

Christchurch Men's Prison

Inspection

June 2018

IN-CM-01

Inspection team

Trevor Riddle	Principal Inspector
Brenden Makinson	Inspector
John Kinney	Inspector
Don Govender	Inspector
Fiona Irving	Regional Clinical Director Health

August 2019

Office of the Inspectorate
Department of Corrections
Private Box 1206
Wellington 6140
Telephone: 04 460 3000
Email: inspectorate@corrections.govt.nz

Contents

<u>Foreword</u>	<u>2</u>
<u>Overview</u>	<u>4</u>
<u>Introduction</u>	<u>7</u>
<u>Transport and reception</u>	<u>9</u>
<u>First days in custody</u>	<u>11</u>
<u>Residential units</u>	<u>12</u>
High Security Units	12
Environment and basic needs	12
Lower Security Units	19
Youth Unit	27
<u>Health and other services</u>	<u>29</u>
Mental health and self harm	32
Prisoners with disabilities	33
Spiritual support	33
<u>Reintegration</u>	<u>34</u>
<u>Appendix – Images</u>	<u>36</u>

Foreword

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

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

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

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

The purpose of the prison system is to protect society from crime, both during imprisonment and after release.² The four principles reflect that purpose, and also highlight the potentially competing demands that are often placed on prison staff and management.

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

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

Our inspection of Christchurch Men's Prison took place in June 2018. A high prisoner population caused some difficulties for the prison, with staff under pressure and more prisoners being double-bunked.

Units generally provided a safe and healthy environment in which prisoners' needs were met. However, parts of some units were in a poor state of repair. Clothing and bedding were generally good. Many prisoners raised concerns about safety and humane treatment during transport to and from prison.

Incidents of fights and violence, gang influence, bullying and standovers were reported. Many prisoners said they felt safe in their units, despite incidents of violence being recorded. Staff demonstrated good active management when dealing with prisoners and searches observed were generally of a good standard.

In general, prisoners had access to a range of activities to keep them engaged and support positive change, including rehabilitation programmes, work experience and education programmes. Time

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

² United Nations Standard Minimum Rules for the Treatment of Prisoners (The Nelson Mandela Rules), rule 4. Also see Corrections Act 2004, ss 5, 6.

available for programmes was restricted by short unlock hours in high security units. Phone and family access was generally reasonable.

Prisoners' health needs were not always being met. The internal health centre building was no longer fit for purpose, and conditions were difficult for health staff. Health staff were under-resourced. Some services were available to support reintegration for prisoners on release.

As well as conducting our scheduled programme of prison inspections, the Office of the Inspectorate will be providing ongoing monitoring through the work of its Regional Inspectors. In addition to their general responsibilities, they will be reporting to me on matters specifically identified in this report.

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

I acknowledge the cooperation we received from staff and management of Christchurch Men's Prison, 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

Overview

1. Christchurch Men's Prison is located in Yaldhurst on the outskirts of Christchurch. Originally named Paparua Prison, it was established in 1915 as a farm to teach prisoners about agriculture and encourage hard work. Originally built to house around 120 male prisoners, the prison has undergone significant expansions, and today is one of New Zealand's largest prisons.
2. At the time of our inspection, the prison had the capacity to house 940 male prisoners.
3. Our inspection took place over a 12-week period beginning 14 May 2018. This included a site visit from 16 June to 22 June 2018.

Transport and reception

- Finding 1. Some prisoners raised concerns about safety and humane treatment during transport to and from prison. Many reported that the prison vehicle cubicles were too small and uncomfortable, with inadequate assistance, water or breaks.
- Finding 2. The prison was making good use of the audio visual facilities. This mitigates risks to safety and good order that can arise when prisoners are transported to and from court.
- Finding 3. During reception and admission, prisoners were kept safe and generally treated in a humane and respectful manner. The number of holding cells was inadequate and some prisoners could see into the strip search room. Staff demonstrated good interviewing skills and Risk Assessments were completed well.
- Finding 4. Property office staff said they were under-staffed and this caused delays to processing property.

First days in custody

- Finding 5. Most prisoners received induction information on arrival in their unit, but some high security prisoners did not. Some prisoners had insufficient underwear during their first days in custody.

High Security Units - Environment and basic needs

- Finding 6. Most high security units provided a safe and healthy environment in which prisoners' needs were met. However, in some units the yards, showers and toilets were in a poor state of repair.
- Finding 7. There were no significant issues with the quality and quantity of clothing and bedding in the high security units.
- Finding 8. Many prisoners complained about the quality of the food and having to eat next to uncovered toilets in cells. Staff said the high turnover of kitchen workers sometimes compromised the quality of the food they produced.

High Security Units – Safety and humane treatment

- Finding 9. High security residential units generally provided a safe environment. However, incidents of physical and sexual violence, fights, gang influence, bullying and standovers were reported.
- Finding 10. Staff demonstrated good active management when dealing with prisoners. Searches observed were generally of a good standard.

High Security Units – Rehabilitation

- Finding 11. High security prisoners had access to a range of learning programmes and work opportunities to keep them engaged and support positive change. Access to rehabilitation programmes was limited among the high security prisoners interviewed. In many instances, access to programmes was restricted by short unlock hours.
- Finding 12. Pressure on case managers meant offender plans had not been completed for all prisoners.
- Finding 13. Classrooms were limited and courses were sometimes overbooked.
- Finding 14. Prisoners were allowed two hours of visits a week. Some visitors had to remove metal used in bras or leg braces before being allowed into the prison.
- Finding 15. Telephone access was generally reasonable during unlock hours although often there was little privacy and noise made communication difficult.

Low-Medium and Minimum Security Units – Environment and basic needs

- Finding 16. A large number of minimum, low and low-medium security prisoners were housed in high security units and were missing out on time out of cell and other rehabilitation opportunities.
- Finding 17. In general, the low security units in the prison provided a safe and healthy environment in which prisoners' needs were met. Some prisoners described damp conditions with condensation in cells.
- Finding 18. There were no significant issues with the quality and quantity of clothing and bedding in the low security units. Some prisoners complained about the quantity and quality of the food.

Low-Medium and Minimum Security Units – Safety and Humane Treatment

- Finding 19. Low security residential units generally provided a safe environment but incidents of violence were reported.
- Finding 20. Rub-down searches were carried out regularly, such as on leaving and returning to units. We witnessed good searching practice and good active management of prisoners.
- Finding 21. Contraband was present in some units.
- Finding 22. Most prisoners interviewed said they felt safe in the low security units, although some incidents of violence were recorded.
- Finding 23. Low security prisoners also reported little intimidation or standovers.

Low-Medium and Minimum Security Units - Rehabilitation

- Finding 24. In general, the lower security prisoners had access to a good range of activities to keep them engaged and support positive change, including rehabilitation programmes, work experience and education programmes.
- Finding 25. Gyms and exercise yards and other constructive activities were available, although the equipment in the Drug Treatment Unit gym was old and not serviced. Activity officers were not available in many units.
- Finding 26. There was no designated visits team.
- Finding 27. Prisoners who were subject to child protection orders were present while children were in the visits room.
- Finding 28. Prisoners said some units did not have enough telephones, and those available were in noisy areas that lacked privacy.

Youth Unit

- Finding 29. The Youth Unit offered specialist rehabilitation and reintegration support for young prisoners. The unit was generally well maintained, though some areas were in need of maintenance.
- Finding 30. Prisoners spent a reasonable amount of time each day out of their cells. The unit offered access to some industry, rehabilitation and learning programmes, and to a wide range of physical and other constructive activities. Staff were active and highly dedicated, arranging activities for prisoners.
- Finding 31. CCTV was used to monitor two cells, which potentially breached prisoners' privacy.
- Finding 32. Prisoners told us that standovers and intimidation sometimes occurred when staff were not present or could not see prisoners.

Health, mental health and other services

- Finding 33. Prisoners' health needs were not always being met and there were long waiting times to see a nurse, doctor or physiotherapist. Access to healthcare was affected by insufficient nursing, medical and physiotherapy staff as well as insufficient dedicated custodial support.
- Finding 34. The internal health unit was no longer fit for purpose and conditions were extremely difficult for health staff.
- Finding 35. 9 (2) (a)
- Finding 36. Health staff did not have electronic access to HealthOne, which supports continuity of care by providing details of prisoners' community medication and other clinical results and appointments.
- Finding 37. Prisoners' mental health needs were generally met. The prison was taking reasonable steps to identify prisoners at risk of self-harm and respond appropriately. Prisoners in the At Risk Unit (or Intervention and Support Unit) were kept safe.
- Finding 38. The needs of prisoners with disabilities were met.
- Finding 39. Prisoners' spiritual needs were generally well met.

Reintegration

- Finding 40. Some services were available to support reintegration.
- Finding 41. Some prisoners interviewed did not think they were ready for release or their Parole Board hearing. Some had not completed necessary rehabilitation programmes and some lacked plans around accommodation or employment upon release.

Introduction

4. Christchurch Men's Prison is one of 17 public prisons in New Zealand. Together with one prison run as a public private partnership, these prisons operate under the direction of the National Commissioner.
5. The prisons operate in four regions – Northern, Central, Lower North, and Southern – each led by a Regional Commissioner. Christchurch Men's Prison is one of five prisons in the Southern Region.

Prisoners

6. The prison can accommodate up to 940 male prisoners. As at 30 April 2018, the prison housed 925 prisoners. In addition, 12 prisoners were held off site (including at hospital and court) and three were held by the Police.
7. Of the 940 prisoners, 329 were on remand and 611 were sentenced. The site had 117 prisoners on voluntary segregation and 13 on directed segregation. In addition, there were 10 prisoners aged under 18, and 23 aged between 18 or 19.
8. The sentenced prisoners were a mix of minimum, low, low-medium, high and maximum security classifications.

