

Auckland Prison

Inspection

June 2017

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Foreword

Early in 2017, the Department of Corrections increased the size of the Office of the Inspectorate and expanded its work programme.

The Office of the Inspectorate had previously been responsible for independently investigating deaths in custody, complaints (if they could not be resolved in the prison) and other matters as directed by the Department's Chief Executive.

The expanded team is now also charged with carrying out regular, scheduled inspections of prisons. The aim of those inspections is to provide an insight into prison life, to find out what prisons are doing well, and to provide early warning of any risks or challenges that are emerging and need attention.

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

I encourage prison directors to use this assessment framework to drive continuous improvement within their prisons.

In the interests of transparency and public accountability, I have committed to releasing public reports on all of its scheduled prison inspections. This report on Auckland Prison is the second. Others will follow in coming months.

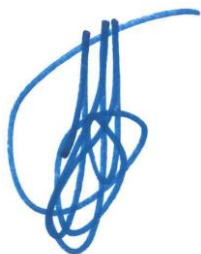
The inspection programme is still relatively new, and the inspection methodology is evolving. I intend to deliver clear and robust reports that support prison managers to deal with any areas of concern and drive a programme of continuous improvement.

Auckland Prison is the only New Zealand prison housing maximum security male prisoners. Security in the prison is a constant challenge, and violent incidents sometimes occur. Our inspection took place soon after one such incident, in which a corrections officer was stabbed.

Notwithstanding this incident, my inspectors did not find that violence was endemic within the prison. On the contrary, prisoner-staff relationships were generally positive, and prisoners told us that violence was not common and tended to be isolated to younger gang members.

I note that the prison has taken steps to strengthen security where necessary in its maximum security units, and also that it has increased training to ensure that staff understand their tactical options when responding to incidents.

I acknowledge the cooperation of prison management and staff during our inspection, and their positive and proactive response to the issues we have raised.



Janis Adair
Chief Inspector of Corrections
February 2018

Introduction

About this report

1. This is the second in a series of public reports about the Office of the Inspectorate's regular inspections of New Zealand prisons.
2. These reports aim to provide a 'window into prisons', showing where they are meeting expected standards for treatment and rehabilitation of prisoners, and where they are facing challenges that need to be addressed.
3. The programme of regular inspections began in early 2017, with the establishment of a new team within the Office of the Inspectorate.
4. The inspection team assessed the prison against a set of healthy prison standards, which are derived from United Nations principles for the treatment of people in state detention.¹
5. Under the standards, prison performance is assessed under four overarching pillars:
 - » **Safety:** Prisoners are held safely.
 - » **Respect:** Prisoners are treated with respect for human dignity.
 - » **Rehabilitation:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.
 - » **Reintegration:** Prisoners are prepared for release into the community, and helped to reduce their likelihood of reoffending.
6. Prison performance is also assessed against more detailed standards in nine areas: reception and admission; induction and orientation; courts, escorts and transfers; good order; duty of care; health services; environment; industry, treatment and learning; and reintegration.
7. The inspections are intended as a snapshot in time, giving an indication of any emerging risks or pressure points that need to be addressed, including any significant prisoner and staff concerns.
8. The inspection of Auckland Prison took place in June 2017. The inspection involved:
 - » interviews with prisoners, staff, and management
 - » reviews of prisoner records
 - » reviews of any relevant prison policy and procedure documents
 - » observation (for a period totalling seven days) of the prison's physical environment and daily operations.
9. The prisoner interviews included 31 general interviews, covering many aspects of prison life, and 12 interviews with prisoners due for release, to determine how well prepared they were for reintegration into the community. Inspectors also spoke with prisoners informally during their visits to the prison's units.
10. Data in the report generally covers a six-month period to 30 June 2017, although other time frames were sometimes used, depending on what was available.
11. A draft of this report was provided to the Department of Corrections' National Commissioner, who advised that the prison's management had taken action to address many of the issues we had raised. These actions are noted throughout this report.

¹ The Inspectorate is reviewing these standards to align them with the December 2015 United Nations Standard Minimum Rules for the Treatment of Prisoners (known as the Nelson Mandela Rules). Inspection methodology is also evolving as the inspection programme progresses.

About Auckland Prison

12. Auckland 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 Corrections Services.
13. The prisons operate in four regions – Northern, Central, Lower North, and Southern – each led by a Regional Commissioner.
14. Auckland Prison is one of five prisons in the Northern region. It is situated in a rural area at Paremoremo, 27 kilometres northwest of Auckland's central business district.
15. The prison is currently the only New Zealand prison housing male maximum security prisoners.

Facilities

16. Auckland Prison opened in 1968. At the time it was considered one of the most modern maximum security prisons in the world. It has since been expanded to accommodate prisoners of other security classifications.

East Division

17. The original prison is now known as Auckland East Division. It comprises:
 - » Blocks A-D – maximum security units, each designed to accommodate up to 44 prisoners
 - » a Management Unit with 10 cells used for prisoners on directed or non-voluntary segregation²
 - » an At Risk Unit with eight cells for prisoners considered to be at risk of self harm and another two 'dry cells'³
 - » a Special Needs Unit for prisoners with specific mental health needs
18. The prison's Receiving Office is also located in East Division.
19. East Division is among the Department of Corrections' oldest facilities. A new \$300 million maximum security facility is being built on the Auckland Prison site, with capacity to house 260 prisoners and to offer enhanced rehabilitation and mental health services. The new facility is expected to receive prisoners from June 2018.
20. The Department of Corrections has said that it intends to close East Division when all prisoners have been transferred to the new facility.

West Division

21. West Division comprises a high security facility, which opened in 1981, and three low security units, which opened during the 1980s and 1990s.
22. The high security facility has five units, each designed to house up to 48 prisoners:
 - » Unit 1 houses remand prisoners.
 - » Unit 2 is a voluntary segregation⁴ unit.
 - » Units 3 and 4 house mainstream prisoners.⁵
 - » Unit 5 is the prison's Drug Treatment Unit, offering a rehabilitation and therapy programme focused on drug and alcohol treatment.
23. Unit 1 used to be a pre-release unit for prisoners serving their last three months in custody, with a programme aimed at helping them to integrate back into the community. At that time, Auckland Prison did not house remand prisoners. In recent years, due to growth in the national prison population, the prison started to take remand prisoners, so Unit 1 was repurposed. The prison continues to offer reintegration programmes to prisoners across the site.

² See Glossary.

³ Dry cells are used for prisoners who are suspected of concealing unauthorised items within their bodies. A dry cell contains no toilet, running water, or modesty screen. When in use, it is kept under video surveillance.

⁴ See Glossary.

⁵ See Glossary.

24. The three low security units are each designed to house 60 prisoners:
- » Unit 6 (Te Wairere) is a mainstream unit that offers prisoners work experience opportunities.
 - » Unit 8 (Te Piriti) is one of New Zealand's two Special Treatment Units for child sex offenders.
 - » Unit 9 (Te Mahinga) is a voluntary segregation unit for low security prisoners, many of whom have transitioned from Unit 8.

Other facilities

25. The prison also has a staff administration and services area. East Division, West Division, and Units 6, 8, and 9 each have their own exercise facilities, health clinics, visit centres, programmes areas, and other communal facilities.
26. The prison also has workshops, nurseries, and other facilities where prisoners can gain work experience.

Prisoners

27. The prison can accommodate up to 681 male prisoners with security classifications from minimum to maximum.
28. It houses remand and sentenced prisoners. Corrections regulations require that, as far as practicable, accused prisoners be kept apart from convicted prisoners.⁶
29. On 14 June 2017, the prison was housing 606 prisoners, including 54 on remand (42 remand convicted and 12 remand accused).
30. Remand prisoners made up just under 9% of the prison's total population. The national average was 29.5%.

Prisoner population

30 June 2017

Classification	Number
Maximum	100
High	173
Low Medium	114
Low	74
Minimum	105
Unclassified (remands)	54
Total	620

Staff

31. On 14 June 2017, the prison had 275 full-time equivalent custodial staff and eight managers.
32. The custodial staff included 19 principal corrections officers, 53 senior corrections officers, and 203 corrections officers. The prison was funded for 275 full-time equivalent custodial staff, meaning it was fully staffed at the time of our inspection. Some custodial staff have specialist functions assisting rehabilitation – such as programme instructors and facilitators, and activity officers.
33. Seven of the custodial staff were absent during our inspection, for reasons including secondment to National Office or other prisons, long-term sickness or injury leave, or special leave. Another 16 of the custodial staff were being trained and could not be rostered to cover core duties.
34. The eight managers were the Prison Director, Deputy Prison Director, Assistant Prison Director, and five residential managers.
35. In addition, the prison employed a range of other staff to support prisoners' wellbeing and rehabilitation, including health professionals, psychologists and case managers, who support prisoners through their sentences.

⁶ Corrections Regulations 2005, s 186 provides that: "If it is not reasonably practicable to accommodate an accused prisoner in a separate unit from convicted prisoners, then the accused prisoner must be subject to a separate regime that ensures accused prisoners are kept apart from other prisoners as far as practicable." Accused and sentenced prisoners may mix if the Department of Corrections Chief Executive is satisfied that there are exceptional circumstances.

Inspectors of Corrections

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

Key findings

Safety

40. Auckland Prison houses a wide range of prisoners of all security classifications. Its maximum security division is known for housing some of the country's most challenging prisoners.
41. Our inspection took place in June 2017, during a challenging time for the prison. The previous month, a corrections officer working in the prison had been stabbed and injured. Charges were subsequently laid against three prisoners, and against three custodial staff over their response to the stabbing. This incident followed another prisoner-on-staff stabbing late in 2016.
42. Despite these incidents, our inspection did not detect a pattern of endemic violence within the prison. In all, three serious assaults were recorded in the prison during the first six months of 2017.⁷ As noted above, at the time of our inspection, the prison housed more than 600 prisoners, of which 99 were classified as maximum security.
43. In most respects, our inspectors found a prison that managed safety and security matters reasonably well. Custodial staff were visible and generally had good relationships with the prisoners. Appropriate staff-prisoner ratios were observed. Closed circuit television (CCTV) cameras were in place and used to monitor most of the prison's environs and internal areas. Search procedures were used appropriately at the prison's entrances and within the prison to prevent weapons and other unauthorised items from getting in.
44. Assaults and fights sometimes occurred, and prisoners told us these were usually gang-related. Most prisoners felt safe in the prison and relatively free from intimidation and standover tactics.
45. Our inspectors did note that prisoner searches were not always carried out with sufficient thoroughness to detect weapons and other unauthorised items, even in the maximum security facility. Following our inspection, the National Commissioner advised that the prison had provided staff training to address this issue.
46. We also noted some apprehension among custodial staff about how to respond to incidents. It is vital that staff feel supported to address threats or intimidation before such incidents escalate. It is also vital that they fully understand the circumstances in which they are justified in using force, and the statutory limits on use of force.
47. In response to this incident and previous incidents in October 2017, Corrections Services and Auckland Prison management have implemented several measures to improve safety and security at the prison, and to address staff concerns. These measures have been implemented as part of a Safer Auckland Prison programme, and have included additional staff training in responding to incidents and use of force, and tightening some Unit B security procedures. In addition, the Department of Corrections has established a national framework for managing threats to staff and their families.

Respect

48. Prisoner-staff relationships are important for the good order of the prison. Based on what we saw and heard from prisoners, we believe that these relationships were generally positive in most parts of the prison. Most prisoners felt staff treated them fairly, reasonably and respectfully. We saw examples of staff going out of their way to support prisoners to make positive changes in their lives.
49. One of the positive initiatives we saw was the creation of a team of activity officers, who worked with prisoners to support constructive physical, mental, and social activities. Activity officers worked with maximum security prisoners to encourage positive change through a range of activities including physical exercise, tikanga Māori, art, music, yoga, and other activities. They also trained a rugby league team from Unit 6.

