoners arriving at the prison or returning from court or other locations arrive at the vehicle entrance and are taken to the Receiving Office.
72. Having multiple entrances makes the site harder to control, stretching resources. During our inspection, we observed that security procedures were not followed on every occasion.
73. The Receiving Office has a walk-through metal detector which can be used to screen prisoners when they arrive in prison or return from court, hospital, or other outside visits. The scanner can detect phones, knives or other weapons, and some drug paraphernalia. Staff also have access to a handheld 'wand' metal detector.
74. During our inspection, the walk-through metal detector was not being used due to a technical problem. We viewed video footage showing new prisoners who bypassed the walk-through detector and were not scanned with the hand-held detector before they were strip-searched. This poses safety risks. Metal objects concealed could go undetected and could enter the prison.
75. Staff and others did not always have their property searched or their bodies scanned with handheld metal detectors (though occasional random searches were sometimes conducted) when they entered the administration block. Similarly, at the vehicle entrance, trade contractors entering or leaving were not always searched.
76. At the visits centre, staff used a walk-through metal detector and handheld metal detector to search people who were arriving to visit prisoners.
77. Since our inspection, the prison has taken important steps to address these concerns. Receiving Office staff are using one of the prison's portable Cellsense metal detectors to search prisoners as they arrive, before they are strip-searched. The prison has increased security at the administration block. ^{s 6 (c)} [REDACTED]
[REDACTED] The prison is developing plans to move to a single point of entry.

Security at the perimeter

78. ^{s 6 (c)} [REDACTED]

Security within the prison

Gaps in surveillance and supervision

79. Surveillance cameras allow Corrections Officers to observe, respond to, and review inappropriate behaviour such as violence, bullying, standover tactics, and trading of contraband. The presence of cameras can act as a deterrent to such behaviour.
80. Physical supervision by Correction Officers is also important for safety and good order, acting as a deterrent to inappropriate behaviour and ensuring an appropriate and rapid response to any incident. Physical supervision is of course particularly important where there are no surveillance cameras.
81. At the time of our inspection, Manawatu Prison had significant gaps in its surveillance camera coverage. ^{s 6 (c)} [REDACTED]
[REDACTED]

⁴ Including providers of rehabilitation programmes, volunteers and contractors.

82. Surveillance cameras did however cover most areas of the accommodation blocks, ^{s 6 (c)}
83. Because of the security risks, prison rules prohibit prisoners from entering each other's cells. However, this rule was often not observed. We saw prisoners entering each other's cells without Corrections Officers responding, and we also viewed video footage showing this occurring. This increases risks of violence, standover tactics, and trading and use of contraband.
84. The gym and D Block are open to all prisoners so they can exercise and take part in rehabilitation and training programmes. During our inspection, physical supervision was relatively minimal.
85. In the library and programmes rooms, the librarian and programme providers were typically locked in rooms with 10-15 prisoners. Corrections Officers were only sometimes present. Many prisoners, with varying security classifications, visit the programmes area each day, and we saw prisoners walking around in the classrooms unsupervised. ^{s 6 (c)}
86. During our inspection, up to 38 prisoners were using each of the C Block dining rooms daily for breakfast and dinner. ^{s 6 (c)} physical supervision was minimal. Prisoners were sometimes given a light search before entering the dining room, which may not be enough to detect concealed weapons or contraband. Corrections Officers usually waited outside the dining room while prisoners ate.
87. The lack of surveillance in some areas, especially when combined with gaps in supervision, made the prison environment conducive to violence, standover tactics and bullying, and trading and use of contraband such as drugs and phones.
88. Since our inspection, the prison has taken steps to address these concerns. It has installed security cameras ^{s 6 (c)} and is seeking funding for cameras ^{s 6 (c)} ^{s 6 (c)} ^{s 6 (c)} he prison has increased its focus on supervision of prisoners in unmonitored areas, and on preventing prisoners from entering each other's cells.

Poor searching practices

89. Corrections Officers can use rub-down searches and handheld metal detectors to find weapons and other concealed contraband. With a rub-down search, the officer runs or pats his or her hand over the body of the person being searched. The search can be carried out outside or inside clothing (other than any underclothing).
90. During our inspection, we saw both types of searches being carried out. Some of the searches were carried out well. But we also saw many examples of poor searches. Some rub-down searches were not thorough enough to detect unauthorised items, typically because prisoners' torsos and legs were not given a thorough search. Sometimes, prisoners were not rubbed down before being moved around the prison. ^{s 6 (c)}
91. Poor searches can result in weapons or other contraband not being found, which can undermine safety and good order.
92. Since our inspection, the prison has committed to improving the standard of its rub-down searches, and ensuring that prisoners are searched before all movements between different areas of the prison.

