

# Otago Corrections Facility

## Inspection

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## Foreword

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

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

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

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

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

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

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

Otago Corrections Facility was established in 2007. One of its aims was to maintain family connections for prisoners from the Otago region.

Our inspection found a prison that, in most respects, was working effectively. The physical environment was secure, clean, and well maintained. The prison was safe, with very active and vigilant staff, very few issues with contraband, and relatively few issues with violence or intimidation among prisoners.

We also found a prison that was facing pressures due to growth in the national prison population. During 2017 and early in 2018 a significant number of prisoners had been transferred to Otago from other centres, which meant the prison was operating very close to full capacity. The prison faced challenges in accommodating all prisoners while keeping different classifications and categories of prisoners apart. The transfers interrupted rehabilitation and

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

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



treatment programmes, cut off some prisoners from contact with families, and made high security units more challenging to manage.

The prison's low-medium and Self Care Unit offered a good range of rehabilitation programmes and training and employment opportunities, giving prisoners a clear pathway towards rehabilitation and successful reintegration to the community.

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

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

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

A handwritten signature in blue ink, appearing to be "Janis Adair".

Janis Adair  
Chief Inspector of Corrections

## Overview

1. Otago Corrections Facility opened in 2007 and is located near Milton, about 50 kilometres southwest of Dunedin. At 31 January 2018, it housed 509 prisoners of minimum, low, low-medium and high security classifications.
2. Our inspection took place from 11 to 16 March 2018.<sup>3</sup>

## Our findings

### Transport and reception

- Finding 1. During transport to and from Otago Corrections Facility, staff generally kept prisoners safe and treated them humanely, though prisoners found long vehicle journeys uncomfortable.
- Finding 2. During reception at the prison, prisoners were kept safe and treated humanely and with respect. All security procedures were carried out professionally, and prisoners' needs were in almost all cases appropriately assessed. Because the prison was close to capacity, it was sometimes difficult to find appropriate accommodation for all prisoners. In one instance, the required assessment was not carried out before a prisoner was assigned to a shared cell.

### High security units

- Finding 3. The high security units generally provided a clean environment for prisoners in which their basic needs were met. Prisoners expressed appreciation of the environment they lived in.
- Finding 4. Unit inductions are important for prisoners' safety, wellbeing and rehabilitation, and for good order. In high security units, inductions were not always completed.
- Finding 5. Prisoners housed in the high security units were generally kept safe from violence and intimidation, although there was some evidence of intimidation and gang-related tensions in Tokoeka and to a lesser extent Piwakawaka, reflecting the mix of prisoners housed in those units. Staff were vigilant about search procedures, and actively managed and supervised prisoners, taking a zero tolerance approach to violence. Prisoners told us that staff responded to incidents in a manner that was effective and reasonable. Some staff did not have their on-body cameras in pre-record mode ready for use.
- Finding 6. Prisoners in the high security units had very little time out of their cells, ranging from two hours per day in Tokoeka to five hours per day in Takahe. In Tokoeka and Piwakawaka, prisoners had very few opportunities to engage in constructive out of cell activities such as rehabilitation programmes and training courses. Prisoners in Takahe had more opportunities to engage in rehabilitation or training.
- Finding 7. Some prisoners had been transferred to Otago Corrections Facility due to pressures on the prison population at other prisons. This meant they no longer received visits from families.

### Low-medium security units

- Finding 8. In general, the low-medium security units at Otago Corrections Facility provided a safe and healthy environment in which prisoners' basic needs were met. As in other prisons, some prisoners did not regard the national menu as healthy.

<sup>3</sup> A scheduled inspection involves a 12-week programme of work. The Otago Corrections Facility inspection commenced its 12 week programme on 12 February 2018.

- Finding 9. Most prisoners in the low-medium security units received inductions informing them of unit rules and routines.
- Finding 10. Prisoners in Otago Corrections Facility's low-medium security units were generally safe from violence and intimidation. Staff were highly visible in the units, and were proactive at minimising access to contraband, and at engaging with prisoners to ensure that any tensions were quickly detected and appropriately resolved.
- Finding 11. Prisoners in the low-medium security units were unlocked from their cells for much of each day and had access to a good range of rehabilitation programmes, education and work experience opportunities, and other out of cell activities. Prisoners in these units were highly appreciative of the opportunities they received. Those in the prison's Drug Treatment Unit were very positive about the therapeutic community environment.
- Finding 12. Prisoners with families in Otago had reasonable opportunities to stay in contact through visits.

### **Self Care Unit**

- Finding 13. The Self Care Unit provides a safe and healthy environment in which prisoners' basic needs are met. Living in this environment encourages prisoners to take responsibility for themselves and their surroundings and prepares them for reintegration into the community.
- Finding 14. Prisoners arriving in Self Care received inductions informing them of unit rules and routines. They were safe from violence and intimidation, and had access to work, training and rehabilitation programmes which allowed them to prepare themselves for release.

### **Health**

- Finding 15. In general, Otago Corrections Facility had appropriate staffing, resources and systems in place to provide prisoners with the health care they needed, at a standard that was reasonably equivalent to the health care provided to the public.
- Finding 16. Growth in the prisoner population and the high number of transfers in the months prior to our inspection had placed pressure on staffing and resources which could have compromised the standard or timeliness of care. The Health Centre's medications room was not fit for purpose.

### **Mental health and self-harm**

- Finding 17. Otago Corrections Facility provided a reasonable standard of mental health assessment and treatment. During our inspection, the At Risk Unit was being used to house prisoners who were not at risk of self harm, including two prisoners on directed segregation and two vulnerable young adults. Some prisoners with significant and enduring mental health needs are managed in the prison environment due to a lack of forensic in-patient beds.

### **Reintegration**

- Finding 18. Otago Corrections Facility provides a range of services to assist prisoners with reintegration back into the community. Release to Work aids reintegration by providing some prisoners with employment skills and job offers, but only a small number of prisoners are considered suitable for the programme.
- Finding 19. Temporary Release also provides valuable reintegration opportunities. For some prisoners, opportunities for release on parole are limited either because they have not completed all rehabilitation programmes before their parole eligibility date or because they cannot find suitable accommodation.

## Introduction

### Otago Corrections Facility

3. Otago Corrections Facility 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. The prisons operate in four regions – Northern, Central, Lower North, and Southern – each led by a Regional Commissioner. Otago Corrections Facility is one of five prisons in the Southern Region.
4. Otago Corrections Facility is located near Milton, about 50km southwest of Dunedin. It was established in 2007, with a capacity of 335 minimum to high security male prisoners. The prison was one of four established between 2005 and 2007 as part of a regional prisons development project. As well as meeting forecast growth in the prison population, the project aimed to help maintain family and community connections for regional offenders.
5. In 2009, the prison's capacity was increased to 480 by introducing double bunking to some cells in the prison's high security and low-medium security residential units. By the time of our inspection capacity had been increased further, to 518, by double bunking more cells. Further increases to double bunking were planned, subject to the construction of new exercise yards to ensure that the growth in prisoner numbers did not compromise prisoners' opportunities to exercise.

#### Prisoners

6. On 31 January 2018, Otago Corrections Facility housed 509 prisoners (404 sentenced and 105 on remand). Of the sentenced prisoners, 132 were classified as high security, 104 were low medium security, 69 were low security, and 95 were minimum security. The remaining four did not yet have security classifications. The Acting Prison Director told us the prison typically operated at or near its 518-prisoner capacity.
7. The prisoner population grew by almost 28% in the previous two years.

#### Staff

8. At 31 January 2018, the prison had:
  - » 231 FTE<sup>4</sup> custodial staff with another 1.57 FTE positions vacant
  - » Eight FTE managers with no vacancies (including the Prison Director, Assistant Prison Director, and managers for custodial systems, health, operations support, security, and two managers of the prison's residential units)
  - » 14.6 FTE case managers with 3.1 vacancies – case managers are responsible for overseeing prisoners' progress towards rehabilitation and reintegration goals
  - » 12.85 FTE nurses and other health staff with no vacancies
  - » 21 instructors with one vacancy – instructors deliver education and training programmes.
9. The Acting Prison Director told us that 17 of the 231 FTE custodial staff were completing their training and could not be rostered on to full duties. Another 11 were on long-term leave due to illness, injury, or other special circumstances. Four new staff were due to start work in April 2018.
10. Of the case managers, two were on maternity leave and seven were in training with no caseloads.

<sup>4</sup> Full time equivalent.



