

Spring Hill Corrections Facility

Inspection

November 2017 and October 2018

IN-SH-01

Inspection teams

November 2017

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|-----------------------|---|
| Trevor Riddle | Principal Inspector |
| Don Govender | Inspector |
| Kymerley Jack-Thomson | Report Writer |
| John Kinney | Inspector |
| Derek Perkins | Lower North Regional Clinical Director Health |
| Katrina Wolfgramm | Inspector |

October 2018

| | |
|------------------|---------------------|
| Trevor Riddle | Principal Inspector |
| Brenden Makinson | Inspector |
| Susan Smith | Inspector |

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Office of the Inspectorate – *Te Tari Tirohia*
Department of Corrections – *Ara Poutama*
Private Box 1206
Wellington 6140
Telephone: 04 460 3000
Email: inspectorate@corrections.govt.nz

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Foreword

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

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

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

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

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

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

I encourage prison managers to use these four principles to guide decision-making and drive a programme of continuous improvement which as much as possible sees their prisons consistently deliver on all four principles.

Although our inspections consider all areas of prison life, the report aims to highlight what matters most – focusing on areas where safety, humane treatment, rehabilitation and reintegration are at risk, and on innovative practices that appear to be particularly effective at supporting all of these goals.

In November 2017, my inspection team visited Spring Hill Corrections Facility to carry out a site visit. During that visit, for a number of reasons, the team was not able to carry out a comprehensive inspection of the high security units. To remedy this, an inspection team returned to the prison in October 2018 to examine the high security units. Both of these site visits comprise the final report.

In most respects, Spring Hill Corrections Facility provided a good environment in which prisoners' needs were met. Prisoners were generally kept safe from violence and intimidation. However, prisoners who could not speak English did not appear to be well supported by the prison.

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


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

The prison offers a range of rehabilitation, work and training opportunities. However, as in other reports on prison inspections, this report highlights some of the pressures that have arisen from growth in the prisoner population, pressure on staffing and resources, and balancing safety and other requirements.

As well as conducting our scheduled programme of prison inspections, the Office of the Inspectorate will be providing ongoing monitoring through the work of our Regional Inspectors, who, in addition to their general responsibilities, will be reporting to me on Spring Hill Corrections Facility's progress towards achieving the healthy prison standards and the matters specifically identified in this report. Further inspections will also consider the prison's progress.

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 Spring Hill 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.



Janis Adair
Chief Inspector of Corrections

Overview

1. Spring Hill Corrections Facility covers a 215 hectare site just outside Meremere, in north Waikato. Opened in 2007, the prison has the operational capacity to house 1,006 male prisoners of minimum to high security classification, as well as remand prisoners.
2. The site visit took place from 27 November to 1 December 2017.³ A second, follow-up, site visit, to the high security units, took place on 15-17 October 2018.

Our findings

Transport and reception

- Finding 1. During reception and admission, the prison generally took steps to keep prisoners safe and treated prisoners in a humane and respectful manner.
- Finding 2. The prison made good use of the audio-visual facilities, which mitigates risks to safety and good order that can arise when prisoners are transported to and from court.
- Finding 3. Some prisoners were temporarily placed in shared cells without a risk assessment being completed. This created potential risks to safety and good order.
- Finding 4. Prisoners who could not speak English did not appear to be well supported by the prison. They were vulnerable to bullying and standovers, and their individual needs were not being met.

First days in custody

- Finding 5. The quality of prisoner inductions varied due to inconsistencies with the induction process, and some inductions did not take place at all.
- Finding 6. Failure to complete induction interviews could create risks due to prisoners not understanding unit rules, routines and their entitlements. Failure to complete inductions could also cause distress, especially for prisoners who were not familiar with the environment or routines.
- Finding 7. Most prisoners we spoke with were able to contact family and friends promptly after their arrival in prison.

Environment and basic needs

- Finding 8. In most respects, the prison provided a good environment in which prisoners' needs were met. However, some prisoners were not provided with adequate clothing despite a well-stocked storeroom.
- Finding 9. Many prisoners were unhappy with the quality of food.
- Finding 10. Some prisoners experienced delays in receiving property.

³ A scheduled inspection involves a 12-week programme of work. The Spring Hill Corrections Facility inspection commenced its 12 week programme on 13 November 2017.

Safety and humane treatment

- Finding 11. Two CellSense metal detectors were not always deployed in high-traffic areas, such as in the gatehouse and Receiving Office.
- Finding 12. Prisoners were generally kept safe from violence and intimidation in the residential units. Staff were vigilant in managing risks to safety and good order, although the quality of rubdown searches varied in quality.
- Finding 13. Staff generally responded promptly and effectively to any incidents.

Rehabilitation

- Finding 14. The prison provides a range of rehabilitation and education programmes. Limited classroom spaces, programme availability, staff numbers and prisoner eligibility criteria meant just over a quarter of prisoners were engaged in some form of rehabilitation programme.
- Finding 15. Work opportunities were available to some prisoners. However, the criteria restricted the number of prisoners eligible for work. This reduced opportunities for prisoners to take part in work experience.
- Finding 16. Prisoners were generally positive about contact with their family and friends.
- Finding 17. The Pacific Focus Unit's intended cultural focus has been limited, and many prisoners housed in the unit do not meet the unit's criteria. Criteria for the Saili Matagi programme has meant some prisoners are not eligible for the programme. We acknowledge the steps the prison has taken to address this issue.

Management and Separates Unit (Unit 13)

- Finding 18. Cells in the high security units were generally well maintained and in good condition. As in other parts of the prison, bird excrement was a significant problem.
- Finding 19. Clothing and bedding supplies appeared to be scarce.
- Finding 20. A lack of suitable programme rooms limited opportunities for rehabilitative programmes to be run.

Self Care Unit and Whare Oranga Ake

- Finding 21. The prison's internal Self Care Unit and Whare Oranga Ake provided a good environment in which prisoners' needs were generally met. However, some prisoners expressed concern about the potential impact that double bunking might have on the unit.
- Finding 22. Some prisoners who did not have work did not have access to meaningful constructive activities.
- Finding 23. The gym equipment was in a state of disrepair and posed a risk to health and safety. We acknowledge the work the prison is doing to repair the gym equipment.
- Finding 24. Prisoners were positive about their opportunity to participate in the Puppies in Prison Programme.

Health and other services

- Finding 25. Health and dental needs were generally being met.
- Finding 26. The number of planned doctor appointments available each week had not increased with the increase in prisoner population.

Finding 27. The medication room is no longer fit for purpose due to the growth in the prisoner population.

Finding 28. We recognise efforts by the prison to address these health issues.

Mental health and self-harm

Finding 29. The prison was taking steps to monitor and address prisoners' mental health needs.

Finding 30. The limited number of inpatient mental health beds resulted in some prisoners, who otherwise might be cared for in an inpatient residential facility, having to be managed in the prison environment.

Finding 31. While the At Risk environment kept prisoners physically safe it did not always meet their therapeutic needs.

Reintegration

Finding 32. Prisoners had some services available to them to support reintegration. However, the increased prisoner population and limited number of programme rooms and case managers meant some prisoners were not suitably prepared for their parole hearing and subsequent release from prison.

Introduction

Spring Hill Corrections Facility

3. Spring Hill 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. The prisons operate in four regions – Northern, Central, Lower North, and Southern – each led by a Regional Commissioner.
4. Spring Hill Corrections Facility is one of three prisons in the Central Region, and was the fourth of four prisons constructed as part of Corrections' Regional Prisons Development Project.
5. The prison was established in 2007 and was originally designed to house 650 prisoners to meet the demand for high and low security prisoners within the South Auckland region. It was intended as an 'end destination' prison for motivated prisoners to aid successful rehabilitation and reintegration. As such, the prison was built with a range of accommodation types, special focus units, reduced security barriers and an 'open campus' style configuration that differs from other, more traditional prisons.
6. This environment, in conjunction with a new operating philosophy, was intended to promote self-directed behaviour. The concrete perimeter wall around the site was considered to be the main line of physical security.
7. In 2010, due to an increase in the national prisoner population, the prison introduced double bunking in the low security units. As a result, the prison increased its capacity to house up to 1,006 minimum to high security prisoners.
8. In 2013, a high security unit was rebuilt following a riot. The rebuild involved hardening the physical security of the unit, including constructing a mesh security fence between the yards of each wing to allow for more effective management of high security prisoners.
9. In 2015, the prison began receiving remand prisoners.⁴
10. Our initial site visit took place from 27 November to 1 December 2017. At that time, the prison housed 953 prisoners with minimum to high security classifications, and prisoners on remand awaiting trial or sentencing. A follow-up site visit of high security units took place on 15-17 October 2018.
11. At the time of our first site visit, the prison had 305 FTE⁵ custodial staff (this included corrections officers, senior corrections officers and principal corrections officers). Another 24.49 FTE custodial positions were vacant.

⁴ Remand prisoners are those who have not yet been sentenced. They are either being held in custody to await their trial, or held in custody to await their sentencing. If they are awaiting their trial then their status is 'remand accused', and if they are awaiting their sentencing, then their status is 'remand convicted'

⁵ Full time equivalent.

Inspection criteria

12. We assessed Spring Hill 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.⁶
13. A prison's success at achieving these goals depends on a range of factors, including:
 - » an environment and routines that are safe and secure without being unduly restrictive
 - » 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 socialise with others
 - » a clear and consistent pathway towards rehabilitation, release and successful reintegration

Inspection process

14. During our first site visit:
 - » We interviewed 22 prisoners about life in prison and readiness for release back into the community.
 - » We interviewed senior management, custodial staff, and other staff such as health professionals, case managers and the prison chaplain.
 - » 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.
15. During our follow-up site visit:
 - » We interviewed 14 prisoners in high security units and the Management and Separates unit.
 - » We interviewed senior management, custodial staff, and other staff such as the prison librarian.
 - » We visited two high security units and the Management and Separates unit to assess their physical condition and observe prison operations including staff-prisoner interactions and prisoner activities. During these visits we also spoke with prisoners and staff informally.

⁶ 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), though those principles also emphasise the importance of equitable treatment, and the importance of not taking steps that diminish prisoners' personal responsibility. These principles are also consistent with the purpose and principles of the Corrections Act 2004. The Office of the Inspectorate's inspection methodology is under review and changes may be made during 2018.

16. In February 2018, following our first site visit, we advised the National Commissioner of our key findings. In April 2018, the National Commissioner responded to these findings. We considered these comments before providing a draft of this report, which included the follow-up inspection of October 2018. The National Commissioner responded to the draft in June 2019 and provided informal feedback in October 2019.