Inadequate control of cellphones

93. Cellsense is a portable freestanding metal detector that is designed to detect cellphones and other contraband concealed on a person or in body cavities. The prison's search team uses one Cellsense detector and we saw another at Te Kaitiaki Wairua. We saw no evidence during our inspection that the Cellsense equipment is used regularly in the Receiving Office.
94. ^{s 6 (c)}

95. The prison has taken steps to address this issue. Between October 2016 and April 2017, prison staff used targeted searches and intelligence obtained from phone monitoring to find 41 cellphones. As noted above, one of the Cellsense detectors is now in use at the Receiving Office, and the prison is investigating the purchase of a third detector.

Poor monitoring of visits

96. Staff use a walkthrough metal detector and handheld metal detector to search visitors arriving at the visits centre. The room where visits take place is monitored using surveillance cameras. During our visit, we saw Corrections Officers in the room with prisoners and visitors. However, we also viewed video footage of one visit in which officers left prisoners alone with female visitors for more than 20 minutes. The prisoners and their visitors were able to hug each other closely and to move their hands inside each other's clothing. Under such circumstances, it would be easy for visitors to pass contraband to the prisoners.
97. The prison intends to assign more staff at the visits centre to ensure that visits can be adequately supervised at all times.

Access to contraband

98. As noted above, prisoners told us that they had access to cellphones.
99. Prisoners also said that unauthorised drugs were relatively easy to obtain. Over the six months from 1 September 2016 and 28 February 2017, the prison conducted 148 drug tests, of which 32 (just over 20%) were positive.
100. During our inspection, one prisoner's cell had a strong smell which resembled cannabis. In another, we found items associated with drug use. Prison staff took appropriate disciplinary action in both cases.
101. There were two finds of home brew between 1 September 2016 and 28 February 2017. Around the prison, including in C Block, Te Ara, the gym and prisoners' cells, we saw many containers that could be used to make home brew, and staff told us it was usual for containers to be in cells. We saw no evidence of the stockpiling of fruit, which is often used to make home brew.
102. The improved security and search practises discussed above are intended to address the issues of prisoners' access to contraband in the prison. The prison also intends to increase the frequency of cell searches which can detect the presence of home-brew equipment and other contraband.

Intelligence and incident response

103. Following the Spring Hill disturbance in 2013, the department began to introduce Site Emergency Response Teams (SERT), trained to work alongside other staff to prevent the outbreak of violence and disorder, and to provide additional rapid response capability that prioritises safety in the event that any incident does occur. At the time of our inspection, Manawatu Prison did not have such a team.
104. The prison has an intelligence analyst, and established a search team charged with combating contraband. Both have an important role to play in this area.
105. The intelligence analyst reported having a good working relationship with the search team, Security Manager and the Prison Director. Corrections Officers regularly provide useful information to intelligence staff and the search team, which is passed to the police, if appropriate, or used to target searches. Intelligence is also gathered by monitoring prisoners' phone calls. As noted above, intelligence and targeted searches has resulted in discovery of cellphones and other contraband.
106. Since our inspection, we have been advised that the prison plans to establish a Site Emergency Response Team this year.

Prisoners are kept safe at all times while held in segregation and individual needs are recognised and given proper attention.

Voluntary segregation

107. Prisoners can ask to be placed in voluntary segregation if they believe they may be at risk from other prisoners. Prisoners on voluntary segregation are housed in C Block unit 2 wing 2.
108. Prisoners told us they were aware of the voluntary segregation policy and knew that if they felt vulnerable they could discuss their concerns with any Corrections Officer.
109. We reviewed a selection of segregation documents on prisoner files. Reasons for segregation included "first time in custody, fears for safety", "due to nature of charges" and "on segregation 9 times before and gang issues".
110. Prisoners on segregation must be managed so that their immediate safety is assured, with a longer-term view to returning them to a normal prison regime.
111. Prisoners told us they generally felt safe in the segregation wing. However, we were told that not everyone was there for genuine reasons. Some were gang members or bullies who did not genuinely fear for their safety. Prisoners said that bullying and intimidation sometimes occurred in the wing after lockdown. We were told of one incident in which prisoners banged on pipes and chanted in an attempt to intimidate another prisoner. Staff were not aware of this incident.