⁷ See Glossary.

50. Some of the prison's facilities were old and run down. In particular, East Division was in a poor condition. As already noted, it is due for replacement in 2018. West Division's high security unit was also in need of refurbishment. Problems with moisture and poor ventilation were common, and prisoners complained of cells being too hot in summer and too cold in winter.
51. Conditions in East Division were generally unclean, with food scraps and other rubbish dumped in walkways, and graffiti visible in some areas (see Appendix).
52. Prisoners' clothing was generally adequate. Pillows and mattresses were often dirty and in poor condition. Some prisoners regarded their food as unhealthy.
53. The prison offers a wide range of health and mental health services to support prisoners. The prison's nurses deal with minor health complaints promptly, but some prisoners complained of delays in getting access to doctors, dentists or other health professionals for consultations or treatment. Staffing constraints can mean that prisoners did not get to appointments.

Rehabilitation

54. The prison offers a wide range of rehabilitation and training programmes, and work experience opportunities. Case managers worked effectively with prisoners to determine which programmes would best help them to make positive changes in their lives.
55. Low security prisoners had good access to programmes. Many were engaged for a significant part of each week in education programmes, industry training and work experience, or therapeutic programmes designed to help them address their offending.
56. Unlock hours limited opportunities for high and maximum security prisoners to take part in programmes. Some had access to programmes or work experience; others spent most of their time in their units with limited access to programmes or exercise opportunities.
57. Programmes were subject to a range of eligibility criteria, and were prioritised according to need. Prisoners who might benefit from a programme were sometimes ineligible. Even when prisoners were eligible, programmes were typically offered to those who were closest to release. Prisoners on long-term sentences could, therefore, miss out on rehabilitation opportunities early in their sentences, and prisoners on short sentences could miss out altogether on programmes that might reduce the likelihood of them reoffending.
58. The prison's reporting system did not accurately record the number of hours prisoners spend on these activities. Rather, those hours appeared to be significantly over-reported. The prison is taking steps to address that issue.

Reintegration

59. The case management approach meant that prisoners were supported throughout their sentences, and as they were released into the community. Prisoners were supported to stay in touch with families and other networks. Case managers were active in helping prisoners to find suitable accommodation after release, and to complete rehabilitation and training programmes in the community, where needed.
60. Some prisoners expressed anxiety about release – in particular that they would not have the skills (such as cooking skills) needed to look after themselves, or would lack the right support and fall back into old patterns. The National Commissioner advised that the prison offered a range of programmes that supported reintegration, including programmes teaching cooking and other life skills.
61. Growth in the national prison population means the prison no longer has a dedicated pre-release unit. At the time of our inspection, the prison had decided to start the guided release programme.⁸ In December 2017, the National Commissioner advised that the prison had appointed a guided release manager and was considering applications from prisoners.

⁸ See Glossary.

Inspection standards

Reception and admission

Inspection Standard

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

62. New prisoners are processed through the prison's Receiving Office, where their needs are assessed before they are transferred to one of the prison's units.
63. Receiving Office staff carry out pre-arrival checks on the Department of Corrections' Integrated Offender Management System (IOMS)⁹ to familiarise themselves with any special needs or safety/security issues. On arrival, prisoners are identified, strip-searched, and assigned prison clothing. Their clothing and valuables are secured and documented.
64. Prisoners are interviewed separately by custodial and health centre staff to determine the prisoner's immediate needs, including safety/security concerns, health issues, risks of self harm, and other matters such as childcare needs.
65. We visited the Receiving Office at various times during the week of our inspection, and saw prisoners arriving from court or other prisons. It was clear that staff had carried out the appropriate checks before prisoners arrived. Staff treated prisoners with a high degree of respect, took prisoners' issues and needs seriously, and addressed those issues and needs promptly.
66. The Receiving Office's physical layout is not ideal. Holding cells, the strip-search room, interview rooms, the property office and other offices are arranged along a corridor. This layout means there is no natural flow from one step to the next in the reception process. Nor is there any area where Receiving Office or health staff can speak to a prisoner in private.
67. The holding cells were in poor condition, with graffiti (some of it gang-related) on the walls and doors. This could contribute to new arrivals feeling fear or anxiety about the environment they are entering.
68. The new maximum security facility will include a purpose-built receiving office. After our inspection, the National Commissioner advised that, in the meantime, the prison had converted an office to provide a room where custodial and health staff can speak to prisoners in private, and that the prison had removed graffiti and repainted the cells and entrance.

Induction and orientation

Inspection Standard

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

69. When a prisoner arrives in the unit in which he will be housed, he should be interviewed by a corrections officer. This induction interview allows the officer to find out more about the prisoner's needs, and to give the prisoner information to help him cope with prison life (such as about prison rules and expectations, unit procedures and routines, and access to support and services). The induction interview should be completed promptly after the prisoner's arrival.

⁹ IOMS contains detailed information about offenders and is an invaluable tool for prison and probation staff.

70. Of the prisoners we asked about induction processes, all but two said their inductions had been timely and had given them the information they needed.
71. We also reviewed IOMS and prison files for 30 prisoners. All 30 recorded that inductions had taken place.
72. Prisoners told us they had received information about rules, routines, expectations, services and support, and so on, and had access to self-service kiosks providing further information.¹⁰ Unit 1 regularly received a high volume of remand prisoners and conducted induction presentations on the days new prisoners arrived. Unit 8 conducted a welcome ceremony for new prisoners.
73. Following our inspection, the National Commissioner advised that the prison was providing additional staff training to ensure that all inductions were completed.

Courts, escorts and transfers

Inspection Standard

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

Audio visual links

74. The prison has a secure Audio Visual Link (AVL) suite, allowing prisoners to instruct their lawyers and take part in court hearings without leaving the prison. AVL suites reduce the need to transport prisoners for court hearings, and so eliminate the safety and other risks associated with transporting prisoners.
75. The AVL suite is used for an average of 20 bookings a week. The suite cannot always meet demand from lawyers wanting to speak with their clients, either because it is fully booked or because the prisoner is locked down when the lawyer is available. One of the prison's managers acknowledged that having one AVL suite was inadequate to meet demand.

External movements

76. Prisoners are escorted to and from Auckland Prison for a range of reasons, including transfers to and from other prisons, arrival from court (either on remand or after sentencing), and temporary escort for court hearings, medical treatment, and other purposes.
77. The Department of Corrections uses its own vehicles for transfers between prisons and to carry out temporary escorts for other purposes. The Department contracts a private security firm to manage some prisoner escorts, including to and from court.
78. In the six months to 30 June 2017, a total of 417 prisoners arrived and 419 left the prison. No incidents were recorded during reception, exit or temporary escort.
79. The prisoners we spoke to said they were well treated when they were being transported.
80. Prisoner movements during one day of our inspection confirmed that the escorts were conducted to a high standard, with prisoners kept safe and their needs addressed.

Internal movements

81. Corrections officers are responsible for escorting prisoners around the prison. The Site Emergency Response Team (SERT) escorts prisoners who are considered a risk to others' safety or to the prison's security and good order.
82. We saw a number of prisoners being moved. From what we saw, the escorts were conducted to a high standard and the risks involved appropriately considered. Prisoners consistently told us they felt safe when they were being escorted around the site.

¹⁰ Self-service kiosks provide prisoners with information about prison systems and processes.

Good order

Inspection Standards

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

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

83. Prisons must be managed to minimise the risk of escape, keep everyone in the prison safe and secure, and minimise access to drugs, alcohol, and other unauthorised items that might compromise safety or contribute to disorder. Prisoners must be treated humanely, and safety and security measures must be reasonable and proportionate to the risks.
84. Maintaining good order depends on a range of factors, including:
 - » a safe and secure physical environment
 - » adequate monitoring and supervision of prisoners
 - » clear rules backed with fair and effective disciplinary procedures
 - » effective intelligence to help uncover breaches of security
 - » effective and proportionate search procedures to keep unauthorised items out of the prison and detect them if they do get in.
85. Equally important are positive and respectful staff-prisoner relationships, and access to purposeful activities (see paragraphs 274-285), both of which will encourage voluntary compliance.
86. During our visit, we inspected the prison's physical environment, observed security procedures, and spoke with staff and prisoners to determine whether the environment and security procedures were reasonable and helped to maintain good order.

Fencing and points of entry

87. Ideally, a prison has one perimeter fence surrounding the entire site, and one point of entry where everyone entering and leaving can be appropriately assessed to determine risks and searched to ensure that unauthorised items are not brought in.
88. At Auckland Prison, East Division, West Division Units 1-5, and each of Units 6, 8, and 9 occupy distinct properties, each with its own perimeter fence and entrances.
89. Having more than one perimeter and entrance increases demands on staff to monitor security, and increases risks of security measures being applied inconsistently.
90. The new maximum security facility will have a single point of entry for all maximum and high security units.

91. [REDACTED] s 6 (c) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

Security checks at entrances

93. Anyone entering or leaving a prison should be subjected to appropriate security checks to ensure that unauthorised items are not brought in or taken out. The security checks must be

reasonable and proportionate, with different levels of security applying to prisoners, visitors, staff, and others entering the prison.

Receiving Office

94. The Receiving Office has a walkthrough metal detector to screen all prisoners as they enter the prison for the first time or return from court, hospital, or other external visits. The metal detector can detect phones, knives and some drug paraphernalia. New arrivals, prisoners transferring from other prisons, and prisoners returning from temporary escort are strip-searched.
95. We saw prisoners arriving and going through these searches, which were conducted in a thorough and professional manner.

Property Office

96. Prisoners often have personal property with them when they arrive. Visitors and support people sometimes bring property for prisoners, and property can also arrive by post or courier.
97. All property coming into the prison is checked by X-ray machine and searched to ensure it is safe and does not contain unauthorised items. We saw technicians conducting electrical safety checks inside radios and other electrical items, and also checking for contraband.

Unit entrances

98. East Division, West Division's high security block, and Units 6, 8 and 9 each have one point of entry for pedestrian traffic such as staff, visitors and contractors. At East Division and West Division's high security block, an X-ray machine is used to check bags and other property. The low security units have no X-ray machines. All the entrances have walk-through metal detectors to check people entering the site. A handheld metal detector available at each entrance is used when needed.
99. Some staff who were operating X-ray and scanner machines said that they had not received formal training, and had instead learned on the job. Following our inspection, the National Commissioner advised that the prison had provided training.
100. In the low security units (6, 8 and 9) we saw staff walking into their offices without going through the metal detector.
101. At West Division we saw a contractor's van with a trailer entering the vehicle entrance. A Corrections Officer used a mirror on a pole to search underneath the vehicle.

Visits to prisoners

102. East Division, West Division's high security block, and Units 6, 8 and 9 each have their own visit centres.
103. Visitors arrive and are processed at the main reception area in the East Division, where corrections officers have a list of expected visitors.
104. From the main reception area, visitors go to the block or unit that houses the prisoner they are visiting. They pass through security checks at the unit or division. At East Division and West Division's high security block, visitors pass through a metal detector and their property passes through an X-ray machine. At Units 6, 8, and 9, visitors pass through a metal detector. Handheld metal detectors are available at all visitor entrances and used when needed.
105. In Unit 6, visitors and prisoners are required to sit on either side of a table to reduce the risk of unauthorised items being passed between them. Prisoners have said they do not like the tables. The tables were removed briefly but this led to an increase in the number of unauthorised items being passed to prisoners, so the prison put back the tables and plans to keep them in place.