Staff

9. On 30 April 2018, the prison had 510.54 full-time equivalent (FTE) staff. Of these, 355.25 were corrections officers, senior corrections officers, principal corrections officers and the site security team. Another 13.69 FTE custodial positions were vacant.
10. Staff told us there were staff capacity issues due to understaffing in some areas. Numbers of available staff were also impacted by some staff being at training college, on special leave, seconded to other areas or, in some cases, suspended.
11. Staff reported low morale, due to recent management changes, which had left staff feeling unsettled and fatigued.

Inspection criteria

12. We assessed Christchurch Men's Prison against a set of healthy prison standards, which are derived from United Nations principles for the treatment of people in detention:
 - » **Safety:** Prisoners are held safely.
 - » **Respect:** Prisoners are treated with respect for human dignity.
 - » **Rehabilitation:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.
 - » **Reintegration:** Prisoners are prepared for release into the community, and helped to reduce their likelihood of re-offending.³
13. A prison's success at achieving these goals depends on a range of factors, including:
 - » an environment and routines that are safe and secure without being unduly restrictive

³ These four principles (or close variations) are used by prison inspectorates in the United Kingdom and Australia, among others. They are consistent with the basic principles (rules 1-5) in the United Nations Standard Minimum Rules for the Treatment of Prisoners (the Nelson Mandela Rules). Those principles also emphasise the importance of equitable treatment and of not taking steps that reduce prisoners' personal responsibility. The principles are consistent with the purpose and principles of the Corrections Act 2004.

- » effective supervision, management and discipline to minimise risks of violence and disorder and encourage constructive use of time
- » positive and respectful staff-prisoner relationships to encourage voluntary compliance with prison rules and procedures
- » opportunities for prisoners to take part in constructive activities that support positive change, including physical activity, treatment and rehabilitation programmes, education and training opportunities, work experience, and time to associate with others
- » a clear and consistent pathway towards rehabilitation, release, and successful reintegration

Inspection process

14. During our inspection:

- » We interviewed 31 prisoners about life in prison and readiness for release back into the community. This included 17 prisoners in the prison's high security facility, eight in the low-medium security units, three in the Self Care units, two in the youth units and one off-site.
- » We interviewed prison managers, custodial and other staff such as health professionals, case managers and prison chaplains.
- » We visited the prison's residential units to assess their physical condition, and to observe prison operations including staff-prisoner interactions and prisoner activities. During these visits, we spoke with prisoners and staff informally.
- » We visited industry and rehabilitation programme facilities, the prison's health centre, and other prison facilities.
- » We inspected the prison's perimeter and entrances.

15. On 12 December 2018, we provided the Department of Corrections' National Commissioner Corrections Services with a draft of this report. The National Commissioner responded to the draft on 13 May 2019, and summaries of her responses have been incorporated into this report. We acknowledge the improvements that have been made at the prison following the inspection.

Report structure

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

Transport and reception

Transport

18. 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 temporary removal for medical treatment, to assist with reintegration, and for other purposes.
19. Twelve prisoners interviewed about their journeys in the escort vehicles raised concerns about safety and humane treatment during transport. Of those:
 - » Ten reported that the vehicle cubicles were small and uncomfortable.
 - » Five said they travelled from the West Coast to Christchurch. They said they had no seatbelts, but were handcuffed. Twisting roads and rough driving meant they were bounced around and could not protect themselves from hitting the sides or roofs of their cubicles.
20. There are no toilets in the vehicles. (Prison escort vehicles [PEVs] contain drains which are not intended as urinals but are sometimes used that way). Some prisoners told us they avoided drinking the night before a journey so they would not have to urinate.
21. Transported prisoners were all placed in high security handcuffs regardless of their security classifications. Restraints should only be used when necessary to address risks posed by the prisoner.⁴ Using them for low and minimum security prisoners may be unnecessary and potentially compromises prisoners' safety.
22. Following our inspection, the National Commissioner advised that PEVs meet national fleet standards and are regularly checked to ensure they are clean and tidy. The Department of Corrections is reviewing the national PEV standards and specifications, and Inspectorate findings are being considered as part of this. Journey plans were developed which allowed for breaks at least every two and a half hours.

Audio visual suites

23. The prison has a secure audio visual suite which is used for online court hearings, or for prisoners to brief their legal representatives. Having this facility reduces the need to transport prisoners to and from court, and therefore reduces risks associated with transport and temporary escort.
24. Prisoners appearing for court hearing via Audio Visual Link (AVL) can be bailed or released at short notice late in the day. This caused issues getting prisoners from outside Canterbury back to their home towns if public transport had departed for the day.
25. Of 13 prisoners interviewed who had used the AVL, two expressed concerns. They said they did not interact with their lawyer and judge to the same extent as if they had been present in court.

Reception

26. When prisoners arrive at the prison they are processed through the Receiving Office, where custodial and health staff conduct an immediate needs assessment (covering matters such as health, mental health and childcare) and a risk assessment (covering risks to safety, including risks of self-harm).

⁴ United Nations Minimum Standard Rules for the Treatment of Prisoners (Rule 48) provides that instruments of restraint should be imposed only when no lesser form of control would be effective to address the risks posed by unrestricted movement. Department of Corrections policy provides that handcuffs are not needed for minimum and low security prisoners in prison escort vehicles (Prison Operations Manual M.04.02.01).

27. The prison's Receiving Office is older in design and does not have the flow of a modern facility. There were not enough holding cells to manage the increase in prisoner numbers. Prisoners in some holding cells could see into the strip search room (this was drawn to the attention of staff). Despite these shortcomings, the Receiving Office staff managed to make the processes work.
28. In general, Reception Risk Assessments were completed well. Interviews were conducted in offices and not rushed. Additional questions were asked when needed for clarification, and prisoners were supplied with the pamphlet 'Managing your Health in Prison'.
29. On two occasions, we observed a corrections officer and nurse come to different conclusions about the level of risk a prisoner presented. On one occasion, after a discussion they agreed on an outcome, deeming the prisoner at risk of self-harm. On the other occasion, they could not agree and referred the decision to the Principal Corrections Officer. Again, the prisoner was deemed to be at risk of self-harm. Both of these examples showed that prisoners were kept safe.
30. Following the inspection, the National Commissioner advised that the privacy issue was addressed immediately by covering the windows. Curtains have since been installed which means that strip searches are now carried out in private.

Property

31. The prison's property office deals with all incoming property for this prison and Rolleston Prison. Staff told us there were delays in processing property because there were not enough staff to meet the workload. Staff were concerned about the impact of the proposed expansion at both prisons.
32. Following the inspection, the National Commissioner advised that two full-time property officers had been appointed to ensure a more efficient property process.
33. Some prisoners complained of over-zealous policing of clothing containing gang colours. An example given was staff reportedly withholding black underwear containing small amounts of blue stitching. Staff confirmed this was their approach.

Findings

- | | |
|-----------|---|
| Finding 1 | Some prisoners raised concerns about safety and humane treatment during transport to and from prison. Many reported that the prison vehicle cubicles were too small and uncomfortable, with inadequate assistance, water or breaks. |
| Finding 2 | The prison was making good use of the audio visual facilities. This mitigates risks to safety and good order that can arise when prisoners are transported to and from court. |
| Finding 3 | During reception and admission, prisoners were kept safe and generally treated in a humane and respectful manner. The number of holding cells was inadequate and some prisoners could see into the strip search room. Staff demonstrated good interviewing skills and Risk Assessments were completed well. |
| Finding 4 | Property office staff said they were under-staffed and this caused delays to processing property. |

First days in custody

34. When a prisoner arrives in a unit, he should receive an induction to ensure that any immediate needs (such as health needs or safety risks) are addressed, and have unit rules and routines explained to him. He should also be given access to a self-service kiosk, allowing him to access information and request support.⁵
35. Of the 31 prisoners we interviewed, seven said they either had not received inductions or, if they had, their inductions did not provide them with an adequate understanding of unit rules and routines. Of the seven, one was in a low-medium security unit and the others were in high security.
36. Following the inspection, the National Commissioner advised that the induction process had been reviewed to develop quality and consistency.
37. The two prisoners who told us their underwear had been taken at the Receiving Office because it had gang colours, had been issued with only one pair each as a replacement. One said his family later sent him more underwear. The officer on duty confirmed that staff had not assisted the other prisoner to acquire additional underwear at the time. Staff advised the prisoner was later provided with underwear.
38. Following the inspection, the National Commissioner advised that the Receiving Office had focused on regularly replenishing underwear stock. Residential Managers were now responsible for monitoring supplies.

Finding

Finding 5 Most prisoners received induction information on arrival in their unit, but some high security prisoners did not. Some prisoners had insufficient underwear during their first days in custody.

⁵ Prisoners can use the kiosks to access a range of information including legislation and policies, prison rules, and key dates in their sentences. They can also order food and other items from prison canteens, ask for meetings with their case manager or their unit's principal corrections officer, and check the balance of their prison trust account.

Residential units

High Security Units

39. High security facilities at Christchurch Men's Prison include:
 - » The remand unit, Blocks A to E, each of which can accommodate up to 60 prisoners
 - » Rawhiti (84 beds), Kauri (81 beds) and Matai (84 beds) units
40. The prison has an At Risk Unit (since renamed Intervention and Support Unit), with 18 beds, and a Security Unit (J Block, also known as a Management Unit), with 14 beds, for prisoners on directed segregation. A new Security Unit is being constructed.
41. The high prisoner population had affected the running of the prison, with more double bunking being introduced in some units.