Report structure

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

Transport and reception

Transport

19. Prisoners are escorted to and from Spring Hill Corrections Facility for a range of reasons, including arrival from court (either on remand or after sentencing), transfers to and from other prisons, temporary removal for medical treatment, to assist with reintegration, and for other purposes.
20. Between 1 April 2017 and 30 September 2017, the prison received 1,608 prisoners, including new arrivals, transfers from other prisons, and those returning after court hearings. During that same period, 1,584 prisoners left the prison.
21. Of the 22 prisoners interviewed, two raised concerns about the way they were treated during transportation to and from the prison. One prisoner advised that when he was transported to Auckland South Corrections Facility for a programme, the trip took six hours. During this time, he was not provided with any opportunity to use a toilet. The second prisoner advised he felt cramped in the van as the prisoner cubicles were small.
22. We also spoke to prisoners informally. Prisoners in the internal Self Care Unit spoke positively about not being handcuffed while travelling to the supermarket. However, the same prisoners told us they were disappointed they were handcuffed when travelling to the hospital.
23. During our first site visit, we observed the van used to transport prisoners inside the prison grounds. The prisoner compartments were small and there was extensive tagging and graffiti on the doors and walls.

Audio-visual suite

24. The prison has a secure audio-visual suite, which can be used for court appearances, the hearing of charges or appeals by Visiting Justices, New Zealand Parole Board hearings, and for prisoners to consult their legal representatives. The audio-visual suite has also been used to connect prisoners nearing release with Community Corrections staff.
25. The audio-visual suite contains eight secure booths and four holding cells. We observed two secure booths and found them to be clean, well ventilated and free from graffiti. They could accommodate a prisoner comfortably during a hearing. Having these facilities reduces the need to transport prisoners to and from court, and, therefore, reduces risks associated with transport and temporary escort, and demands on staff time.
26. At the time of our first site visit, two staff were allocated to work in the audio-visual suite. Additional staff were rostered on when necessary. Staff advised that prison management had submitted a business case for a third permanent position due to the increasing demand on the facilities.
27. On average, the audio-visual suite is used 456 times per month. Between 1 April 2017 and 30 September 2017, the audio-visual suite was used 2,736 times.

Reception

28. When prisoners arrive at the prison they are processed through the Receiving Office, where custodial and health staff conduct an immediate needs assessment (covering matters such as health, mental health and childcare) and a risk assessment (covering risks to safety, including risks of self-harm).
29. During our first site visit, Receiving Office staff performed these tasks thoroughly and in a manner that was sensitive to prisoners' needs.

30. We observed four prisoners being processed through the Receiving Office. The prisoners were placed into individual holding cells prior to being strip searched.⁷ The prisoners were advised of the process and the strip searches were conducted to the required standard. After being strip searched, the prisoners were interviewed separately by a nurse in a private room.
31. Staff advised that the Receiving Office was too small to cope with the large number of prisoners arriving at and leaving the prison.⁸ Further, the New Zealand Police often used the interview rooms and holding cells, which slowed down their ability to process the prisoners. As a result, the Receiving Office was no longer fit for purpose.
32. We reviewed 21 risk assessments for the six months to 30 September 2017, and found all but one had been completed satisfactorily.
33. Before placing prisoners in shared cells, a Shared Accommodation Cell Risk Assessment (SACRA) must be carried out to determine whether there are any safety risks.⁹
34. Between 1 April 2017 and 30 September 2017, 3,228 SACRAs were required to be completed. Of these, 543 were completed outside the required timeframe and 160 were not undertaken. The remaining 2,525 were completed on time.

Prisoners who do not speak English

35. Prior to a prisoner's arrival, Receiving Office staff are required to identify any potential problems that may prevent a prisoner from participating in the induction interview (such as language) and seek advice from appropriate people.¹⁰
36. Foreign nationals or non-English speaking prisoners should, where possible, be assisted by staff who are able to translate or by interpreting services. When interpreting services are not available, prisoners are placed under observation and managed in the At Risk Unit until an interpreter is available.
37. During our first site visit, we interviewed two non-English speaking prisoners from Unit 14C (Prisoners A and B). Both prisoners were new to the prison environment and staff confirmed that no support plan had been created to assist them. In order to communicate, both prisoners were assisted by another prisoner who was bilingual and acted as an interpreter. Both prisoners told us they were dependent on this bilingual prisoner.
38. Prisoner A told us that on arrival to the prison he was assessed as 'At Risk' due to his language barrier and placed in the At Risk Unit for three days. Following this, he was moved to Unit 16B and then to Unit 15 – both high security units.
39. Prisoner A said he did not understand any of the induction information provided to him and he struggled to settle into prison life. He said he had been bullied, stood over and forced by other prisoners to spar.¹¹ As a result, he tried to stay in his cell throughout the day.
40. Prisoner A, a foreign national, told us he had not talked to his father overseas because of difficulties getting his telephone number approved.

⁷ Strip searches are required in prisons under some circumstances (such as when a new prisoner arrives) and permitted under others (such as when prisoners return from work or unsupervised areas of a prison): Corrections Act 2004, ss 90, 98 – especially s 98(6)(c).

⁸ Prisoners being transferred to or from prisons in the Northern Region are also accommodated overnight at the prison.

⁹ The risk assessment 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.

¹⁰ Department of Corrections Prison Operations Manual I.02.01.

¹¹ Make the motions of boxing without landing heavy blows, as a form of training. This is prohibited in New Zealand prisons.

41. Prisoner B told us that on arrival at the prison he was placed into voluntary segregation. He said he was not told what voluntary segregation was and did not understand the induction information provided to him.
42. Prisoner B struggled to call his embassy to make contact with his family. Because of this difficulty, he initially received no emotional or financial support from his family. He told us he did not feel safe and was bullied regularly.
43. Following our first site visit, the National Commissioner advised that prison records indicate both prisoners were inducted to their unit on 7 September 2017 and 9 November 2017. It had been noted by staff that both prisoners had limited English and the prison acknowledged it could not confirm whether they understood the information provided to them at the induction. Both prisoners had since been provided their minimum entitlements, including clothing. Staff have been reminded to:
 - » ensure minimum entitlements are provided to prisoners at the time of induction
 - » assist with bank transaction requests
 - » assist prisoners with language barriers and advise management if interpreters were needed

Findings

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| Finding 1. | During reception and admission, the prison generally took steps to keep prisoners safe and treated prisoners in a humane and respectful manner. |
| Finding 2. | The prison made good use of the audio-visual facilities, which mitigates risks to safety and good order that can arise when prisoners are transported to and from court. |
| Finding 3. | Some prisoners were temporarily placed in shared cells without a risk assessment being completed. This created potential risks to safety and good order. |
| Finding 4. | Prisoners who could not speak English did not appear to be well supported by the prison. They were vulnerable to bullying and standovers, and their individual needs were not being met. |

Residential units

Introduction

44. Spring Hill Corrections Facility has six residential units and two Self Care Units.

Units 14A, 14B and 14C

45. Units 14A, 14B and 14C are split into two wings and house low medium security prisoners. Each wing has 44 double bunked cells. Each unit has the operational capacity to house 176 prisoners.
46. Unit 14A, Wing B (Vaka Fa'aola) is New Zealand's only Pacific Focus Unit, with a multi-purpose Fale for rehabilitation programmes.¹² Unit 14C, Wings E and F house low medium security prisoners on voluntary segregation.¹³

Units 15, 16A and 16B

47. Units 15, 16A and 16B are split into two wings and house high security prisoners. Unit 15 has 33 double bunked cells per wing, and has the operational capacity to house 132 prisoners.¹⁴ Unit 15 Wing A houses remand prisoners.
48. Unit 16A Wing A houses remand prisoners on voluntary segregation, while Unit 16A Wing B and Unit 16B (Wings C and D) house remand mainstream prisoners. Both units have 15 double bunked cells per wing, and each wing has the operational capacity to house 45 prisoners.

Self Care Units

49. The prison's internal Self Care Unit has 12 houses, each of which can house up to four prisoners. The total operational capacity for the internal Self Care Unit is 48 prisoners.¹⁵
50. Whare Oranga Ake is a 16-bed reintegration unit located outside the prison's perimeter fence.

Specialist Units

51. The prison also has a number of specialist units.
52. Unit 6 (Puna Tatari) includes the prison's Drug Treatment Unit and Special Treatment Unit:
- » The Drug Treatment Unit provides a residential drug and alcohol programme for prisoners.
 - » The Special Treatment Unit provides treatment for serious offenders who have been convicted of at least one violent offence, and who have a high risk of re-offending.
 - » The Drug Treatment Unit and Special Treatment Unit each have two wings with 20 single cells. The total operational capacity for Puna Tatari is 80 prisoners.
53. Unit 13, the prison's Management and Separates Unit,¹⁶ has the operational capacity to house 22 prisoners.
54. Unit 12, the prison's At Risk Unit, had eight single cells.¹⁷ This was being expanded to 24 single cells.

¹² The Saili Matagi programme is provided to some Pacific prisoners while they reside in this unit.

¹³ Prisoners can ask to be separated from others for their own safety. This is known as voluntary segregation.

¹⁴ After the 2013 riot, a security fence was placed in the centre of all high security units to separate prisoners into smaller groups.

¹⁵ The external Self Care Unit (located on prison grounds but outside the perimeter fence) is no longer used by the prison. Instead, it houses offenders under the management of Community Corrections.

¹⁶ Prison management can separate a prisoner from others either for his own safety or because he poses a risk to the safety of others or the good order of the prison. This is known as 'directed segregation'.

¹⁷ At Risk Units in all prisons are now known as Intervention and Support Units.

55. We initially inspected the Pacific Focus Unit (Unit 14A, Wing B), Unit 14C, Unit 16B, Puna Tatari, the At Risk Unit (Unit 12), the internal Self Care Unit and Whare Oranga Ake. Our follow up site visit covered units 13, 15 and 16.

First days in custody

56. 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.¹⁸
57. Induction interviews are important for establishing relationships of trust between staff and prisoners, and ensuring that prisoners have a robust understanding of what they can expect while in the unit.
58. We interviewed 16 prisoners about their inductions. Of these, 10 said they received induction information which gave them a reasonable understanding of the prison. The remaining six prisoners told us they either did not receive an induction or the induction information they did receive was poor. One prisoner told us that, when he arrived in Unit 14A, he did not receive an induction for more than a week and, on his first night, he was placed in a double bunked cell, with no pillow or clothes.
59. We reviewed records for 21 prisoners who arrived during the six months to 30 September 2017. Of the 21, five did not receive their induction within the required timeframe, and three received no induction.
60. During that same time period, COBRA data records show that only 56% of induction interviews were completed.
61. New prisoners should all be allowed to make a telephone call to family or friends. We spoke with six prisoners about this and three advised they had made their telephone call. Of the three prisoners who advised they did not, two were non-English-speaking and one advised he had to wait three days before he could call his family.
62. Following our first site visit, the National Commissioner advised that each unit has an information booklet which is issued with the first night pack. The information booklet informs the prisoner of the unit's rules and routines. It also informs the prisoner of the expected behaviour, laundry days and mail delivery.

Findings

- Finding 5. The quality of prisoner inductions varied due to inconsistencies with the induction process, and some inductions did not take place at all.
- Finding 6. Failure to complete induction interviews could create risks due to prisoners not understanding unit rules, routines and their entitlements. Failure to complete inductions could also cause distress, especially for prisoners who were not familiar with the environment or routines.
- Finding 7. Most prisoners we spoke with were able to contact family and friends promptly after their arrival in prison.

¹⁸ 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 prison canteen, ask for meetings with their case manager or their unit's principal corrections officer, and check the balance of their trust fund.