## Inspection criteria

11. We assessed Otago Corrections Facility against a set of healthy prison standards derived from United Nations principles for the treatment of people in detention:
  - » **Safety:** Prisoners are held safely.
  - » **Respect:** Prisoners are treated with respect for human dignity.
  - » **Rehabilitation:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.
  - » **Reintegration:** Prisoners are prepared for release into the community, and helped to reduce their likelihood of re-offending.<sup>5</sup>
12. A prison's success at achieving these goals depends on a range of factors, including:
  - » an environment and routines that are safe and secure without being unduly restrictive
  - » effective supervision, management and discipline to minimise risks of violence and disorder and encourage constructive use of time
  - » positive and respectful staff-prisoner relationships to encourage voluntary compliance with prison rules and procedures
  - » opportunities for prisoners to take part in constructive activities that support positive change, including physical activity, treatment and rehabilitation programmes, education and training opportunities, work experience, and time to associate with others
  - » a clear and consistent pathway towards rehabilitation, release, and successful reintegration

## Inspection process

13. The inspection team visited the site during the week 11 to 16 March 2018. During that visit:
  - » We interviewed 35 prisoners about life in prison and readiness for release into the community. This included 19 prisoners from the prison's high security units, 10 from low medium security units, three from the minimum security Self Care Unit, and three from the prison's At Risk Unit.
  - » We interviewed prison managers, custodial staff, health professionals, case managers, intelligence officers, prison chaplains, and a union representative.
  - » We visited the prison's residential units to assess their physical condition, and to observe prison operations including staff-prisoner interactions and prisoner activities. During these visits we spoke with prisoners and staff informally.
  - » We visited industry and rehabilitation programme facilities, the prison's Health Centre, and other prison facilities.
  - » We inspected the prison's perimeter and entrances.
  - » We attended prison meetings where prison staff discussed prisoners' progress and considered applications for temporary release.
14. On 12 October 2018, we gave the Department of Corrections' National Commissioner Corrections Services a draft of this report. On 12 November 2018, the National Commissioner provided a response. We have included summaries of the response in the report. The National Commissioner advised that the prison had prepared an action plan to address the inspection findings.

## Report structure

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

<sup>5</sup> These four principles (or close variations) are used by prison inspectorates in the United Kingdom and Australian states, among others. They are also consistent with the basic principles (rules 1-5) in the United Nations Standard Minimum Rules for the Treatment of Prisoners (the Nelson Mandela Rules) and the purpose and principles of the Corrections Act 2004.

## Transport and reception

### *Transport*

16. Prisoners are transported to and from Otago Corrections Facility for a range of reasons, including: transfers to and from other prisons; arrival from court after sentencing or remand; transfers to and from court for hearings; and temporary removal for medical treatment, or to assist with reintegration, and for other purposes. The Acting Prison Director told us that Otago Corrections Facility holds a high proportion of prisoners from outside Otago.
17. A prison van is used to transport prisoners between the prison and Dunedin (for court), and for transfers to and from other Southern Region prisons such as Christchurch Men's Prison. The van has separate compartments for each prisoner, with backward-facing aluminium seats.
18. We interviewed 33 prisoners about their experiences with transport to and from the prison. While few raised serious issues about the journey, many found it uncomfortable. Seven said the cells were very small and cramped, six said the van was either too hot or too cold, five said they had no cushion during the journey, and two said they found it unpleasant facing backwards. The Acting Prison Director told us the van used backward facing seats as they were considered safer in the event of an accident, as the prisoners do not wear seatbelts.
19. The journey from Christchurch usually took 5–6 hours, with a meal and toilet break in Timaru. Two prisoners said they had no water during the journey. One said he suffered from claustrophobia and found the cramped conditions difficult. One said he had to wait to use a bathroom. He told us he could smell urine in the van and there was a drain hole in the cell so it could be hosed clean.
20. We observed Receiving Office operations while eight prisoners were being prepared for transfer to prison or court in Christchurch. All of the prisoners were offered food and water for their journey. Custodial staff reassured one of the prisoners, who said he experienced travel sickness and claustrophobia, and health staff offered him medication to help him with the journey.
21. We inspected the prisoners' transport instructions and found all to be in good order except one which did not contain information about how the prisoner was to be restrained. All eight prisoners were handcuffed for the journey and one was also placed in a waist restraint. Staff treated prisoners with care as they were loaded into the van for the journey.

### *Transfers due to growth in prison population*

22. Five of the 35 prisoners we interviewed said they had recently been transferred to Otago Corrections Facility from other prisons due to greater prisoner numbers at those sites. All but one of the prisoners said they were transferred with 24 hours notice or less. One said he was unable to contact his family before being transferred. A 19-year-old prisoner said he had no family in the South Island. Prisoners transferring from North Island prisons flew before being transported to Otago Corrections Facility from Christchurch or Dunedin. One said he spent a few days at Christchurch Men's Prison while being transferred. Another said he spent a full day travelling from Auckland.
23. Two other prisoners said they had been transferred from Christchurch Men's Prison while on remand awaiting sentence. One said he spent six weeks at Otago Corrections Facility and was due to be returned to Christchurch later in March. He did not know why he had been moved to Otago. The other said he had been transferred from Christchurch Men's Prison two weeks before our inspection, and was due to be returned to Christchurch and released the day after our interview. The Acting Prison Director confirmed this and said the prisoner had arrived without release papers.
24. The Acting Prison Director also told us of two other transfers that had caused difficulty for prisoners. She said that one prisoner had been transferred to Otago Corrections Facility in October 2017, four days before his first Parole Board hearing. This meant prison staff did not know the prisoner and could not prepare him for the hearing. Another prisoner was transferred from Christchurch Men's Prison to Otago Corrections Facility mid-way through an intensive counselling programme. The transfer meant he had to start the counselling again.

*Use of audio visual suites*

25. Otago Correction Facility has a secure audio visual suite which can be used for online court or Parole Board hearings and interviews with legal representatives.<sup>6</sup> The suite has four booths and four holding cells, but at the time of our inspection only three booths were operational. Having audio visual facilities available reduces the need to physically transport prisoners to and from court, and therefore reduces risks associated with transport and temporary removal.
26. Between 1 January and 15 March 2018, 113 prisoners used the audio visual facilities for court hearings or other reasons, while 184 prisoners were transported to attend court hearings in person. Of the prisoners we interviewed, 11 had used the audio visual suite. None had any issues or concerns. One told us the audio visual suite was preferable to attending court in person.

*Reception*

27. When prisoners arrive at the prison they are processed through the Receiving Office where they are strip-searched to ensure they are not carrying weapons or other unauthorised items. Custodial and health staff then conduct an immediate needs assessment (covering matters such as health, mental health, and childcare) and a risk assessment (covering risks to safety including risks of self-harm). Following reception, prisoners are placed in a residential unit appropriate to their security classification and category (remand or sentenced, segregated or mainstream).
28. The Receiving Office at Otago Corrections Facility comprised three cells to house prisoners before they are strip searched, a search room, four holding cells, interview rooms, and a staff area. The cells and other areas were clean and free of graffiti. Staff told us the number of holding cells was not always sufficient to house all prisoners, especially when there were prisoners of different categories and security classifications who could not be mixed.
29. None of the prisoners we interviewed reported any problems with their reception into the prison. Prisoners confirmed they had been interviewed to determine immediate needs and risks, had been treated respectfully and kept informed throughout the process, though one said he felt vulnerable during his strip search.
30. Prisoners are entitled to make a telephone call soon after their arrival in prison, and none of the prisoners reported any problems with this. One said that Receiving Office staff had retrieved telephone numbers from his cell phone so he could contact his family without any problems.
31. We observed operations in the Receiving Office while five prisoners were received into the prison. Staff were busy throughout but maintained a positive, professional approach. Arriving prisoners were offered a cup of tea, and they told us this made them feel cared for during a vulnerable time.
32. The strip searches were thorough but respectful, with staff giving clear instructions. Prisoners were also searched using a walk-through metal detector, a Cellsense™ detector (which detects cellphones and other items concealed on a person or in body cavities) and a handheld metal detector if needed. These searches were also carried out in a thorough and professional manner. One of the incoming prisoners had his leg in a brace and was using a crutch to help him walk. Staff searched these items but ensured the prisoner was comfortable at all times.
33. Another prisoner was in prison for the first time. Staff sought to reassure him and answer his questions honestly. They identified him as being at risk of self-harm and had him placed in the At Risk Unit. We saw him the following day and he told us the Receiving Office staff had reassured him and answered his questions in a way that made him feel confident that he would be okay in prison. The required assessments were completed for all five prisoners. During interviews the nurse left the door open, making it possible for others in the Receiving Office to overhear prisoners' answers.

<sup>6</sup> Another audio visual suite is located in the Visits Centre and is used for prisoners to have virtual visits with their families in other locations.

*Placement in shared cells*

34. Before placing prisoners in shared cells, the prison is required to complete a Shared Accommodation Cell Risk Assessment (SACRA) to determine whether there are any safety risks.<sup>7</sup> One prisoner said he was placed in a shared cell with a prisoner he felt unsafe with. When staff would not move him, he told them he was considering self harm and was moved to the At Risk Unit. The SACRA was completed for this prisoner.
35. Receiving Office staff told us that, with the prison operating very close to capacity, it could be very difficult to find suitable accommodation for all prisoners. Sometimes the only available beds were in cells with prisoners who were not supposed to mix with others, which meant the only options were to place the new prisoner in the cell regardless of the requirement that the other prisoner not mix. Staff said they felt pressured to use the vacant bed, either by placing the new prisoner in the cell, or by arranging a transfer to another prison, which created other challenges.
36. Following our inspection, the National Commissioner responded that training had been delivered to all staff in relation to the completion and recording of SACRA assessments. The completion and quality of SACRAs is being monitored by the Custodial Support Manager.

**Findings**

- Finding 1. During transport to and from Otago Corrections Facility, staff generally kept prisoners safe and treated them humanely, though prisoners found long vehicle journeys uncomfortable.
- Finding 2. During reception at the prison, prisoners were kept safe and treated humanely and with respect. All security procedures were carried out professionally, and prisoners' needs were in almost all cases appropriately assessed. Because the prison was close to capacity, it was sometimes difficult to find appropriate accommodation for all prisoners. In one instance, the required assessment was not carried out before a prisoner was assigned to a shared cell.