Secure AVL

106. The use of a secure AVL for court hearings (see paragraphs 74-75) reduces opportunities for prisoners to obtain and bring in unauthorised items.

Surveillance and supervision

Closed circuit television

107. Surveillance cameras allow corrections officers to observe, respond to, and review inappropriate behaviour such as bullying, standover tactics, and trading of unauthorised items. The presence of cameras can act as a deterrent to such behaviour.
108. Physical supervision by correction officers is also important for safety and good order, acting as a deterrent to inappropriate behaviour and allowing quick response to any incident. Physical supervision is particularly important where there is no surveillance camera coverage.
109. Auckland Prison has CCTV coverage for most areas within East and West Divisions, including the low security units. More complete coverage would be helpful in some external areas. Following our inspection, the National Commissioner advised that the prison was assessing whether additional CCTV coverage was needed.
110. We reviewed samples of footage from East Division, West Division's high security block and Units 6, 8 and 9. The CCTV appeared to be reasonably effective and meet the prison's needs. Although CCTV cannot prevent inappropriate behaviour, it can deter such behaviour and can be used to review incidents and identify those responsible.

On-body cameras

111. On-body cameras are issued to custodial staff at the start of each day's duty. Once issued, the cameras are turned on and placed on standby, to be used if the staff member is involved in any incident where video and audio footage would be useful. On-body cameras have been proven to de-escalate potentially violent situations when the prisoners involved become aware that they are being recorded.

Cellsense

112. Cellsense is a portable freestanding metal detector that is easy to set up and use in a variety of prison-based operations. It is typically used to detect cell phones and other unauthorised metal items concealed on a person, including in their body cavities.
113. The prison has two such detectors. One is on the wall in East Division by the visits area, where it is used to detect cell phones and other items carried by prisoners. The other is a portable Cellsense used by the SERT in its operations around the prison.

Search practices

Rubdown and scanner searches

114. Rubdown searches are routinely used when prisoners leave their cells or move from one part of the prison to another. They are intended to detect unauthorised items concealed on the prisoner's body or within his clothing.
115. During our inspection, we saw staff carrying out rubdown searches in East Division. The quality of the more than 50 searches we witnessed was variable. None was likely to be sufficiently thorough to detect unauthorised items hidden in the groin area or on the feet.
116. Handheld metal detectors are also routinely used to detect cell phones, weapons or other unauthorised items concealed on a prisoner. In East Division, we also saw handheld metal detectors used to scan prisoners. The quality of scanner searches was also variable.
117. Following our inspection, the National Commissioner advised that additional staff training had been provided to address these issues.

Cell searches

118. Every day, unit staff randomly search cells. Routine cell searches are intended to detect unauthorised items and items that are not on a prisoner's property list, and to check cells for damage.

119. We saw cell searches and checks in A Block. These were conducted to a reasonable standard. Prisoners told us that most staff conducted the cell searches professionally and respectfully, leaving the cells tidy.
120. The SERT also conducts targeted cell searches and other search operations aimed at detecting drugs or other unauthorised items. These can be conducted in response to intelligence. Northern region's drug dog team usually accompanies SERT on these searches.¹¹ During our inspection, SERT and the dog team carried out targeted early morning searches in Units 6 and 9.

121. s 6 (c) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Strip searches

122. The Corrections Act 2004 sets out circumstances in which prisoners must be strip-searched (including first arrival in prison, and before placement in directed segregation for the purpose of preventing self harm) and other circumstances in which prisoners may be strip-searched.¹²
123. We were present when prisoners were strip-searched on arrival in prison (see above) and when they were placed in the At Risk Unit. These searches were completed to a high standard, with prisoners being talked through the process so that they were aware what was happening.

Access to unauthorised items

124. In the six months to 30 June 2017, searches and other operations resulted in 201 discoveries of unauthorised items across the whole prison site. This included 46 weapons, 54 drugs or drug-related items, 18 alcohol or alcohol-related items, 14 cell phones or other communications devices, 26 tattoo equipment, and 72 discoveries of other unauthorised items.

125. s 6 (c) [REDACTED]
[REDACTED]

126. The table shows the number of misconduct charges laid against prisoners for drug, alcohol, or other offences.

Misconduct charges

6 months to 30 June 2017

Alcohol	7
Drugs	29
Other	415

Drug testing

127. Prisoners from all units can be tested for drugs as part of a random testing programme, or after a voluntary testing programme, or after the prisoner has returned from temporary release, or if there are reasonable grounds to believe he has consumed drugs.
128. The number of random drug tests to be carried out within each prison is determined by the Department of Corrections National Office. Between 7 November 2016 and 10 April 2017, Auckland Prison was supposed to carry out 228 random drug tests. Only 78 were conducted. Of those, only one returned a positive result.
129. We were told that drug collection staff were routinely reassigned to the prison's accommodation units to cover short-staffing. This accounts for the shortfall in the number of tests completed. Following our inspection, the National Commissioner advised that additional staff had been employed to address this issue.

¹¹ There are two detector dog teams based at the prison. However, they are a regional resource and can also be called to work at other prisons.

¹² Corrections Act 2004 s 98.

Prisoner-staff relationships

- 130. Based on what we saw and on what prisoners told us, prison staff generally engage well with prisoners. Staff were visible when prisoners were unlocked, and actively interacted with them. Prisoners told us this meant their concerns were addressed quickly, before tensions escalated.
- 131. We saw several positive interactions between staff and prisoners characterised by compassion, good humour and respect. We also saw a good flow of information from staff to prisoners. For example, we saw prisoners being told of impending changes to their regimes.
- 132. In East Division, activity officers engaged the prisoners in physical exercise, providing a good method of releasing stress and tension.
- 133. Staff and prisoners in East Division told us that bringing in temporary staff from West Division – sometimes necessary to cover absences – could upset staff-prisoner relationships and increase tension. After our inspection, the National Commissioner told us the prison had hired additional staff, but it would continue to be necessary on occasion to reassign staff to cover absences.

Intelligence support

- 134. Corrections has Intelligence teams in each of its four regions, tasked with gathering intelligence that can be used to improve safety within prisons and in the wider community. Much of their work is focused on reducing violence, reducing the influence of gangs, and enhancing decisions about release and transition back to the community. Within prisons, intelligence team members also deal with local matters, which may include victimisation, drugs, and specific prisoners.
- 135. The Prison Director engages regularly with the Northern region's Manager of Intelligence.
- 136. The prison's two intelligence analysts report to the Northern region's Manager of Regional Intelligence. They meet the prison's High Risk Prisoner Group daily and attend meetings of its Advisory Group, which considers matters such as prisoners' visitors and release to work. The analysts used to attend the prison's Site Leadership Team meetings, but no longer do so.
- 137. The analysts told us they felt that other staff did not fully understand their role, and they felt unable to contribute fully to the meetings they attend. They felt that not going to Site Leadership Team meetings meant they missed an opportunity to pass useful intelligence to the prison leadership. After our inspection, the prison told us that intelligence staff went to daily Multi Disciplinary Team meetings and could share information there. The National Commissioner advised that the prison had taken steps to improve relations between intelligence and custodial staff.

Security classifications

- 138. A prisoner's security classification is based on the risk he poses to the safety, security, and good order of the prison and to the public. Prisoners must, if possible, be housed in accommodation appropriate to their security classification.¹³ East Division's A Block is meant to house maximum and high security prisoners. On 13 June 2017, the block housed 44 prisoners, of whom 15 were classified as low-medium security, meaning they were in an environment that was more restrictive than is appropriate.
- 139. After our inspection, the National Commissioner advised that these were voluntary segregated prisoners who were being managed in a high security regime, and that West Division although had a limited number of beds for segregated prisoners, it was taking steps to address appropriate placement of low-medium security prisoners.
- 140. Nine prisoners told us they did not wish to be moved from high security to low security units because they worked in the prison's kitchen or workshops and did not wish to lose their jobs.
- 141. Staff in all units appeared to be consistently working to approved staff-prisoner ratios. For example, three staff move one maximum security prisoner, while fewer staff are needed for low security prisoners.

¹³ Corrections Act 2004, s 47; Corrections Regulations 2005, regulations 44-52.

Inspection Standard

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

Safety in segregation

142. Prisoners can be segregated from others for their own protection, or because they are a threat to the safety of others or to the prison's security and good order.
143. Some ask to be placed in segregation for their own protection. This is known as voluntary segregation. Others are placed in segregation by prison management. This is known as non-voluntary or directed segregation.
144. Prisoners on segregation for protective purposes must be managed so their immediate safety is assured, with a longer-term view to returning them to a normal prison regime.
145. Auckland Prison has two units for prisoners on voluntary segregation: Units 2 and 9. The prison's Management Unit houses those on non-voluntary segregation, s 6 (c)

Unit 2

146. Unit 2 is a voluntary segregation unit for high security sentenced prisoners. For most prisoners, unlock hours are from 8am to 5pm.
147. s 9 (2) (a)
148. s 9 (2) (a)
149. s 9 (2) (a)

150. Prisoners had various reasons for asking to be segregated. Some were trying to break away from gangs and feared for their safety. Others were fearful due to the nature of their offences.
151. We spoke with one prisoner who moved to voluntary segregation to break away from a gang, but later moved back to a mainstream unit because other prisoners feared him and he found prison life easier in a mainstream unit as part of a gang.

Unit 9

152. Unit 9 is a voluntary segregation unit for low security prisoners. Some of its prisoners have child sex convictions. A short-term therapeutic programme¹⁴ is run in the unit for these prisoners.
153. The unit also houses other segregated prisoners, including members of various gangs,¹⁵ whose arrival initially caused disruption as some gang members tried to assert themselves, and also upset some of the prisoners with child sex convictions, who they felt they could no longer discuss their offending openly as expected under their therapeutic programme.

¹⁴ The Short Intervention Programme for Child Sex Offenders.

¹⁵ The exact breakdown was three Crips, two Killer Beez, and one each from Black Power, Nga Toa 64 Aotearoa, and Rebels MC.

154. The unit's PCO said poor behaviour by new arrivals was dealt with quickly before it escalated.
155. The unit established a weekly prisoner-run therapeutic community meeting, where prisoners discuss any issues arising for them. We watched one of these meetings, and saw prisoners discussing what they have achieved and learned, and what they still needed to work on. The meetings have helped to overcome tensions and to build community spirit and maintain order.

Management Unit

156. The prison's Management Unit houses prisoners who have been placed on directed segregation because they pose a risk to the safety of others, or to the prison's security and good order. The unit also houses some prisoners who are on directed segregation for their own protection, s 6 (c)
157. The Corrections Act 2004 provides that the Prison Director can place prisoners in directed segregation for their own safety, but the direction expires after 14 days unless the Department of Corrections Chief Executive (or a delegate) orders that it remain in force.
158. We reviewed the unit's prisoner files. We could not find any approvals from either the Prison Director or the Chief Executive for two prisoners in the unit. Both of the prisoners were being managed on regimes that did not allow them to mix with others. We were told that this was being done for their own safety.
159. Both prisoners told us they wanted to be moved, and to be able to mix with others, but had been told they would remain in the Management Unit while threats against them existed.
160. The unit's Residential Manager told us that approvals were not required for these prisoners.
161. s 9 (2) (a)
162. s 9 (2) (a)
163. In both cases, the prison has legitimate grounds for believing that the prisoner's safety would be at risk if he were allowed to mix with others. It was not clear why the prison had not taken steps to put in place the necessary approvals.
164. Since our inspection, the prison has taken steps to address this. As at November 2017, both prisoners remained in the Management Unit. One had consented to voluntary segregation; the other was on directed segregation.
165. The National Commissioner advised that the prison had a tracking system for all prisoners on directed segregation to ensure that the required approvals were in place. s 6 (c)
166. We spoke to one of these prisoners who said he understood why he was in the Management Unit and he felt very safe there. He spoke in positive terms about the unit staff who went out of the way to keep him engaged. This included one-on-one physical training with an activity officer, and spiritual support visits from a chaplain.