Environment and basic needs

Double bunking

63. When opened in 2007, the prison was designed to accommodate 650 prisoners. In 2010, the prison introduced double bunking to accommodate growth in the national prisoner population. As a result, the number of prisoners in Units 14A, 14B, 14C, 15, 16A and 16B has significantly increased. The prison now has the capacity for 1,006 minimum to high security prisoners.
64. Staff advised that double bunking the cells had put a strain on the prison infrastructure. Despite the growth in the prisoner population, the number of programme delivery areas, size of classrooms, interview rooms and areas designated for prisoner visits has remained unchanged.
65. Four prisoners we spoke to in Unit 14C told us there could be tension between prisoners who share cells. This tension arises from issues such as bed of choice, which television channel is played, who showers first or last, and the amount of space to store personal items.
66. The growth in prisoner numbers has increased pressure on the Health Centre. The health rooms are fit for purpose, but the medication rooms are too small for the current population.
67. Following our inspection, the National Commissioner advised that some enhancements to the prison infrastructure had been completed, including:
 - » a new audio-visual suite
 - » bird proofing and enhancement of the gym
 - » strengthening of housing control rooms in Units 16A, 16B, 15, 14C and Puna Tatari
 - » inclusion of separated sterile zones at unit entrances in Units 16A, 16B, 15 and 14C
 - » internal sterile zones added to block prisoner access to laundry, computer, programmes, yard doors and dining room in Units 16A, 16B, 15 and 14C
 - » caged walkways leading to external yards in Units 16A, 16B, 15 and 14C
 - » inclusion of additional cameras in housing control rooms in Puna Tatari

Physical environment

68. The cells, communal areas, and other areas of the prison varied in cleanliness and levels of graffiti.
69. The cells and communal areas in the Pacific Focus Unit (Unit 14A, Wing B), Puna Tatari (Unit 6), and the At Risk Unit were generally clean, well lit, free of graffiti and in good condition. In Puna Tatari and the At Risk Unit, there were brightly painted murals on the walls (see Image 4), and the grounds outside Puna Tatari were landscaped (see Image 1).
70. The cells in Unit 14C were generally clean and free of graffiti. However, the two Unit 14C recreation yards had extensive graffiti covering the walls. In one yard, there was a large amount of dried duck excrement on the floor. In the other yard, the water tap above the communal toilet was broken, causing a steady stream of water to flow into the hand basin.
71. Prisoners in the Pacific Focus Unit and Unit 14C told us their cells were hot in the summer and there was little airflow coming from the air vents.¹⁹ Some prisoners with money or family support were able to buy a fan. Due to the heat in the cells, staff advised they would leave the hatches to the cell doors open during the lunch-time lock-up to allow cooler air to flow through the cells.
72. Following our first site visit, the National Commissioner advised that a request had been made to have yard walls repainted in Unit 14C to address the graffiti, including graffiti that was scratched into the walls. The floor is cleaned daily to manage the ongoing issue of duck excrement.

¹⁹ At the time of our inspection, New Zealand was experiencing sustained unusually hot weather. The summer of 2017-18 was New Zealand's hottest summer on record.

73. Additionally, all air vents in the cells have been checked and cleaned. The prison increased the vent use during the summer to allow the cells to be cooler at night. Every prisoner has the opportunity to have their own personal fan brought in. The prison also has loan fans for those with little family support.

Clothing and bedding

74. We interviewed 13 prisoners about the condition of their clothing. All said there was a shortage of clothing such as underwear and shoes. Three prisoners told us they received clothing from their families. They shared spare clothing they received with prisoners who did not have family support.
75. During our first site visit in Unit 14C, we saw a storeroom that was well stocked with clothing, bedding and shoes.
76. We also spoke to prisoners informally. Some prisoners advised that clothing can go missing if it is sent to be washed in the main laundry.
77. Prisoners in Unit 14C, Wing E said there was only one working washing machine available in the wing for 88 prisoners. A second washing machine had been out of order for three months, and the unit dryer was also broken. During our first site visit, we saw one prisoner washing his clothes by hand in a bucket.
78. The quality of bedding varied between units. Bedding in the Pacific Focus Unit and the At Risk Unit was generally of good quality. Five prisoners in the Pacific Focus Unit advised they received a full bedding kit (one blanket, sheet pillow and pillow case) on arrival to the unit. However, prisoners in Unit 14C told us the mattresses were too short to fit the bed frame and they did not have sufficient pillows.
79. Following our first site visit, the National Commissioner advised that, at that time, the unit was awaiting a new washing machine as the previous machine was not worth repairing. Unit washing days were amended to accommodate one less washing machine. This included utilising the other units' washing machines. Prisoners washing clothes in a bucket would have been doing so on their own initiative, not the recommendation of staff.
80. The dryer has been repaired and operational since 5 December 2017. A process is in place to have spare towels in the units available in case of laundry issues. Towels are sent to laundry in the morning and returned in the afternoon.
81. Staff in residential areas were also asked to complete a stock take of the current numbers of pillows and order more if necessary.
82. The National Commissioner also advised that a process is now in place where units requiring prisoner clothing are to contact Unit 14C (which is responsible for issuing sentenced prisoner clothing when requested). Bulk prisoner clothing is ordered monthly to replenish stock.

Food

83. Food is prepared following the Corrections' national menu. We interviewed 14 prisoners about the quality of the food. Of these, 13 said the food was unhealthy, the menu was repetitive and they received too much bread. Two prisoners said the milk in the cartons curdled in the heat.
84. Five prisoners said they regularly went hungry. Of these, three said they received their breakfast at the same time as their evening meal (at about 3.30pm) and two said that, because they had no family support, they did not have money to purchase food items from the canteen.²⁰

²⁰ Prisoners are able to buy additional grocery items from an approved list, including snacks, toiletries and phone cards, through the prison canteen system. Each prisoner has a trust account which can be used for purchases. Prisoners are paid an incentive allowance for participating in programmes, training and work opportunities.

85. Following our first site visit, the National Commissioner advised that the milk was now placed in the dining room fridge and issued the next day at breakfast. The time of the evening meal is agreed by the kitchen and Residential Manager, taking into consideration the unit regimes. A review of meal times at the prison and the impact on regimes would be conducted.

Prisoners' property

86. Many prisoners we spoke to said there had been long delays receiving approved items of personal property from their families and friends, and from storage. Of the 12 prisoners we interviewed about property, 11 complained about delays in receiving property.
87. We also spoke to prisoners informally during our inspection. Prisoners in the Pacific Focus Unit told us they regularly experienced delays receiving their property, as unit staff did not collect it regularly. Prisoners said they relied on one staff member who would help when she was on duty.
88. From 1 April to 30 September 2017, prisoners submitted 384 complaints. Of these, 49 were about property delays.
89. In July 2017, three FTE staff were working in the property office. However, staff advised that when one staff member took an extended period of leave, the remaining two staff members were required to undertake all the property office duties for approximately four months.
90. These duties include:
- » processing all property transferred to (within 48 hours of its arrival) and out of the prison
 - » identifying unlabelled property to determine the owner
 - » preparing property for prisoners to be released
 - » processing parcels received in the daily mail and prisoner requests for property
 - » processing unauthorised or prohibited stored property that had to be sent out of the prison
 - » completing data entry
 - » the management of all televisions to be issued, removed or repaired
91. From the week beginning 12 June to the week ending 14 July 2017, prisoners made 830 property requests. The largest number of requests were from Unit 16B (160 property requests), Unit 14B (148), Unit 14C (143) and Unit 15 (140).
92. Staff advised that the high volume of property being transferred in and out of the prison and having to conduct manual searches of individual property items could lead to delays in processing prisoner property. Staff said they ensure that prisoner requests for essential items such as socks, underwear and clothing were processed immediately, followed by releases and transferred prisoners, and then mail processing.
93. During our first site visit, staff advised that an additional FTE and one casual staff member had been recruited to assist with the backlog.

Findings

- Finding 8. In most respects, the prison provided a good environment in which prisoners' needs were met. However, some prisoners were not provided with adequate clothing despite a well-stocked storeroom.
- Finding 9. Many prisoners were unhappy with the quality of food.
- Finding 10. Some prisoners experienced delays in receiving property.

Safety and humane treatment

Gang influence

94. On 16 October 2017, the prison had 963 prisoners, of whom 433 identified as members of gangs (45% of the prison's prisoner population). The largest groups were Mongrel Mob (26.1%) and Black Power (21%). Other significant gangs were Crips (12%), Killer Beez (7.4%), Bloods (6.2%), Head Hunters MC (5.3%) and Tribesmen MC (2.7%).
95. We interviewed 11 prisoners about gangs in the prison. Of those, only two told us they have felt threatened by prisoners in gangs, with both advising they had been stood over by gang members for nicotine replacement patches.²¹
96. Staff in Unit 16B advised that the unit had a gang management plan which was based on the prison's gang strategy. Staff said some of the unit's objectives were to discourage non-gang members from joining gangs, to provide a safe environment for prisoners away from gang influence, to place all active gang members into Wing D and to ensure that numbers of gang members were balanced in Wing D.
97. As part of the gang management plan, Wing C was changed into a designated harmony wing.²² Further, one side of Wing D was changed to transition prisoners into Wing C. Following the change, staff said the atmosphere in Wing C improved and the number of prisoners requesting voluntary segregation or going 'At Risk' reduced from a daily occurrence to less than weekly.
98. However, due to the increasing prisoner population, staff advised that some gang members had to be placed in Wing C. As part of their placement, these prisoners are required to not participate in gang activity and are closely monitored by staff.
99. We spoke to one prisoner in Unit 16B Wing C. The prisoner told us he felt safe because it was a harmony wing and there were no standovers.

Violence, standovers and intimidation

100. Of the 22 prisoners interviewed across the prison, all but three said they felt safe in the prison including in their cells and communal areas, such as exercise yards. Prisoners we spoke with informally during our inspection also told us they felt safe.
101. Of the three prisoners who said they did not feel safe, all said they had experienced bullying and standovers in Unit 14A and Unit 14C. One prisoner who used to be housed in Unit 14A said certain prisoners would be stood over for their canteen food and television remotes.
102. Between 1 April and 30 September 2017, there were 59 recorded instances of physical assault across the prison. Of these, 47 were prisoner on prisoner and 12 were prisoner on staff. The highest number of assaults (10) occurred in Unit 16B Wing D.
103. During that same period, there were 103 notifiable incidents and 916 non-notifiable incidents.²³

Safety in segregation

104. Prisoners told us they generally felt safe. As at 16 October 2017, nearly 200 prisoners were in voluntary segregation, meaning they had been separated from others at their own request and for

²¹ Nicotine replacement patches were given out to new prisoners who had a history of smoking, to help them adjust to the prison's smoke free rules. In 1 April 2018, the Department stopped providing prisoners with patches. As a replacement, prisoners are now provided with nicotine replacement lozenges.

²² The harmony wing is where prisoners (including gang members) put aside their rivalries and agree to follow a prescribed set of agreed behaviours. Prisoners are required to meet an entry criteria before being able to transition into this wing.