Environment and basic needs

Physical environment

42. Most of the site's buildings and grounds were clean and well maintained, and there were areas where better maintenance or repair was needed. For example, part of the main kitchen ceiling was mouldy.
43. The remand unit had no hot water in the cells.
44. Matai and Rawhiti Unit yards were in a poor state of repair with extensive and, in some cases, old graffiti in some cells.
45. In Rawhiti Unit, each floor had four communal showers and two showers in each of the two yards. The yard showers were old and not well maintained and, at the time of our inspection, one was not working.
46. The communal toilets were also poorly maintained and all cells had the standard moulded stainless steel toilet without a toilet lid. Some prisoners advised they had made their own toilet lid because of concerns about eating and sleeping near an open toilet (see Figure 2).
47. Following the inspection, the National Commissioner advised that all showers in Rawhiti, Kauri and Matai were upgraded and functional. Additionally, work was underway to develop suitable toilet covers. This work was expected to be completed later in 2019.
48. Kauri Unit housed mixed-security prisoners on voluntary segregation and was split into two units, one with 44 prisoners and one with 37. This included 29 minimum and seven low-security prisoners who would have been better placed in a low security unit.
49. The unit was clean and had recently been painted, with no evidence of tagging or graffiti. Each cell has a toilet, and showers were communal. The yard was reasonably clean but the toilet/shower area needed water-blasting.
50. The At Risk Unit has 18 cells, with one being used as a storeroom. The two dayrooms were small and one of the televisions was broken. The yards allowed prisoners access to the open air but little room to actually exercise. There was no separate area to house disruptive prisoners. The cells were free from ligature points and areas where prisoners could hide to self-harm. The doors had large viewing windows that allowed staff to see into the cell with ease.

Clothing and bedding

51. Most prisoners interviewed said their bedding was adequate. However, three prisoners (one each from Matai, B and C Blocks) said they did not have enough to keep them warm. One prisoner in Rawhiti complained that the beds were old and narrow and had exacerbated his neck injury.
52. One prisoner said when he arrived in Kauri Unit he was not given fresh clothing for almost two days.
53. In Rawhiti Unit, we observed that a Mongrel Mob prisoner had a large store of bedding and clothing in his cell. He became angry when staff opened his cell door and tried to enter, which could indicate that staff did not normally enter his cell. In an adjacent cell, the cell light had been modified to become bright red aligned to the occupant's gang colour.

Food

54. Of 17 prisoners interviewed in the high security units, 10 had complaints or concerns about the food. Nine thought the food tasted bad, two said it was unhealthy with too much bread, and one said there was not enough. Three prisoners were not happy to eat off trays in their cells beside uncovered toilets.
55. All prisoners had access to drinking water and hot water during unlock hours. Prisoners in all units had access to drinking water in their cells.
56. The main kitchen services both Christchurch Men's and Rolleston Prisons and feeds 1,200 prisoners a day. The kitchen workers all come from Rawhiti Unit and are rostered on two shifts a day. Staff told us there was a high turnover of workers in the kitchen and this sometimes compromised the quality of food.
57. Kitchen instructors told us they had found gang members trying to intimidate or stand over others in the kitchen at times.
58. During our inspection of the kitchen, we observed that the extractor fan was rusty. It was located directly above the area where prisoners were placing food in trays. Prisoners working in the kitchen told us that flakes of rust could fall from the fan and enter the food line.

Double bunking

59. Staff in the high security units told us that a lack of cell space sometimes meant that prisoners were double bunked in situations where ideally this would not occur.

Findings

- | | |
|-----------|--|
| Finding 6 | Most high security units provided a safe and healthy environment in which prisoners' needs were met. However, in some units the yards, showers and toilets were in a poor state of repair. |
| Finding 7 | There were no significant issues with the quality and quantity of clothing and bedding in the high security units. |
| Finding 8 | Many prisoners complained about the quality of the food and having to eat next to uncovered toilets in cells. Staff said the high turnover of kitchen workers sometimes compromised the quality of the food they produced. |

Safety and humane treatment

Gang influence

60. As at 30 April 2018, the prison had 940 prisoners of whom 329 identified as gang members. Of those, 197 were in high security units. The largest gangs were the Mongrel Mob (23.7% of the prison's gang population) and Crips (19.15%). Other gangs included Black Power (12.16%), Killer Beez (12.16%), Head Hunters MC (8.5%) and White Power (7.9%).
61. In most of the high security blocks, prisoners told us gang members were present but caused few issues.
62. However, one prisoner in Rawhiti Unit said gangs controlled the unit and there were frequent standovers, bullying and fights between rival gang members. He said gang members were known to have more clothing and food than other prisoners, and told us he had been assaulted more than once but was afraid to complain due to possible repercussions.
63. Staff confirmed there were a high number of gang-related incidents in Rawhiti Unit and said they had implemented a unit strategy to address this by placing each gang on a different floor or wing. Staff managed prisoner unlocks to prevent rival gangs from mixing.
64. During our inspection, we observed that the unit was on lockup from 8.20am. Staff advised that rival gang members had started a dispute and were intending to fight. As a result, a senior member from the Security Team was in the unit to provide assistance.

Active management and supervision

65. Active management of prisoners helps to build trust, maintain discipline, ensure prisoners' needs are met and safety, and identify security issues.
66. During our inspection, we observed that staff were visible in the residential units when prisoners were unlocked. They demonstrated good communication skills and active management when dealing with prisoners. Most prisoners we spoke to said staff were generally approachable, respectful and provided assistance when needed.
67. Each of B, C and D Blocks is divided into two wings. At weekends, there were only enough staff to cover one wing at a time. This created a risk of incidents occurring and prisoners' needs not being addressed in the unstaffed wings.
68. Staff were compassionate and professional when dealing with prisoners in their care. Staff requested additional training for dealing with prisoners with mental illness.

Access to contraband

69. Contraband such as drugs, alcohol or weapons can create risks to safety and good order. Staff and prisoners advised that there were generally low levels of contraband in the remand unit.
70. Rub-down searches were conducted whenever prisoners left or returned to their units. Cell checks were conducted daily, and cells were searched at random. Strip searches were conducted on reception and exit from the prison, at random after visits, and in response to behaviour that led staff to believe a prisoner might be concealing contraband.
71. There were also intelligence-led and detector dog searches. At the time of our inspection, the Canterbury region had three trained detector dogs and another in training. The dogs were a regional resource and operational duties meant they might be used in other prisons and not always be available at Christchurch Men's Prison.
72. During our site visit we assessed 10 strip searches and found them to be conducted in a professional and respectful manner. Prisoners interviewed had no concerns about the conduct of strip searches.

73. We observed a number of rub-down searches in the high security units. The standard varied from unit to unit. Those in Matai, Kauri and the remand unit were sufficiently thorough to detect any unauthorised items concealing within prisoners' clothing; those in other units were not.
74. Four CellSense⁶ machines were available on site, including at the gatehouse and J Block. There was no CellSense in the Receiving Office but they were available if needed. There were also portable cellphone blockers on site.
75. Prisoners told us cell searches were conducted in a professional manner and cells were left in a tidy state. We observed staff conduct a number of cell searches in Matai Unit. The searches were thorough and well conducted.
76. Between 1 November 2017 and 30 April 2018, a total of 328 items of contraband were discovered in the prison, including 75 tattoo equipment, 46 drug items, 19 cellphones or other communication devices, 31 weapons and eight alcoholic substances. The rest were in the 'other' category which includes money, tobacco, gang paraphernalia, pornography and stockpiling of food and other items.
77. During that same time, the prison conducted 394 drug tests. Of these, 5% (21) returned a positive result. This was below the national average of 6%.

Violence

78. Of the 17 prisoners interviewed in high security units, almost all felt safe and told us there was little or no fighting or violence. Several said this was because staff were active and visible on the floor of each unit.
79. Four prisoners said fights did occur in their units. These prisoners said fights were typically gang related. One prisoner in Rawhiti 1 said there was a lot of fighting and bullying in the unit, and he had been assaulted several times both there and in other units but did not feel safe reporting it to staff.
80. In the six months to 30 April 2018, six serious violent incidents were reported at the prison, including a stabbing. Four incidents of sexual violence occurred over the same period.

Standovers and intimidation

81. Four of the 17 prisoners interviewed in high security units told us they had been subjected to or had witnessed standovers. Two of these (in A and D Blocks) said standovers occurred for canteen items, food and nicotine lozenges. Two prisoners in Rawhiti said bullying was common, and one said other prisoners took his property including clothing, stationery and sunglasses. Staff confirmed that bullying occurred, but said they addressed any incident witnessed or brought to their attention.
82. Two prisoners said they did not feel they could approach staff about intimidation as they feared reprisals. One prisoner said when he had been in Rawhiti, a gang had coerced him to hold methamphetamine for them (they had threatened his mother). Other gangs found out and started to intimidate him, and he was caught with the drugs and was facing charges.

Safety in segregation

83. The site had 117 prisoners on voluntary segregation and 13 on directed segregation. Kauri is a voluntary segregation unit housing 81 prisoners. Some segregated prisoners were held in other units. We interviewed two prisoners on voluntary segregation in Kauri and both felt safe. No prisoners in B-E Blocks expressed any concerns about their safety.

⁶ A CellSense detects cellphones and other metal objects concealed within prisoners' clothing

The prison's response to incidents

84. The prison has a Site Emergency Response Team⁷ and unit staff were trained to provide immediate responses to incidents of heightened tension, disorder, violence or intimidation. Most prisoners interviewed said staff and nurses responded well to incidents. A Rawhiti unit prisoner said that any time there was an incident the unit was locked down.
85. During our inspection of B Block, we observed a medical emergency. Staff were focused and responded calmly. They provided first aid while calling for support from a nurse.
86. We reviewed 40 incident reports from the site. For 24 incidents, staff present had not submitted reports. This creates a risk that relevant evidence is not considered during the misconduct process, and issues contributing to violence or disorder are not identified and addressed.
87. The prison has a range of sanctions available to respond to incidents involving breach of discipline, such as violence or intimidation. They include bringing disciplinary charges,⁸ moving prisoners to other units, placing prisoners in directed segregation, reviewing security classifications and notifying the Police. There were 835 misconducts or offences against prison discipline during the review period (1 November 2017 to 30 April 2018)⁹, including 583 in high security units.
88. Following the inspection, the National Commissioner advised that the prison was taking steps to minimise violence and intimidation. Incident statistics, causes and trends were discussed monthly at the Safer Custody Panel. The prison had developed a comprehensive gang management plan aimed at reducing gang influence and violence. The prison also uses the Prison Tension Assessment Tool to reflect tension levels and ensure mitigations are put in place for the safety of staff and prisoners.