Directed (non-voluntary) segregation

112. Prisoners may also be placed in segregation if prison authorities believe they may be at risk from others, or may be a risk to others.
113. The prison has no specialist unit for prisoners on directed segregation. Four cells have been set aside in B Block to house these prisoners.
114. During our inspection, we were told there were three prisoners in the directed segregation cells. One had been transferred from C Block after an incident. One was deaf and was placed in segregation for his own safety, increasing the isolation he already experienced due to his hearing impairment. One was a maximum-security prisoner who could only be unlocked when three Corrections Officers were present.
115. A management plan should be put in place for each prisoner on directed segregation, identifying (if relevant) the type of behaviour they need to improve, how long they may spend outside their cell, and what access they have to programmes, visits, telephone calls and other activities. We asked for examples of these management plans but received none.
116. Prisoners found guilty of misconduct under the Corrections Act 2004 may be confined to a cell, and are managed in a similar manner to prisoners on directed segregation.

Mixing of different security classifications

117. Legislation and policy provides that maximum- and high-security prisoners should be housed separately from those with lower-security classifications. Remand accused prisoners can be housed with remand convicted prisoners, but should be managed separately so they do not mix. The policy aims to minimise the risks that can arise from mixing prisoners of different security classifications.
118. At Manawatu Prison, the C Block voluntary segregation unit houses prisoners with a range of security classifications. In B Block, remand convicted and sentenced prisoners mix.

Duty of care

Inspection Standards

Prisoners feel safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault), through a clear and coordinated disciplinary approach.

Prisoners who have been subject to victimisation or bullying are protected from any further victimisation through active and fair systems, which are known and used by all staff.

119. As discussed previously, the high security blocks were designed for considerably fewer prisoners than they currently house and the design and layout of these blocks poses challenges for staff in the management of the prisoners in these areas.
120. The gaps in surveillance and supervision mean that prisoners have opportunities to obtain and trade contraband, and to engage in violence or intimidation.

Violence

121. Prisoners we spoke to across the prison told us that they generally felt safe, but this was often because they had gang affiliations or had spent a long time in prison and knew how to keep themselves safe.
122. Prisoners told us that they knew which areas were monitored by surveillance cameras, and that fights took place in unmonitored areas ^{s 6 (c)}. Some prisoners told us of a series of fights that took place over several days in late March 2017. Typically, these were not reported to Corrections staff, so we are unable to substantiate these statements by prisoners, as no incident reports had been completed.
123. While we were at the prison, we saw one high-security prisoner in B Block push past a Corrections Officer from the exercise yard. From there, he went into B Block's showers and assaulted another prisoner. We were told that the prisoner would be charged with misconduct.
124. From what we could determine, staff responded appropriately and effectively when they did become aware of assaults or other violence in the prison.

Standover tactics

125. Some prisoners told us about standover tactics ^{s 6 (c)}.
126. One prisoner told us he was seriously assaulted after another prisoner demanded his medication. Custodial staff did not see the assault and it was not reported to them, and the incident did not come to light until the next day, when he had an appointment with a prison nurse on a routine matter. Our inspectors were able to confirm the prisoner's statement that he had been assaulted.
127. Gang affiliations play a role in these incidents. In C Block, we saw members of rival gangs interacting with each other and with Corrections Officers in a relaxed manner as they cleaned cells and went for showers. But we were also told of gang activities in other parts of the prison, fights, assaults and standover tactics.
128. We saw that some prisoners who were gang members had plenty of clothing, bedding, and towels, while others had very little. Some also had property in their cells that was not listed as belonging to them – including jugs, radios, cassette players, televisions, compact discs and a guitar.
129. Prisoners told us that conditions in the prison tended to encourage standover tactics. ^{s 6 (c)}
Similarly, prisoners in Te Ara and Te Kaitiaki Wairua said a lack of money to buy items from the canteen (unemployed prisoners are paid \$2.70 a week) led prisoners to bully others ^{s 6 (c)}.
130. Because smoking is prohibited in the prison, new prisoners who smoke are placed on a 12-week nicotine replacement programme, during which they receive nicotine lozenges. ^{s 6 (c)}
. Corrections Officers hand out strips of lozenges to eligible

prisoners each day, ^{s 6 (c)}

131. In general, prisoners were very reluctant to inform Corrections Officers about intimidation or standover tactics. Many were also reluctant to talk to us about these incidents; some did so only after obtaining "the nod" permission from older prisoners.
132. The prison's action plan includes steps to address these concerns. As well as increasing surveillance (discussed above), the prison has committed to strengthening search practices and increasing enforcement against prisoners who have property that does not belong to them.