²³ Notifiable incidents are those that are more serious (such as fighting, use of force or mechanical restraints, hospitalisation of prisoners, prison assault on staff), and non-notifiable are those that are less serious (such as graffiti/tagging, prisoner disobeys lawful order, self-harm with no threat to life, wilful damage, segregation, prisoner abuse/threat on staff).

their own safety. Common reasons for seeking voluntary segregation include the nature of a prisoner's offending, or because of threats made to them either inside or outside prison.

105. Staff advised that the high number of voluntary segregated prisoners in Unit 14C was creating tension as the unlock regime regularly changed to accommodate moving prisoners between Wings E and F. Staff said mainstream prisoners in Wing E believed that the voluntary segregated prisoners have negatively impacted their unlock regime.
106. During the first day of our first site visit, there were two incidents involving prisoners fighting in Unit 14C, Wing F. As a result of the first incident (involving five prisoners), the unit was locked down and four prisoners were moved to the Management Unit. The fifth prisoner remained in the unit. When the unit was unlocked for the afternoon, a second fight occurred between another two prisoners. Both prisoners were removed from the unit.
107. While speaking to prisoners informally following the fights, prisoners said there was unfair treatment in the unit as not all the prisoners were removed for fighting.

Active management and supervision

108. Active management between staff and prisoners helps to build trust, maintain discipline and ensure that prisoners' needs are met and safety and security issues are identified.
109. Staff were visible in all of the units when prisoners were unlocked. We observed staff talking with prisoners, answering questions, responding to prisoners' needs, role-modelling good behaviour, and responding quickly and decisively to any situation in which tensions were raised.
110. However, when observing staff in Unit 14C, staff did not appear to actively engage with those prisoners who needed additional support, for example, non-English-speaking prisoners or vulnerable prisoners.
111. Further, we saw staff not challenging inappropriate behaviour, such as prisoners entering other prisoners' cells.
112. Between 1 April and 30 September 2017, there were 117 recorded incidents of prisoner's verbally abusing/threatening staff.
113. We interviewed 14 prisoners about their relationship with staff. Ten advised that staff were approachable, respectful and provided assistance when needed.
114. We also spoke to some prisoners informally. Many prisoners in Unit 14C said staff worked hard and did the best they could. However, some prisoners also expressed concern that when new staff were brought in to cover unexpected staff absences, these staff did not treat them the same and the unlock regime would change. This created tension in the unit.

Access to drugs and other unauthorised items

115. Drugs and other unauthorised items such as alcohol or weapons can create risks to safety and good order of a prison.
116. Between 1 April and 30 September 2017, 241 items of contraband were discovered in the prison, including 29 items of tattooing equipment, 28 drug items and 18 communication devices. During the same period, the prison conducted 406 drug tests, of which 17 were positive. Of those, seven were from the Pacific Focus Unit.
117. Custodial staff routinely conducted rubdown searches on prisoners when they left their cells, and whenever they left their residential units. These searches are designed to detect the presence of unauthorised items including drugs, tobacco, cell phones, or weapons. All the prisoners we interviewed about search practices said that rubdown searches were conducted in a manner that respected their dignity.
118. During our first site visit, we observed a number of the rubdown searches. All varied in quality and most were not thorough enough to detect all unauthorised items that might have been concealed

in the prisoners' clothing. Prisoners' torsos and legs were briefly checked, but other areas of the body were not searched.

119. To minimise the risk of unauthorised items getting into the residential units, prisoners were often strip-searched when they returned to their units from work.²⁴ This was confirmed by prisoners from the internal Self Care Unit who work in the housing refurbishment yard.
120. During our first site visit we reviewed CCTV footage of prisoners returning to the prison from external work parties. None of the prisoners who entered the prison via the sally port entrance was strip-searched.
121. Following our first site visit, the National Commissioner advised that a comprehensive "safe practice guideline" has been developed to capture all searches via the Receiving Officer and gatehouse as "Single Point of Entry Searches". Every vehicle, prisoner and contractor will be searched when entering or leaving via the gatehouse. Staff will abide by the normal requirement when entering and leaving via the gatehouse.
122. Prison staff also search incoming prisoners' property for contraband. However, because the prison does not have a dedicated X-ray machine for prisoners' property, staff are required to manually search the property. Staff advised that this screening process was time consuming and caused delays in delivering the property to prisoners. It also posed a risk to the prison's security.
123. 6 (c) [REDACTED]
124. Following our first site visit, and in response to our concerns about the prison's searching practices, the National Commissioner advised:
 - » The quality of rubdown searches is an ongoing issue. The senior management team has been tasked to address this, using principal corrections officers.
 - » Drug dogs had been involved in 10 operations inside the units and around the prison since 1 January 2018. This was part of the plan to continue the visibility of the drug dog on site. The regional drug dog supervisor was to provide a plan on the support required for property to be searched by the drug dog.
 - » A three-day turnaround had become the standard for processing prisoner property. The prison now has a casual staff member working three days per week to assist with processing property, with an intention of reducing the turnaround period to 48 hours from time of the prisoner's arrival.
 - » Six escort staff are now rostered on duty Monday to Friday.

The prison's responses to incidents

125. The prison has a SERT team to pro-actively target the introduction of contraband in order to reduce the level of incidents on site, and to respond quickly to incidents, as required.
126. The SERT team participates in the prison's Safer Custody Panel, where prisoners who present risks or issues to the site are discussed. Those prisoners are identified in consultation with the SERT team, Intelligence staff and the detector dog team.
127. Following any incident involving violence or intimidation, or any other breach of discipline, the prison has a range of sanctions available to it. These include bringing disciplinary charges,²⁵

²⁴ Strip-searches are required in prisons under some circumstances (such as when a new prisoner arrives) and permitted under others (such as when prisoners return from work or unsupervised areas of a prison): Corrections Act 2004, ss 90, 98 – especially s 98(6)(c). Officers may also conduct a search of a prisoner where there is "reasonable grounds" for the officer to believe that the prisoner has in their possession an unauthorised item.

²⁵ Corrections Act 2004, ss 128-140; Corrections Regulations 2005, regulations 150-153, schedule 7; Department of Corrections Prison Operations Manual MC.01.

moving prisoners to other units, placing prisoners in directed segregation, reviewing security classifications, and notifying the Police.

128. During 1 April to 30 September 2017, 744 misconduct charges were laid against prisoners.

Findings

- Finding 11. Two CellSense metal detectors were not always deployed in high-traffic areas, such as in the gatehouse and Receiving Office.
- Finding 12. Prisoners were generally kept safe from violence and intimidation in the residential units. Staff were vigilant in managing risks to safety and good order, although the quality of rubdown searches varied in quality.
- Finding 13. Staff generally responded promptly and effectively to any incidents.

Rehabilitation

129. As well as detaining prisoners in a safe and humane manner, prisons are expected to support prisoners to make positive changes in their lives. All prisons offer programmes aimed at supporting prisoners to address the causes of their offending, and acquire skills that will help them after release. Case managers work with prisoners to create plans for rehabilitation and reintegration, and case officers work with prisoners in their units to keep track of progress.
130. Successful rehabilitation depends on a prisoner's motivation and on access to support and opportunities to make positive changes.
131. During their sentences, prisoners are supported to make positive changes under a process called Right Track. 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.

Time out of cell

132. The prison operates an 8am-5pm staff roster regime. In practice, prisoners spend less time out of their cells due to time taken for unlock and lock-up, staff briefings, lunch breaks, security checks, and so on. Further, time out of cells varies depending on the unit.
133. During our first site visit, Unit 14C was operating a cell unlock regime from 9am to noon, and 1pm to 3.30pm.
134. Unlock times can be further restricted due to staffing pressures or incidents where the site requires locking down. During our first site visit, there were two separate incidents in Unit 14C, Wing F. The Wing F regime was immediately re-assessed and divided into three different regimes in order to minimise the number of prisoners unlocked. Staff advised that the primary purpose of this was to mitigate any potential risks that could potentially affect or impact on the safety and security of the prison.
135. For the Pacific Focus Unit, unlock times vary. Prisoners who worked in the kitchen are unlocked at 6am, laundry men and other workers at 6.40am to 7am, unit workers at 7.50am, and the remainder of the unit at 8.30am.
136. Prisoners told us that the Pacific Focus Unit often operates on reduced unlock hours when there are staff shortages. In those situations, the unit is divided into two parts and one side will be unlocked for one hour in the morning. The first side is then locked up to allow the other side to be unlocked for an hour. This routine is repeated in the afternoon.
137. Prisoners in Puna Tatari (the combined Drug and Special Treatment Unit) are unlocked from 8am to noon and then from 1pm to 4.30pm. On Fridays, prisoners are locked between noon and 3pm to allow for staff training and Right Track meetings.
138. Prisoners in Unit 16B are unlocked from 8am to 11.15am and then again from 1pm to 3pm. However, within this regime, unlock times varied, with prisoners of various categories and security classifications being unlocked at different times for recreation.
139. Staff in Unit 16B advised they also have a rolling regime for access to the yards. Prisoners in Wing C are split into two separate groups, while prisoners in Wing D are split into four separate quarters. Each group is allowed into the yards at separate times.

Access to out-of-cell activities

140. The prison has a purpose-built gym with a full-size basketball court, weight machines, eight stationary bike machines, two rowing machines, and used tyres for exercises (see Image 6).
141. All units have access to the gym for an hour every Monday to Friday. However, within those times, prisoner access is dependent on the category of prisoner and security classifications.
142. The prison has three FTE wellness centre officers who arrange circuit programmes and tournaments for the prisoners. Over the Christmas and New Year holidays, activities officers arranged a two-week multi-sport tournament (including: basketball, touch, volleyball, soccer and tag) for prisoners.
143. Prisoners told us they used to take part in activities such as soccer, rugby, Zumba and spin classes. However, due to an increase in the prisoner population and the redeployment of wellness centre officers, these activities were no longer available. However, other team sports were still available.
144. Following our first site visit, the National Commissioner advised that gym hours were being reviewed. Extended hours would resume once the prison reverted to business as usual. Further, wellness centre officers were not redeployed to cover staff shortages in the residential areas. Wellness centre activities will continue to run accordingly.
145. Prisoners we spoke with informally were happy with the gym facilities and told us the wellness centre officers were helpful and supportive.
146. One prisoner in the Pacific Focus Unit said his unit had won all of the prison's sports trophies and these were displayed in the office window.
147. Prisoners in Puna Tatari have their own gym with treadmills and weight machines. Prisoners also have access to table tennis in the day room (see Image 5).
148. The prison has a library that prisoners can access using a catalogue. Each unit is allocated a particular day or days during the week where they can order and return books.
149. Due to the transient nature of prisoners in the At Risk Unit and the Management Unit and remand prisoners in Units 16A and 16B, these areas are serviced via a trolley system. Prisoners in these units can request specific books via their case officer.
150. During our first site visit, we saw that the shelves were well stocked. However, the librarian advised that they lacked sufficient material on more popular topics such as fitness, health and vehicles. The most popular books requested by prisoners are fantasy, fitness, yoga, art, cars and bikes.
151. The librarian uses the internet to download reference material for the prisoners and recently downloaded the Māori Land Act to add to the library's collection.
152. The library issues a monthly newsletter to prisoners which provides information relating to library services and contains puzzles, fitness tips, book reviews, fun facts and cartoons. The newsletters cater for all levels of literacy and are aimed at getting prisoners interested in using the library.
153. In May 2017, the library introduced a book review competition, with the winning review published in the newsletter. Within six months, the library received 90 book reviews from the prisoners.
154. Quarterly puzzle books, which are designed to help prisoners develop their literacy and numeracy skills, are also provided. The Christmas issue contained two pages that, when cut out and coloured in, could be made into Christmas cards to send to children.
155. The library also has an international catalogue which caters to speakers of different languages including Chinese, Punjabi, Hebrew, Korean, Portuguese, Russian, Thai, Vietnamese and several Pacific Island languages.
156. Of the 22 prisoners interviewed, 17 told us they kept active with constructive activities.
157. Prisoners we spoke to informally told us they wanted to join a cultural group such as Kapa Haka, be provided with craft materials and board games, and spend more time in the gym.