¹⁶ Corrections regulations provide that, as far as practicable, accused prisoners must be kept separate from sentenced prisoners, but do not require them to be kept separate from all other prisoners: Corrections Regulations 2005, regulation 186.

Duty of care

Inspection Standards

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

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

Violence

167. In the six months to 30 June, the following incidents of prisoner violence were recorded at Auckland Prison.

Prisoner violence at Auckland Prison

Six months to 30 June 2017

	Prisoner assaults on			Prisoner threats/abuse on		
	Prisoner	Staff	Other	Prisoner	Staff	Other
East Division	9	13	0	3	70	0
West Division: High Security	9	2	1	3	9	1
West Division: Low Security	3	0	0	0	3	0
Total	21	15	1	6	82	1

168. Of the assaults, three were recorded as serious, 26 as non-serious, and three as no injury.

East Division

169. Prisoners in East Division (which includes four maximum security blocks plus the Management, At Risk, and Special Needs units) said there was little violence in the units and blocks, and that the violence that did occur was between young men with gang connections.
170. They told us that any pre-planned fights or assaults that did occur tended to take place in areas where the prisoners knew they were out of sight of the officers and CCTV, § 6 (c)
171. The National Commissioner advised that staff had been instructed to regularly check § 6 (c), and take mitigating action whenever there was evidence of increased tension.
172. Every day, the prison also uses a tool known as Prison Tension Assessment Tool to identify increases in tension among prisoners so that the affected areas can be adequately staffed and monitored, and other mitigation actions taken.
173. § 6 (c)
- Prison management told us it was aware of this issue and was dealing with it. After our inspection, the National Commissioner advised that threats against staff were monitored closely and, where necessary, steps taken to ensure staff safety, such as moving staff or prisoners to other units.

West Division

174. Levels of violence were lower in West Division than East, reflecting the lower security classification levels of its prisoners.
175. Unit 1 holds remand convicted prisoners, and tends to house a high proportion of gang members or associates. Unit staff told us they keep members of rival gangs separated to reduce the risks of tension or violence.
176. The Intelligence team told us that prisoners in Unit 4 were participating in fights for a range of reasons including retaliation for events that occurred in the community, minor grievances within the unit, and in response to building tensions between different groups. § 6 (c)

Bullying, standovers and intimidation

177. Prisoners in all units told us that bullying, standovers and intimidation were not common, and that they generally felt safe in the prison. Our cell inspections back this up. We saw no obvious signs of prisoners using intimidation or standover tactics to obtain s 6 (c)
178. We heard examples of staff taking action to deal with allegations of bullying or intimidation.
179. In one case, a prisoner taking part in a rehabilitation programme in C Block claimed another was intimidating him.¹⁷ Unit staff spoke to both prisoners to find out what occurred and address any issues. They held a group session so those on the programme understood the behaviour expected of them. The course continued and both prisoners graduated without further incident.
180. Another incident involved a prisoner who was being intimidated to hand over his prescribed medication. When the health staff discovered what was happening, the prisoner being intimidated was relocated to another unit and the issue stopped.
181. In a third incident, a prisoner was removed from the prison's drug treatment unit for intimidating others. s 6 (c)
182. Some residential units around the prison hold weekly community meetings, chaired by prisoners and attended by custodial staff, where any issues can be raised and dealt with. This helps to reduce tensions in those units.
183. We reviewed eight incident reports about prisoner-on-prisoner assaults or threats during April–June 2017. In four of these incidents, prisoners were charged with disciplinary offences. Several of the issues were dealt with by removing the victim or perpetrator. The quality of the incident reports varied. Some clearly explained what occurred and who was involved; others did not. Some contained little or no information about post-incident learnings or follow-up actions to deal with underlying causes or prevent further difficulties.

Nicotine Replacement Therapy

184. Because smoking is prohibited in prisons, prisoners who were smokers before being imprisoned are placed on a 12-week nicotine replacement programme during which they receive nicotine lozenges. In some prisons, there is evidence of prisoners using standover tactics to get other prisoners' lozenges.
185. Most prisoners at Auckland Prison are serving sentences (see paragraphs 29-30) and are no longer receiving nicotine lozenges. The low proportion of remand prisoners, combined with the correct administration of the nicotine replacement programme, may be factors in the relatively low levels of intimidation in this prison.

Incident response

186. Corrections officers are trained to provide immediate responses to incidents of heightened tension, disorder, or violence and intimidation.
187. The prison's SERT is available to promptly respond to violent incidents with the aim of bringing them to a swift and safe conclusion. As noted earlier, the team also escorts high-risk prisoners around the prison.
188. Prisoners told us that staff generally responded well to violent incidents, which were brought under control promptly. After incidents take place, prisoners are typically locked down or placed on restricted unlock while staff debrief and write their incident reports.
189. Following any incident involving violence or intimidation, the prison has a range of sanctions available to it. These include bringing disciplinary charges, moving prisoners, placing prisoners in directed segregation, reviewing security classifications, and referral to Police.

¹⁷ The prisoner was taking part in the Medium Intensity Rehabilitation Programme. These programmes, offered in most prisons, are targeted at offenders with a medium risk of re-offending, and aim to teach prisoners how to address the thoughts, attitudes and behaviour that led to their offending, and develop strategies for maintaining positive changes.

Incident reporting

190. We reviewed a number of incident reports to find out whether they gave clear and accurate information. The quality was variable. Some incident reports clearly explained who was involved and what occurred; others did not. As noted above, some reports gave little information about investigations into the causes of the incident, or about post-incident learnings and follow up actions to change behaviour and prevent further incidents.
191. Following our inspection, the National Commissioner advised that the prison had reviewed incident reporting to ensure that post-incident lessons and actions were recorded. The prison also intended to offer staff training to improve the quality of incident reports.

Gangs

192. At 30 June 2017, Auckland Prison had 606 on-site prisoners. Of those, 424 (68.5%) were identified as being linked to a gang. The national average at that time was 34%.
193. The main gangs were Mongrel Mob (124), Killer Beez (85), Crips (82), Black Power (85) and Head Hunters (48).
194. The presence of rival gangs in a prison often results in increased violence, threats and gang activity such as recruitment.

The prison's response to the May 2017 incident

195. Our inspection took place shortly after an incident in East B Block in which corrections officers were attacked and one was stabbed (see paragraph 41). After this incident, three prisoners were charged with criminal offences. Three corrections officers also faced charges arising from their response to the incident.
196. During our inspection, some staff told us they were uncertain about whether and how they could intervene in response to prisoner violence and disorder. Some said they felt there was a chance they could be suspended and/or prosecuted for dealing with violent prisoners, especially if the prisoners were injured.
197. All custodial staff are trained in control and restraint techniques. It is vital that staff also understand their responsibilities when dealing with violence or disorder, including the circumstances in which force can be used and the methods and level of force appropriate in a given situation.
198. Since the incident, the Department of Corrections and Auckland Prison have taken several measures to improve safety and security at the prison, and to address staff concerns. These measures have been implemented as part of a Safer Auckland Prison programme.
199. Under the programme:
 - » A national framework has been established for managing threats to staff and their families.
 - » Unit B security procedures have been reviewed to ensure that all procedures are properly followed. This has led to more thorough and robust cell searches. The Department has advised that, since the review, the incidence of assaults and fights in the unit has declined.
 - » Custodial staff have received additional training to improve awareness of tactical options available when responding to violent incidents and to ensure that they understand when force can be used. The training emphasises that force must be necessary, proportionate and reasonable. On 8 November 2017, a total of 220 corrections officers had received the first module of training. The National Commissioner advised that training had made staff more confident when dealing with prisoners and that further training was planned.
200. The prison is reviewing the number and placement of CCTV cameras in the unit and protocols for use of on-body cameras, to eliminate gaps in monitoring and recording of incidents. Other actions have been taken or are under way to improve security and the response to incidents.

Inspection Standard

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

Prevention of self-harm

201. In the 12 months to 30 June 2017, there were 53 incidents of prisoners self-harming across the prison. During the same period, there were no deaths in custody.
202. More than 75% of staff at Auckland Prison are certified in Suicide Awareness Training. Custodial, health and Receiving Office staff are trained in assessing prisoners who may be vulnerable or at risk of self-harm.
203. The prison's At Risk Unit is intended to provide a safe and secure environment for prisoners at risk of self-harm. Of the unit's 10 cells, eight are used for prisoners at risk of self-harm. The other two are dry cells, used for prisoners who are suspected of concealing unauthorised items in their bodies.¹⁸
204. A mental health nurse from the Mason Clinic is based in the unit, and other clinicians visit daily.
205. During our inspection, four prisoners were in the At Risk Unit. We inspected their management plans, which explained why the prisoners were considered at risk, how often they should be observed, and what care and support they required to ensure their safety. Staff observed prisoners in accordance with the time periods in the plans.
206. Prisoners in the At Risk Unit should have the same opportunities to take part in exercise and activities as other prisoners. The unit had two yards that were in good condition but provided limited exercise opportunities. One prisoner said he was allowed to throw a ball against the wall when he was in the yard, but no other exercise equipment was available.
207. The unit has a day room that prisoners were able to use when they were out of their cells. There was no television, but we were told that one would be installed. One prisoner helped out in the prison library. This encouraged him to leave his cell and engage in constructive activity, which may help get him ready to move from the At Risk Unit into a residential unit.
208. Following our inspection, the National Commissioner advised that the exercise yards now had painted lines for tennis, football, and basketball, and equipment had been provided. The National Commissioner also advised that a television was in place in the day room, and could be used once speakers were installed.

Inspection Standard

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

209. The prison's five chaplains provide support to prisoners, including those housed at the At Risk Unit and the Management Unit. Chaplains told us they had very good relationships with custodial staff and management.
210. The chaplains provide church services and bible classes, and prisoners can also ask to see the chaplains individually. In the maximum security units, chaplains have to make appointments to see prisoners. This is for safety reasons so the visits can be supervised. If no interview room is available, visits can take place on a landing in the unit with custodial staff observing.

¹⁸ A dry cell contains no toilet, running water, or modesty screen. When in use, they are kept under video surveillance. Dry cells are used to detect items that a prisoner has concealed within his body.

211. In low security units, chaplains are allowed to walk around and interact with prisoners under the supervision of custodial staff.
212. The prison has a chapel in West Division. East Division used to have a chapel, but this was turned into a hub for management meetings. Chaplains provide Sunday services in various parts of the prison.
213. The National Commissioner advised that when the new facility opens the West Division chapel will be repurposed (along with some other parts of West Division), and chaplain services will be offered within each unit. Large rooms would be available for memorials and other services.
214. In addition, about 220 approved faith-based volunteers visit the prison regularly, mostly to provide church services. A total of 26 volunteer church groups provide services in the prison, either in evenings or on Sundays.
215. Unit 8 used to have a dedicated Māori cultural advisor. However, that person was seconded to another role within Corrections. A temporary advisor has been appointed to serve the entire prison. We were told that the former cultural advisor sometimes visits Unit 8 in his own time.