Inadequate detail in incident reporting

133. As noted above, many prison assaults go unreported because prisoners are reluctant to inform on others. Where assaults are recorded, the incident reports do not always give a clear picture of what occurred. We reviewed a selection of incident reports for prisoner-on-prisoner assaults in B and C Blocks. Several incident reports said simply: "Prisoners charged, awaiting outcome." These reports provided no detail about investigations into the causes of the incidents or the measures put in place to prevent further incidents of a similar nature.
134. Since our inspection, the prison has taken steps to address this concern.

Inspection Standard

The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. The specific needs of different prisoner groups and the levels of risk across the prison are recognised and acted upon.

135. As of May 2017, a very high proportion of the prison's staff (104 of 121) were certified in Suicide Awareness Training.
136. The prison has no designated At Risk Unit. Prisoners who are identified as being at risk are usually transferred to Whanganui Prison, which has a specialised unit.
137. Two prisoners gave us examples of staff displaying positive and supportive behaviour. In one, a Corrections Officer stayed outside a prisoner's cell after hours, providing him with reassurance when he had taken medication that made him become distressed and disorientated. In the other, a prisoner who suffers post-traumatic stress disorder told us that staff were understanding and willing to help him when he has an episode.

Inspection Standard

Prisoners are fully supported by the chaplaincy, which contributes to the prisoner's overall care, support and reintegration.

138. The prison has two chaplains. Prisoners told us that they had a good relationship with the chaplains and saw them regularly, and that the chaplains contributed positively to their wellbeing and ability to reintegrate into the community after release. Many of the prisoners were on first-name terms with the chaplains.
139. Chaplains can only visit prisoners during unlock times, which were limited at the time of the inspection due to the 8am to 5pm unlock regime in place. However, the hours of unlock in low security units were extended on 5 June 2017, giving greater access for the chaplains to meet with prisoners.
140. At the time of our inspection the prison chapel was not able to offer a Sunday church service due to ^{s 6 (c)} in the church and staff resources available to supervise prisoners in this area. Since our inspection, 80 lower-security prisoners now use the chapel for Sunday church services as a surveillance camera has been installed. At this time high-security prisoners are still unable to use the chapel for Sunday church services due to staffing constraints.
141. Prison management reported they are working constructively with the prison chaplains.
142. The prison has ^{s 9 (2) (a)} Muslim prisoners at the time of our inspection. One told us he had no access to a Muslim cleric and was unable to practise his faith.

Inspection Standard

Prisoners with disabilities (both physical and mental impairments and learning disabilities and difficulties) are treated equitably and according to their individual needs

143. s 9 (2) (a) [Redacted]
144. s 9 (2) (a) [Redacted]
145. s 9 (2) (a) [Redacted]
146. s 9 (2) (a) [Redacted]
147. s 9 (2) (a) [Redacted]
148. s 9 (2) (a) [Redacted]
149. s 9 (2) (a) [Redacted]

Health services

Inspection Standard

Prisoners' immediate health and social care needs should be recognised on reception and responded to promptly and effectively.

150. Prisoners should be cared for by a health service that assesses and meets their health needs while in prison and which promotes continuity of health and social care on release. Prisoners should receive the same standard of health care as they would be entitled to elsewhere in the community.
151. To see a health professional in Manawatu Prison, prisoners have to complete a health request form (usually called a 'Med chit') and post it in a lock-box. A nurse collects the chits every morning, and health centre staff then prioritise the requests. The health centre arranges appointments with its own staff, and with visiting health professionals.
152. Prisoners can only get to the health centre if escorted by a Corrections Officer. One officer is assigned to this duty each day, but we were told it was common for that officer to be called to other duties at short notice. This could mean that prisoners did not get to their appointments and had their assessment and/or treatment delayed.
153. During 2016, a significant backlog to see a health professional had built up. In December 2016, 129 of the prison's 290 prisoners were waiting to see medical staff. By April 2017, this had dropped to 80. Though an improvement, that was still almost 30% of the total prisoner population.
154. Some prisoners we spoke to raised concerns over the time it took for them to see a nurse, doctor or dentist. Between 1 September 2016 and 28 February 2017, the health service received 14 formal complaints, of which seven were about access and waiting times. The health centre manager has also raised concerns about waiting times.

155. Since our inspection, we have been advised that the prison has made further progress at addressing these concerns, and in particular the staffing issues that were preventing officers from escorting prisoners to the health centre have now been resolved.