Treatment and rehabilitation

158. The prison provides a variety of treatment and rehabilitation programmes, including a short motivational programme (aimed at improving prisoners' motivation to understand and address offending), Saili Matagi programme (using Pasifika cultural principles to motivate prisoners to address their offending), Tikanga Motivational programme, alcohol and drug treatment programmes, a family violence programme, and medium intensity rehabilitation programmes (aimed at addressing causes of offending), and a maintenance programme for prisoners who have completed rehabilitation programmes (see Figure 1).

Figure 1. Selection of rehabilitation programmes at Spring Hill Corrections Facility, 2017

| Programme name | Capacity | Sessions per programme | Number offered per year |
|-------------------------------------|----------|------------------------|-------------------------|
| Medium Intensity Rehabilitation | 10 | 53 | 3 |
| Short Rehabilitation Programme | 4 | 24 | 4 |
| Maintenance | 10 | 2 | 8 |
| Family Violence | 10 | 2 | 1 |
| Alcohol and Other Drug Intermediate | 6 | 8 | 8 |
| Alcohol and Other Drug Brief | 6 | 4 | 39 |
| Saili Matagi | 10 | 55 | 1 |
| Short Motivational | 1 | 5 | 30 |

159. In addition, the prison offers an Adult Sex Offenders Treatment Programme, Special Treatment Unit and the Drug Treatment Programme (in Puna Tatari), a gambling programme, and Brainwave (aimed to motivate prisoners to provide non-violent, positive role modelling for children).
160. Between 1 April and 30 September 2017, 262 prisoners²⁶ (approximately 27.5% of the prisoner population) were enrolled in treatment and rehabilitation programmes.
161. Eligibility for programmes depends on a range of factors, including age, security classification, risk of reoffending and re-imprisonment,²⁷ and the nature of the prisoner's offending and sentence. If prisoners are eligible, opportunities depend on programme availability.
162. Staff advised that priority for programmes was given to prisoners who were closest to their scheduled release date or parole eligibility. However, there were several barriers that prevented this from happening. These could include the prisoner being transferred to another prison, returning a positive drug test, being in possession of contraband, being the perpetrator in a fight or refusing to engage and attend programmes. In addition, some prisoners might be dealing with grief, experiencing drug or alcohol withdrawal, mental health issues, or behavioural problems that needed to be addressed before they could participate in a programme.
163. Remand accused prisoners are not eligible for rehabilitation programmes, as their offending needs cannot be addressed unless they are convicted. Remand accused prisoners can participate in Alcohol and Other Drug Brief and Intermediate²⁸ and Brainwave as these are considered educational. Similarly, remand convicted prisoners generally do not start rehabilitation programmes until after they are sentenced.

²⁶ This figure includes prisoners housed in the high security, low security and Self Care Units.

²⁷ Risk of conviction and re-imprisonment is measured using an index known as Roc*RoI (risk of conviction x risk of imprisonment).

²⁸ These programmes ceased in June 2018.

164. Following our first site visit, the National Commissioner advised that from March 2018, a Behavioural Skills Programme will be available to remand convicted prisoners. Programmes from the 'Skills for Life' suite will run across the remand and segregated prisoner population. These programmes are 20 hours in duration, delivered over four days in eight session blocks. These programmes provide practical cognitive tools and build skills in emotional regulation, self-management, communication and resilience.
165. During our first site visit, we spoke with staff about prisoner access to programmes. Staff said they were frustrated as they had little say in what programmes they could provide. Instead, National Office directed which programmes would be implemented. Similarly, staff advised that a prisoner's Roc*RoI²⁹ score limited their access to some programmes. For example, some prisoners who had been charged with family violence offences were not able to attend a Family Violence Programme because their Roc*RoI was too high and the programme was designed for lower risk family violence offenders. Instead these prisoners would be referred to a Medium Intensity Rehabilitation Programme or individual treatment with a psychologist.
166. Staff told us there were not enough programmes for child sex offenders. Prisoners needing to complete a child sex offender programme at Te Piriti Special Treatment Unit were placed on a waitlist before being transferred to Auckland Prison.
167. Staff also advised there were not enough programmes being run, and there were limited spaces available. For example, staff said four Alcohol and Drug Brief Programmes were cancelled in the month leading up to Christmas. Staff said it was frustrating because 24 prisoners could have attended those courses and, if those prisoners had short sentences, it might have been their only opportunity to attend a programme before release.
168. Prisoners expressed a range of views about the programmes. One prisoner who had completed Saili Matagi said it was enjoyable and he was now enrolled to attend an alcohol and drug programme. He said if there were any spaces available in a programme, programme facilitators would visit the units and ask prisoners if they would like to attend.
169. In contrast, four prisoners told us they were not able to complete programmes until after their first Parole Board hearing. For example, one prisoner said he had met with his case manager three times during the year to discuss his desire to attend and complete programmes before his first Parole Board hearing. However, he was told by his case manager there were no places available. At his hearing, the prisoner was declined release for a further 12 months, to allow him time to complete his programmes.
170. A further three prisoners told us they could not participate in programmes as they could not speak English proficiently.
171. Following the first site visit, the National Commissioner advised that the cancellation of the Alcohol and Drug Brief Programmes at short notice was due to staff being unavailable. The schedule of programmes was full. Therefore, when a facilitator became unavailable at short notice, there were occasions when the prison was unable to backfill with another staff member which resulted in programmes being cancelled or rescheduled.
172. Additionally, every effort was made to ensure that the prison's programmes team was fully staffed. However, there was often a delay between when a staff member left and when a new staff member had completed required training and was operational.

²⁹ RoC*RoI (the risk of reconviction/risk of imprisonment) is a tool used to predict the likelihood of an offender committing further offences.

Education

173. Every prisoner receives an education assessment to determine their literacy and numeracy learning needs. This is followed by a learning pathway discussion which identifies recommended programmes to help the prisoner meet his learning needs and goals.
174. At the time of our first site visit, the rehabilitation and learning team was fully staffed with 2.5 FTE staff, servicing 953 prisoners. However, staff advised that staffing numbers and the number of classrooms had remained the same since the prisoner population was 650.
175. Staff told us the education tutors were under pressure and there was a backlog of education assessments to be completed. This backlog impacted case managers' ability to make referrals and had resulted in the education focussing on prisoners who would remain at the prison for longer periods.
176. In addition, staff expressed to inspectors that classrooms were small and not fit for purpose.
177. Between 1 April and 30 September 2017, 148 prisoners received an education assessment. A further 395 prisoners (approximately 41.5% of the prison population) were enrolled in an education programme, including financial literacy, intensive numeracy and literacy, parenting, driver licence testing, Secure Online Learning, health and wellbeing and art.
178. The prison does not offer English for Speakers of Other Languages. Instead, volunteers and staff in the units assist, where possible, prisoners with English needs.
179. During our first site visit, we saw that the Pacific Focus Unit was no longer running a structured programme with an intended cultural focus, and the Fale was being used for meetings and studies.
180. Staff advised that the Pacific Focus Unit was being restructured and staff were currently working to procure support programmes for the next five years.
181. Following our first site visit, the National Commissioner advised that the prison had a mitigation plan in place to reduce the impact of prisoners not completing education assessments. This included the prioritisation of prisoners due for placement on a programme. Unfortunately, since the first site visit, education tutor resource had been reduced following resignations. Recruitment was underway to fill current vacancies.
182. The prison was also working to develop a business case to support the recruitment of more tutors.

Work experience and training

183. Working in prison industries gives prisoners opportunities to gain skills and qualifications which may be useful after release.
184. The prison offers low and minimum security prisoners work and training opportunities in industries including the housing refurbishment yard, joinery, light engineering, the kitchen, the laundry, general maintenance, external/internal grounds, the farm³⁰ and the timber fabrication workshop.
185. Prisoners can also get work in their units as tea men, mess men, kit locker workers, laundry men, yard cleaners and dinner plate collectors.
186. The prison's largest industry is the housing refurbishment yard, which refurbishes state houses for Housing New Zealand. Located outside the prison's perimeter fence, the yard has seven instructors who deliver training to prisoners in building, carpentry, painting, plastering and plumbing.

³⁰ The farm covers 215 hectares, 100 hectares of which is planted in native plants and trees. The remaining space is for grazing up to 250 cattle. The cattle are dry stock from Waikeria Prison farm and are fattened and sold. Up to eight prisoners can work on the farm at any one time.

187. The yard has the capability to train 50 prisoners, each working a 40-hour week. The prisoners work alongside the instructors refurbishing the houses and can gain qualifications through the Building and Construction Industry Training Organisation (BCITO). Other training opportunities available include low-level scaffolding, safety harness, forklift, first aid, and elevated work platforms.
188. Between 1 April and 30 September 2017, 69 prisoners were enrolled in work-related training, including:
- » plumbing and gas fitting – 22 prisoners
 - » painting – 18 prisoners
 - » Fairview Automotive Programme – 5 prisoners
 - » agriculture – 7 prisoners
 - » horticulture – 17 prisoners
189. At the time of our first site visit, 20 prisoners worked in the housing refurbishment yard. This increased to 32 prisoners in January 2018.
190. Staff said the low number of workers reflected the number of prisoners who met the criteria for the application process. Staff said all prisoners who seek to work externally must submit an application to the Advisory Panel for review before being passed to the Prison Director for approval.
191. In addition, staff said many prisoners who were eligible to work in the yard were also nearing their release date. This meant they worked for a short period of time (sometimes just a few weeks), which prevented them from obtaining qualifications or practical skills that would be a benefit to them on release.
192. Staff said it took a prisoner four weeks to settle into their new work environment and three to four months to complete the first stages of the BCITO training package. A prisoner who worked in the yard for six to nine months was able to gain skills and experience that enabled them to complete the training.
193. Following our first site visit, the National Commissioner advised that 36 prisoners had been taken on in the refurbishment yard and the prison was constantly putting applications to the Advisory Panel.