Findings

- Finding 9 High security residential units generally provided a safe environment. However, incidents of physical and sexual violence, fights, gang influence, bullying and standovers were reported.
- Finding 10 Staff demonstrated good active management when dealing with prisoners. Searches observed were generally of a good standard.

Rehabilitation

89. As well as detaining prisoners in a safe and humane manner, prisons are expected to support prisoners to make positive changes in their lives. All prisons offer programmes aimed at supporting prisoners to address their causes of offending, and acquire skills to help them after release.
90. Case managers work with prisoners to create plans for rehabilitation and reintegration, and case officers work with prisoners in their units to keep track of progress. Successful rehabilitation depends on a prisoner's motivation and on access to support and opportunities to make positive changes.
91. A range of opportunities were offered in most units in the prison. Among the high security prisoners interviewed, four said they had case managers and six said they did not, while two said they had offender plans and three did not. Of those without case managers, all but one was on remand.

⁷ A Site Emergency Response Team is a team of corrections officers with specialist responsibilities, including responding to incidents of violence and disorder, and carrying out intelligence-led searches to detect unauthorised items.

⁸ Corrections Act 2004, ss 128-140; Corrections Regulations 2005, regulations 150-153, schedule 7; Department of Corrections Prison Operations Manual MC.01.

⁹ IOMS as at 31.5.18.

92. There were frequent complaints by prisoners about the lack of interaction with their case managers. In some cases this was due to poor understanding of the case management process and in other instances it was due to a lack of trained case managers. At the time of our inspection, the site was short of four case managers.
93. Following our inspection, the National Commissioner advised that newly trained and newly appointed case managers were now picking up an increased workload. The site was taking steps to increase the number of offender plans completed. Newly received prisoners are assigned a case manager as soon as possible.

Time out of cell

94. Prisoners can access rehabilitation and training opportunities only when out of their cells. At the time of our inspection, the prison was operating a standard 8am–5pm staff roster across all high security units. Within those hours, prisoners' time out of cell depended on time taken for unlock and lockup, security checks, staff lunch hours and administrative duties such as staff briefings and meetings.¹⁰
95. Several of the high security units were operating multiple unlock regimes in order to separate prisoners of different categories (segregated and mainstream) and security classifications.
96. Prisoners in most of the high security units told us they were out of their cells for about four hours per day. In D and E Blocks, and one wing of C Block, prisoners told us they were out of their cells for just over two hours per day.
97. Although sometimes necessary for security reasons, limiting prisoners' time out of cell compromises their rehabilitation and can contribute to boredom (and, therefore, disorder).
98. Prisoners who had jobs were out of their cells for longer. For example, one prisoner worked in the library for six hours a day most weekdays, and another worked in the laundry and was unlocked from 7am to 4pm most days.

Industry, treatment and learning programmes

99. All prisoners receive an education assessment to determine literacy, numeracy and other education needs, and all prisoners are eligible for education programmes including literacy and numeracy, tikanga Māori, first aid, driver licence, alcohol and other drug brief interventions, problem gambling courses, and self-directed learning or Secure Online Learning¹¹ opportunities.
100. In A-E Blocks, about 30 prisoners were enrolled in Open Polytechnic courses, and nine were enrolled in intensive literacy and numeracy courses. Some courses had waiting lists, including driver licence training which had 85 prisoners wait-listed.
101. Staff and prisoners told us that at times prisoners were either double booked for courses or were rebooked for courses they had already completed.
102. Prisoners, tutors and staff said the number of classrooms/training areas was insufficient, which meant on occasions there were not enough venues. We were told that the prison had plans to increase the number of classrooms.
103. The prison also offered a range of rehabilitation programmes aimed at helping prisoners understand and address the causes of their offending. Most were available only to sentenced prisoners, and

¹⁰ Department of Corrections policy for minimum and low-medium security facilities is for unlock regimes to reflect funding and staffing ratios: Department of Corrections Prison Operations Manual M.01.01.02.

¹¹ 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, and can email their education tutor.

opportunities were limited. Of 17 prisoners we interviewed, two had completed alcohol and other drug brief interventions. No other prisoners had completed any rehabilitation programmes.

104. The prison also offered work opportunities within units (cleaning, laundry, kit locker and other roles) and in prison industries. The prison's kitchen, which fed 1,200 prisoners a day at Christchurch Men's and Rolleston Prisons, was staffed by 40 prisoners from Rawhiti Unit.
105. Of more than 80 prisoners in Kauri Unit, 50 were working at the time of our visit. Of the 17 prisoners we interviewed, three worked in industries: one in the laundry, one in the library and one as a painter.
106. We reviewed working prison records for 40 prisoners and found that 23 of them were recorded as having worked more than 70 hours per week during some weeks. Given the available time out of cell, this was not possible. The Assistant Prison Director informed us that over-reporting of prisoners' working hours was being addressed as part of a national project.
107. Following our inspection, the National Commissioner advised that new multi-purpose spaces were under construction. Once built, these would bring the total number of classrooms to 13 for high security prisoners. The prison was also testing a new system for classroom bookings which would help address issues with double-booking.

Physical exercise

108. Prisoners in all high security residential units had access to exercise yards and a gym. Prisoners were particularly complimentary about the prison's activity officers who oversee the gym and organise physical activities. We noted that the activity officers often worked additional hours to ensure more prisoners had access to the activities they provided.
109. Prisoners in the remand unit and Matai said there was a shortage of exercise equipment in their units, and this was supported by our observations. At best, prisoners could use a pull up bar and do push-ups or similar exercises.

Other constructive activity

110. Prisoners in most units had access to constructive activities such as reading, board games and opportunities to associate when out of their cells. Some units had dart boards, and pool and table tennis tables.

Contact with family and friends

111. Contact with family and friends is important for prisoners' wellbeing and eventual reintegration into the community.
112. High security prisoners were allowed two hours of visits per week. There were four visits rooms and two yards which prisoners and visitors had access to.
113. During our inspection, staff observed a prisoner and visitor acting inappropriately and addressed it directly by ordering them to behave. The prisoner was also strip-searched after the visit.
114. Many high security prisoners interviewed did not receive any visitors. Those who did said their guests were mostly treated well. One prisoner said his partner had been required to remove metal from her bra before entering the prison, and another said his father had been required to remove metal braces from his legs. In both cases, the visitors confirmed this.
115. Telephones were available in all units and few problems with access were raised. Prisoners in the remand unit, Matai and Kauri said access was reasonable. The main issue was contacting family during the week, as prisoners were locked up when family and friends are home from work and school.
116. Remand prisoners also noted that their legal representatives were often in court and only available when they were locked up. Telephones were very busy at weekends and calls were often not private.

117. There was only one telephone in each Rawhiti wing and prisoners and staff told us it was not enough. We observed the telephone receiver had been secured with a metal plate and lock, preventing prisoners from using the telephone unless staff unlocked the padlock.
118. Following our inspection, the National Commissioner advised that refresher training had been provided to staff about visitor entry procedures. Visitors were treated respectfully and where they were unable to walk through the metal detector, a handheld wand was used.
119. Following our inspection, the National Commissioner advised that the site was looking at options for installing additional telephones in the units and in the yards of Matai, Kauri and Rawhiti units.

Findings

- Finding 11 High security prisoners had access to a range of learning programmes and work opportunities to keep them engaged and support positive change. Access to rehabilitation programmes was limited among the high security prisoners interviewed. In many instances, access to programmes was restricted by short unlock hours.
- Finding 12 Pressure on case managers meant offender plans had not been completed for all prisoners.
- Finding 13 Classrooms were limited and courses were sometimes overbooked.
- Finding 14 Prisoners were allowed two hours of visits a week. Some visitors had to remove metal used in bras or leg braces before being allowed into the prison.
- Finding 15 Telephone access was generally reasonable during unlock hours although often there was little privacy and noise made communication difficult.

Lower Security Units

120. The prison has a number of low-medium and minimum security units including Kotuku Unit with 60 beds, Te Ahuhu Unit with 60 beds, Tirohanga Paeroa with 60 beds, and the Disaster Recovery Unit (DRU) with 20 beds.
121. The prison has a Drug Treatment Unit (DTU). This is low-medium security and accommodates up to 60 prisoners. Odyssey House runs the programme using a modified therapeutic community model.
122. Matapuna Unit is a Special Treatment Unit running a rehabilitative programme for violent offenders and sex offenders. It can house 60 low-medium prisoners. It opened in 2009 and offers the Special Treatment Unit Rehabilitation Programme and the Adult Sex Offender Treatment Programme.
123. The prison's Self Care unit, known as Leimon Villas, can house 40 prisoners. This unit provides opportunities for prisoners to live in a flatting-type environment and practise the skills required to transition into the community upon release.
124. As at 30 April 2018, there were 59 prisoners in Kotuku, 60 in Te Ahuhu, 20 in the DRU, 60 in Tirohanga Paeroa, 60 in the DTU, 60 in Matapuna and 20 in Leimon Villas.
125. Thirty-three minimum security prisoners, 23 low security prisoners and 51 low-medium security prisoners were being kept in high security units. Consequently, these prisoners missed out on additional time out of their cell and rehabilitation opportunities that would otherwise be accessible if housed in a low security unit.¹²

¹² Corrections Regulations say that a prisoner who has been assigned a security classification must be placed and managed within a facility and regime that is consistent with his security classification, to the extent that it is practicable (having regard to the availability of accommodation and other resources).