Inspection Standard

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

216. The prison has some facilities and services to assist prisoners with physical disabilities, but not all needs are catered for.
217. In West Division, two of the low security units (6 and 9) each have cells designed to house prisoners with disabilities. These cells are larger than typical cells, making it easier for the prisoner to move around and use the facilities.
218. All of the East Division and West Division high security units have stairs between the cells and communal areas.
219. One prisoner in West Division had difficulty with stairs (see case study below). Another prisoner had only one leg but was very agile in taking the stairs on two crutches. The prison's high security units have no accommodation suitable for people who cannot negotiate stairs.
220. Following our inspection, the National Commissioner advised that the new facility would have accessible accommodation suitable for prisoners who could not manage stairs. This accommodation would serve prisoners from across the site.

Case study: Prisoner A

221. s 9 (2) (a) [Redacted]
[Redacted]
[Redacted]
222. s 9 (2) (a) [Redacted]
[Redacted]
223. s 9 (2) (a) [Redacted]
[Redacted]
[Redacted]
[Redacted]
224. s 9 (2) (a) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

- § 9 (2) (a)
225. § 9 (2) (a)
226. § 9 (2) (a)
227. § 9 (2) (a)
228. § 9 (2) (a)
229. Custodial staff in the unit told us they were aware of Prisoner A's physical challenges but he had not complained or asked to be moved to more suitable accommodation. None of the staff we spoke with (including custodial and health staff, and case managers) had considered placing him in a ground floor cell so he did not have to negotiate the stairs to get his meals.
230. After our visit, the unit's Residential Manager advised us that Prisoner A had been given two new mattresses and two pillows. The manager also advised that Prisoner A was being assessed for a new walking stick and that a stool was being made to allow him to sit at the desk in his cell. The manager also told us a handrail was being installed in the shower area.
231. The manager said she had sought further advice about how to improve conditions for Prisoner A. She said that he was not complaining, and wanted to stay in § 6 (c) as he felt happy with his placement there and the opportunities provided to him. Following our inspection, the National Commissioner advised that the prison had offered Prisoner A a ground floor cell, which would mean he could get to the kitchen without negotiating stairs, but he had declined.

Health services

Inspection Standard

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

Health staff and facilities

232. The prison has five health clinics: one in East Division, one in West Division's high security block, and one each of the low security units (6, 8 and 9). Health staff include:
- » nurses who attend all of the health clinics every morning
 - » two general practitioners who are on site five days per week
 - » two forensic nurses and a psychiatrist who offer clinics on three days per week
 - » a dentist, a physiotherapist, an optician, a podiatry service, and an X-ray clinic, all on site for one day a week or less.

Triage and initial assessment

233. When a prisoner arrives at the Receiving Office, he is seen by a nurse who uses a screening tool to determine his immediate health needs. The nurse addresses any immediate needs, and refers the prisoner for a more detailed initial health assessment, which for new prisoners takes place within seven days.
234. Prison health staff do not routinely obtain medical information from a prisoner's general practitioner, but may do so if they know the prisoner was receiving treatment before being imprisoned.

235. After the initial health assessment, prisoners are referred for any additional care they need. An update health assessment occurs at least every two years.

Access to prison health services

236. Prisoners who want health care submit a health referral form to staff in their unit. Nurses collect the forms daily and consider what action is needed. Usually, the nurse will speak with the prisoner. The nurse may dispense medication or treatment for minor health issues, or may make an appointment with a doctor or other health professional.
237. Prisoners across the site told us they had to wait too long for consultations and treatment. For example, one said he had submitted several forms over a period of 2-3 months seeking treatment for hearing impairments but had not been seen. The Health Centre could not confirm this, as at the time of our inspection there were no systems in place to track prisoners' health requests or waiting times, or to keep prisoners informed about the status of their requests. Steps have since been taken to address this by using the Medtech system to track health requests and consultation times. Staff training in this system was due to start in December 2017.
238. Prisoners can only get to appointments if they are escorted by custodial staff. Three officers are required to escort maximum security prisoners. Competing demands sometimes mean that custodial staff are not available for these duties and prisoners therefore miss out on appointments or treatment. At the time of our inspection, the nurses and general practitioners had spare capacity, which was not being used because prisoners could not get to the clinics.
239. The National Commissioner advised that the East Division health centre had no holding cells, which meant that custodial staff had to escort prisoners to the centre, remain with them throughout the appointment, and escort them back to their unit. The new maximum security facility would provide holding cells in the health centre. The National Commissioner also advised that staff numbers would be increased in 2018, which would help to address this issue.
240. In the six months to 30 June 2017, prisoners made 52 complaints about the prison's health services. Of those, 20 were about not being seen in a timely manner.

Outside appointments

241. The prison has capacity to take two prisoners for external medical appointments each weekday. In the six months to 30 June 2017, a total of 48 external medical appointments were cancelled. Of those, 13 were cancelled because the prison lacked capacity to escort the prisoner, 10 were cancelled by the external medical provider, nine were cancelled by the prison's health service because of double booking or because a more urgent medical situation arose, six were cancelled because the patient refused to attend, six were cancelled because the prisoner was released or transferred, and four were cancelled for other reasons. The National Commissioner advised that the prison was considering using AVL for some external appointments. Increased staffing from early 2018 would help to address this issue. The National Commissioner also advised that the prison would proactively monitor appointment cancellations.

Emergencies

242. Emergency health situations are given priority. An ambulance is called if needed, and staff are provided to escort the prisoner to hospital. An on-call nurse is available after 10pm each night to provide advice or review patients to see if any emergency services are needed.

Support after leaving

243. Prison staff seemed unsure about who was responsible for prisoners' health care after release from prison. Health Centre staff told us that prisoners' case managers were responsible for organising any follow-up health care required. Case managers told us this was the health centre's responsibility. The National Commissioner advised that responsibility is shared, with the case manager organising community support and the health centre sending records to the

prisoner's general practitioner. The National Commissioner also advised that the prison had taken steps to ensure that both were aware of their respective responsibilities.

Inspection Standard

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

244. Auckland Prison has a forensic mental health service comprising two forensic nurses and a psychiatrist (see paragraph 232). It also has a specialist At Risk Unit.
245. During initial health assessments or update health assessments, a mental health screening tool is used to determine each prisoner's mental health care needs. If the prisoner is assessed as needing mental health assessment, he is referred to the forensic mental health team.
246. In addition to the initial screening, the prison carries out mental health risk assessments on prisoners as needed. In the six months to 30 June 2017, a total of 129 prisoners had unscheduled mental health risk assessments. These were triggered by events such as changes in behaviour or personal circumstances, the prisoner receiving bad news, or the prisoner threatening self-harm.
247. The prison also offers some non-forensic mental health services. An external contractor provides a programme called Time to Leave, which gives prisoners someone to talk with about depression or anxiety.
248. Prisoners with mental illnesses may be housed in the prison's Special Needs Unit where they have access to forensic care. As discussed above, those at risk of self-harm can be housed in the At Risk Unit.
249. The prison is also part of a national Mental Health and Reintegration Services trial in which a mental health nurse is based on site to provide forensic mental health support to the prisoners and provide support and training for the staff. The National Commissioner advised that other contracted mental health clinicians were also involved in the programme, including nurses with post-graduate qualifications in mental health, psychologists, and occupational therapists. These clinicians work with prisoners to address their mental health needs, placing emphasis on stabilising mental health so that prisoners can better participate in reintegration activities. The mental health professionals also provide links to community services for prisoners who are ready for reintegration into the community.

Environment

Inspection Standard

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

Accommodation

250. We inspected residential units across the site. The shower blocks in West Division (Units 1-5) and Units 6, 8 and 9 were all in need of refurbishment. Facilities in both East and West Division were run down and also generally unclean. There was rubbish and food waste lying in yards and walkways in the East Division (see Appendix). In West Division's Unit 2, cell showers were in a poor state of repair and one cell could not be used because there was moisture rising up through the floor. There was graffiti in the Receiving Office and in East and West division yards. The National Commissioner advised that the prison had taken steps to address this.

- 251. We also asked prisoners about the conditions they lived in. Prisoners in West Division's high security block said their cells were poorly ventilated and damp, and that cells were too hot in summer and too cold in winter. Our inspectors also observed that the cells were poorly ventilated and damp. As noted earlier, the prison has plans in place for a staged refurbishment of West Division.
- 252. Prisoners in East Division's A Block said that some middle floor cells had brown liquid coming from their ventilation grills during rain. Our inspectors accompanied custodial staff during a cell search, and saw a brown stain below the grill in one cell. Prisoners told us they cleaned the liquid off as they were concerned about potential health impacts. The National Commissioner subsequently advised that despite investigations, there was no evidence of this occurring, noting that further property issues would be escalated by staff for repair.

Maintenance and refurbishment

- 253. Maintenance is carried out by private contractors, who prioritise safety-critical work. One contractor is used for West Division's high security facility (Units 1-5), and another for East Division and the West Division low security units (6, 8 and 9).
- 254. Current areas of focus include unblocking cell toilets (which prisoners sometimes block with sheets), repairing tripped power sockets and replacing lights, and removing or painting over graffiti in cells.
- 255. As noted in paragraph 19, East Division is due to be replaced in 2018 by a new maximum security facility.
- 256. A major refurbishment of West Division was scheduled for 2018, but this has now been deferred until 2023. The entire facility will be refurbished, including showers, flooring and roofing.
- 257. Prisoners are employed to do some routine maintenance work including preparing and painting shower blocks, and general cleaning duties.

Clothing and bedding

- 258. Prisoners told us that the quality of the clothing and bedding was acceptable but the pillows and mattresses were not. In A Block, we inspected two landings and saw mattresses that were in poor condition with their outer covers removed. They would have provided very little support for prisoners lying on them. The pillows we saw were generally very dirty and also would have provided very little support.
- 259. The majority of prisoners we spoke to said their clothing kept them warm in the winter and cool in the summer, and that staff were willing to source more clothing if needed.
- 260. Following our inspection, the National Commissioner advised that dirty pillows and mattresses were being replaced.

Laundry

- 261. Each low security unit has two washing machines and a clothes dryer, where prisoners can wash and dry their clothing and bedding. Unit 8 also has sewing machines and an over-locker for prisoners to carry out repairs on their clothing.
- 262. West Division's high security facility (Units 1-5) has a central laundry with three washing machines and two dryers. Eight prisoners work in the laundry, which operates every weekday.
- 263. Units 3 and 5 also have their own washing machines and dryers. Unit 4 also has a washing machine, but it had broken down at the time of our inspection. Units 1 and 2 have no washing machines or dryers. Some prisoners preferred to wash their clothing by hand and hang it on washing lines in the yards or in the shower block.
- 264. East Division has a central laundry and prisoner clothing is laundered in a two day turn-around.
- 265. The prison has advised that the new facility will have a laundry that caters for the entire site.

Inspection Standard

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

- 266. Prisoners told us that their personal property was managed reasonably well, particularly in relation to receiving incoming property. Between 28 November 2016 and 30 April 2017, there were 36 complaints regarding property, out of a total of 328 complaints received during this period. Many of the complaints related to property going missing in transit to Auckland Prison, or to property not being released to the prisoner because it did not comply with security criteria.
- 267. The prisoner property team were enthusiastic about their work and while it was apparent the property store was too small for the site, they had developed effective systems that allowed for good control of the prisoner property.
- 268. Property was sent to prisoners as quickly as possible after it was received in to the prison. This is reflected in the lack of negative feedback received about property during the prisoner interview stage of the inspection.

Inspection Standards

Prisoners have a varied, healthy and balanced diet which meets their individual needs, including religious, cultural or other special dietary requirements.

Prisoners' food and meals are stored, prepared and served in line with religious, cultural and other special dietary requirements and prevailing safety and hygiene regulations.