<sup>7</sup> SACRA takes account of prisoners' age, offending history, gang affiliation, prison experience, size and strength, mental health, risks of violence and/or self harm, special needs, health needs, security classification, segregation status, sentence status, and other factors relevant to safety and good order.

## Residential units

### Facilities

37. Otago Corrections Facility is surrounded by a highly secure concrete perimeter fence topped with electrical wire. The perimeter is well lit and monitored. The prison has a single entry point. CCTV, motion detecting cameras and other security devices are used throughout the prison to provide remote monitoring of the site.
38. The prison has nine residential units:
  - » Three high security units:
    - Takehe has two wings (I and J) with 30 cells each, 15 of which are double banded, which houses mainstream sentenced high security prisoners.
    - Tokoeka has two wings (K with 30 cells, all but one doubled banded, and L with 30 double banded cells) for sentenced high security and remand convicted prisoners – these units house a combination of mainstream and voluntary segregation prisoners.<sup>8</sup> New arrivals at the prison are initially placed in Tokoeka before being assessed and transferred to other units as appropriate.
    - Piwakawaka has two wings (G and H) with 30 cells each, 15 of which are doubled banded, for remand prisoners – Piwakawaka G houses mainstream prisoners and Piwakawaka H houses prisoners in voluntary segregation.
  - » Three specialist units:
    - Te Kahu (19 single cells) for prisoners on directed segregation.<sup>9</sup>
    - Hoiho (the separates unit) for prisoners sentenced to cell confinement following a disciplinary hearing.<sup>10</sup>
    - Kakapo is the At Risk Unit for prisoners at risk of self-harm. It has eight single cells and two dry cells.
  - » Two low-medium security units:
    - Pukeko has two wings (A and B) with 30 doubled banded cells each – it houses sentenced mainstream prisoners.
    - Weka has two wings (C and D) with 30 cells each (C has four cells doubled banded and D has three) – this is the prison's Drug Treatment Unit.
  - » A Self Care Unit with five villas, each with four beds.

### High security units

#### Environment and basic needs

##### *Physical environment*

39. The high security units we inspected were clean, well maintained and free of graffiti (see Figure 3). Of the 22 prisoners we interviewed from high security, all confirmed their cells and units were clean and free of graffiti, and several said they appreciated living in a positive environment. Some said that staff did not tolerate graffiti, while others said that prisoners took it on themselves to keep the units in a good state. One prisoner from Hoiho said the unit's cells were very hot in summer.

<sup>8</sup> Prisoners can be segregated from others at their own request, if they are at risk from others and there is no other reasonable way to ensure their safety. This is also known as voluntary protective custody: see Corrections Act 2004 s 59:

<sup>9</sup> Prisoners can be placed in directed (non-voluntary) segregation in order to protect the safety of others, or the security and good order of the prison: see Corrections Act 2004 s 58.

<sup>10</sup> Corrections Act 2004 ss 133, 137.

40. Most of the prisoners we interviewed said they had sufficient clothing and bedding, and that both were of reasonable standard. This was confirmed during our physical inspections of the units. Only three of the 22 prisoners interviewed raised concerns about bedding or clothing. Two (one from Takahe and one from Te Kahu) said their clothing and bedding were old and worn out, and one said he had had to wait for some days after arrival in the prison before he was issued with sufficient clothing.
41. Most of the prisoners interviewed were positive about the food they received. Several said the diet had good variety, though one said it was repetitive and the portions were too small, and two said there was too much bread. One prisoner said he did not eat dairy products or eggs and had asked for a special diet but had been told he could not get one unless he was allergic to the foods provided. Department of Corrections national menu guidelines provide that vegetarian and vegan meals should be provided on written request.

### Finding

Finding 3. The high security units generally provided a clean environment for prisoners in which their basic needs were met. Prisoners expressed appreciation of the environment they lived in.

### First days in custody

42. When a prisoner arrives in a unit he should receive an induction to determine any immediate needs (eg health needs or safety risks) and have unit rules, routines, and facilities explained to him. He should also be given access to a self-service kiosk, allowing him to access information and request support.<sup>11</sup>
43. We interviewed 14 prisoners about their inductions into high security units. Four said they had received good inductions which allowed them to understand unit rules and routines. Four (one each in Takahe, Tokoeka, Piwakawaka, and Te Kahu) said they had received no induction.
44. The remaining six (three from Tokoeka, two from Piwakawaka and one from Te Kahu) said they received inductions that were incomplete, leaving them unable to understand the unit's routines, facilities and services. For example, three said they had not been told they could request books from the library, two said they had not been told they could use the gym, one said he had not been told he could see a chaplain, and one said he had not been told how to ask for visitors or request property from family and friends. Two of the prisoners told us they were handed induction booklets but the contents were not explained. One said he found out the day after being placed in his cell that he was supposed to report any graffiti or damage within two hours.
45. Following our inspection, the National Commissioner advised that the completion of unit inductions had been reviewed, with a focus on both compliance and a consistent approach between units. Regular reviews of inductions are being carried out by Operations Managers.

### Finding

Finding 4. Unit inductions are important for prisoners' safety, wellbeing and rehabilitation, and for good order. In high security units, inductions were not always completed.

<sup>11</sup> Prisoners can use the kiosks to access a range of information including legislation and policies, prison rules, and key dates in their sentences. They can also order food and other items from the canteen, ask for meetings with their case manager or their unit's principal corrections officer, and check the balance of their trust account.



## Safety and humane treatment

46. Otago Corrections Facility is housed behind a secure perimeter fence, and the perimeter and site are effectively monitored with CCTV and other security devices. The site has a single point of entry which is effectively supervised. People and property entering the prison are subjected to appropriate search procedures, which can include drug dog detection. Management and staff raised very few concerns about the prison's physical security.
47. We interviewed 16 prisoners about safety and security in high security units. Almost all of these prisoners said that staff were highly visible in their unit, actively monitored prisoners' activities, interacted with prisoners in a constructive manner, and took a zero tolerance approach to violence. Three prisoners said they had seen staff using control and restraint techniques to address violence or disorder; all of these prisoners felt that the techniques had been used fairly and effectively.
48. Prisoners also said that staff controlled access to unauthorised items by conducting rubdown searches whenever they entered or left the unit, and conducting regular cell checks and searches. In the six months to 31 January 2018, prison staff made 20 discoveries of tattoo equipment in the high security units, four of drugs, three of alcohol, and five weapons (including three in Hoiho, the separates unit). Staff also made 33 discoveries of other unauthorised items such as tobacco and gang paraphernalia.
49. Most prisoners told us that there was minimal gang influence in their unit and little or no evidence of violence or intimidation. All but one felt safe in their residential unit. The prisoner who did not feel safe was in Takahe unit. He said he had been stood over for his shoes and watch, and had asked to be transferred to another unit.
50. Piwakawaka houses prisoners on remand awaiting trial or sentence. Prisoners from Piwakawaka said they personally felt safe, but two said there were occasional minor tussles, particularly over access to telephones.
51. Tokoeka houses a mix of high security prisoners. At the time of our inspection most were sentenced but some were on remand awaiting sentence; and most were mainstream but some were in voluntary segregation. Prisoners from Tokoeka also said they personally felt safe, and said there was no fighting or intimidation in the unit – but they also acknowledged that there were sometimes tensions between rival gangs.
52. Three of the six Tokoeka prisoners interviewed said they had seen staff use control and restraint techniques (including pepper spray) in the unit to bring incidents under control. Three prisoners from other units said they had previously been in Tokoeka and had felt unsafe there due to gang-related violence and standovers, and two of those had transferred out of the unit for that reason. On 31 January 2018, 65 of the unit's 109 prisoners identified as having gang associations, with Mongrel Mob and Black Power the most common. No other high security unit had more than 30 gang members.<sup>12</sup>
53. In the six months to 31 January, the prison recorded 130 incidents of prisoner violence in Tokoeka (including assaults, abuse/threats, wilful damage, fighting and standovers/intimidation). This was far more than at any other unit in the prison. The next highest were Piwakawaka (95) and Takahe (53). Most of these incidents were in the 'other' category which includes fights, standovers and intimidation. Twelve of the incidents in Tokoeka, and eight in each of Piwakawaka and Takahe, were assaults on prisoners, staff, or others.

<sup>12</sup> The figures for other units were: 23 in Takahe, 18 in Piwakawaka, six in Hoiho and four in Te Kahu.

54. We were advised by staff that all six of the prisoners we interviewed in Tokoeka had been transferred to Otago Corrections Facility due to the growth in the national prisoner population. All told us they received no visitors as their families were too far away (one had family in Christchurch and the others had families in the North Island). Three said they wanted to be closer to their families. From our observation, the frustration these prisoners felt at being separated from families contributed to tension in the unit.
55. Many of the high security prisoners we interviewed were in shared cells. While some said this caused them anxiety due to loss of privacy, none raised any concerns about safety while sharing a cell.
56. Staff in the residential units told us they took a zero tolerance approach to violence. The acting Principal Corrections Officer for Tokoeka said any prisoner involved in violence or standovers would be moved to the unit's other wing or placed in directed segregation in Te Kahu. The prison has a Site Emergency Response Team which is trained and equipped to respond to any significant incidents.