Environment and basic needs

Physical environment

126. Prisoners interviewed in Kotuku and Tirohanga Paeroa said the units were in good condition and reasonably well maintained. They said they had good access to showers and the gym, and had drinking water in their cells.
127. Tirohanga Paeroa had a sizeable vegetable garden and the grounds were well maintained.
128. Two prisoners housed in Leimon Villas said they were happy with the physical environment and condition of the villas, which were warm and relatively modern. Both said if double bunking was introduced, it would have a huge impact on their living conditions, meaning eight men would share one toilet, shower and laundry. Double bunks had been installed and prisoners said if any other prisoners moved in, they would do something to move back into other single cell units. To date, the double bunks have not been used.
129. The Disaster Recovery Unit is a small rectangular unit which holds 20 low security prisoners in single cells. The building also has a kitchen, dining area and interview room. All areas were clean and had little graffiti. Cells were warm with covered toilets and access to hot water.
130. The unit had a large vegetable garden maintained by the prisoners, who eat some of the vegetables and donate the rest to Women's Refuge.
131. The Drug Treatment Unit has a staff hub, interview and programme rooms, kitchen and dining room, and accommodation. The building and cells were well maintained with little graffiti. Hot water and a microwave oven were available, as well as a kiosk and two telephones with a notice board listing relevant contact numbers. Prisoners spoken to were happy with the environment.
132. Te Ahuhu and Matapuna Units have a communal staff base, interview rooms, staff kitchen and staff offices. Both units had a gym, kitchen, dining/recreational room, storeroom and prisoner accommodation. The building and cells were well maintained and free of graffiti. There were two telephones and a kiosk in each of the units. Hot water, a sandwich press and a microwave oven were available to prisoners.
133. Both units had nine communal showers and three communal toilets. Each cell also had a toilet fitted with a toilet lid.
134. Prisoners we spoke to informally in the low security units told us their cells were affected by condensation. Prisoners described damp conditions with condensation running down the walls during the night. Staff also advised that they were often unable to see into the cells when conducting checks, due to moisture on the windows.
135. Following our inspection, the National Commissioner advised that the prison was taking steps to reduce the condensation in cells. The ventilation system was regularly cleaned and fans were supplied to create air flow.

Clothing and bedding

136. Most prisoners interviewed said their bedding was adequate. Two prisoners in Kotuku said cells could get cold or draughty at night unless the vents and gaps under the door were blocked up. Both said their mattresses were thin and inadequate.
137. Most prisoners stated they had enough good quality clothing. The prisoners from Kotuku said they needed more warm clothing.

Food

138. Of the eight prisoners interviewed in low-medium security units, six expressed concerns about the food. The most common complaints were that the food was not healthy or had excessive

carbohydrates (five prisoners), there was not enough (two prisoners) and there was too much mince (two prisoners).

139. All prisoners had access to drinking water and hot water during unlock hours. Prisoners in all units had access to drinking water in their cells.

Findings

- Finding 16 A large number of minimum, low and low-medium security prisoners were housed in high security units and were missing out on time out of cell and other rehabilitation opportunities.
- Finding 17 In general, the low security units in the prison provided a safe and healthy environment in which prisoners' needs were met. Some prisoners described damp conditions with condensation in cells.
- Finding 18 There were no significant issues with the quality and quantity of clothing and bedding in the low security units. Some prisoners complained about the quantity and quality of the food.

Safety and humane treatment

Gang influence, violence and standovers

140. The low security units had a number of prisoners who identified as gang members. The most common gangs were the Mongrel Mob, Crips, Black Power, Head Hunters MC and Killer Beez. Prisoners and staff we spoke to informally said there was little trouble with the gang factions mixing. Staff advised that if prisoners were found to be promoting gang activity, they were sent back to the high security units.
141. While most prisoners interviewed said they felt safe in the low security units, there were incidents of violence recorded. For example, IOMS¹³ records showed there were four acts of violence by prisoners in Kotuku during the six-month review period.
142. Of the two prisoners interviewed in Kotuku, both said they felt safe and the staff presence prevented incidents. However, one of the prisoners had a black eye from being involved in a fight.
143. Most prisoners interviewed in the low and minimum security units reported little intimidation or standovers, but two said they had witnessed standovers.
144. In the DTU prisoners were allowed the option of having meals in their cells or eating in the dining room. In Te Ahuhu, Matapuna and the DRU, prisoners ate breakfast and dinners in the dining hall. Staff said this enabled them to confirm prisoners had eaten.
145. Following the inspection, the National Commissioner advised that staff took violence very seriously. Prisoners were charged with a misconduct if they entered another prisoner's cell, and camera footage was viewed by staff if they suspected an assault.

Active management and supervision

146. Staff were aware of the importance of actively engaging with and managing prisoners to ensure that any risks were identified and dealt with early.
147. During our inspection, we observed that staff were visible in all units, speaking to prisoners and generally being active with the prisoners.

¹³ Integrated Offender Management System – the Department of Corrections' prisoner database

148. In Kotuku we observed good active management between staff and prisoners. Both Kotuku prisoners identified that staff were visible in the unit when prisoners were unlocked. They felt supported by staff and said they could approach them if needed.
149. Similarly, prisoners spoken to in the DTU, Te Ahuhu, Matapuna Units and the DRU told us staff were always in the yards or in the units. All prisoners said they felt safe.
150. There were 583 misconducts or offences against prison discipline recorded during the review period.¹⁴ These included 205 in the lower security units.

Access to contraband

151. Contraband such as drugs, alcohol or weapons can create risks to safety and good order.
152. As in high security units, rub-down searches were carried out whenever prisoners left or returned to their units. We witnessed good searching practice when prisoners moved to and from the yards. Some prisoners returning to the units also had to walk through metal detectors.
153. Prisoners interviewed in all units confirmed they were rubbed down whenever they entered or left the unit and said the searches were done in a dignified manner.
154. Prisoners interviewed in Kotuku, the DTU and the DRU said they were strip-searched when they first arrived at the Receiving Office and were sometimes strip-searched after visits. There were no complaints about the searches. Prisoners confirmed their cells were subject to random searches and these were conducted with due respect.
155. In the six-month review period, 32 items of contraband were found in Kotuku, including one weapon, two communication devices, alcohol, drugs and tattoo equipment.
156. Prisoners interviewed in the DTU and the DRU said they had no knowledge of any contraband and anyone caught with any would be moved out of the unit.
157. One prisoner interviewed in Te Ahuhu and one interviewed in Matapuna said contraband was available among certain prisoners.

Safety in segregation

158. Lower security voluntary segregated prisoners were held in the DRU which had 20 beds for voluntary segregated prisoners, many of whom were serving long sentences and could remain in the unit for some years.
159. One DRU prisoner spoken to reported feeling safe with no bullying or standovers in the unit.

Findings

- Finding 19 Low security residential units generally provided a safe environment but incidents of violence were reported.
- Finding 20 Rub-down searches were carried out regularly, such as on leaving and returning to units. We witnessed good searching practice and good active management of prisoners.
- Finding 21 Contraband was present in some units.
- Finding 22 Most prisoners interviewed said they felt safe in the low security units, although some incidents of violence were recorded.
- Finding 23 Low security prisoners reported little intimidation or standovers.

¹⁴ IOMS as at 31.5.18

Rehabilitation

Time out of cell

160. Low security prisoners can access rehabilitation programmes and training opportunities during unlock hours. For medium and low security units, unlock hours depend on staff availability. Unlock regimes were affected by units housing prisoners of different categories (eg voluntary segregation, directed segregation, mainstream) or security classifications that require separation.
161. The DTU was generally unlocked on weekdays at 7am and locked again at 9pm. These hours were reduced at weekends to 8am to 9pm.
162. Te Ahuhu and Matapuna units' unlock hours were listed as 7am to 9.30pm or 8am to 9pm on weekends.
163. The DRU was unlocked at 8.20am and locked again at 4.30pm. Prisoners interviewed in Leimon Villas said the Self Care units were usually unlocked between 7am and 9pm.
164. Kotuku prisoners interviewed said they were unlocked between 6.30-7am and locked at 9pm. Those who were not working or completing programmes were also locked from 8am-11am.
165. Prisoners who work may be unlocked early. Prisoners were also locked in their cells during lunch hours or when staff were required to cover visits. At times, due to staff shortages (mostly over weekends), units may be locked up early.

Rehabilitation programmes

166. Prisoners in low security units had access to a range of rehabilitation programmes, including:
 - » a short motivational programme (aimed at improving prisoners' motivation to understand and address offending)
 - » a tikanga Māori motivational programme using Māori values and practices (the Te Ihu Waka framework) to motivate prisoners to address their offending
 - » alcohol and drug brief interventions and drug treatment programmes
 - » Medium Intensity Rehabilitation Programme (aimed at addressing causes of offending)
 - » a maintenance programme for prisoners who had completed rehabilitation programmes
 - » a Special Treatment Unit rehabilitative programme for violent offenders
 - » an adult sex offender rehabilitation programme
167. The DTU provided a specialist six-month residential drug and alcohol treatment programme consisting of three months of intensive daily group therapy supported by individual counselling, followed by elective therapeutic activities including art therapy, mindfulness, and cultural activities. Graduates were offered up to 12 months of aftercare support, which could be accessed both in prison and following their release into the community.
168. Te Ahuhu offered a Medium Intensity Rehabilitation Programme designed for prisoners in the middle risk of reoffending range. The programme increased problem awareness and recognition, addressed cognitive distortions, and taught prisoners to consider life options and formulate goals.
169. All 60 prisoners in Matapuna were engaged with the nine-month Special Treatment Unit Rehabilitation Programme or the Adult Sex Offender Treatment Programme. These programmes were high-intensity and particularly focused on prisoners with a high risk of re-offending.

170. Eligibility for programmes depended on a range of factors, including age, motivation levels, risk of reoffending and reimprisonment (or risk of future drug use for drug treatment programmes),¹⁵ and the nature of the prisoner's offending and sentence. If prisoners were eligible, opportunities depended on programme availability. Priority was given to prisoners who were motivated and closest to their scheduled release date or parole eligibility.