Contact with family and friends

194. Contact with family and friends is important for prisoners' wellbeing and eventual reintegration into the community.
195. All prisoners we spoke to in the Pacific Focus Unit and Unit 14C were unhappy with the access to telephones. Each unit has two telephones for 88 prisoners. The location of the telephones offered little privacy for the prisoner.
196. One prisoner in the Pacific Focus Unit told us that being able to contact his family made it easier for him to cope with prison life. However, because he is a worker, he has only one hour in the unit before he is locked down for the evening. If there are prisoners waiting for the telephone, then he can miss out on contacting his family.
197. In contrast, prisoners we spoke to in Puna Tatari told us they had sufficient access to telephones.
198. Following our first site visit, the National Commissioner advised that funding had been approved for eight additional telephones. Installation had begun and was due for completion during April 2018.
199. Prisoners can also receive visits from family and others. Family and friends submit applications for visits, which the prison then considers in line with Departmental policy.
200. Between 1 April and 30 September 2017, 10,454 applications for visits were submitted. Of those, 5,750 applications were approved.

201. Staff advised that visit times are allocated on a 'first come, first served' basis. Visits are scheduled for one hour and a maximum of 32 prisoners can attend at any one time. Prisoners can have up to three adult visitors each, and there are no limits placed on the number of children who can attend.
202. The visits centre was not a family-friendly environment. There was no designated play area with books and toys to keep children occupied. The visits centre did not have air conditioning or water coolers.
203. Following our first site visit, the National Commissioner advised:
- » Toys and books would be provided for children.
 - » A water cooler had been installed for visitors to use.
 - » A request for a central air conditioning system for the internal visits hall had been made. As an interim solution, another request had been made for three portable air conditioning appliances.
204. The visits centre had a notice wall, which informed visitors that assistance would be provided to those with disabilities. However, this information was not well displayed and some prisoners advised that their elderly and disabled family members were required to walk to the visits centre unassisted.
205. Following our first site visit, the National Commissioner advised that new notices had been put up at the external visits building. The prison also had one wheelchair, which was often used by elderly visitors.
206. We spoke to 15 prisoners about visits. Six prisoners were happy with the management of visits. Three prisoners from Puna Tatari advised that family members would attend their graduation from the Drug Treatment Programme.
207. Of the eight prisoners who were unhappy, six told us many of their families had to travel long distances and the hour-long visiting time was too short.
208. One prisoner told us that on Father's Day his wife and young child travelled from Tauranga to the prison. They arrived about 1pm, and were asked by staff to return at 3pm. They returned at 3.10pm and were informed by staff that because they were late, they could no longer have the visit. The prisoner said this was distressing for himself and his family.
209. During our first site visit, we spoke informally with a visitor about her experience. She advised that prior to her first visit, the prison sent her information about the visiting rules, scheduled arrival times, appropriate clothing to wear and what she could and could not bring with her. She said she arrived at the prison on time but that, on occasion, a visit started later than the scheduled time and, as a result, the visit time was reduced.
210. The visitor said her husband was on remand and his allocated visit days were Wednesday and Thursday. As these were week days, she had to remove her children from school so they could visit their father, which was not ideal. Family visits were not available to them on the weekend.
211. Following our first site visit, the National Commissioner advised that a new process had been put in place to better consider entry into the site. The external visit reception staff can no longer decline a visitor. If the visitor is late, the visit senior corrections officer considers the circumstances based on common sense, distance travelled and external factors. The visit senior corrections officer can consult with the duty principal corrections officer or on call manager regarding a decision.
212. The National Commissioner also advised that, because of the 12 categories of prisoners at the prison and the challenge of facilitating every prisoner visit fairly, safely and appropriately, weekend visits had been allocated for sentenced prisoners, as they made up 70% of the prison population.
213. Remand prisoners were allocated slots during the week, but could have visits at weekends in a booth.

Unit focus – The Pacific Focus Unit (Unit 14A, Wing B – Vaka Fa’aola)

214. The Pacific Focus Unit was initially established as a 44-bed unit specifically for violent Pacific Islander offenders. It was designed to provide a therapeutic atmosphere to motivate Pasifika prisoners to address their offending behaviour. As part of the Pacific Focus Unit, eligible prisoners were able to participate in the Saili Matagi programme.³¹
215. Due to the growing prisoner population, the unit was double bunked in 2010, increasing its capacity to 88 prisoners. As a result, more than half the unit's prisoner population did not meet the unit's criteria, impacting the intended cultural focus for the unit. At the time of our first site visit, only 39 (of the 88) prisoners in the Pacific Focus unit identified as Pasifika.
216. From 3 July to 13 October 2017, one three-month Saili Matagi programme was completed. Of the 88 prisoners housed in the Pacific Focus Unit, nine attended the programme (the maximum group size is 10).
217. Staff said some prisoners expected to attend Saili Matagi because they were housed in the unit. However, limited space, offender eligibility and criteria meant most prisoners were unable to attend. For example, staff advised there were two prisoners who would be suitable for the programme. However, their Roc*RoI was too low, they were unable to be accepted.
218. Pasifika prisoners we interviewed and spoke with informally told us that when the unit used to house solely Pasifika, it provided them with an opportunity to learn their culture and language. However, with the increasing mixture of nationalities, the philosophy of the unit had been lost and the unit was no longer unique.
219. Prisoners said that, while they could participate in weaving classes on Saturdays, the unit no longer provided daily cultural activities such as Cook Island Māori language classes (except during national language weeks),
220. In response to the shift in cultural focus, prison management had submitted a proposal to split the Pacific Focus Unit in half. One half of the unit would be dedicated to fulfilling the 'Pacific Focus' concept and prisoners would be able to engage in cultural activities. Prisoners in the second half of the unit would be actively engaged in work-related activities.
221. Staff said management were also considering extending the unit unlock hours to provide more time for prisoners to participate in cultural activities in the Fale.
222. The National Commissioner acknowledged there are currently men in the Pacific Focus Unit who do not fulfil the full criteria for being assigned to the unit. In addition, contracts on expectations, similar to those who are selected and inducted into Te Tirohanga Programme units, had not been signed by prisoners for some time.
223. The unit had now extended unlock hours so that prisoners contracted to the Pacific Focus Unit had time to participate in cultural activities together.
224. The Pacific Focus Unit regime also included a 'workers hour'. This allowed the workers extra unlock time, when the Pacific Focus contracted prisoners were engaged in their cultural activities, to make telephone calls and complete other tasks.
225. The Residential Manager and Principal Corrections Officer had interviewed prisoners interested in being part of the unit, to assess whether they met the criteria including: religious engagement, background, support network, cultural awareness/knowledge and support they require. Prisoners waitlisted for Saili Matagi were identified as the priority prisoners to reside in the Pacific Focus Unit.

³¹ Saili Matagi assists men to identify and change beliefs, attitudes and behaviours that have resulted in violent offending. The programme aims to reduce intergenerational violence and the likelihood of re-offending. The programme is based on Pacific nations' cultural principles.

Unit focus – Puna Tatari (Unit 6)

226. Puna Tatari (see Image 1) is split into two sub units (Drug Treatment Unit and Special Treatment Unit), each with 40 single cells (two wings of 20 cells each).
227. In the Drug Treatment Unit, which operates as a modified therapeutic community, the 12 month drug treatment programme consists of six months of group cognitive behavioural therapy, individual counselling and education about alcohol and other drug addiction, change and developing social skills. Participants may stay in the unit for a further six months if they require further treatment. There are six and 12 month courses.
228. The Special Treatment Unit is for prisoners who have been convicted of at least one violent or sex offence, and who have a high risk of re-offending. Prisoners can be enrolled in either the Special Treatment Unit Rehabilitation Programme or Adult Sex Offender Treatment Programme, both of which run for nine months.
229. Prisoners participate in regular Community of Change meetings, which involves them and their family working together and learning to solve problems.
230. After completing the programmes in the Drug Treatment Unit and the Special Treatment Unit, prisoners can participate in an eight-week programme to help them reintegrate into mainstream units. The objective of the programme was to learn new skills, find work and refer them to the Advisory Panel.
231. We interviewed three prisoners in Puna Tatari. All advised they felt safe in the unit, were completing their programmes and had good access and support from family.

Findings

- Finding 14. The prison provides a range of rehabilitation and education programmes. Limited classroom spaces, programme availability, staff numbers and prisoner eligibility criteria meant just over a quarter of prisoners were engaged in some form of rehabilitation programme.
- Finding 15. Work opportunities were available to some prisoners. However, the criteria restricted the number of prisoners eligible for work. This reduced opportunities for prisoners to take part in work experience.
- Finding 16. Prisoners were generally positive about contact with their family and friends.
- Finding 17. The Pacific Focus Unit's intended cultural focus has been limited, and many prisoners housed in the unit do not meet the unit's criteria. Criteria for the Saili Matagi programme has meant some prisoners are not eligible for the programme. We acknowledge the steps the prison has taken to address this issue.

High Security Units

232. On 1 June 2013 prisoners in Unit 16B at Spring Hill Corrections Facility rioted, in what has been described as "the largest and most destructive incident of concerted indiscipline experienced in New Zealand prisons in almost 15 years".³² After negotiation attempts and following advice from the New Zealand Fire Service that prisoners' lives were in danger, the situation was brought under control by an Advanced Control and Restraint team.
233. A number of changes resulted from the riot, including enhancements to the design and security of prison facilities, especially related to staff safety.
234. Each high security unit has two wings, which are separated into two sections with metal grilles in a processing known as "hardening" which was introduced after the riot for safety reasons and to give more control to staff.
235. Unit 16A is for prisoners who are under voluntary segregation and high security prisoners who are in transit between prisons. Unit 15 is for mainstream and segregated high security prisoners.

Environment and basic needs

236. The cells and communal areas in Units 15 and 16A were generally in good condition (see Image 3). Unit 15 had graffiti in the compound and exercise yard. Cells were well maintained and mostly graffiti free. Prisoners told us their cells were in a good state of repair and they were kept dry and warm.
237. Unit 16 had a problem with pigeon excrement in the yards. This appeared to be an ongoing problem. Unit 16A had mould in the sink of the outside toilet.
238. The dining rooms were not used for eating. In Unit 16A it has been split into two, with one side used for preparing breakfasts and one for a programmes room. Prisoners in Unit 15 chose to eat lunch in their cells as they wanted to watch television.
239. We observed that one cell in Unit 16A had a blocked toilet and the plumber had been called in. We were told this happened regularly, as prisoners flushed items such as paper, rags, food and general rubbish down the toilet.
240. One elderly prisoner was incontinent, mostly bedridden and unable to wash or look after himself. His cell smelt of urine and faeces. He was showered three times a week by a carer. Staff would help him, as would other prisoners who felt sorry for him. During our site visit, the Unit Principal Corrections Officer was attempting to get the prisoner moved to more appropriate accommodation. The Inspectorate also reviewed his care and the prisoner was later moved to more appropriate accommodation.