Inspection Standard

Prisoners with mental health problems are recognised and supported by health staff and specialist services at the prison, and have unhindered access to help in pursuing recovery.

156. A general health nurse assesses the mental health of all new prisoners to determine whether they should be referred for further assessment. The nurse also reviews the daily Med chits and determines whether a mental health referral is needed.
157. Anyone who is referred for mental health assessment is seen by a forensic nurse who is available at the prison's health centre at least one day a week. The forensic nurse can refer prisoners on to a psychiatrist who is available at the health centre one day a fortnight.
158. The forensic nurse also covers the Palmerston North District Court and so can identify people with mental illness coming to prison and provide ongoing care.

Environment

Inspection Standard

Prisoners live in a safe, clean and decent environment which is in a good state of repair and fit for purpose.

Accommodation

159. We inspected all areas of the prison including the accommodation blocks, visits centre, health centre, Receiving Office, administration block, gym, and D Block which houses the library, chapel, and programme rooms. Most facilities were tidy and in a satisfactory state of repair.
160. B Block, C Block and Te Kaitiaki Wairua were clean and in reasonable condition, and most cells were free of graffiti. In Te Ara, some of the cells had been recently painted and were in reasonable condition, but others were in need of refurbishment. The unit as a whole was untidy, with rubbish and plastic containers lying around the compound.
161. In B Block and C Block, which are intended for remand and high-security prisoners, there is little natural light. Prisoners in Te Ara and Te Kaitiaki Wairua had ready access to outdoor areas and natural light.
162. Each block has access to payphones, which prisoners can use to contact families, lawyers and others. The payphone in Te Ara was in the laundry, making it difficult to use (due to noise) when the washing machine and clothes dryer are in use. Other payphones were in public areas, making it difficult for prisoners to have private conversations.

Clothing and bedding

163. Prisoners told us that a lack of clothing in reasonable condition was a major problem. ^{s 6 (c)} [REDACTED]. ^{s 6 (c)} [REDACTED]. As noted in paragraph 135, poor-quality clothing was a source of tension, ^{s 6 (c)} [REDACTED].
164. The quality and quantity of bedding varied. Generally, the duvets were thin and a dirty grey colour, sheets were frayed, and pillows were of poor quality. Some prisoners had no pillow. Mattresses had been replaced across the site shortly before our inspection.
165. Prisoners' clothes and bedding are sent five days a week to the laundry at Whanganui Prison. Prisoners said that their clothing and bedding were not always returned. Therefore, they use the washing machines and clothes dryers in the units, which were originally intended only for washing underwear, socks and T shirts. In C Block, one washing machine and dryer served 68 prisoners. B

Block, Te Kaitiaki Wairua and Te Ara also have one washing machine and dryer each for towels and clothing. The prisoners told us that this was inadequate.

166. Since our inspection, the prison has begun an audit of clothing and bedding to determine what should be replaced. The prison has been working with Whanganui Prison to address issues with incorrect or missing laundry, and is considering establishing a laundry at Manawatu Prison.

Maintenance

167. The Spotless Group maintains the property, hiring third-party contractors to carry out maintenance work. Spotless Group prioritises tasks that are important for prisoner and staff safety, and appeared to respond well to the prison's needs.
168. Some of its priority work has resulted from prisoners' actions. ^{s 6 (c)} [REDACTED]
[REDACTED] observation windows in cell doors have been broken; and power outlets in cells have been tripped.
169. A number of prisoners commented on the quality of the drinking water, which comes from a bore at Linton Military Camp. We note, however, that the water has been tested and meets the relevant drinking water standards.
170. Spotless' maintenance schedule includes a painting plan in which the company provides paint and prisoners provide the labour, thereby developing skills which may be useful after release.

Inspection Standard

Prisoners' property held in storage is secure, and prisoners can access their stored property on request

171. Many prisoners we spoke to said there had been delays in receiving approved items of personal property from their families and friends and from storage. These delays sometimes exceeded a month, which was confirmed during our inspection.
172. To address these issues, the prison appointed a temporary staff member and simplified its systems for dealing with property. The backlog was reduced to an average of two days.