#### *Use of on-body cameras*

57. Corrections officers may be required to wear on-body cameras while on duty. At the beginning of a shift, each officer who is assigned an on-body camera should pick up the camera, turn it on, and place it in 'pre-record' mode. The camera can then be used to record any incident of heightened tension involving prisoners or visitors. International experience has shown that using on-body cameras tends to deter violence and de-escalate tensions, while also protecting officers against false accusations from prisoners or others.
58. During a two-day period in our inspection, one of our Inspectors saw only nine officers with their on-body cameras switched on and in pre-record mode (four of those were from the Site Emergency Response Team). All other officers were noted to have their on-body cameras switched off. In our conversations with officers it became apparent that some believed that all of their words and actions were recorded when the cameras were in pre-record modes, and feared that managers could use the footage against them.
59. Following the inspection, the National Commissioner advised that staff have been reminded of the purpose of on-body cameras. New batteries have been sourced which have provided greater reliability of the equipment, and staff are now ensuring that on-body cameras are on stand-by.

### **Finding**

Finding 5. Prisoners housed in the high security units were generally kept safe from violence and intimidation, although there was some evidence of intimidation and gang-related tensions in Tokoeka and to a lesser extent Piwakawaka, reflecting the mix of prisoners housed in those units. Staff were vigilant about search procedures, and actively managed and supervised prisoners, taking a zero tolerance approach to violence. Prisoners told us that staff responded to incidents in a manner that was effective and reasonable. Some staff did not have their on-body cameras in pre-record mode ready for use.



## Rehabilitation

### *Case management*

60. As well as detaining prisoners in a safe and humane manner, prisons are expected to support prisoners to make positive changes in their lives.
61. Successful rehabilitation depends on a prisoner's motivation and on access to support and opportunities to make positive changes. All New Zealand prisons offer programmes aimed at supporting prisoners to address the causes of offending, and acquire skills that will help them after release.
62. Case managers work with prisoners to create an offender plan for each prisoner setting out their rehabilitation and reintegration goals and pathway, including rehabilitation, learning and work experience programmes the prisoner should complete. Each prisoner is assigned a case officer from among custodial staff in the prisoner's unit to provide day-to-day support and keep track of the prisoner's progress towards rehabilitation goals. Prisoners are supported under a process called Right Track, in which custodial staff, health and education staff, case managers, and others (such as psychologists and chaplains) work together to support the prisoner's journey towards rehabilitation.
63. At the time of our inspection, Otago Corrections Facility advised they had seven case managers who were still completing their training and did not have full caseloads, and another two case managers were absent on maternity leave. We interviewed 19 high security prisoners about case management and access to rehabilitation programmes. Of those, seven (four sentenced and three on remand) said they had not yet met their case manager, though most of these were recent arrivals at the prison on transfer from other sites. To address this issue, the Acting Prison Director approved overtime for the remaining case managers and called in case managers from other prisons.
64. While the prison was short of case managers at the time of our inspection, it also seemed that some prisoners had unrealistic expectations about how often they could expect to meet their case managers.

### *Time out of cell and access to activities*

65. The high security units at Otago Corrections Facility operated very restrictive unlock regimes, and this in turn limited prisoners' opportunities to engage in constructive out of cell activities.
66. In Tokoeka, prisoners were unlocked for two hours per day – one hour in the morning and one in the afternoon. This was due to the unit's split unlock regime, which had to accommodate different categories (mainstream and segregated) and classifications of prisoners. Prisoners ate all meals in their cells, and told us they had very limited access to rehabilitation programmes or training courses.
67. Of the six prisoners we interviewed in Tokoeka, two had completed first aid courses and one had completed a range of rehabilitation programmes during a previous term in prison; the others had completed no programmes. Four of the Tokoeka prisoners said they had not yet met their case managers. Of those, one had transferred to the prison in September 2017 and the others had arrived since December. One prisoner said that kapa haka sessions had recently started in their wing, and these allowed prisoners to put aside gang issues and focus on their culture.
68. The prison has a gym and prisoners from Tokoeka can attend gym sessions twice a week. Two of the unit's prisoners said they had done so, while others said they had not been aware of this opportunity.
69. Prior to our inspection, gym sessions had been suspended for six weeks because of incidents that had occurred. Prisoners from Tokoeka cannot visit the prison's library, which is located in a low-medium security unit, but they can request books from it. Otherwise, unlocked prisoners can

- spend time in exercise yards or day rooms. Two of the Tokoeka prisoners said they got bored because they had little to do and few opportunities to interact with others.
70. The regime in Tokoeka was consistent with the Corrections Act 2004 which provides that prisoners must have at least one hour daily out of their cells for exercise. In Takahe, prisoners had two hours of out their cells every morning, and two or three hours in the afternoons. Prisoners usually had meals in their cells but on alternate days were allowed to eat their evening meals together. Prisoners from the unit could attend gym sessions four times a week and several prisoners said they took advantage of this opportunity.
  71. At the time of our inspection, nine prisoners from Takahe I were working in the prison's carpentry workshop where they could train for NZQA-approved qualifications in cabinetmaking (see Figure 1). Shortly after our inspection, another 12 prisoners from the unit were scheduled to begin training in carpentry and joinery.
  72. Two prisoners said they were being assessed to determine whether they should undertake rehabilitation programmes or instead receive counselling. One prisoner said he had completed an alcohol and drug treatment programme and courses in literacy, and another said he was using the prison's Secure Online Learning facilities to study accountancy, economics and statistics in preparation for his release. Otherwise, prisoners from Takahe told us they requested books from the prison's library, or spent their time out of cell in the unit's exercise yards (see Figure 2) or in the day room playing board games or table tennis.
  73. In Piwakawaka, prisoners had four hours out of their cells daily, except Wednesdays when staff training commitments could reduce that to two hours. Piwakawaka houses prisoners who are on remand awaiting trial or sentence. We interviewed three prisoners from the unit. None were engaged in training programmes or courses. Two said they used the unit's gym weekly. One of those said he also spent his time colouring in or writing letters.
  74. The prison's Principal Advisor Rehabilitation and Learning told us the unit offered first aid courses, Secure Online Learning opportunities, and workshops on practical topics such as budgeting, job skills, understanding tenancy and employment agreements, and resilience skills.
  75. Prisoners in Te Kahu (the directed segregation unit) told us they were out of their cells for about 90-120 minutes each day, and had little to do in that time. The unit has a selection of books. Prisoners can exercise in the unit's yard but do not have access to the prison's gym. One prisoner said board games would be helpful.
  76. Regarding access to rehabilitation programmes, the prison's acting Principal Case Manager told us that, as a matter of Department of Corrections' policy, high security prisoners were not eligible for the Special Treatment Unit rehabilitation programmes – yet these programmes were aimed at prisoners who were at high risk of reoffending.
  77. Otago Corrections Facility is piloting a Short Violence Prevention Programme, a three-month programme aimed at prisoners with a history of violence who are at risk of reoffending upon release, and are unable to complete longer term treatment programmes before their sentences are completed. The programme aims to support participants to improve their communication skills, and to understand causes and impacts of violence, and learn new ways to deal with stress and conflict. It got under way in March 2018 with 10 participants. Of those, nine graduated in June.
  78. Following the inspection, the National Commissioner advised that new rosters had been developed to support increased unlock hours in Takahe Unit 24 and Tokoeka Unit 35. Prisoners now have access to the gym, yard, table tennis, kapa haka and board games, in addition to programmes. An activity and cultural officer has been employed to visit units to offer one on one sessions. Further, an in-house tikanga programme is being developed to be run by prisoners with the support of the activity and cultural officer.

*Contact with family and friends*

79. Contact with family and friends is important for prisoners' wellbeing and eventual reintegration into the community. As noted earlier, many prisoners had been transferred to Otago Corrections Facility from other prisons due to pressures on the prison population.
80. None of the six Tokoeka prisoners we interviewed received visitors, as their families were in the North Island or in Christchurch. Those prisoners said they attempted to stay in touch with partners and families by telephone, and some had asked to use the Visits Centre's audio visual suite to have virtual visits with their families.
81. In Takahe, two of the five prisoners we interviewed received no visitors. In Piwakawaka, the three prisoners we interviewed all received visitors. One said he could not see his children as visiting hours were on weekdays only, and he did not want to take his children out of school. He said he had only recently found out – after six weeks in the unit – that he could make a request for a weekend visit from his family.
82. We interviewed the partner of a high security prisoner. She said that reception and visits staff were very welcoming and respectful.

**Findings**

- Finding 6. Prisoners in the high security units had very little time out of their cells, ranging from two hours per day in Tokoeka to five hours per day in Takahe. In Tokoeka and Piwakawaka, prisoners had very few opportunities to engage in constructive out of cell activities such as rehabilitation programmes and training courses. Prisoners in Takahe had more opportunities to engage in rehabilitation or training.
- Finding 7. Some prisoners had been transferred to Otago Corrections Facility due to pressures on the prison population at other prisons. This meant they no longer received visits from families.

**Low-medium security units****Introduction**

83. Otago Corrections Facility has two low-medium security units:
  - » Weka has two wings (C with 34 beds and D with 33). It is the prison's Drug Treatment Unit.
  - » Pukeko has two wings (A and B) with 60 beds each in double bunked cells. It offers opportunities for prisoners to train and work in various industries within the prison, and also offers education and rehabilitation programmes.
84. Both units house only sentenced mainstream (non-segregated) prisoners with a mix of security classifications (low-medium, low, and minimum).
85. The Principal Corrections Officer for Pukeko told us that nine of the unit's 28 corrections officers were still completing their training and needed mentoring and guidance from senior officers.
86. Since double bunking had been introduced, additional support had been provided but there was still considerable pressure on senior staff. Staff said that, on occasions, one fully trained corrections officer would be rostered on with two who were still completing their training.