Work experience and training

171. Working in prison industries gives prisoners opportunities to gain skills and qualifications which may be useful after release.
172. Prisoners in lower security units were offered a range of work opportunities including in the kitchen and laundry as well as industry opportunities such as in engineering, trades, horticulture and agriculture.
173. Prisoners who were identified as being suitable and eligible to work in prison industries at Christchurch Men's Prison were often transferred to Rolleston Prison.
174. Tirohanga Paeroa Unit was considered a unit for farm workers, aimed at providing an environment that supported working and improved safety by allowing staff to have more control over contraband potentially entering.
175. At the time of the inspection, 24 Kotuku prisoners were working in engineering, up to 18 were doing eight-week training in auto, painting and plumbing, 10 prisoners were doing laundry, painting, garden and servery, and eight prisoners did not work.
176. Eleven DTU prisoners, 11 from Matapuna and nine from Te Ahuhu worked in areas such as the kitchen, cleaning or painting.
177. Ten prisoners from the DRU worked, including three in the unit gardens and three on the daily prison rubbish run.
178. We noted that the number of work hours recorded in CARE¹⁶ did not reflect the actual hours worked by the prisoners.
179. Three trade training workshops took place each year, allowing around 130 prisoners to be trained in trades, including painting, plumbing, drain laying, roofing and automotive engineering. The initial purpose was to upskill prisoners to contribute to the Christchurch rebuild upon their release. Prisoners can also earn nationally recognised industry unit standards and qualifications that create opportunities for them on release.

Education

180. Every prisoner receives an education assessment to determine their literacy and numeracy learning needs. This is followed by a learning pathway discussion which identifies recommended programmes to help the prisoner meet his learning needs and goals.
181. The lower security units offered a range of education opportunities including:
- » literacy and numeracy programmes
 - » foundation skills programme – this follows on from literacy and numeracy programmes and aims to prepare prisoners for further learning
 - » Secure Online Learning

¹⁵ Risk of conviction and reimprisonment is measured using an index known as Roc*RoI (Risk of conviction x risk of imprisonment).

¹⁶ CARE is a database used to record attendance.

- » self-directed learning – study towards high school or tertiary qualifications via distance learning
- » driver licence testing – provided by the Automobile Association and offered twice per year

182. Tirohanga Paeroa unit has a catering kitchen that offers a full catering course. However, prisoners who completed the catering course had no opportunity of later working in the main kitchen as the kitchen was staffed by high security prisoners.
183. There were waitlists for a number of courses, for example, 14 Kotuku prisoners were on the waitlist for a driver's licence programme.

Physical exercise

184. Most of the low security units had their own gyms and exercise yards, including a large grassed area in the DTU. Prisoners had no concerns about access to opportunities for exercise.
185. Prisoners in some of the units said they were not supported by activity officers when using the gym, which meant they devised their own exercise routines.
186. We observed prisoners in Te Ahuhu using containers filled with water as improvised weights (figure 4). In Matapuna, prisoners improvised weights using clothing. During our site visit we found an open five litre container of bleach in the Matapuna gym. Staff could not account for this and removed it.
187. Equipment in the DTU gym was found to be old and not serviced. Staff and prisoners had tried to repair and restore some of the equipment using masking tape.
188. There is no gym in the DRU but Saturdays are allocated as sports days.
189. Following our inspection, the National Commissioner advised that the number of activity officers would be increased across the site. By February 2019 there were six activity officers rostered across the site. Additionally, the gym equipment in the DTU had been serviced.

Other constructive activities

190. Prisoners had access to other constructive activities including the library, board games, chess, cards, art and time to associate.
191. All units had a variety of sporting equipment to use, including darts, pool, tennis, volleyball, cricket, soccer and badminton.
192. The DTU has a carving room and a regular sports day, which included running courses, tug of war and soccer.

Contact with family and friends

193. Contact with family and friends is important for prisoners' wellbeing and eventual reintegration into the community. Prisoners spoken to were generally happy with visits. Some received no visitors.
194. All the low security units had visits scheduled only at the weekend. The visits centre (figure 6) consists of a hall and adjoining family rooms which have children's toys. The hall is large and fit for purpose. There is also an outside space for prisoners and visitors. The site does not have a designated visits team. Custodial staff advised Inspectors that management of prisoner visits would be significantly improved with a dedicated team. We observed a lack of consistency between staff working in the visits centre.

195. When observing the visitor reception process we noticed that all visitors had to remove their shoes before entering the site. This included a baby being carried by a parent. Shoes were then X-ray searched.
196. Family rooms were well suited for children and their caregivers. An inspector observed one woman feeding her child during the visit, when food was banned. Each weekend a Pillars¹⁷ support person attends visits and assists with supervising children who may be involved in activities such as drawing pictures and colouring.
197. Three prisoners who were subject to child protection orders were present on Saturday afternoon visits while four children were also in the visits room.
198. All low security units had at least one prisoner telephone available. There was only one telephone in Rawhiti Unit (for 80+ prisoners) and staff and prisoners said it was not enough. Prisoners in Te Ahuhu said that they sometimes did not get a chance to call their families because of queues, even though there were two prisoner telephones in the unit. Prisoners in Matapuna told us said their two prisoner telephones were very busy at peak times.
199. Following the inspection, the National Commissioner advised that a working group would be established to review the visits and ensure the child protection policy was adhered to. All staff had been reminded of the need to comply with child protection orders and check alerts when processing visitor requests. The review would also look at potential staffing models for the visits area.

Findings

- Finding 24 In general, the lower security prisoners had access to a good range of activities to keep them engaged and support positive change, including rehabilitation programmes, work experience and education programmes.
- Finding 25 Gyms and exercise yards and other constructive activities were available, although the equipment in the Drug Treatment Unit gym was old and not serviced. Activity officers were not available in many units.
- Finding 26 There was no designated visits team.
- Finding 27 Prisoners who were subject to child protection orders were present while children were in the visits room.
- Finding 28 Prisoners said some units did not have enough telephones, and those available were in noisy areas that lacked privacy.

¹⁷ Pillars is a charity which supports the children of prisoners.

Youth Unit

200. The prison's Youth Unit was established in 2001 and has capacity for 40 prisoners, aged 16-19. The unit specialises in youth prisoners' rehabilitation and re-integrative needs.
201. The unit has two blocks – Kiwi and Tui, which both have 20 cells. The units share a visits area (also used as a recreation room) and staff hub, and have a kitchen and classrooms. At the time of our site visit, there were 11 prisoners in Kiwi and 18 in Tui, with no prisoners double bunked.
202. Sentenced and convicted prisoners mixed with accused prisoners in the unit. We asked for a copy of the exemption to mix, but it was not provided.

Environment and basic needs

203. The Kiwi building was poorly maintained and not clean, although the lawns and garden were neat and tidy. Cupboard doors were missing or broken and the unit washing machine and dryer were not working. There was historic graffiti ground in on most windows, including in the staff hubs in each wing. Otherwise the Youth Unit buildings were well maintained. Prisoners had showers, toilets and drinking water in their cells.
204. During our site visit we spoke with prisoners in Kiwi who said their clothing was handed down from Tui. We observed some mattresses were torn and pillows were lumpy. Kiwi's kit locker worker told us he would issue extra kits, towels, blankets and pillows to prisoners who were able to pay with food and canteen items.
205. Prisoners told us electricity was switched off in all cells at midnight, and staff confirmed this was done so prisoners would not stay awake too late watching television. Prisoners said when the electricity was off, the toilets would not flush and water would not run from taps. We raised this issue with the Prison Director, and the practice of turning off electricity at night stopped.
206. Three prisoners complained about the floor heating not being turned on in some cells since April 2018. We observed two cells with no heating and advised staff.
207. Two of the Youth Unit cells were double bunked and monitored using CCTV cameras. Staff told us these were for prisoners who were vulnerable and needed additional support, but were not assessed as being at risk of self-harm. Having cameras in the cells meant staff could see the prisoners using the toilet and shower, and dressing, potentially violating their privacy.
208. Following the inspection, the National Commissioner advised that storage units had been repaired. The old gym had been painted and divided into two learning areas. The kitchen had been painted and was awaiting new appliances to be used for cooking classes.

Safety and humane treatment

209. Staff in the Youth Unit were observed to be very active, dedicated and committed, often working outside their paid hours to support prisoners and facilitate activities to keep them occupied and aid rehabilitation.
210. In spite of this, prisoners told us that bullying and intimidation occurred when prisoners were not being actively supervised, including at night after lockdown and in the yards. New prisoners were particularly targeted.
211. Staff told us that prisoners from Kiwi were not allowed to go to the yards because of fights occurring there. Staff also told us that prisoners in Kiwi had meals in their cells to prevent bullying and intimidation. Prisoners said they preferred Tui to Kiwi.

Rehabilitation

212. Prisoners told us they were typically unlocked for about nine hours per day on weekdays, and about 5½ hours on weekends. The unit offered a range of industry, treatment and learning programmes.
213. We interviewed two prisoners from the unit and both had completed alcohol and other drug brief interventions. One had also completed a tikanga Māori motivational programme and was working towards NCEA level two English. Prisoners in the unit said there was less access to education programmes than they would like. The unit originally had three FTE tutors but at the time of our inspection only two were employed.
214. The unit offered some opportunities for industry training, although these too had been reduced. The unit had a carpentry workshop but its instructor was sent to Rolleston Prison after the 2011 earthquake and had not been replaced. An instructor visited for about four hours a week. The unit also had a bicycle workshop where prisoners refurbished old bikes. It used to offer a farming qualification but this has been stopped.
215. The unit had its own gym, along with playing courts and a sports field where prisoners could play touch rugby and soccer. Prisoners did not have any scheduled sessions with activity officers, but one of the officers regularly came to work early to provide training sessions in the unit. The unit's Principal Corrections Officer also came to work early to take prisoners running.
216. Staff organised a range of other activities including kapa haka, Duke of Edinburgh Award Scheme activities and vehicle maintenance. Other courses or programmes include tikanga Māori, Bible studies and art. Prisoners could also play board games, pool, and table tennis. Tui prisoners had a garden project.
217. We were advised that one prisoner had made the most of rehabilitation opportunities available to him, completing a alcohol and other drug brief intervention, tikanga Māori, Brainwaves parenting programme, a problem gambling course, the Mauri Toa Rangatahi youth rehabilitation programme, tertiary courses in Māori Studies, and a range of employment-related courses. He also won a Duke of Edinburgh Award. As a result of his progress, he was granted parole two years before his scheduled release date.
218. Case managers told us that a new quality framework meant they were not able to see prisoners as often as previously. The unit had also lost its reintegration coordinator, who coordinated with whānau and other agencies to support prisoners' return to the community after release.
219. Youth Unit prisoners could arrange special visits as needed. Kiwi and Tui each had one telephone among 20 prisoners. While access was not a concern, prisoners told us that the telephones were not private enough for family and legal calls.