Industry, treatment and learning

Inspection Standards

Prisoners have regular and equitable access to a range of out-of-cell activities All prisoners are occupied purposefully during the day

Time out of cells

173. Prisoners have limited time out of their cells, although we recognise that this is more than the minimum lawful requirement. At the time of our inspection, all units operated an 8am to 5pm unlock regime with an additional one-hour lunchtime lockdown. Unlocking and locking up typically took about half an hour. Staff briefings and preparations for unlock could also take additional time. In practice, prisoners in B and C Blocks were typically out of their cells for about five hours per day, and prisoners in Te Ara were typically out of their cells for about 6½ hours per day. Te Kaitiaki Wairua had previously operated a 6am to 9pm unlock regime. However, unlock hours were reduced in 2016, due to staff pressures, caused by transfer or secondment of staff to other prisons.
174. For high-security units, the 8am to 5pm unlock regime complies with national policy. For low security units, the policy allows unlock hours to vary depending on available resourcing, so long as appropriate prisoner-to-staff ratios are maintained. The 8am to 5pm unlock regime in place at the time of our inspection reflected the regional directive.
175. Prisoners we spoke to in B Block were generally satisfied with the time they spent out of their cells,

and told us they spent most of it in the gym, or playing cards or socialising with other prisoners. They said they had phone access to keep in contact with families, but keeping in contact with their lawyers was harder as unlock hours were the same as court hours.

176. Our view is that 8am to 5pm unlock hours limit prisoners' opportunities to take part in programmes that could contribute to their rehabilitation and to maintain a balanced lifestyle consistent with what they should expect to experience after release.
177. Since our inspection, unlock hours in both Te Kaitiaki Wairua and Te Ara have been increased. The unlock times are now 6.30am to 6.30pm in winter and 6.30am to 8.30pm in summer. We have been advised that this has increased prisoners' ability to engage in activities and stay in touch with families. In B and C Blocks, unlock hours remain unchanged.

Working prison

178. The prison became a designated Working Prison in 2015. Te Kaitiaki Wairua is the prison's designated Working Prison unit, though appropriately classified prisoners from all units can take part in some industry, treatment and learning activities.
179. Working prisons are supposed to engage prisoners for 40 hours a week in activities that prepare them for release and reintegration into the community. Those activities include treatment and rehabilitation programmes, learning activities (including literacy and numeracy, and vocational training), employment opportunities (including employment within the unit or prison, and release to work) and other activities.
180. Manawatu Prison regularly exceeds the 40-hour per week target. In the week starting 30 January 2017, it achieved 124.92 % of the targeted hours, the highest for any prison in the country.⁵ The hours varied from prisoner to prisoner. In some units, well over half of the prisoners exceeded the stated target. From a random sample, we found one prisoner who was recorded as working for over 150 hours during the week, and several others who were recorded as working for more than 80 hours.
181. We were not sure how this was possible when unlock hours were relatively short, thus we did not regard these figures as reliable. The prison is reviewing its processes to ensure that the hours prisoners spend on work or other activities are recorded accurately.
182. The 8am to 5pm unlock regime in place across the prison during our inspection meant that many prisoners were in their cells for long periods, which compromised their ability to engage in activities. When out of their cells, prisoners had access to the library and to educational and reintegration programmes, some reported a lack of meaningful employment opportunities.
183. As noted above, we acknowledge that the unlock regimes complied with the relevant Corrections policies and directives, and that the unlock hours have now been increased in the low security units (Te Kaitiaki Wairua and Te Ara).

Rehabilitation and reintegration programmes

184. Prisoners across the site have access to a range of programmes to aid rehabilitation and reintegration. These include:
 - » a motivational programme and two rehabilitation programmes⁶ aimed at helping offenders to understand the causes of their offending and make positive changes
 - » programmes targeting alcohol and drug use, domestic violence, and gambling
 - » parenting skills courses.
185. Eligibility depends on prisoners' security classification and risks of reoffending and reimprisonment. In addition, some programmes are not available until the prisoner has reached a specified timeframe in his sentence. Demand is higher than the number of places available, which means that access has to be prioritised. Typically, prisoners on shorter sentences and those reaching the end of their sentences are given priority.

5 The targeted number of hours varied from prison to prison, based on the number and category of prisoners.

6 Short Rehabilitation Programme and Medium Intensity Rehabilitation Programme.

186. Te Ara was established in February 2015 as the country's first Te Ara Māori (Māori Pathway) unit, with the aim of aiding offenders' rehabilitation and reintegration by strengthening their cultural identity. Te Ara Māori units are aimed at offenders serving short sentences, and those serving longer sentences who might wish to transfer to a Te Tirohanga Māori (Māori Focus Unit) at another prison. Those units offer more intensive cultural programmes. However, we noted that only one prisoner transferred to a Te Tirohanga unit in a period of almost 17 months prior to 22 May 2017. This appeared to be low given that the purpose of such units was to act as a transitional step before the prisoner would move on to a Māori Focus Unit at another prison.
187. Manawatu's Te Ara unit offers regular kapa haka workshops and a carving programme, but prisoners told us it otherwise offered little in the way of tikanga Māori training. Some told us they were bored. Since our inspection, the prison has begun work on a plan to improve the range of tikanga Māori activities offered, so the unit can fulfil its purpose.