- 269. The Department of Corrections has national guidelines for food and nutrition in prisons, and a set of standard prison menus for different types of prisoner and diet.
- 270. We spoke with prisoners in East Division about their diet. The national menu for male prisoners provides for toast to be served as part of each day's breakfast. The prisoners told us that, on four weekdays out of five, the toast was replaced with bread and on the fifth day the bread was oven baked before being served. We saw examples of the baked bread (because the toaster in the kitchen had broken down), which was extremely brittle and inedible. Since our inspection, new commercial toasters have been bought for East and West Division kitchens.
- 271. Prisoners also said that mince used for their meals was extremely fatty, gritty and tasteless. Mince had replaced the beef stew and beef goulash meals provided for in the national menu, which meant they were being served mince two or three times a week (see Appendix). The National Commissioner advised that the mince met national menu requirements with 90% lean content. However, the prison had altered some of its meals to address these concerns.
- 272. We examined the sandwiches served for lunch. The fillings, such as coleslaw and mayonnaise, carrot and relish, and creamed corn, had soaked into the bread and made them soggy and unappetising. The National Commissioner advised that the prison is addressing this concern.
- 273. Some prisoners said the 11 slices of bread they received each day (in accordance with the national menu) was unhealthy. They said they would prefer to have a selection of healthy food options on their canteen purchases rather than the range of noodles, biscuits, confectionary and chips that they considered to be 'junk food'. The National Commissioner advised that a national review of the canteen menu is planned for early 2018.

Industry, treatment and learning

Inspection Standards

Prisoners have regular and equitable access to a range of out-of-cell activities.

All prisoners are occupied purposefully during the day.

Case management

- 274. Within 10 days of arriving in prison, each sentenced prisoner is assigned a case manager.
- 275. The case manager works with the prisoner to develop a plan (known as an 'offender plan') for managing his sentence. As well as addressing the prisoner's basic needs, the plan sets out a pathway by which the prisoner can make positive changes in his life, with the aim of rehabilitating and preparing for successful reintegration back into the community.
- 276. The prison aims to have an offender plan in place within two months of a prisoner's arrival. The prisoners we spoke to said they had offender plans in place. We reviewed several plans and found that they set out steps by which the prisoner could address his offending and prepare himself for eventual release.
- 277. The prison has 18 case managers, each assigned 120 case management hours per month. On average, each case manager has a case load of about 40 prisoners.
- 278. Wherever possible, prisoners are matched to case managers with the appropriate skills and aptitudes. Some prisoners require case managers with specialist skills in youth or mental health. Some prisoners prefer to see male case managers, and this is accommodated if possible.
- 279. Case managers attend weekly 'Right Track' meetings with custodial staff and others (such as nurses, therapists, and programme instructors) to discuss prisoners' needs and progress.

Working Prisons

- 280. Auckland Prison became part of the Department's Working Prisons programme in 2015.
- 281. The key objective of Working Prisons is to provide prisoners with transferable and practical skills that will help them to rehabilitate and get employment when released. Within the prison environment, the aim is to have prisoners engaged for 40 hours per week in constructive activities that prepare them for release and reintegration into the community. Those activities include: rehabilitation programmes; learning activities (such as literacy and numeracy, and vocational training); employment opportunities (including employment within the unit or prison, and release to work); and other constructive activities.
- 282. The prison offered a good range of activities, including a wide range of industry training and work experience programmes (see below).
- 283. Prisoners can only take part in programmes when they are out of their cells, so their opportunities depend on the prison's unlock hours, which are discussed in paragraphs 286-2931. Some prisoners are not unlocked for sufficient periods to be engaged in industry, treatment and learning or other constructive out-of-cell activities for the Working Prisons target of 40 hours per week. Opportunities can also be limited for other security reasons, as discussed below.

Recording of hours

- 284. Staff from across Auckland Prison record the time prisoners spend on industry, treatment and learning activities. There is no system for staff to liaise with each other, which can lead to inconsistency and over-reporting. In East and West Divisions, prisoners are unlocked for an average of 6½ hours per day, yet we saw records for three prisoners showing they had spent

between 13 and 18½ hours per day on activities. Likewise, the low security units (6, 8 and 9) are unlocked for about 13½ hours per day, but we saw records showing prisoners had spent 16-17 hours per day on activities.

285. Prisoners are paid for their participation in industry, treatment and learning activities. The base rate is 40c per hour, progressing to higher rates for some activities. Inaccurate recording of hours can result in prisoners being overpaid. The prison's management is aware of these issues and is taking steps to address them.

Time Out of Cell

286. Time out of cells gives prisoners opportunities to take part in programmes, exercise, associate with others, and engage in various other constructive activities.
287. Auckland Prison operates two unlock regimes:
- » East Division and West Division's high security facility (Units 1-5) operate 8am to 5pm unlock regimes. This is accordance with national policy for high and maximum security units.
 - » Units 6, 8 and 9 operate 7am to 8.30pm unlock regimes. For lower security units, national policy allows unlock hours to vary depending on available resourcing, so long as appropriate prisoner-to-staff ratios are maintained.
288. Prisoners are locked down between noon and 1pm daily to allow for staff lunch break. On Fridays, prisoners are locked down for longer periods to allow for staff training.
289. In practice, unlocking and locking up takes time, so the unlock regimes above are maximums. In East Division and West Division's high security units, prisoners are typically unlocked at about 8.10am, and the lunchtime lockdown begins at about 11.20am. After lunchtime, prisoners are unlocked soon after 1pm and evening lockdown begins about 4.20pm. This gives prisoners an average of 6½ hours out of their cells per day.
290. Unlock hours can be further reduced following incidents, or for other security or staffing reasons. For example, after an incident in May 2017 East Division B Block unlock hours were reduced to one hour in the morning and one hour in the afternoon. Unit 8 is occasionally locked early if there is a shortage of staff (4.30pm) or if a prisoner requires an escort to hospital.
291. Some prisoners or individual units are on different regimes. For example:
- » Prisoners in West Division's Unit 2 work in the prison's engineering and joinery workshops, so are not locked down during lunchtimes. This means they are out of their cells for 8¼ hours daily.
 - » The prisoner in **§ 9 (2) (a)** who is not allowed to associate with other prisoners (see paragraph 147) is unlocked only during lunchtimes, for just over an hour daily.
 - » Prisoners on cell confinement are unlocked for one hour per day.¹⁹
 - » Prisoners in East Division's At Risk Unit get one hour of their cells in the morning and one hour in the afternoon.
 - » Unlock times vary for prisoners in East Division's Management Unit but are typically about 5½ hours per day; some of these prisoners present serious risks to others.

Access to out-of-cell activities

292. When prisoners are out of their cells, they may be engaged in employment, rehabilitation, or training programmes (discussed below), or other activities such as exercising, reading and socialising with others.
293. Most prisoners have access to at least one hour a day of exercise time, and one hour a day of time with other prisoners. Most can access the prison gym and library books. When not otherwise engaged, prisoners typically spend their time talking with each other or engaging in social activities such as playing cards.

¹⁹ This is in accordance with the minimum exercise entitlement provided for in Corrections Act 2004 ss 69, 70.

294. As discussed in paragraphs 218-219, many of the units have stairs, which can make it difficult for prisoners with disabilities to engage in communal activities.

East Division

295. Prisoners in the maximum security East Division had very few opportunities to take part in programmes. Activity officers (see paragraph 348) have introduced physical education and healthy living programmes for the division's prisoners, who could also spend up to one hour per day in an exercise yard, and prisoners from some wings could go to the gym twice a week. Library books were also available.
296. East Division's specialist units offer different opportunities depending on prisoners' needs. In the At Risk Unit, prisoners can spend their time out of cell in the unit's day room or exercise yard. Prisoners are also given time out of cell to use the telephone, shower, and clean their cells. These prisoners are kept separate from others. In the Management Unit, some prisoners have their own yards, which they can access during unlock hours (they are kept separate from other prisoners). Prisoners from the Special Needs Unit have access to landing areas where they can associate with other prisoners from the unit. They can also visit the prison gym and take part in employment programmes.

West Division Units 1-5

297. In West Division's high security units (1-5), access to programmes and other activities varied from unit to unit, depending on a range of factors including security considerations.
298. The units shared a large external courtyard and grass area, a gym, a library, programme rooms, and some other shared facilities. Prisoners from units 2, 4 and 5 can access these communal facilities at different times of each day (which are scheduled so that mainstream and segregated prisoners do not mix). Prisoners from all units have access to small exercise yards within their units for at least one hour daily. All also have access to library books.
299. Remand prisoners spent most of their time in their residential wings, and had little access to programmes or to communal facilities. Following our inspection, the National Commissioner advised that the prison had taken steps to address this (see below).
300. Prisoners in the mainstream units (3 and 4) spent most of their unlock hours within the unit. Some had access to rehabilitation and training programmes.
301. Prisoners in the voluntary segregation unit (Unit 2) and the drug treatment unit (Unit 5) had good access to rehabilitation programmes or training opportunities. Some in Unit 2 played in a band, which practised in a room in the education area.
302. Prisoners on cell confinement can access a small external yard during their one hour per day of unlock time, and also have access to library books, a shower and are permitted to clean their cells. The prisoner who is not allowed to associate with others (see paragraph 147) has access to a small exercise yard during his unlock time.

Units 6, 8 and 9

303. Units 6, 8 and 9 are low security units that specialise in rehabilitation or employment programmes (see paragraph 24). Prisoners in Unit 8 spend their mornings in therapy sessions aimed at addressing their offending against children. Otherwise, prisoners from these three units are engaged in work for much of each day in industries such as recycling and gardening (see below).
304. Each of these units has its own library, gym, and music room. Unit 6 has a rugby league team, which plays games within prison grounds. Units 8 and 9 are both built around large green areas. Unit 8 has an outdoor tennis court and Unit 9 has a mini-putting course, which the prisoners built. In Unit 9, a yoga instructor visits regularly.

Employment and work experience

305. Auckland Prison offers prisoners employment and work experience opportunities in 11 industries. Five of these industries provide services for the prison. These are laundry, catering, asset maintenance, grounds maintenance, and recycling. The other six industries provide services for external clients or for charities. These are joinery, light engineering, welding, light assembly, nurseries, and catering in the staff and contractors' cafeteria. Prisoners can also be employed cleaning their residential units.
306. At the end of May 2017, a total of 175 jobs were available, of which 133 were filled. Vacancies were evident in engineering, kitchens, light assembly, and the nursery.

Prisoner employment by industry		
As at end of May 2017		
Area of Employment	Jobs available	Jobs filled
Laundry	8	6
Landscaping	8	6
Engineering	15	10
Kitchen (East & West)	30	24
Grounds	8	7
Recycling/ E-cycling	20	19
Light Assembly	30	20
Nursery (Hub)	10	2
Cafeteria	6	6
Nursery (Te Piriti)	25	25
Joinery	15	8
TOTAL	175	133

307. Employment opportunities provide prisoners with valuable skills, and some lead to NZQA approved qualifications. The 8am to 5pm unlock regime in the maximum and high security units appears to limit opportunities for prisoners to take full advantage of these opportunities.
308. Opportunities can also be limited for other security reasons. Many of the industry training opportunities are available only to voluntary segregated prisoners. Some mainstream prisoners in some units told us they wanted access to more opportunities to gain skills that would keep them motivated and help them secure employment them after release. Following our inspection the National Commissioner advised that opportunities for mainstream prisoners had been increased. Mainstream prisoners were being offered work in the prison's recycling/e-cycling industries (see below).
309. More opportunities will be provided in the new facility and following the repurposing of the West Division. Programmes provided will include an introduction to horticulture, seed propagation, plant care, introduction to welding with virtual welding, DOC trap construction and RSA poppy production with an introduction to manufacturing.
310. All prisoners must be escorted between their units and the workshops. Prisoners from some units miss out on training and work experience because there are not enough staff available to escort them.
311. In some industries, staff changes have also limited opportunities. Following our inspection, the National Commissioner advised that more instructors were being recruited.