## Environment and basic needs

87. Both units were clean, well maintained, and free of graffiti. We interviewed four prisoners from Pukeko and six from Weka. Very few raised concerns about clothing or bedding, or the physical environment more generally. Two of the four in Pukeko said their cells got very hot during summer, though they were allowed electric fans to keep themselves cool.
88. During our inspection of Pukeko, three prisoners told us the unit did not have sufficient clothing.. Some prisoners also told us that the unit had new mattresses which were too thin (about 9 centimetres, see Figure 4) and too short – prisoners who were over about 1.8 metres tall said their feet hung over the ends (see Figure 5).
89. Prison meals are prepared in accordance with Department of Corrections national menus, which are intended to comply with Ministry of Health Food and Nutrition Guidelines. Of the 10 low medium security prisoners interviewed, five said the portions were too small, and three (all in Weka) said the portions were adequate (the remaining two gave no view). Three said the sandwiches served at lunch were soggy. Three said prisoners were given too much bread (the standard national menu provides for each male prisoner to receive 77 slices of bread per week<sup>13</sup>) and would prefer healthier options. One said vegetables grown at the prison should be served to prisoners.
90. Double bunking was considered business as usual in Pukeko. Of the five prisoners we interviewed from the unit, one said he felt the cells were too small for double bunking and another said he did not like the lack of privacy. The others raised no concerns. The unit's Principal Corrections Officer told us that Otago Corrections Facility cells were larger than some in other prisons and so better suited to double bunking. Staff and union representatives said the increased number of prisoners placed added pressures on staff and had affected morale.

### Finding

Finding 8. In general, the low-medium security units at Otago Corrections Facility provided a safe and healthy environment in which prisoners' basic needs were met. As in other prisons, some prisoners did not regard the national menu as healthy.

## First days in custody

91. When a prisoner arrives in a unit he should receive an induction to determine any immediate needs (such as health needs or safety risks) and have unit rules and routines explained to him. He should also be given access to a self-service kiosk, allowing him to access information and request support. New prisoners should all be allowed to make telephone call to family or friends.
92. Of the prisoners we interviewed in low-medium security units, one said he had received no induction or telephone call. Others said they received good inductions which allowed them to understand unit rules and routines. In Weka, prisoners are assigned as mentors to take care of new prisoners and help them settle in.

### Finding

Finding 9. Most prisoners in the low-medium security units received inductions informing them of unit rules and routines.

<sup>13</sup> The daily menu provides for three pieces of toast at breakfast, three sandwiches (six slices of bread) at lunch, and two pieces of bread at supper.

## Safety and humane treatment

93. Both Pukeko and Weka provided safe and secure environments. Prisoners told us they felt safe in the units and in their cells, and had not experienced any violence or intimidation. This was confirmed by other prisoners who we spoke with during our inspection of each unit.
94. About a quarter of prisoners in each unit identified as having gang associations, but prisoners said there was no evidence of gang tensions. Prisoners from Weka said the unit provided a therapeutic environment in which everyone supported each other. They said that prisoners felt privileged to be in the unit and no-one was prepared to jeopardise their placement by engaging in intimidation or gang activity.
95. During our inspections, staff were highly visible in each unit and actively supervised and engaged with prisoners. Staff told us that by remaining visible and engaging with prisoners they could deter violence and respond quickly to any tensions that emerged. Prisoners confirmed this: they said they could approach staff if they had any problems or concerns and staff would address the issues raised. They also told us that staff responded quickly to any incidents. Any prisoner who threatened the safety of another or the good order of the unit would be removed.
96. In the six months to 31 January 2018, the prison recorded 30 incidents of prisoner violence or intimidation in Pukeko (one assault on a prisoner that did not result in injury, five instances of wilful damage, four instances of abuse or threats against staff, and 20 'other', including standovers or intimidation). In Weka, 12 incidents of violence or intimidation were recorded (one assault on staff, one abuse or threat to staff, and 10 'other' which includes standovers or intimidation of other prisoners).
97. During our inspection, one prisoner was removed from Pukeko and placed on directed segregation after threatening to assault another. Staff handled this incident well, defusing the tension and clearly explaining to the prisoner why he was being removed.
98. Staff in Pukeko and Weka told us that contraband was rare in these units and that they were proactive in detecting it. Prisoners told us they were subjected to rubdown searches whenever they left or returned to their units, and that cells were searched regularly. We observed 21 rubdown searches. Prisoners' shoes and socks were not checked; otherwise the searches were sufficiently thorough to detect any contraband concealed within prisoners' clothing.
99. We also observed seven cell searches, which were completed to a good standard in which any unauthorised items would likely have been found and the cells were left in a tidy state.
100. During the six months to 31 January 2018, 13 unauthorised items were discovered in Pukeko (one weapon, one drugs, one alcohol, six tattoo equipment, and four 'other' which includes tobacco, gang paraphernalia, money, stockpiled food or medication, and other items) and six in Weka (one drugs, one tattoo equipment, and four 'other').
101. Following our inspection, the National Commissioner advised that staff had been coached in carrying out rubdown searches and standards had shown a marked improvement.

### Finding

Finding 10. Prisoners in Otago Corrections Facility's low-medium security units were generally safe from violence and intimidation. Staff were highly visible in the units, and were proactive at minimising access to contraband, and at engaging with prisoners to ensure that any tensions were quickly detected and appropriately resolved.

## Rehabilitation

### *Time out of cell*

102. At the time of our inspection, Pukeko operated a 7am to 8pm unlock regime on weekdays and an 8am to 5pm staff roster on weekends. This provided for prisoners to be unlocked from their cells and engaged in constructive activities for about 9-11 hours on weekdays and 6-7 hours on weekends. On some days prisoners who did not work outside the unit were locked down over lunchtimes, but on other days they were allowed to have their lunches together.
103. Weka operated a 7.30am to 8.15pm unlock regime on weekdays and an 8am to 5pm staff roster on weekends, allowing prisoners to have 10-11 hours out of cell on weekdays and 6-7 hours on weekends.
104. None of the prisoners we interviewed had any concerns about the amount of time they had out of their cells.
105. At the time of our inspection the prison was preparing to introduce a variable shift which would allow prisoners to have more time out of cells while also reducing requirements on staff to work overtime.

### *Rehabilitation programmes*

106. Prisoners in Weka take part in the prison's Drug Treatment Programme, which aims to assist prisoners with alcohol and drug dependency. Drug treatment programmes are offered to prisoners who are highly motivated to make permanent changes in their use of alcohol and other drugs. The unit operates as a therapeutic community in which staff and prisoners work together to create a safe learning environment and to support everyone on the programme to make changes. Prisoners who have completed the programme can remain in the unit and act as mentors.
107. Prisoners in Weka told us they appreciated the opportunities they were given. They said the unit felt like a genuine community, with very positive relationships among prisoners, custodial staff, and therapeutic staff. The prisoners we interviewed from Weka were also positive about other rehabilitation opportunities they had received. One had completed a Medium Intensity Rehabilitation Programme (aimed at addressing the causes of offending) and a parenting course, while another was scheduled to complete a problem gambling and a Special Treatment Unit for violent offenders programme.
108. Prisoners in Pukeko were less positive about the rehabilitation programmes available to them. Among prisoners we spoke with, six told us they did not have sufficient access to their case managers to discuss rehabilitation opportunities. They acknowledged that the prison was short-staffed but did not feel this was their problem. As with prisoners in high security units, prisoners appeared to have unrealistic expectations about how often they could see a case manager.
109. Of the four prisoners we interviewed from Pukeko, one (who had recently arrived in the prison) said his offender plan was being developed, one said he had recently completed his offender plan but it had not yet been actioned, one said he was completing a Medium Intensity Rehabilitation Programme, and one said he had been assigned to complete a Short Motivational Programme (aimed at motivating prisoners to understand their offending and learn how to make positive changes) and a Special Treatment Unit for violent offenders programme. We also spoke with prisoners during our observations of Pukeko Unit. One told us he had an offender plan in place which required him to complete a Drug Treatment Programme, but he had not yet been placed on the programme and would not be able to complete it before his parole eligibility date. Three other prisoners said they wanted to complete their rehabilitation programmes at Christchurch Men's Prison so they could be close to their families.