Clothing and bedding

241. Staff advised that the high security units could be short of towels, bedding and clothing at times. We noted that some prisoners did not have sheets or pillow cases in their cells.
242. Unit 16A was a transit unit for high security prisoners being transported to other prisons. This means many prisoners were in the unit for only one night before moving on. Bedding must be changed daily. Transiting prisoners were given a duvet and duvet cover, but not a pillow, pillow case, sheet or towel.
243. We checked the clothing storage cupboard in Unit 16A and found plenty of shorts and t-shirts, but few sweatshirts and pants. Unit 15 had large quantities of good quality clothing. We noted

³² From the Report of the Inquiry into the prisoner riot at Spring Hill Corrections Facility in 2013, Department of Corrections. The incident started in the morning with a small group of prisoners who had become intoxicated after drinking illicit homebrew. By late afternoon 27 prisoners were uncontrolled in the compound, damaging property and lighting fires.

that some prisoners had handmade bags hanging around their necks. They explained that was because their prison clothing did not have pockets and they needed a place to carry items such as phone cards.

244. The prisoner who worked as the laundryman in Unit 16A confirmed that he was not unlocked for long enough to do all the required washing.

Safety and humane treatment

Searches and access to contraband

245. We observed a number of rubdown searches in the high security units. Officers did not search prisoners' feet, hair, mouth or ears.
246. Cell searches took place on a regular basis. During our site visit, staff found homebrew during one cell search.
247. The Residential Manager told us there were few problems with contraband, but transiting prisoners sometimes brought in unauthorised items. Prisoners sometimes made tattoo guns from other items.

Violence and intimidation

248. Four prisoners interviewed in Unit 15 said they felt safe and had not been subjected to violence or standovers. This was confirmed by our conversations with other prisoners. They said any violence tended to occur in the exercise yards where staff were not present. Gangs did not cause issues in the unit.
249. Not all staff were observed to have their on body cameras switched on. On body cameras can be an effective de-escalation tool and can help keep staff and prisoners safe. One staff member told us they were not switched on because the batteries did not last.
250. We were told by prisoners in Unit 16A that one prisoner who was a gang member, was making gang signs, bullying and standing over others for their nicotine lozenges and canteen items. Staff said they were working with the prisoner. He was later removed from the unit.
251. We observed prisoners sharing lozenges with others, in full sight of corrections officers.

Time out of cell

252. Prisoners in Unit 16A were generally unlocked for two hours morning and afternoon. Because of the number of transiting prisoners, there could be up to five different categories of prisoner who needed to be kept separate. This limited the time prisoners could spend out of their cells as staff ensured all prisoners received their minimum entitlement. This could mean, for example, a prisoner having to be in the yard on his own, with no other prisoners to associate with.
253. In Unit 15, prisoners were out of their cells for four to five hours a day, and some were unlocked for longer if they had a job in the unit (such as mess man, who delivers meals).
254. Prisoners were complimentary about staff, saying they were helpful, respectful and treated them well. Staff were proactive and engaged with prisoners. Staff were not able to establish a rapport with prisoners in the transit unit, but could in the other parts of the unit.

Exercise and other constructive activity

255. Some programmes had taken place in the high security units, such as life skills and anger management, and staff were trying to introduce a short motivational programme. The main issues with holding programmes was that there were no suitable rooms and a shortage of education tutors.
256. Prisoners can attend the gym at least once a week.
257. One prisoner in Unit 16A said issues arose because there was very little to do. There were no balls or table tennis in the unit. In Unit 15 prisoners played sport and board games.

258. Prisoners in some high security units did not have access to library books. We were told this was because books were being damaged or would go missing, and custodial staff did not support efforts to return books. The librarian printed out puzzles and quizzes for the prisoners in the unit. In Unit 15 prisoners had access to library books via a catalogue.

259. Volunteers went into the unit regularly to take Bible studies.

Management and Separates Unit (Unit 13)

260. Prisoners are placed in the Management Unit if their behaviour challenges the safety, security and good order of the site (known as Directed Segregation). The Separates wing is for prisoners who are undergoing a period of cell confinement following a misconduct hearing.

261. On 15 October 2018 there were 13 prisoners accommodated in Unit 13. Eleven were in the management wing and two were in the separates wing.

262. Nine cells (out of 22) were out of commission in the Management Unit at the time on the inspection team visit, because faulty windows were being fixed.

263. Conditions for prisoners in Unit 13 were very spartan. The management wing had one concrete walled yard covered with steel mesh for prisoners' out of cell exercise. Staff reported that prisoners rarely used this yard. The yard floors and toilet observed by Inspectors were fouled with bird droppings

264. In the Separates wing, each cell had a small yard to provide access to fresh air. There were no furnishings or equipment in these yards.

265. We observed that staff had a good rapport with prisoners in Unit 13. Prisoners we interviewed said staff kept them informed. At the time of our visit two prisoners required four staff members to be present when each of them were unlocked.

266. The Directed Segregation process appeared to be robust. A weekly meeting was held involving all principal corrections officers. The progress of all prisoners was discussed, with the aim of returning prisoners back to their unit of origin at the earliest opportunity.

Findings

Finding 18. Cells in the high security units were generally well maintained and in good condition. As in other parts of the prison, bird excrement was a significant problem.

Finding 19. Clothing and bedding supplies appeared to be scarce.

Finding 20. A lack of suitable programme rooms limited opportunities for rehabilitative programmes to be run.

Self Care Unit and Whare Oranga Ake

267. The prison has a Self Care Unit (located inside the perimeter fence) made up of 12 houses. Each house can hold up to four prisoners. The total operational capacity for the Self Care Unit is 48 prisoners.
268. The Self Care Units are a flatting-type environment designed primarily for prisoners who are nearing release and have re-integrative needs that will be met by placement in a Self Care Unit.
269. The prison also has one of two Whare Oranga Ake facilities.³³ The whare is located outside the prison's perimeter fence and can house up to 16 prisoners.
270. This unit is based on Māori kaupapa (philosophy), practices, language and values, which are incorporated into the day-to-day running of the unit. Prisoners live communally in the whare, and take on all the responsibilities of daily living, including cooking and cleaning.
271. Prisoners housed in other prisons can be referred to Whare Oranga Ake but should have at least six months left to serve on their sentence. Prisoners with an indeterminate sentence, or whose release date is uncertain, but who have appeared before the Parole Board, are considered on a case-by-case basis.
272. At the time of our first site visit, the whare was at its operational capacity.

Environment and basic needs

273. We visited five of the 12 houses within the Self Care Unit. Each house has four single occupancy bedrooms, a communal kitchen, bathroom and sitting room area.
274. All the houses were well maintained, clean and tidy. Each house had a small garden at the front entrance which was looked after by the prisoners.
275. Although the houses all had relatively new beds, every bed had a mattress that was too small for the bed frame. The four prisoners we interviewed and spoke to informally told us they were unhappy with the size of the mattress. Some prisoners advised they had to use rolled-up blankets and sheets to fill in the space at the end of the bed.
276. All prisoners we spoke to were unhappy about the Department's plan to double bunk the Self Care Units. Prisoners said double bunking could lead to increased tension, bullying and standovers.
277. Further, prisoners were concerned that the infrastructure would not increase to accommodate the additional prisoners. For example, eight people using one bathroom, one kitchen, one washing machine and one dryer.
278. Prisoners in the Self Care Unit were provided with a weekly allowance of \$55. They were expected to purchase food, toilet rolls and toothpaste using this allowance. To achieve the maximum benefit from the funds, prisoners in each house pooled their money and shopped collectively.
279. Following our first site visit, the National Commissioner advised that the allowance was in accordance with policy. Prisoners submit shopping lists and menus for the week. Staff checked these and helped to ensure that the budget was being spent wisely to provide meals for a week.
280. Some prisoners we spoke to were upset with the unit's rules regarding the quantity of products they were permitted to purchase when shopping for their groceries. Prisoners said they were prevented from purchasing items in two-litre containers. Staff advised this was a measure to stop prisoners using the containers to make homebrew.

³³ The other is in Hawkes Bay Regional Prison.

281. Following our first site visit, the National Commissioner advised that prisoners could now purchase items in two-litre containers. The empty containers were collected by unit staff for disposal. Other bulk items could be purchased as long as they were not in plastic containers or glass. Glass jars were prohibited so some items could not be purchased. This is part of the contraband strategy. The reiteration of the shopping rules and the ability to purchase two-litre items had alleviated the tension in the houses.
282. During our first site visit, we also visited one house that was equipped for disabled prisoners. We spoke to one prisoner who resided in the house. He told us he had been in the Self Care Unit for more than two years and had largely been able to take care of himself. He maintained the garden in front of the house, worked in the refurbishment yard and used the gym.

Safety and humane treatment

283. Of the 44 prisoners housed in the internal Self Care Unit, 15 identified as gang members. In the Whare Oranga Ake, nine prisoners identified as gang members.
284. Between 1 April and 30 September 2017, 85 drug tests were conducted in the internal Self Care Unit and the whare. Of these, only one test was positive.
285. As part of the flatting-type environment, prisoners in the internal Self Care Unit were able to leave the prison grounds to shop for groceries. On average, three trips (across the 12 houses) were made to the supermarket every week and each trip took about four hours. Prisoners completing the shopping were rotated weekly to allow all those approved to take part in reintegration outside the prison.
286. During the shopping trips, the prisoners were accompanied by two staff members, which reduced the number of staff supervising the unit.
287. Following our first site visit, the National Commissioner advised that once all workers had been released and the shoppers had left the prison, the number of prisoners remaining in the unit would be sufficient to be managed by the one remaining staff member and the principal corrections officer. All prisoners in the Self Care Unit worked, with the exception of the eight prisoners assigned to the mobility dog programme. The residential manager would continue to monitor the staffing ratio and any potential risk.
288. The unit had a risk action plan that included locking down houses on a rolling regime. This ensured that the correct staff to prisoner ratio was maintained. Rolling unlocks minimised the impact on the residents that resided in the unit.
289. All six prisoners we interviewed in the internal Self Care Unit and Whare Oranga Ake said they embraced the peaceful environment in the units. Prisoners said they enjoyed supporting each other and working together, and were grateful staff took time to engage with them.

Access to out-of-cell activities

290. Prisoners in the internal Self Care Unit had access to gym equipment located outside on a basketball court. The gym equipment, which was exposed to the elements, was rusted and in a state of disrepair. Several pieces of equipment had been made from truck tyres, plastic chairs and metal pipes welded together.
291. Prisoners in Whare Oranga Ake also had access to a gym. However, the exercise equipment was worn down. There was no maintenance programme in place to ensure the equipment was safe and in good working order, and the wire cables on some of the weights machines were broken.
292. Following our first site visit, the National Commissioner advised that all the exercise machines had been removed from the Self Care Unit basketball area. The gym equipment (including the treadmill and rowing machines) at Whare Oranga Ake were now being maintained, and new wires had been ordered for the weights machines. The prison was discussing the best approach to replace equipment within budget.