Education and training

188. Prisoners from across the prison have access to a range of education and training courses. These cover basic literacy, numeracy, and learning skills and a range of vocational training opportunities. Vocational training courses cover practical skills in driving, health and safety, first aid, graphic design, catering, agriculture, carpentry and building trades, and forklift operation.
189. Prisoners also have access to a range of educational activities. As discussed above, prisoners in Te Ara are able to attend kapa haka and carving workshops. Te Kaitiaki Wairua has its own art room and hobbies room (as well as a library and gym), which prisoners can use when not locked up. Some have produced high-quality artworks, which are being placed in various parts of the prison.

Work experience and employment opportunities

190. Te Kaitiaki Wairua is the prison's designated Working Prison unit. Its residents are able to gain work experience by working in the prison kitchen, on the grounds, in off-site work parties and in Release to Work opportunities.
191. At the time of our inspection the prison had no designated Release to Work coordinator. Custodial and Case Management staff sometimes helped prisoners into release to work opportunities in the community. Only one prisoner was on Release to Work when we visited.
192. Prisoners in the high-security B and C Blocks units had access to more limited work experience opportunities within the unit, such as cleaning.
193. The prison used to operate its own a light engineering workshop, horticultural tunnel houses, joinery and laundry. However, these were closed down some years ago as they were not economically viable.

Inspection Standard

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

194. The Whanganui Prison librarian manages the prison library, which is open two days a week for about four hours a day. Ten prisoners at a time can go to the library, for one hour at a time. The limited opening hours and limited unlock times has meant that some prisoners have difficulty accessing the library.
195. The librarian has introduced some effective initiatives to engage and interest prisoners beyond the time they spend in the library. These include regular newsletters with book reviews, a prison book club, and 'mindful' colouring. Te Kaitiaki Wairua also has its own library, which according to prisoners, is relatively well resourced.
196. Since our inspection, the prison has begun to explore options for increasing access to library services.

Inspection Standard

Prisoners benefit from physical education and fitness programmes that meet their needs.

197. The prison has a main gym, located near the programmes area (D Block). Te Kaitiaki Wairua also has its own gym, as does B Block. Each unit also has its own exercise yards. For a few hours each weekend, each of the four wings of C Block has access to a large grassed concourse area which can also be used for exercise.
198. Prisoners in the low security units, Te Ara and Te Kaitiaki Wairua, had ready access to the outdoors during unlock hours. Those in the high-security units, B and C Blocks, had limited access to the exercise yards for an hour or so a day.
199. The main gym is poorly equipped and prisoners complained about the poor state of gym equipment. Only 15 prisoners can be in the gym at one time, which means that most prisoners do not have regular access. Some B Block prisoners told us that sessions in the main gym could be cancelled because staff were not available to take them there.
200. We saw prisoners who had improvised their own exercise equipment. Some were rolling tyres around exercise yards, or used broom handles, water containers and plastic bags of water as improvised weights. Prisoners in Te Ara used water pipes in the veranda ceiling for chin-ups.
201. Prisoners told us they had not been provided with any structured physical education and fitness programmes and did not have any individual assessment to determine how much exercise they could participate in safely.
202. Some said they were concerned at the excessive amount of bread they received as part of their daily menu. They considered this ration unhealthy. Most prisoners received 11 slices per day and those working in external working gangs received 17 slices per day. The prison complies with the national prison menu, which was developed in 2010 with input from the Ministry of Health, the Heart Foundation and Diabetes Life Education, in consultation with a clinical dietitian.
203. Since our inspection, we have been advised that the prison is seeking approval for funding to buy new gym equipment. It is also taking steps to provide structured physical activities.

Reintegration

Inspection Standard

Prisoners are encouraged to re-establish or maintain relationships with their children and families where it is appropriate.