*Work experience and industry training*

110. Otago Corrections Facility is a working prison which aims to have prisoners in low-medium and minimum security facilities engaged in work or other constructive activities for 40+ hours per week.
111. The prison has a dairy farm where workers can gain experience and NZQA qualifications. Similar opportunities are available in engineering, horticulture (see Figure 8), joinery/carpentry (see Figures 9 and 10), and painting.
112. Prisoners can also work in the prison's kitchen, laundry, grounds, and recycling centre, and in their units doing jobs such as cleaning, serving food, and looking after kit lockers where clothing and bedding are stored and distributed.
113. The prison's Industries Manager told us that, at the time of our inspection, approximately 130 of the prison's more than 500 prisoners were engaged in industry training or work experience within the prison. Work experience and industry training opportunities were available to prisoners from the low-medium security units (Pukeko and Weka) and also the Self Care villas (discussed later) and Takahe I (a 'harmony' unit for child sex offenders).
114. The Industries Manager told us that maintaining a stable workforce for each industry was challenging as work commitments sometimes clashed with rehabilitation programmes, Health Centre appointments, and visits.
115. During our inspection, we spoke with several prisoners about their experiences in the prison's industries. Prisoners said they were grateful for opportunities to develop new skills, and to acquire experience and qualifications that would help them to get jobs on release. One said these experiences had given him confidence and self-esteem, while another said he had been able to develop a positive work ethic.
116. Prisoners were very appreciative of the prison's industry training instructors, saying the instructors' were very supportive in helping them to get their lives back on track.
117. Among the six prisoners we interviewed from Weka (the Drug Treatment Unit), two were employed within the unit (one as a laundry worker and one as a mentor). Others had been employed within the prison (as cleaners, kitchen workers and grounds maintenance workers) prior to starting on the programme. Two had completed NZQA qualifications (one in engineering and one in hospitality).
118. Among the four prisoners we interviewed from Pukeko, two were employed (one in his unit as a cleaner and one in the prison grounds) and another had sought employment in the prison grounds. The fourth was completing a rehabilitation programme.
119. Staff from Pukeko told us that industry, treatment and learning facilities and programmes had not been expanded in response to the growth in the unit and prison population.
120. In the six months to 31 January 2018, 12 low security prisoners achieved NZQA qualifications: 11 in agriculture or primary industries qualifications and one in foundation skills.

*Other constructive activities*

121. Prisoners from Weka and Pukeko had access to a range of education opportunities, as well as to library books, exercise yards and gym facilities with an instructor. Prisoners from these units were also allowed to use the fields surrounding the units for exercise and recreation. Prisoners were positive about their time out of cell. Some from Pukeko told us they would like more activities available within the unit, including board games and sports equipment.

*Contact with families*

122. Each residential unit has specified days on which prisoners can receive visitors. Three 90-minute visiting sessions are scheduled each day. The visits area (see Figure 6) is supervised by corrections officers and monitored using CCTV. Children can attend visits and a small play area with toys is provided for them, though adult prisoners are now allowed to be in the play area with their children. Prisoners can also meet with their families in a private (but monitored) room.
123. Of the four prisoners we interviewed in Pukeko, all received visits from families. One said he was not allowed to cuddle his son except at the beginning and end of each visit. He said the visits room is noisy which makes conversations hard, and that he would prefer visits to take place in the visit centre's outdoor seating area (which was not being used at the time of our inspection, see Figure 7). The other prisoners raised no issues about visits. Some of the prisoners we spoke with during our observation of the unit told us they did not receive visits as their families were too far away.
124. Of the six prisoners we interviewed from Weka, four did not receive visitors. Three said their families were too far away to visit, and one said he had chosen to cut ties with his former associates. Of the two who did receive visits, both felt the visits were too short. Staff told us that visits had recently been reduced from two hours to 90 minutes so that more visits could be scheduled each day.
125. We interviewed the mother of a low security prisoner, who told us her experience of visits was excellent. Staff had been friendly and treated visitors with dignity and respect.
126. None of the prisoners raised any concerns about access to the telephone.

**Findings**

- Finding 11. Prisoners in the low-medium security units were unlocked from their cells for much of each day and had access to a good range of rehabilitation programmes, education and work experience opportunities, and other out of cell activities. Prisoners in these units were highly appreciative of the opportunities they received. Those in the prison's Drug Treatment Unit were very positive about the therapeutic community environment.
- Finding 12. Prisoners with families in Otago had reasonable opportunities to stay in contact through visits.



## Self Care Unit (low and minimum security)

127. Otago Corrections Facility has five Self Care villas, each with four beds, where eligible and suitable minimum and low security prisoners can live together in a flatting style environment. Living in Self Care allows prisoners to take responsibility for their own cooking and cleaning, and acquire practical and interpersonal skills that will allow them to live independently after release. Prisoners in the Self Care Unit have opportunities to gain training and work experience within the prison and (through Release to Work programme) in private businesses in the community. Villa 1 is for prisoners with disabilities. At the time of our inspection the Self Care Unit housed 20 prisoners – its maximum capacity.

### Environment and basic needs

128. The Self Care Unit is located in a separate fenced area within the prison perimeter. The villas are surrounded by lawns, where prisoners can spend time during unlock hours. Prisoners also look after a vegetable garden adjacent to the villas.
129. The villas are well maintained, clean, and free from graffiti (see Figures 11 and 12). Each villa contains a fully equipped kitchen where prisoners can cook meals, as well as laundry and bathroom facilities. Each bedroom has a bed, desk, lamp, and a storage unit for clothing. All rooms receive natural light and fresh air.
130. The unit also has a community centre where prisoners can gather to associate, use the telephone, talk to staff, play games (including pool and darts), use a computer for Secure Online Learning opportunities, and read library books.
131. Prisoners in Self Care can wear their own clothing.
132. Prisoners told us that they took turns planning meals and cooking, and doing other chores such as cleaning. They told us there was no difficulty with sharing these roles. One said that if others were not pulling their weight a house meeting would be called.
133. One prisoner said he was responsible for shopping for his villa. He and shoppers from other villas were escorted by a corrections officer into Milton every Saturday morning. To have this role prisoners had to have a minimum security classification and have been approved for temporary removal.
134. One prisoner told us the food budget (\$50 per person per week) had not changed in 10 years and he did not consider it adequate. Another said he regarded the budget as adequate, and no-one went hungry.

### *Double-bunking in Self Care*

135. At the time of our inspection, the prison was preparing to introduce double bunking to the Self Care Unit. This was part of a nationwide response to growth in the national prisoner population. The Acting Prison Director, staff, union representative, and prisoners all expressed concern that double bunking would compromise the purpose of the unit, which was to prepare prisoners to return to normal life in the community. Prisoners raised concerns about having to share their villas and rooms with others who may not meet the criteria to be eligible and suitable for Self Care. Subsequently, due to reduced pressure on the national prison population, the double bunking did not go ahead.

## Finding

- Finding 13. The Self Care Unit provides a safe and healthy environment in which prisoners' basic needs are met. Living in this environment encourages prisoners to take responsibility for themselves and their surroundings and prepares them for reintegration into the community.

**First days in custody**

136. All of the prisoners we interviewed in the Self Care villas said they had received a comprehensive induction on arrival in the unit. They received an induction booklet, signed a contract acknowledging the unit rules and their responsibilities (which included voluntary drug testing). All were assigned a case officer. The prisoners said they could approach staff or other prisoners if they needed help with anything. All were able to make telephone calls to their families after arrival in the unit.

**Safety and humane treatment**

137. Prisoners told us that one corrections officer was rostered onto the unit at any given time. They said that officers usually visited the villas in the mornings before the men left for work, and otherwise spent time in the office.
138. Two of the three prisoners we interviewed said there was little in the way of active engagement between staff and prisoners. Prisoners said that staff were generally responsive when asked for help, but this could vary from one officer to another. Two prisoners said that staff did not always keep them informed about matters that affected them, including the proposed introduction of double bunking. One said that when he raised concerns or made complaints staff threatened to return him to a high security unit.
139. One staff member told us that the office was not fit for purpose as it did not provide clear line of sight to the Self Care villas. It also lacked a sliding window to allow staff to speak with prisoners. As a result, staff tended to leave the door open, which could allow prisoners to enter the office unnoticed. Staff said the unit was left unstaffed whenever prisoners were taken out for grocery shopping or to Parole Board hearings. The unit is monitored with CCTV cameras.
140. At 31 January 2018, six of the 20 prisoners in Self Care identified as having gang associations. The prisoners we interviewed said that gangs had little influence in the unit and there were no issues with violence or intimidation in the unit. One prisoner told us the prison was very safe, and prisoners knew that any violence or intimidation would very likely lead to them being subjected to control and restraint techniques and placed in directed segregation with very little time out of their cells. If prisoners in Self Care had any issues they would resolve them by talking with each other. Anyone who showed signs of anger or hostility would be moved back into a higher security unit.
141. Prisoners who work outside the prison's perimeter are strip searched before they leave in the morning and after they return in the evening. Those who work within the perimeter told us they were sometimes given rubdown searches before leaving and returning to the unit. Prisoners told us their rooms were searched at random intervals but left in a tidy state. Two prisoners said that drug dog searches occasionally occurred and these left the rooms in an untidy state.
142. Prisoners said that contraband was rare in Self Care. One said this was because prisoners did not want to risk their opportunities to live in Self Care and go to work. In the six months to 31 January 2018, one prisoner in Self Care was discovered with drugs. No other unauthorised items were found in the Self Care units. Work and rehabilitation programmes
143. Prisoners in Self Care are typically engaged in work either within prison industries (such as the dairy farm) or in private businesses as part of the Release to Work programme. Under Release to Work, eligible and suitable minimum security prisoners can be placed in employment outside the prison grounds. While out of prison they wear electronic bracelets and are monitored using GPS.
144. To accommodate working hours, prisoners in Self Care can be unlocked as early as 4.30am and locked up as late as 10pm. When not engaged in work, prisoners are expected to remain in their villas between 8.30pm and 7am, and are otherwise free to visit other villas or use the unit's grounds.