Findings

- Finding 29 The Youth Unit offered rehabilitation and reintegration support for young prisoners. The unit was generally well maintained, though some areas were in need of maintenance.
- Finding 30 Prisoners spent a reasonable amount of time each day out of their cells. The unit offered access to some industry, treatment and learning programmes, and to a wide range of physical and other constructive activities. Staff were active and highly dedicated, arranging activities for prisoners.
- Finding 31 CCTV was used to monitor two cells, which potentially breached prisoners' privacy.
- Finding 32 Prisoners told us that standovers and intimidation sometimes occurred when staff were not present or could not see prisoners.

Health and other services

220. Corrections Health Service is a primary health care service that is required by Section 75 of the Corrections Act 2004 to provide health care that is "reasonably necessary" and the standard of that care must be "reasonably equivalent to the standard of health care available to the public".
221. The Health Service included a Health Centre Manager, two team leaders, three administration staff and 15.4 full-time equivalent (FTE) registered nurses, with 2.6 FTE nurse vacancies. They were supported by a medical officer contracted for 24 hours a week, dentist providing two six-hour clinics a week, physiotherapist, pharmacist, hepatitis nurse specialist as required, mental health clinicians and forensic staff on site four days a week. Shifts were usually 6.30am–2.30pm and noon–8pm, with a registered nurse rostered on-call outside those hours.
222. In recent years, the prison has had a high turnover (34%) of health staff and found it difficult to recruit. At the time of our inspection, four experienced nurses had left in the previous six months. Nurses on site had a range of experience and skills.
223. The draft National Resource Model indicates that, for the current number of prisoners¹⁸, Christchurch Men's Prison requires 22 FTE nursing staff.
224. Access to healthcare was significantly impacted by insufficient nursing, medical officer and physiotherapy resources.
225. As part of the reception process, prisoners were seen by a nurse, who completed an Initial Health Assessment. Following this assessment, nurses could refer prisoners for follow-up consultations with other health providers such as doctor, forensics, mental health clinician, physiotherapist and dentist.
226. Health staff did not have access to HealthOne, a secure shared care record view that stores health information including GP records, prescribed medications, test results and appointments. HealthOne provides vital information for better and safer care, and promotes continuity of care when prisoners arrive at prison.
227. Prisoners in residential units could request health care by submitting a health request form. Nurses collected the forms daily and considered what action was needed. This might include completing an immediate assessment and providing a health intervention, referring the prisoner externally for immediate care, or scheduling a later consultation with a medical officer or other health care provider.
228. Staff advised that all prisoners who put in a health request form had their health needs addressed, however many had a long wait to see a nurse. Prisoners interviewed also commented that waiting times were long and often they put in multiple health request forms before being seen. There was a clinical risk with the delays, as the prisoner may not have provided adequate details of their health concern to reflect the urgency or seriousness of the need.
229. On 19 June 2018, 157 health request forms had not been actioned. One third of the health request forms were not able to be actioned within the required timeframe of one week, with the oldest chit being received 21 days previously.
230. Prisoners advised during interviews that it was difficult to get a doctor's appointment. At the time of the inspection, 34 appointments were booked for the medical officer's clinic.
231. A review of the physiotherapist appointment book also showed long waiting times. Some prisoners referred for physiotherapy in April were still waiting for treatment in June.

¹⁸ Note, nurses refer to prisoners as patients.

232. Insufficient dedicated custodial support also impacted on the ability to support and run clinics in both health units. At weekends health staff only had custodial support for a minimal time to complete controlled medication administration and were unable to review prisoners in clinic unless urgent. During the week of the inspection we observed difficulties with nurses unable to see prisoners either in their unit or the health unit due to the level of custodial support and/or lack of appropriate rooms available.
233. 9 (2) (a) [REDACTED]
234. The health team demonstrated an energy and commitment in their work and strong advocacy for the overall wellbeing of prisoners. We observed that the health team were all busy during their shifts and worked hard to see as many prisoners as possible. Staff spoke passionately and enthusiastically about improving health outcomes within a custodial setting. Observations were of positive interactions between nurses and prisoners, with nurses responding professionally.
235. One example of advocacy for prisoner wellbeing was when nurses noticed new bruising on one prisoner which was suspected from sparring. Nursing staff escalated this concern, requesting he be moved to a different unit for his safety and this occurred the same afternoon.
236. Many nurses held portfolios in their special interest areas such as diabetes, hepatitis, infection control, Māori health, immunisation, and health and safety. Staff spoke about the proactive work they would like to achieve with their portfolios but were frustrated in this not being feasible due to the volume of work and staff shortages.
237. Records showed a large number of overdue health recalls for clinical interventions dating back to August 2017. Some overdue recalls were for prisoners who had been released or who had had the intervention completed, but the remainder were outstanding required interventions.
238. The internal health unit facility was no longer fit for purpose in design and layout. Health Centre staff were required to work in extremely difficult conditions as a result. The unit was laid out with one long corridor and rooms on each side and this design meant custodial staff could not easily observe all areas.
239. The nurses' office was a very busy and noisy area which included the medication room and medication administration window for controlled drugs. This area was not fit for purpose. The medication room was extremely small, had no natural light and limited ventilation. The controlled drug safe was located awkwardly, in a corner which was difficult to access.
240. The nurses' office was noisy and there were a lot of distractions. Nurses administering controlled medication need to be able to focus to avoid medication errors.
241. The administration office was a converted cell located next to the two health unit cells and the At Risk Unit (ARU). Staff were often subjected to noise from the ARU prisoners yelling and banging/kicking doors. This was distressing for the administration staff. During the inspection, one of our Inspectors spent time working in this office and experienced listening to the commotion of two custodial officers being assaulted.
242. Two health unit cells used to house prisoners who required additional support were small and run-down and staff advised that they were cold during winter.
243. There were also two holding cells, each with a toilet. These were clean and tidy, however custody staff advised they were insufficient for meeting the needs of the service and often there were delays in clinics as a result.

244. During prisoner interviews we were advised that an additional holding cell was being used in the Receiving Office for prisoners being taken to the health unit. One prisoner advised that when there, he was forgotten by staff and remained in the holding cell for about an hour after his appointment. During that time, another prisoner arrived at the prison and was put from the van into the holding cell with the first prisoner. Custody staff were unaware that there was already a prisoner there. The interviewed prisoner advised that, due to classifications, they should not have been mixed.
245. Canterbury District Health Board provides dental care to the prison, running two six-hour clinics per week with about 12 prisoners booked for each clinic.
246. At the time of inspection, about 125 prisoners were waiting for dental treatment, although some had already started their treatment and some had been booked into a clinic. The waiting time was about three months for non-urgent treatment. During 2017, a total of 1,473 patients were seen and received treatment. The dental assistant advised that the current design of the dental clinic no longer met the current infection control standards.
247. The external health unit was located by the low security visits building and featured a nurses' office, medication room, clinic room, and a consultation room for doctors and other providers. The layout of the clinic and consultation rooms did not support quick exit if necessary. A secure holding area was near the controlled medication administration window and prisoners being held there could sometimes hear health staff discussions.
248. All medical equipment checks had been completed annually as per industry standards. There was evidence that required checks of the emergency equipment were being completed, however there were gaps in the recording of daily checking of the emergency bag seal. Nurses were able to clearly discuss requirements related to emergency equipment.
249. Health staff were familiar with the emergency response procedure. We observed a number of emergency radio calls requesting medical assistance. Nurses responded without delay on the radio confirming they were responding, collected emergency equipment and proceeded to the location of the incident. Health team leaders were involved with co-ordinating nursing staff and liaising with St John Ambulance. If the medical officer was on site they also attended when requested to do so.
250. The site had good relationships with the public health service, which was called when needed.
251. The site had systems in place for outbreak surveillance. For example, it was identified that a number of skin and eye infections were occurring in a particular unit. On investigation it was found that prisoners were regularly sharing towels and education was provided by nurses to staff and prisoners on good hygiene practices and the importance of hand washing.
252. A sexual health screening and education initiative was being run in the prison in collaboration with Canterbury District Health Board infectious diseases and sexual health clinic which offered sexual health testing, treatment and education to all prisoners on site.
253. At the time of the review the prison had 11 prisoners 65 years or older. Staff advised that there had been no specific training undertaken by health staff in working with older prisoners. A review showed all prisoners over 65 had been offered flu and shingles vaccinations and had regular medication reviews with the medical officer. Two older patients had documented falls and had been referred for further assessment.
254. Interviews with prisoners found they were confident in knowing how to make a health complaint through the PC.01 process, or by phoning the Ombudsman or Inspector. A review of 10 randomly selected complaints showed a variety of topics. These included: lack of treatment or delay in treatment, particularly to see the doctor; inadequate pain relief given post surgery; not being seen due to missed appointment; cell emergency bell not being answered by custody; and being given the wrong diet.

255. The site plans to use prefabricated cabins for health administration and office space and these are expected to be completed later in 2019.
256. The prison is recruiting an Assistant Health Centre Manager and expects the position to be filled later in 2019.
257. Following the inspection, the National Commissioner advised that dedicated custodial staff were now assigned to coordinate prisoners' movements for health appointments. The site had implemented a new health referral process to provide improved coordination of the health service by the end of 2018. Waiting times had reduced and further refinements to the process were required to keep waiting lists at an acceptable level.