Catering

312. The prison has kitchens in East Division, West Division's high security block, and in each of Units 6, 8, and 9. However, the kitchens in Units 6, 8, and 9 are no longer used. Instead, all food for prisoners is prepared in the East Division kitchen and the West Division high security kitchen. Prisoners from those facilities get opportunities to work in the kitchens and learn cooking skills.

Some prisoners in other units told us there were not enough opportunities for all prisoners to learn to cook, a vital skill to help them cope after release.

313. The prison has also opened a cafeteria, which is open to staff and to contractors working on the new maximum security facility, and has proved highly popular. Some prisoners from Unit 6 work in the cafeteria, where they are able to learn cooking skills under the guidance of a qualified instructor, as well as skills at interacting with the public and handling cash and eftpos transactions. The prison has also introduced sports nutrition courses in Unit 6.

Recycling

314. The prison has a sizeable recycling centre where prisoners from Unit 9 worked. The centre processed general waste from across the prison site, identifying and separating items that can be recycled, and compressing other waste before it is sent to a refuse station.
315. Prisoners in the centre refurbish bicycles, which are then passed on to charities to sell or give to children. In 2016 the prison donated 16 bicycles to a Women's Refuge to use as Christmas gifts.
316. Prisoners also recycle e-waste, taking apart printers and computers to remove parts that can be re-used or recycled.

Joinery

317. The prison has a joinery workshop (see Appendix) where prisoners can gain woodworking skills. Prisoners work on a range of projects for the Department of Corrections, businesses, and the community. One of the workshop's business partnerships involves the construction of cabins for mobile homes, and another involves building of cages and kennels for dogs and cats. Prisoners also made table tops for Corrections, and fences and edging for a community flower show. Prisoners we spoke to felt they were gaining skills that would be useful to them after release.
318. Only prisoners from the voluntary segregation Unit 2 can work in the joinery workshop, since segregated prisoners cannot be mixed with mainstream ones. This limits opportunities for mainstream prisoners.
319. The workshop's machinery is fairly old. Prisoners would benefit from more up-to-date machinery to ensure the skills they learn are relevant for modern joinery businesses. The National Commissioner advised that the prison was seeking advice on whether the equipment needed upgrade.

Engineering and welding

320. The engineering and welding workshop provides opportunities for prisoners from Units 2 and 3 to gain work experience and NZQA level 2 qualifications. Prisoners from Units 8 and 9 used to also work there, but have been unable in recent years because of lack of staff to escort them. One prisoner from Unit 8 was able to complete his welding training only because the unit's PCO personally escorted him to and from the workshop.
321. During 2016, the workshop trialled a programme in which segregated prisoners attended three days a week and mainstream prisoners attended two days a week. The programme placed considerable demand on instructors, as machines had to be re-set and some items had to be removed after each session.
322. This year, workshop hours were shortened due to the movement of segregated and mainstream prisoners, adding to pressure on instructors. Sometime before our inspection, three instructors resigned from the workshop, leaving only one to facilitate courses. Prisoners who had completed qualifications were able to work in the engineering welding workshop repairing waste and skip bins. However, due to the staff shortfall, during our inspection there was very little activity in the workshop. Following our inspection, the National Commissioner advised that workshop hours had been extended.

Light Assembly

323. Prisoners from East Division can work in a light assembly workshop, where they assemble light fixtures for local businesses.

Nurseries and gardens

324. The prison's nurseries and gardens (see Appendix) allow prisoners from Unit 9 to gain work experience planting and tending vegetables, and other plants and trees. Prisoners in the nursery could train for a NZQA level 3 qualification in horticulture, or for more advanced qualifications. In the year to 30 June 2017, the prison donated almost 8 tonnes of vegetables from its gardens to charities such as the Salvation Army and Women's Refuge. The prison also partnered with Auckland City Council on its Million Trees initiative. Trees will be grown in the prison nursery and planted throughout the city by offenders sentenced to community work.
325. Other units also had gardens that prisoners could work in.
326. At the time of our inspection, the prison was advertising for more prisoners to work in the nursery.

Other industries

327. Other industries providing services to the prison included:
- » the laundry, which provides clean linen for units across the site
 - » painting and asset maintenance
 - » ground maintenance.
328. Asset maintenance includes painting and refurbishment of buildings. We were told, for example, that prisoners had painted and refurbished the visit centre in Unit 8.

Rehabilitation programmes

329. Auckland Prison offers a range of programmes to aid rehabilitation. These include the drug treatment programme offered in Unit 5, the child sex offender treatment programme offered in Unit 8, and a short intervention programme for child sex offenders offered in Unit 9.
330. Other rehabilitation programmes include:
- » Family Violence
 - » Alcohol and Other Drug brief and intermediate programmes
 - » Problem Gambling
 - » Short Motivational Programme aimed at offenders who are not motivated to address the causes of their offending
 - » Short and Medium Intensity Rehabilitation Programmes aimed at addressing thoughts and behavioural patterns underlying offending, and Maintenance programme for prisoners who have completed one of these rehabilitation programmes
 - » Parenting programmes.
331. Eligibility for these programmes depends on a range of factors, including age, security classification, risk of reoffending and reimprisonment,²⁰ and the nature of the prisoner's offending and sentence. A High Risk Personality Programme (HRPP) used to be offered in the prison for prisoners diagnosed with personality disorders, but was not running during our inspection. Psychologists working at the prison told us the programme had helped prisoners to make positive changes that allowed them to reduce their security classifications and become eligible for rehabilitation programmes. The National Commissioner advised that the programme started running again in October 2017 in D Block.

²⁰ Risk of conviction and reimprisonment is measured using an index known as Roc*RoI (Risk of conviction x risk of imprisonment).

Education and training

332. Prisoners had access to a wide range of education and training opportunities. As well as the vocational training opportunities discussed in paragraphs 305-324, the prison offered courses in literacy, numeracy, and learning skills; English as a second language; driving and forklift driving; employment skills including preparing CVs; budgeting and business/financial skills; apiculture (beekeeping); tikanga Māori; and Pasifika identity. Volunteers offered courses on budgeting, tenancy, preparing CVs, art, drama, music, yoga, and meditation.
333. Prisoners also have access to opportunities for Secure Online Learning²¹ and self-directed learning (i.e. study towards high school or tertiary qualifications via distance learning).
334. All prisoners are assessed for literacy and numeracy when they arrive. Those who need it are offered intensive literacy and numeracy programmes before progressing on to other courses. For many prisoners, English is not a first language, which can create barriers to learning as courses are provided in English. Prisoners with English as a second language are offered intensive literacy and numeracy courses. The Howard League offers English as a second language courses where needed.
335. East Division A Block has a computer suite with nine computers, which prisoners use for self-directed learning and for other activities such as writing newsletters for their units.
336. Prisoners are sometimes removed from training courses so they can attend other programmes. For example, one prisoner had to withdraw from a training course a few weeks before completion because he was placed in an alcohol and other drugs treatment programme. The National Commissioner advised that rehabilitation programmes took priority over other programmes.
337. The prison's education tutors have facilitated access to tertiary education including degree courses. One prisoner has been awarded a university scholarship to complete a doctorate of philosophy in psychology. Another achieved a degree in psychology, and another achieved a degree in linguistics and Māori studies.

Inspection Standard

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

338. The prison has libraries in East and West Division and in each of the low security units. The libraries have a good selection of books.
339. The prisoners we spoke to were generally happy with the service they received from the librarians. Librarians delivered books to the wings on a fortnightly basis and prisoners could request books they wanted. Generally prisoners were allowed up to 12 books at a time.
340. In the year to 30 June 2017, East Division's library issued 11,803 books (up from 10,084 the previous year), and West Division's issued 6354 books (down from 8135 the previous year).
341. Some prisoners told us that librarians had been able to source materials to assist them with tertiary studies.

²¹ Every prison has a Secure Online Learning suite with computers that 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.

Inspection Standard

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

342. As explained in paragraphs 285-302, prisoners had access to exercise yards within their units for at least an hour a day, and most had access to gymnasiums.
343. East Division and West Division's high security facility each had their own gymnasiums, which different units could use at different times of the day or week. Units 6, 8 and 9 have gym equipment in designated exercise rooms.
344. The East Division gym was a large facility with a sports hall, weights room and circuit training room. It was found to be well equipped and fit for purpose.
345. The gyms Units 6 and 9 also seemed adequate and fit for purpose. They had multipurpose weight machines and cycles for cardio exercise.
346. In Unit 8's gym most of the equipment was old. Cables on some of the machines had been cut and joined, which, in our inspectors' view, may make them unsafe to use. We spoke with a corrections officer in the gym who could not confirm when the machine was last serviced. Following our inspection the National Commissioner advised that the prison would inspect the equipment and repair or replace as necessary.
347. In the gym in West Division's high security block, most of the machines were found to be broken or unusable. The cables on most of the machines were found to be cut or damaged. We observed that most prisoners exercised in the yard. We were told that on wet days prisoners could exercise in the hall, which also houses the gym. Following our inspection the National Commissioner advised that the prison had repaired the damaged equipment.
348. The Prison has four activity officers, responsible for providing prisoners with activities that support positive change, including physical activities and activities that provide mental stimulation. These officers have focused much of their attention in the maximum security East Division, including its maximum security D Block and its At Risk, Special Needs, and Management Units. The officers have provided activity sessions for individual prisoners aimed at motivating and supporting them to make positive changes.
349. Three officers have to be present for each maximum security prisoner, so the sessions are resource intensive. Prisoners in West Division's high security block said they saw activity officers sometimes; prisoners in Unit 8 told us they didn't see the activity officers very often. The National Commissioner advised that the prison intends to employ three more activity officers.
350. As well as physical training, the officers provide activities such as waiata, tikanga Māori, te reo Māori, music lessons, games, art, yoga, and positive role modelling. They also attend prisoner wellness sessions to support them in their Alcohol and Other Drugs treatment programme and the Medium Intensity Rehabilitation Programme, which is aimed at addressing causes of offending. Activities officers also coach Unit 6's rugby league team.

Reintegration

Inspection Standard

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

- 351. Blocks A-D (East Division) share a visit centre, as do Units 1-5 (West Division). Units 6, 8 and 9 each have their own visit centre. Visit times are allocated to give all prisoners opportunities for visits from family members.
- 352. Prisoners are allowed to use phones during unlock hours. The prisoners we spoke to had no complaints about access to phones or family. In East Division, each landing has one phone and houses 12 prisoners.
- 353. Offender plans contain steps aimed at encouraging prisoners to maintain, or build, relationships with their families and outside support networks.
- 354. Prisoners in some units have additional opportunities for family contact. Those in Unit 6's rugby league team can invite family to watch their games, and those in Unit 9's child sex offender programme can invite adult family members to therapy sessions where they share what they have learned about their offending.

Inspection Standards

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

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

- 355. As discussed in paragraphs 274-277, all sentenced prisoners are assigned a case manager within 10 days of their arrival, and the case manager works with the prisoner to develop a plan aimed at supporting the prisoner to make positive changes in his life. The case manager works with the prisoner to structure activities that support the offender plan goals.
- 356. Case managers begin planning for reintegration 16 weeks before prisoners' release dates. This allows them to work with the prisoner, probation officer and other agencies that will offer support to the prisoner on release.
- 357. Prisoners who leave prison without completing rehabilitation or training programmes may be required to complete them in the community. Community Corrections receives a copy of the offender plan and is told if anything is outstanding and needs to be completed.