145. The three prisoners we interviewed were all employed. One said he worked seven days a week transporting laundry, rubbish and meals within the prison grounds. Another said he worked four days a week for 10 hours a day at a timber mill. The third also worked outside the prison and said he rode a Department of Corrections scooter to work. Two of the three were working towards their full driver licences.
146. The prisoners we interviewed said they had completed all rehabilitation programmes required under their offender plans, and were earning money so they could be ready for release. One said others in the unit were still completing rehabilitation programmes and had to take time off work to do so. Another said prisoners often reached their parole eligibility date without having completed the programmes required under their offender plan, which resulted in them staying in prison for longer than they otherwise might.
147. Prisoners said they had access to the prison's gym and library books.

#### *Contact with family and friends*

148. Of the three Self Care prisoners we interviewed, two said they received visits from family, and the other said he did not. Of the two who received visits, both said they would like the prison to allow visits in the outdoor visiting area, and one said the children's play area looked like a jail. Both prisoners said they did not like being strip searched after visits and did not regard it as necessary. Both said other prisons did not routinely strip search after visits.
149. Two prisoners from Weka and four from Pukeko also told us that strip searches were routinely conducted after visits, though only one of them expressed concern about the practice. Section 98(6) of the Corrections Act 2004 provides that strip searches may be carried out before and after visits.
150. The Self Care unit has one telephone, located in the community centre, which is shared among the 20 prisoners. Of the three prisoners we interviewed, two said the telephone should be in an area that offered more privacy. Other prisoners typically chose to leave the common room to allow prisoners to speak with their families in private. Any prisoner who wants to make a call writes his name down on a schedule, which provides for calls of up to 15 minutes. Prisoners said there was competition to use the telephones outside of working hours, and some prisoners missed out.

### **Finding**

Finding 14. Prisoners arriving in Self Care received inductions informing them of unit rules and routines. They were safe from violence and intimidation, and had access to work, training and rehabilitation programmes which allowed them to prepare themselves for release.

## Health and other services

### Health

151. Section 75 of the Corrections Act 2004 requires prisons to provide primary health care that is "reasonably necessary" and "reasonably equivalent to the standard of health care available to the public". The on-site Health Centre provides primary health care services for the prison. At the time of inspection, the centre had a manager, a team leader, 13.5 FTE nursing positions, two FTE administrative support officers and mental health clinicians. Nurses' shifts begin at 6.30am and end at 8pm. One nurse is on call at night. The nurses have various specialist skills and experience. The roster is managed so appropriate skills are available each shift. The number of nurses has grown along with prisoner numbers, but three nurses completing orientation needed mentoring.
152. New prisoners have an immediate needs assessment at reception and a comprehensive health assessment within a week of arrival. At these, they receive information on health services and patients' rights, and are screened for hepatitis and (depending on risk factors) for HIV and sexually transmitted diseases. Once in prison, they can seek health care by filling in a chit. Nurses triage requests and give initial treatment or refer prisoners for further assessment and/or treatment. The Health Centre had good systems to monitor and track health requests and referrals.
153. At the time of inspection, a Medical Officer visited the site for 10 hours a week, set to increase to 12 hours due to growth in prisoner numbers. The Health Centre Manager advised that many of the prisoners who arrived on transfer needed their medication reviewed, and the additional two hours a week was insufficient to do this. The Medical Officer provided on-call services as needed. A dental clinic was held for four hours a week, and a physiotherapy clinic for eight hours a week. Optometrist, podiatrist, and dietician appointments were provided at the prison as needed.
154. The health team and custodial staff had a functional relationship. Dedicated custodial staff move prisoners to and from the Health Centre and supervise prisoners there. Appointments with external health providers are managed well, but custodial staff are not always available to take prisoners to external appointments. At the time of inspection, about 20% of external health appointments were being cancelled because of this, delaying assessment and treatment. The availability of appointments each week had not grown at the rate prisoner numbers had, creating risks that care could be compromised. Some patients were transferred while awaiting specialist appointments. They then needed new assessments and referrals, which could cause delays and compromise care.
155. The centre had three consulting rooms, two treatment rooms, an observation room, which was being repurposed into another consulting room, and a medications room, which was too small for purpose. With growth in prisoner numbers and in the number on medication, the room lacked space to store medication, increasing the risk of errors dispensing medication. Several nurses used the room at the same time when preparing for morning medication rounds, adding to the risk of confusion and errors. The prison had no space for medication to be managed in the units.
156. None of the 35 prisoners interviewed had major concerns about health services. Many commented favourably about the care they received. Two raised minor delays getting doctor appointments. Two said they waited too long to see a dentist, but others said they had prompt appointments or treatment. At the time of inspection, the wait time for routine dental care was four weeks.

### Findings

- Finding 15. In general, Otago Corrections Facility had appropriate staffing, resources and systems in place to provide prisoners with the health care they needed, at a standard that was reasonably equivalent to the health care provided to the public.
- Finding 16. Growth in the prisoner population and the high number of transfers in the months prior to our inspection had placed pressure on staffing and resources which could have compromised the standard or timeliness of care. The Health Centre's medications room was not fit for purpose.

## Mental health and self harm

### *Mental health services*

157. All Health Centre nurses have training in primary mental health care.
158. In addition, Otago Corrections Facility has two fulltime mental health clinicians employed under the Department of Corrections' Improving Mental Health pilot, and another clinician providing four hours per week of counselling for prisoners with acute mental health needs. These clinicians work with regional psychiatric forensic service clinicians to deliver mental health services at the prison.
159. Prisoners can also be referred to mental health services such as psychological treatment or ACC counselling for historic abuse as needed. The Improving Mental Health clinicians provide training and education to custodial staff to help them recognise common mental health conditions.
160. Nurses assess prisoners' mental health history and risks during reception to the prison, and during initial health assessments. Mental health needs may also be identified during other health consultations. Any prisoner with mental health needs is referred to mental health specialists for assessment and triage.
161. Southern District Health Board has a secure inpatient mental health unit for prisoners who require assessment and treatment for serious and enduring mental health conditions. Prisoners can be transferred to the unit on the recommendation of a forensic psychiatrist.
162. At the time of our inspection, we were advised there were no available beds in the inpatient mental health unit. This created a risk that prisoners with significant and enduring mental health needs have to be managed in the prison environment while they wait for an available mental health unit bed.
163. Of the prisoners we interviewed, two said they had been taken off their anti-anxiety medications and put on alternatives because their medications were popular in prison. One of those prisoners said the prison prescribed him medication which had unwanted side effects.
164. Another prisoner said he did not feel his mental health issues were being addressed. Another said he had not been given his prescribed medication during his first 24 hours in prison but raised no concerns about his treatment since.
165. Four other prisoners said they experienced mental health issues but raised no concerns about their care while in prison.

### *At Risk Unit<sup>14</sup>*

166. Otago Corrections Facility has an At Risk Unit with eight cells and two dry cells (cells with no plumbing, which are used for prisoners who are suspected of concealing drugs or other items within their bodies).
167. At the time of our inspection, all of these cells were occupied. Six prisoners had been placed in the unit because they had been assessed to be at risk of self-harm. Two were on directed segregation and had been placed in the At Risk Unit because there were no cells available in the prison's management unit (Te Kahu). The remaining two were aged under 20 and had been assessed as Vulnerable Young Adults. Televisions had been installed in their cells. The prison held them in the At Risk Unit because it does not have a Youth Unit.

<sup>14</sup> At Risk Units are now known as Intervention and Support Units. They have a new model of care which will enable staff to take a more therapeutic and long-term approach with vulnerable prisoners.

168. Under Department of Corrections policy, if a prison does not have a Youth Unit, any Vulnerable Young Adult should be transferred to a Youth Unit at another prison within seven days of reception, unless there is a justifiable reason why the prisoner should remain at the prison.
169. In such cases, the prison director (or authorised delegate) must approve the decision to keep the prisoner at the prison.
170. We asked to see the approvals for these prisoners and were told there were none. Nor was there any approval to keep these prisoners segregated from others. One of these prisoners was kept in the At Risk Unit for more than a month before being moved to a mainstream unit on his 20<sup>th</sup> birthday.
171. Following our inspection, the National Commissioner advised that the prison was committed to transferring vulnerable youths accommodated in the Intervention and Support Unit at the earliest opportunity to appropriate youth units. However, this could be delayed by the scheduling of court appearances and availability of beds in youth units.
172. The routine of Intervention and Support Units has been reviewed to ensure youth prisoners have access to the gym, sports equipment, books, board games and other constructive activities.
173. The environment in the At Risk Unit was clean and well maintained, and clothing and bedding appeared adequate. Tear-proof clothing was provided to prisoners who were assessed as being at immediate risk of self-harm. All cells and other areas are monitored using CCTV, and the unit's design also allows staff to easily observe and communicate with prisoners in cells, exercise yards and day rooms.
174. The unit is used to keep prisoners at risk of self-harm safe until they are ready to return to the general prison population and focus on rehabilitation objectives. A multidisciplinary team meets three days a week to assess the progress of prisoners held in the unit. Nurses visit each day to dispense medication. During our inspection staff in the unit were proactive at monitoring and observing prisoners. Prisoners were allowed more telephone calls than required under the Corrections Act or Department of Corrections policies. Staff told us that contact with families helped to support wellbeing.
175. We interviewed three prisoners in the unit. All said they had access to out of cell activities, which included visits to the exercise yard and the day room where they could associate with others or watch television. Two said they could read books in their cells and one said he had a radio. One said he was able to use the prison's gym. None raised any concerns about time out of cell or the activities available to them.