Mental health and self-harm

Mental health services

258. Prisoners at Christchurch Men's Prison have access to primary mental health services including registered nurses, improving mental health clinicians, packages of care providers, medical officers, as well as psychology services and ACC sensitive claims counsellors. Secondary mental health services are provided by the Canterbury District Health Board forensic outpatient service.
259. As part of the reception process all prisoners are screened for mental health needs and risks of self-harm. They may be referred for further assessment or treatment as needed. Prisoners may also be assessed for mental health needs or risks of self-harm at other times as needed.
260. Forensic staff are on site for clinics each week day and a health team leader attended the weekly forensics liaison meeting. Forensic staff had been working with prison management to improve access to patients and delivery of their service. They had highlighted issues including lack of appropriate consultation rooms, limited time to see patients, and inefficiencies of clinics due to lack of custodial staff facilitating movements.
261. There were regular multi-disciplinary meetings between health, custody and other disciplines to discuss the care and management of mentally unwell prisoners.
262. Canterbury District Health Board accepted patients on referral from the site for compulsory assessment and treatment as clinically indicated. There was a limited number of in-patient beds within the district health board service.
263. Staff advised that at the time of our inspection, seven patients from Christchurch Men's Prison were at Hillmorton Hospital with an additional patient recently discharged back to the prison. At the time of our inspection there were no patients on the waiting list who had been identified as needing admission.
264. One Tirohanga Paeroa prisoner who was at risk on arrival said he had been seeing a counsellor and received daily medication. He suffered from depression and PTSD and said the mental health services were very good.

At Risk Unit

265. The prison has an At Risk Unit (since renamed Intervention and Support Unit) with 18 beds. Two of the cells were round rooms used for prisoners who were at high risk of suicide or were suspected of internally concealing items.
266. The accommodation area had a mural painted on the wall. We were told by the staff that some mentally unwell prisoners found the mural disturbing and so it would be painted over.
267. The unit also had two day rooms with yards. Both had televisions but one was not working. There was a prisoner payphone in one of the day rooms. Staff told us that another exercise yard and day room would help manage the prisoners better.

268. The unit also had a yard which allowed prisoners access to the open air but provided little room to exercise.
269. Prisoners were under CCTV observation while in their cells and when in the dayrooms and exercise yards.
270. Staff told us they sought to get prisoners out of their cells as much as possible. Prisoners were allowed to mix with others when out of their cells if it was safe to do so and their classification and/or category allowed.
271. There was no separate area to house disruptive prisoners. Staff told us that a separate cell area (such as at other sites) would help other prisoners in the unit remain relaxed.
272. Some staff working in the unit had received training in managing people with mental health problems, including personality disorders and suicide awareness training. Custodial staff in the unit wanted more education on mental health.
273. We observed good working relationships between custody and health staff, which supported positive outcomes for prisoners, including morning meetings to discuss prisoners' wellbeing and goals.

Prisoners with disabilities

274. Te Ahuhu had a cell to accommodate a disabled prisoner. At the time of our inspection, the cell was empty. There was a folding seat in the shower together with a duress button next to the seat and duress buttons near the toilet and wash basin.
275. No prisoners interviewed raised any significant disability matters.

Spiritual support

276. Spiritual support, from a number of different faiths, was provided on site from a Chaplain.
277. There was a dedicated chapel on site and church services were also held in the residential units.
278. One Tirohanga prisoner said the Chaplain was good and he had been given a Bible to read. Other prisoners spoken to were aware of the chaplaincy service.

Findings

- Finding 33 Prisoners' health needs were not always met and there were long waiting times to see a nurse, doctor or physiotherapist. Access to healthcare was affected by insufficient nursing, medical and physiotherapy staff as well as insufficient dedicated custodial support.
- Finding 34 The internal health unit was no longer fit for purpose and conditions were extremely difficult for health staff.
- Finding 35 **9 (2) (a)**
- Finding 36 Health staff did not have electronic access to HealthOne, which supports continuity of care by providing details of prisoners' community medication and other clinical results and appointments.
- Finding 37 Prisoners' mental health needs were generally met. The prison was taking reasonable steps to identify prisoners at risk of self-harm and respond appropriately. Prisoners in the At Risk Unit (or Intervention and Support Unit) were kept safe.
- Finding 38 The needs of prisoners with disabilities were met.
- Finding 39 Prisoners' spiritual needs were generally well met.

Reintegration

279. Case managers begin working with prisoners to develop an offender plan (including a release plan) from their initial reception into custody, and continue to develop and confirm this plan as their sentence progresses.
280. Proposed release plans for long-serving prisoners are outlined and confirmed in the Parole Assessment Reports which are provided to the New Zealand Parole Board prior to the prisoner's scheduled hearing. Planning is based on a prisoner's risk of re-offending and the support needed to manage those risks.

Temporary release

281. The Department of Corrections can approve temporary release from custody for eligible and suitable prisoners to aid their rehabilitation and reintegration into the community.¹⁹
282. Temporary release opportunities include Release to Work (in which prisoners are released to work outside the prison perimeter or for private employers outside the facility) and Guided Release (in which prisoners are accompanied on visits to local communities and to services such as accommodation providers and banks).²⁰
283. Decisions about temporary release were made by the Prison Director with assistance from an advisory panel made up of Corrections staff, Police, and community representatives.

Release to Work

284. At the time of our inspection, three prisoners were engaged in Release to Work opportunities, including two from the Youth Unit (one worked on the prison farm and the other in the timber processing plant).

Guided Release

285. The Guided Release programme is aimed at long-serving prisoners who need help reintegrating into the community.
286. Guided Release coordinators work with prisoners to gradually reintroduce them to the community, and help them deal with immediate needs such as finding accommodation, opening bank accounts, looking for work or applying for benefits, and helping them if problems arose.
287. Guided Release is only available to prisoners who are eligible and suitable for temporary release.²¹ It is particularly important for prisoners who have little or no support on release.
288. At the time of our inspection, there were no prisoners on Guided Release.

¹⁹ Temporary release purposes and criteria are set out in Corrections Act 2004, ss 62-64. Also see Corrections Regulations 2005, regulations 26-29; Department of Corrections Prison Operations Manual, M04.06. Temporary release can also be granted on compassionate grounds or to further the interests of justice.

²⁰ Other temporary release opportunities include external self care in which prisoners live in self-care accommodation outside the prison perimeter; and visits to children under child protection protocols.

²¹ Temporary release criteria are set out in Corrections Act 2004, ss 62-64. The programme is only available to minimum security prisoners or those who the Parole Board has ordered released.

Reintegration services

289. Christchurch Men's Prison works with various support agencies and external reintegration services to provide assistance to prisoners leaving prison with accommodation, income, employment, and other needs such as skills and training, personal wellbeing and family connections.
290. Support agencies included Pillars, the Howard League, and Community Law. Community members, councils, Police, and local iwi Ngai Tahu all had ongoing involvement with the prison.
291. Out of Gate is a reintegration service for prisoners serving less than two years. Corrections contracts five community providers to work with prisoners throughout the country.
292. CareNZ works one-on-one with prisoners to help them access community support, with a strong emphasis on employment, accommodation, education and training, living skills, health/wellbeing, whanau, family and community links.

Prisoners' readiness for parole and release

293. Most of the prisoners we interviewed were not nearing release nor were they eligible for parole.
294. We interviewed two prisoners who would become eligible for parole soon after our site visit. Neither had started the rehabilitation programmes on their offender plans. One said this was because he had been moved from prison to prison as part of the Department of Corrections' efforts to manage the increased prisoner population.
295. We spoke with five prisoners who were due for release soon after our site visit. Three said they had arranged accommodation without assistance from the prison. One said reintegration advisors had arranged supported accommodation and enrolled him in a tertiary education programme. One said he had no job or accommodation.
296. In the six months to 30 April 2018, the prison's recruitment consultant arranged employment for 29 prisoners.
297. One of the Tirohanga Paeroa prisoners said he was going to see the recruitment consultant about getting a CV and arranging a job. He had accommodation arranged with his mother. The other Tirohanga Paeroa prisoner had received assistance from a social worker from Timaru District Council to find a job and accommodation.
298. Both Kotuku prisoners interviewed said they had accommodation available for when they were released. This was sourced by them without the help of Corrections. One said he had employment options available on fishing boats on release.
299. Following our inspection, the National Commissioner advised that the prison was taking steps to enhance the assistance prisoners received to prepare for release. For example, the High Impact Innovation Team was leading the parole ready scheme which aimed to increase prisoners' access to and uptake of meaningful reintegration activities and ensure they were ready for Parole Board hearings and release.

Findings

- | | |
|------------|---|
| Finding 40 | Some services were available to support reintegration. |
| Finding 41 | Some prisoners interviewed did not think they were ready for release or their Parole Board hearing. Some had not completed necessary rehabilitation programmes and some lacked plans around accommodation or employment upon release. |

Appendix – Images



Figure 1. Kit locker.



Figure 2. Makeshift toilet seat cover in Matai.



Figure 3. Evening meals in Kotuku unit.



Figure 4. Te Ahuhu gym with containers filled with water to use as weights.

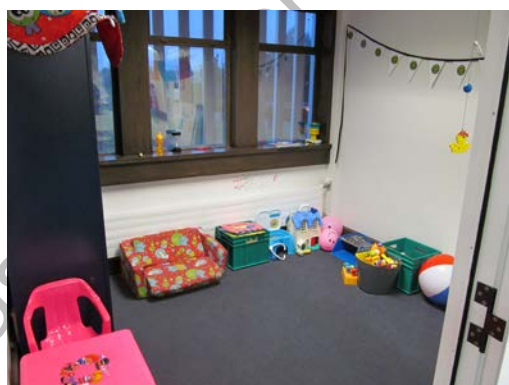


Figure 5. Family room in visits area.



Figure 6. Visits room.