Pre-release unit

- 358. West Division's Unit 1 used to be a pre-release unit for prisoners in the last three months of their sentences. Due to the growing national prison population, it has been re-purposed to house prisoners who had been remanded in custody awaiting sentence. This change means that Auckland Prison no longer has any unit dedicated to preparing prisoners for release.

Guided release

- 359. The guided release programme aims to support long-serving prisoners to reintegrate back into the community. Under the programme, prisoners work with a case manager to identify and carry out activities that will help them integrate back into the community, such as re-establishing connections with family and other support networks. Guided release activities

generally take place outside the prison, with the prisoner wearing a GPS device. The programme is available to prisoners who are eligible for temporary release²² and have an identified need.

- 360. Earlier this year, Auckland Prison approved one prisoner for guided release. At the time of our inspection, preparations were under way but the prisoner had not yet undertaken any guided release activities.
- 361. The prison's guided release case manager told us that many of Auckland Prison's prisoners were considered to present too-high risk to qualify for guided release.

Release to Work

- 362. The prison used to carry out Release to Work activities as part of the pre-release programme offered in Unit 1. However, the 2014 escape of a prisoner on temporary release from Spring Hill Corrections Facility, combined with the closure of the pre-release unit, meant Release to Work activities ceased in late 2014.
- 363. Following our inspection, the National Commissioner advised that the prison has approved Release to Work applications from prisoners, but for a variety of reasons none of these opportunities had been taken up. The National Commissioner advised that the prison was appointing a case manager to manage Release to Work applications and ensure the placements occurred once approved. The prison had also identified staff to assist with transport of prisoners to release to work opportunities.

Experiences of prisoners due for release

- 364. We interviewed six prisoners who were due for release about their experiences of the reintegration services provided by the prison.
- 365. Two of the prisoners said the prison had arranged temporary accommodation for them with social services providers. The other four prisoners intended to stay with family members or friends, and three of the four had arranged to be picked up when they were released.
- 366. The two moving into temporary accommodation were concerned that they may have difficulty finding permanent accommodation. One expressed concern that he might fall back into old habits if he moved from supported accommodation, and the other was concerned that his \$310 a week rental payment, along with fines and child support, would leave him with only \$40 a week for food and other expenses including transport to courses he was required to attend as a condition of his parole.
- 367. The prison provided some assistance to the prisoners to organise their finances. Four had identification that they could use to open a bank account, and three had appointments with Work and Income.
- 368. The prison had also arranged for prisoners to complete Community Corrections programmes when released. Some had been unable to complete the programmes in prison because there were no places available or the programme was not offered. One had refused to do the programmes while in prison.
- 369. One prisoner told us he felt he lacked basic life skills, and wanted to learn how to cook. He said he did not even know how to boil an egg. He said he had asked for tuition but this had not been arranged. The unit's PCO confirmed this.
- 370. Following our inspection, the National Commissioner advised that the prison was offering programmes to assist prisoners with fundamental skills such as cooking, budgeting, and obtaining driving qualifications. Other programmes were also available to support reintegration. The prison also offered a counselling programme called Time to Live aimed at addressing anxiety and trauma, which was available to prisoners including those due for release. The prison also offered other reintegrative programmes.

²² Criteria are set out in Corrections Regulations 2005, regulation 26.

Inspection Standard

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

371. Prisoners' eligibility for programmes depends on a range of factors, including age, security classification, risk of reoffending and reimprisonment,²³ and the nature of the prisoner's offending and sentence. Prisoners serving preventive detention are not eligible for some programmes.²⁴
372. As with other prisoners, long-serving prisoners have offender plans setting out programmes they should attend to address the causes of their offending.
373. Subject to eligibility restrictions, the prison prioritises access to programmes, taking into account factors such as motivation, readiness, suitability for the course, and time left in sentence. Typically, offenders who are closer to release will get priority over those on longer or indeterminate sentences (life or preventive detention). Prisoners told us that this was because long-serving prisoners have time to complete the programmes later.
374. Several long-serving prisoners told us that they were not placed on programmes until they were approaching their parole eligibility date. Prisoners said it would be more beneficial to do programmes at the start of their sentences. They told us that entry criteria for family violence programmes were so strict that people who would benefit were not eligible.²⁵
375. We checked with the Service Development Principal Adviser for Case Management at Corrections' National Office, who confirmed that interventions could, and in many cases should, take place at the start of a prisoner's sentence. The adviser said that prisoners should do programmes when they were most motivated.
376. We did find evidence of some long-serving prisoners being admitted to rehabilitation programmes. For example, IOMS showed one who had been accepted for a Medium Intensity Rehabilitation Programme despite not being eligible for parole until 2029.
377. Short and Medium Intensity Rehabilitation programmes are offered in East Block, which houses high security offenders who may be on sentences of several years' duration.
378. The National Commissioner advised that participation in programmes depended on a range of factors including motivation, readiness, suitability, group fit, and time left in sentence. Prisoners were no longer held back from programmes until late in their sentence. The operating model for the new maximum security facility would involve early intervention so a prisoner could make progress throughout his sentence.
379. Some prisoners who were serving long-term or indeterminate sentences for child sex offences told us there was no pathway to further rehabilitation or release once they had completed the specialist programmes offered in Units 8 and 9. Some told us they felt the programmes were of no benefit because completing them did not lead to reintegration into the community.
380. Some prisoners in Units 8 and 9 on indeterminate sentences for child sex convictions told us that they had previously been part of a programme called Circles of Support and Accountability, which allowed them to engage with volunteers from outside the prison to assist with their reintegration. In 2016, the programme was cancelled following a review by the Department of Corrections Chief Psychologist. Prisoners who had been on the programme told us its cancellation had left them feeling unsupported and unable to develop the support networks

²³ This is measured using an index known as Roc*RoI (Risk of conviction x risk of imprisonment).

²⁴ For example, prisoners sentenced to preventive detention are not eligible for Short and Medium Intensity Rehabilitation Programmes.

²⁵ Specifically, they cannot do the programme because their Roc*RoI (Risk of conviction x risk of imprisonment) score exceeds the eligibility criteria.

they would need to allow them to safely reintegrate back into the community. The National Commissioner advised that the prison had appointed a reintegration officer for Units 8 and 9 to support prisoners' reintegration needs.

381. The National Commissioner also advised that prisoners with child sex convictions had a range of options after completing their rehabilitation programmes, including education, work and vocational training. There was no restriction on these prisoners applying for reintegration programmes such as guided release or Release to Work programmes.

Inspection Standard

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

382. Auckland Prison has been accommodating remand prisoners since 2015.
383. At the time of our inspection, remand convicted prisoners were only offered Alcohol and Other Drug treatment programmes. Following our inspection, the National Commissioner advised that prisoners in Unit 1 (which houses remand prisoners) also had access to gambling counselling, driver licensing testing, and Alcoholics Anonymous programmes. A life skills programme would be introduced in 2018.
384. We reviewed offender plans for 14 remand accused prisoners and found that three had management plans in place and were wait-listed for rehabilitation programmes. Another 10 had arrived in prison fairly recently and were expected to have plans in place within standard time frames. One did not have a plan in place even though the standard time frame had passed.

Case Study

385. In § 9 (2) (a), Prisoner B was sentenced to § 9 (2) (a) in prison. While on remand at Mt Eden Corrections Facility, he was classed as a high security prisoner. After sentencing, he was transferred to Auckland Prison. In § 9 (2) (a) he was housed in the Special Needs Unit.
386. We spoke to Prisoner B a few weeks before his conditional release in § 9 (2) (a).
387. In § 9 (2) (a), he was released from Auckland Prison on standard and special conditions until § 9 (2) (a).
388. Prisoner B told us that he had a long history of offending, which included violence, drug offences, driving offences, theft and other offending – most of which related to his use of drugs (in particular methamphetamine).
389. Prisoner B's offender plan recommended that he seek treatment for alcohol and drug use, violence and other issues, but he said he was not motivated to do so. He told us that his experience during previous sentences led him to assume he would be ineligible for the courses because his sentence was short.
390. Prisoner B told us that his case manager had arranged for him to be released to temporary accommodation where he would receive mental health support and also be supported to find employment and accommodation, gain his driving licence, and address other needs that would normally have led him back to criminal activity.
391. Prisoner B said this was the first time in his life where he was released from prison that he felt confident that he could stay away from criminal activities. He also said that, because his previous sentences had been for less than two years, he had missed out on programmes that might have allowed him to address his offending earlier in his life.

Appendix – Images

Photographs



Rubbish and food scraps in the East Division walkway



Mince in Unit 9 and mince dinner in Unit 4



Joinery workshop and nursery



Site map



SNU = Special Needs Unit

MU = Management Unit

ARU = At Risk Unit

RO = Receiving Office

Glossary

Assaults: The Department of Corrections groups assaults into three categories: serious, non-serious, and 'no injury'. Serious assaults include any requiring medical intervention followed by overnight hospitalisation, any requiring ongoing medical intervention, and any sexual assault. Non-serious assaults are those requiring medical intervention but not ongoing treatment (such as cuts and bruises, or a bloody nose). 'No injury' assaults are those requiring no medical intervention.

Corrections officers: Corrections officers are responsible for a prison's daily custodial routines including locking and unlocking prisoners, escorting them to programmes, and keeping them safe and secure. Each unit is led by a principal corrections officer.

Guided release: Under 'guided release', long-serving prisoners can be given opportunities to take part in activities outside the prison aimed at preparing them for reintegration into the community. Guided release activities vary, depending on the prisoner's needs and suitability. Prisoners on guided release are electronically monitored while out of prison. The Corrections Act 2004 and associated regulations set out the circumstances under which prisoners may be temporarily released into the community.

Integrated Offender Management System (IOMS): IOMS is the Department of Corrections' national offender database. It contains detailed information about offenders, and is used by prison and probation staff to monitor prisoners' progress through the Corrections system.

Mainstream: 'Mainstream' prisoners are those who are not segregated.

Remand: When someone is held in custody awaiting trial or sentencing, they are said to be on remand. 'Remand accused' prisoners are awaiting trial, and 'remand convicted' prisoners have been convicted and are awaiting sentence.

Security classifications – prisoners: Each prisoner is given a security classification, which reflects the risk they pose to the safety of others and to the good order of the prison. The classifications are maximum, high, low-medium, low and minimum. Security classifications guide decisions on accommodation, transport, access to other prisoners, access to rehabilitation programmes, and eligibility for temporary removal or temporary release. Maximum and high security prisoners must be housed separately from those in lower categories.

Security classifications – facilities: Prison facilities are classified as maximum, high and low security. Prisoners should be housed in facilities that match their security classifications.

Segregated: 'Segregated' prisoners are kept separate from others, either for their own safety or for the safety and security of others. Prisoners can be segregated at their own request (voluntary segregation) or the Prison Director can direct that they be segregated (non-voluntary or directed segregation). Segregated prisoners cannot mix with mainstream prisoners.

Site emergency response teams: These are teams of corrections officers with specialist responsibilities, including incident response and intelligence-led searches to detect unauthorised items.

Unauthorised items: The Corrections Act 2004 defines unauthorised items that may not be brought into the prison without the permission of the prison director. They include (among other things) drugs, alcohol, cigarettes and tobacco, cell phones and other electronic communication devices, weapons and disabling substances, anything that might harm the prisoner or another person, anything that could be used to aid escape, and anything that could be used to tamper with a drug sample.