### Finding

Finding 17. Otago Corrections Facility provided a reasonable standard of mental health assessment and treatment. During our inspection, the At Risk Unit was being used to house prisoners who were not at risk of self-harm, including two prisoners on directed segregation and two vulnerable young adults. Some prisoners with significant and enduring mental health needs are managed in the prison environment due to a lack of forensic in-patient beds.



## Spiritual support

176. The Otago Corrections Facility Chaplaincy has a head chaplain, two other chaplains who job-share, two ecumenical assistants, and a volunteer administrative assistant. Volunteers from a range of faiths (Christian, Buddhist, Hindu and Muslim) visit the prison and provide services. Prisoners in low security units can attend services at the prison's Spiritual Centre. Ecumenical Christian services are provided in high security units on Sundays and Tuesdays. Chaplains told us they try to visit each unit regularly, though the restrictive lockup regime in Tokoeka made it difficult to visit prisoners there. Chaplains also try to arrange small gifts for prisoners at Christmas and Easter.
177. Of the prisoners we interviewed, most said they were not religious and saw no need for spiritual services. Several said the prison's chaplain was active around the site. Two prisoners said the chaplain had supported them through rehabilitation or restorative justice processes. Another three said the chaplain had arranged for them to have visits from clergy in their faiths. One said the chaplain had provided him with clothing after he arrived in Self Care.

## Property

178. When prisoners' personal property arrives at or leaves the prison it is processed through the property store, which has 2.5 FTE staff. Property can arrive from other prisons, and approved items can be sent in by family or friends.
179. Prisoners told us they usually received property within a week of submitting a request. Staff told us that for prisoners transferring from North Island prisons, property sometimes took three to four weeks to arrive, causing frustration among prisoners.
180. 6 (c) [REDACTED]
181. Two prisoners said that on arrival in prison they had assumed all of their personal property would be stored for them. They found out later that larger items had to be sent out to family or it would be destroyed. One prisoner said he had a jacket destroyed for this reason, and another said he had a backpack which he assumed had been destroyed. Both of these prisoners said they had not received inductions into their units. Two prisoners said it sometimes took their units several weeks to process and send out requests for property. Two said the rules regarding property were complex and confusing.

## Reintegration

182. Soon after prisoners are received into custody, case managers begin to work with them to develop offender plans (which include release plans), which are based on prisoners' risks of reoffending and the support needed to minimise and manage those risks. Each prisoner's release plan is further developed and confirmed as his sentence progresses, and is considered as part of his Parole Board hearings.

### *Release to Work*

183. Prisoners who are nearing the end of their sentence can be eligible for Release to Work and Guided Release programmes which assist them with the transition back into the community.
184. Under Release to Work, eligible and suitable prisoners are placed in employment with approved employers in the community, with a view to them obtaining ongoing work after release. Prisoners are fitted with GPS ankle bracelets before they travel to their place of work each day. At the time of our inspection, four prisoners were employed under the programme. Two of these were from Self Care, one was employed at a timber mill and the other on a dairy farm. Two prisoners from other units were employed by a construction firm but carried out their work within the prison perimeter. Of the four, two had been offered employment upon their release from prison.
185. The prison's Industries Manager told us that a few years ago Otago Corrections Facility had about 45 prisoners working outside the prison perimeter as part of Release to Work programme. He said that changed after the November 2014 escape of a prisoner on temporary release from Spring Hill Corrections Facility, as the Department of Corrections sought to ensure there was no repeat of that incident.
186. The prison's Release to Work coordinator said the number of prisoners now considered suitable for Release to Work was fairly small. In the six months to 31 January 2018, 11 prisoners applied for Release to Work (applications are considered by an advisory panel and confirmed by the prison director). Of those, five were approved and six were declined or deferred. The Release to Work coordinator said the prison had set up a system under which prisoners could spend two months working on the prison's grounds outside the perimeter and then two months on the prison's dairy farm before progressing to Release to Work.

### *Guided Release*

187. Under the Guided Release programme, the prison helps eligible and suitable prisoners to integrate back into the community by accompanying them on visits to local communities and to services such as accommodation providers and banks.
188. In the six months to 31 January 2018, the prison assessed 60 prisoners for Guided Release and approved nine. At the time of our inspection, six prisoners were taking part in the programme. In the months before our inspection, prisoners were escorted to a range of places including whānau hui, Community Corrections offices, shopping trips, job interviews, banks (to open accounts), churches, dental appointments, and accommodation providers. Two of the prisoners we interviewed had taken part in Guided Release activities and found them positive.

### *Employment and pre-release services*

189. As well as supporting Release to Work, the prison provides a recruitment service for newly released prisoners. The prison runs an annual open day where prospective employers can visit the prison's industry training facilities. Following this year's open day two employers contacted the prison expressing interest in employing released prisoners. The Salvation Army also operates an employment support service aimed at helping released prisoners to find and keep jobs.



190. The prison also provides prisoners with assistance at finding accommodation, and at obtaining support services (such as drug and alcohol counselling) they will need while in the community. Prior to release, prisoners can attend a pre-release programme which covers matters such as budgeting, job skills, health and safety, tenancy and employment agreements, and personal skills.

*Readiness for parole/release*

191. In the six months to 31 January 2018, 73 Otago Corrections Facility prisoners were declined parole. The prison's acting Principal Case Manager said there were two principal reasons for parole being declined: first, because the prisoner concerned had not completed all required rehabilitation programmes and was considered to still present a risk to the community; and, secondly, because the prisoner did not have suitable accommodation. The manager said that Otago region lacked sufficient rental accommodation for released prisoners, and that – due to transfers – some prisoners with few ties to Otago were being released there.
192. Of the 35 prisoners we interviewed, 12 were eligible for parole. Six had completed the required rehabilitation programmes, one had not, (and five did not say). Three of the prisoners who were eligible for parole said they had been declined parole in the past because they were still completing rehabilitation programmes required under their offender plans. One prisoner who had been eligible for parole since mid-2017 was transferred to Otago Corrections Facility in December of that year and said he had not yet met his case manager or completed an offender plan, so he did not know if he still had rehabilitation programmes to complete.
193. Of the 12 prisoners who were eligible for parole, two said they had been declined because they did not have suitable accommodation (one had been denied twice for that reason). Both of these prisoners said the Ministry of Social Development could not offer them social housing until they had confirmed release dates. Two other prisoners who were eligible for parole also said they had no accommodation available.
194. Of the 35 prisoners interviewed, 10 were due for release during 2018. Of those, six had accommodation arranged and two had jobs.
195. Following the inspection, the National Commissioner advised that the prison had engaged with the Department's High Impact Innovation Programme to identify prisoners approaching their parole eligibility date who had not completed programmes, and ensure their placement on appropriate programmes was prioritised. Similarly, eligible prisoners are being identified to be considered for Release to Work, and there is ongoing work to identify potential employers.

### Findings

- Finding 18. Otago Corrections Facility provides a range of services to assist prisoners with reintegration back into the community. Release to Work aids reintegration by providing some prisoners with employment skills and job offers, but only a small number of prisoners are considered suitable for the programme.
- Finding 19. Temporary Release also provides valuable reintegration opportunities. For some prisoners, opportunities for release on parole are limited either because they have not completed all rehabilitation programmes before their parole eligibility date or because they cannot find suitable accommodation.

## Appendix – Images



Figure 1. Products made by prisoners from Takahe in the prison's joinery shop



Figure 2. Newly constructed exercise yards in Takahe

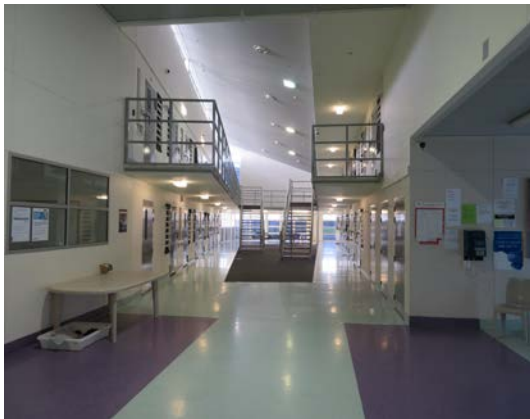


Figure 3. Interior of Piwakawaka unit



Figure 4. Thickness of mattresses in Pukeko unit



Figure 5. Length of mattresses in Pukeko unit

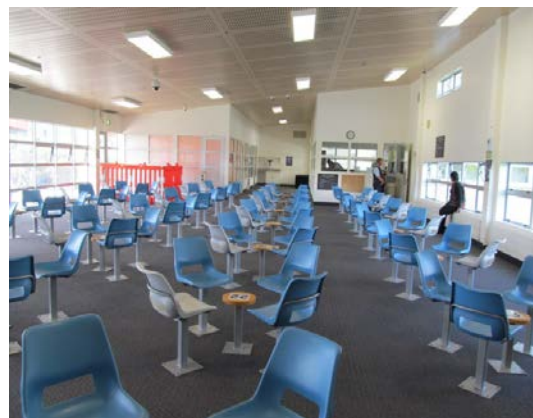


Figure 6. Visits area



Figure 7. Unused outdoor seating in visits area



Figure 8. Propagation of native shrubs as part of the prison's horticulture programme



Figure 9. Sleepout built by prisoners on the carpentry programme



Figure 10. Carpentry workshop



Figure 11. Interior of community room in Self Care Unit



Figure 12. Exterior of Self Care Unit