204. Prisoners at Te Kaitiaki Wairua and Te Ara said that staff were positive and generally encouraged prisoners to maintain relationships with their families. They had regular access to family at visits and family days, and the visits centre was suitable for children. However, the 8am-5pm unlock regime compromised their ability to call family and friends who were at work or school during the day. This could be frustrating, especially if important family matters needed to be discussed.
205. Prisoners said the payphones in their units were in places that did not allow them to have private conversations with family members and others. As noted earlier, the payphone in Te Ara is in the laundry.
206. Since our inspection, the prison has advised that moving the phones is not practical. However, processes are being changed to ensure that prisoners have reasonable privacy during phone calls, and that laundry machines are not running while prisoners are using the phone.

Inspection Standards

Prisoners' needs are met and the likelihood of re-offending reduced by a "whole prison" approach to reintegration that begins on their arrival

Prisoners understand and are motivated to meet sentence plan targets and are supported at the prison in their efforts to achieve them.

207. The prison has a Case Management team comprising a Principal Case Manager, eight Case Managers and a scheduler. Each Case Manager has a case load of about 35–40 prisoners.
208. For each offender, Case Managers are required to put in place an offender plan which identifies interventions or activities aimed at reducing the risk of re-offending. From a sample of 30 prisoner records from across the prison, we found that, in all cases, the offender plan was put in place within required time frames.
209. Each prisoner's offender plan is provided to the unit he is housed in, and one of the Corrections Officers is assigned as his Case Officer and is responsible for supporting the prisoner to work towards positive change. An inspection of IOMS records showed that Case Managers were responsive to prisoners and followed up when needed, and that Case Officers were actively engaging with and supporting prisoners.
210. Prisoners gave us a range of feedback about the case management process. Some said they were satisfied with their Case Manager and felt well supported. Some said they experienced delays or difficulties in seeing their Case Manager, or did not know who their Case Manager or Case Officer was.
211. Eligibility for the rehabilitation programmes depends on a prisoner's security classification and risk of reoffending. High-security prisoners have limited access to the programmes. Some prisoners told us they wanted to do the rehabilitation programmes on offer but understood that they had to get their security classifications down first.

Guided release

212. The prison has a guided-release Case Manager, whose role is to work with long-serving prisoners to plan specific reintegration activities that will assist prisoners on release. These activities generally take place outside the prison. The programme is available to prisoners who are eligible for temporary release⁷ and have an identified need.
213. The initiative aims to establish a prisoner's re-integration needs, reconnect them with their family, and gain community support before their release so they can transition seamlessly back into the community. Between November 2016 and April 2017, the prison facilitated 65 guided releases. The Case Manager is currently working with four guided-release prisoners.

Inspection Standard

Prisoners serving an indeterminate sentence and those serving long sentences are informed of and understand their sentence. They receive specialist advice and support to enable them to progress during their sentence.

214. Offenders' eligibility for programmes depends on a range of factors, including security classification, risk of reoffending and reimprisonment, and (in some cases) how close the prisoner is to the end of his sentence. In addition, access to programmes is prioritised, with offenders on shorter sentences or those closer to release are given priority access to rehabilitation and training programmes.

215. This causes some frustration among prisoners on longer sentences. Some told us they were motivated to address their offending but were unable to get into the programmes. Others said they had completed all of the programmes on their offender plans and wanted access to purposeful training or work. Many said they were bored and filled the day by playing cards.
216. The prison's ability to manage these issues is limited, since access to programmes depends on national policies and availability of resourcing.

Inspection Standard

All prisoners, including those on remand or serving short sentences, have a custody plan that includes targets to address identified reintegration needs. These targets are monitored and reviewed throughout the custody period until release.

217. A sample of remand prisoners showed that all had a Case Manager and offender plan in place. Case Managers meet with remand prisoners regularly to discuss their rehabilitation and reintegration needs.
218. Remand prisoners can take part in education programmes but are not enrolled in rehabilitation courses unless they are convicted.
219. Likewise, some prisoners on short sentences were not eligible for rehabilitation programmes because of their security classification or risk of reconviction and reimprisonment.⁸ This is a matter of national policy and available resourcing. It can mean that some prisoners are released before they have an opportunity to complete or attend a programme.
220. Some prisoners expressed concern about lack of support after release. They said they had nowhere to go, and no help to find accommodation, and that the allowance they received was not enough to feed and clothe them until they could access other funds. They feared they would be forced to use hostels where they would be exposed to "bad influences" from people with drug or alcohol habits or links to crime. We saw examples of offender plans that followed them into the community.

⁸ Risk of conviction and reimprisonment is measured using an index known as Roc*RoI (Risk of conviction x risk of imprisonment).