293. Of the 44 prisoners housed in the Self Care Unit, eight recently arrived prisoners did not work. They told us they were bored and frustrated by the lack of activities. Before coming into the Self Care Unit, they were purposefully occupied and their days were structured.
294. As well as working opportunities, prisoners in the Self Care Unit were able to participate in the Puppies in Prison Programme (see Image 2).
295. Established in 2012 by Mobility Dogs, the programme involves prisoners training mobility dogs to aid and assist a human partner. Through a defined training programme, prisoner handlers have been guided in aspects of animal learning, behaviour, motivation and development. Prisoners are able to learn new skills, build self-esteem, responsibility, pro social skills and contribute to the wider community.
296. The prison has three houses set up to accommodate 12 prisoner handlers and their dogs. At the time of our site visit, seven dogs were being trained.
297. Staff advised that the programme had a positive impact, as the prisoners were given a sense of purpose. The prisoners trained the dogs to open and close doors, take wet laundry out of a washing machine and put it into a basket, work with people in wheelchairs and to bark to alert neighbours if their owner was in difficulty.
298. Prisoners participating in the programme said they took pride in caring for and training the dogs. They also felt pride in the role they played in assisting those less able in the community.

Contact with family and friends

299. Prisoners in the Self Care Unit and Whare Oranga Ake can receive visits from family and friends in the unit once a week for up to two hours.

Findings

- Finding 21. The prison's internal Self Care Unit and Whare Oranga Ake provided a good environment in which prisoners' needs were generally met. However, some prisoners expressed concern about the potential impact that double bunking might have on the unit.
- Finding 22. Some prisoners who did not have work did not have access to meaningful constructive activities.
- Finding 23. The gym equipment was in a state of disrepair and posed a risk to health and safety. We acknowledge the work the prison is doing to repair the gym equipment.
- Finding 24. Prisoners were positive about their opportunity to participate in the Puppies in Prison Programme.

Health and other services

Health

300. Prisons have a primary health care service that is required by Section 75 of the Corrections Act 2004 to provide health care that is *"reasonably necessary"* and the standard of that care must be *"reasonably equivalent to the standard of health care available to the public."*
301. At the time of our first site visit, the prison had a Health Centre Manager, two health team leaders, 18 nurses and three administration support officers. A further three mental health clinicians were recently engaged as a part of the Improving Mental Health and Reintegration pilot.
302. Multiple nursing shifts each day, seven days a week, provided onsite nursing cover from 6.30am to 10pm. A nurse was on call outside these hours.
303. The prison has two health units, which, between them, have five consultation rooms, three treatment rooms, two medication rooms and an observation room. The health units were clean and fitted with the equipment expected for the management of a primary health-care service.
304. The main health unit medication room was too small and, due to the increased prisoner population and the corresponding increase in the amount of medication stored on site, the room was no longer fit for purpose.
305. Having several nurses in this room at the same time for the morning medication round preparation could lead to unnecessary distractions and potential errors. As the prisoner population had grown, the satellite unit medication room was subject to the same pressures and was not big enough.
306. Following our first site visit, the National Commissioner and the region advised they were aware of the current pressure on the medication room and had proposed an option to resolve the issue. The health unit was also currently re-prioritising an office space as a resource room, with computer access, for staff.
307. We were accompanied during our inspection by the Department's Lower North Regional Clinical Director Health, who acted as our Clinical Advisor. In his view, the health team functioned well. However, the recent growth in the prisoner population and the proposed further increases (double bunking in the Self Care Unit) meant there was a need for additional health services.
308. When prisoners first arrived at the prison, health staff (and custodial staff) conducted 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).
309. During the first site visit, our Clinical Advisor found that all aspects of the reception health triage were covered. A prisoner's general practitioner and any relevant care agencies were contacted (with the prisoner's consent) when prisoners arrived in custody, to ensure continuity of care.
310. Following the reception triage, staff conducted health assessments which provided a more thorough assessment of the prisoner's health needs. However, this process appeared to be transactional rather than therapeutic.
311. Screening for blood-borne viruses was offered and all those who required specialist assessment and intervention were referred to the necessary service. Screening for hepatitis, sexually transmitted infections and human immunodeficiency virus (HIV) also took place for those most at risk.
312. There did not appear to be any information pamphlets available in the health reception interview room that could be provided to prisoners. Although the Health Centre Manager was not able to explain the lack of the information pamphlets, the manager advised that staff verbally provided prisoners with all necessary health information.
313. Prisoners were able to request health services through the health request management system, managed by the unit nurse in each prison residential unit. Our Clinical Advisor found that the

triaging system for the doctor and dentist met the required standard. Further, a robust management system was in place for referrals and acceptances for specialist secondary and tertiary services.

314. Treatment plans were robust and reflected the holistic needs of the prisoners. Plans also provided health staff with evidence-based guidance for the management of clinical needs. An audit to review treatment plans is being scheduled for the future.
315. Our Clinical Advisor found that custody staff provided excellent support to the health team. Dedicated officers for both health units maintained a good flow of patients. The logistics of external health appointments also appear to be managed well and there were few appointments cancelled due to custodial priorities.
316. Following our first site visit, the National Commissioner advised that health team leaders had met with custody staff to formulate a plan on how to manage the day-to-day movements of prisoners going to health units. There was open communication with managers of the units who regularly communicated with the health team about any issues observed in the units.
317. The number of planned external specialist medical appointments available each week had not grown with the increase in prisoner population and it could be difficult to refer prisoners to external health providers within reasonable timeframes. Our Clinical Advisor advised that two appointments per day during the week was not sufficient to sustain the required number of appointments for a prison with nearly 1000 prisoners.
318. Further, although the administration team was managing the priority of the appointments, it was inevitable that some prisoners would be subjected to delayed care as a result of the limited number of available appointments.
319. AVL health appointments were being trialled at the prison with some success. This service could help alleviate the external appointment pressure.
320. The growth in the prisoner population had also seen many prisoners, who had specialist care appointments, transferred to other prisons prior to these appointments taking place. This necessitates a new referral at the receiving prison and can cause potential delays in care which can compromise patient safety.
321. The health team had appropriate infection control measures in place and a robust infection control policy and portfolio holder for the prison. The health units were cleaned daily, although the standard of this work could be less than ideal. During our inspection, our Clinical Advisor saw a dirty towel on the examination couch in one treatment room for more than two days and the floors did not appear to have been cleaned.
322. Our Clinical Advisor found evidence that staff mandatory training was being completed. Nurses were all encouraged and supported to undertake professional development training outside of the mandatory training.
323. During our first site visit, our Clinical Advisor interviewed one of the contracted doctors. The doctor advised that, while more doctor time could be put in place (21 hours per week currently), better resourcing of nursing staff would generate better outcomes with fewer doctors' appointments required and fewer prescriptions needed.
324. Following our first site visit, the National Commissioner advised that all specialist services were with Waikato Hospital and the prison sent prisoners to their appointments in coordination with custody staff.
325. In addition, the National Commissioner advised:
 - » The physiotherapist saw an average of 20 prisoners weekly.
 - » Diabetic patients were offered retinal screenings and podiatry checks yearly or as needed to monitor well-being.
 - » Radiology services come on site as needed to help diagnose musculo-skeletal issues.

- » General practitioner coverage extended to two/three days a week to further ensure that patients needing medical care were attended to.

326. The National Commissioner also advised that the prison had completed a trial of medical audio-visual links, which had benefits in enabling patients to have consultations with specialists without needing to leave the site. Although the trial had been completed, the technology was only available for use with selected specialists without sending prisoners to Waikato Hospital.

Dentist

327. The dentist provided dental care at the prison every Monday. Dental clinics were held at the prison for eight hours per week.
328. At the time of our first site visit, the waiting time for urgent dental care was two weeks.³⁴ Any prisoners with acute or urgent dental needs were prioritised and seen within appropriate timeframes. The waiting time for non-urgent dental care was four to five weeks.
329. Those who required emergency dental treatment, when the contracted dentist was not on site, were referred to the hospital emergency department.
330. The dentist provided education sessions to nursing staff to enable them to conduct comprehensive dental assessments and provide appropriate nursing intervention and education to prisoners. This reduced the demand on the dentist.

Findings

- Finding 25. Health and dental needs were generally being met.
- Finding 26. The number of planned doctor appointments available each week had not increased with the increase in prisoner population.
- Finding 27. The medication room is no longer fit for purpose due to the growth in the prisoner population.
- Finding 28. We recognise efforts by the prison to address these health issues.

Mental health and self-harm

Mental health services

331. All new prisoners were screened for mental health along with physical health, alcohol and drug use and social needs. Prisoners with mental health needs were referred to mental health specialists for assessment.
332. The prison's mental health services team included registered nurses with training in primary mental health care, mental health clinicians with specialty in mild to moderate mental health conditions and regional psychiatric forensic service clinicians. All nursing staff received training about mental health conditions and symptoms.
333. The Regional Forensic Service team at the Henry Bennett inpatient unit also provided staff in the At Risk Unit with specific training on mental health identification and strategies for managing mental health needs.
334. Following our first site visit, the National Commissioner advised that health staff were actively encouraged to upscale their practice, take study leave, and attend post-graduate courses. Education sessions were run to help nurses with new advances and techniques in nursing.

³⁴ Ministry of Health targets for the equivalent service in the community is 100 days.

335. The working relationship between the mental health services team and custody was effective and focused on the needs of each individual. However, our Clinical Advisor advised that there was confusion among custodial staff about placing prisoners in the At Risk Unit for self-harm. Staff placed all prisoners identified as at risk of self-harm in segregation within the At Risk Unit. As a result, there appeared to be little opportunity for prisoners to mix within this unit.
336. Our Clinical Advisor said that prisoners who must be, as a result of their restricted ability to associate with others, considered for Section 60 Medical Oversight segregation were generally not subject to any segregation direction.
337. Waikato DHB accepted prisoners, on referral, with serious and enduring mental health problems for compulsory assessment and treatment as clinically indicated. All those patients on the Regional Psychiatric Forensic Service caseload and any awaiting placement in an inpatient bed for compulsory assessment and treatment were not considered for transfer to another prison without consulting the health team.
338. There was a limited number of inpatient mental health beds which resulted in some prisoners, who would otherwise be cared for in an inpatient residential facility, sometimes being managed in the prison environment (usually in the At Risk Unit). This environment was not managed in a therapeutic manner.
339. Following our first site visit, the National Commissioner advised that the Health Centre Manager was developing a plan to further strengthen relationships on site with mental health services.
340. At Risk Unit staff conducted multidisciplinary team meetings with nurses, in reach clinicians and case managers on a daily basis to discuss management plans for all patients in the At Risk Unit.
341. In addition, the Intervention and Support Project (ISP) is working at a national level to transform the way all prisons care for prisoners vulnerable to self-harm or suicide.
342. The Regional Forensic Service supports prisoners with moderate to severe cases of mental health need. This team includes two forensic doctors, three forensic nurses, one psychologist and one forensic triage nurse.
343. The prison had three mental health clinicians, available Monday to Friday, who supported prisoners with mild to moderate cases of mental health need. These clinicians also offered support to unit staff by conducting pocket education sessions on how to manage and support prisoners with mental health needs.
344. Health services also offered counselling packages of care called Time to Live. Two clinicians regularly saw patients for a period of six sessions to work with them on managing anxiety.
345. ACC counsellors also worked with prisoners with sensitive claims.

At Risk Unit³⁵

346. The prison's At Risk Unit has eight single cells equipped with a bed and toilet. Any overflow At Risk prisoners were sent to the At Risk Unit at Waikeria Prison. The prison had received approval to expand the At Risk Unit to 24 single cells.
347. The cells were in good condition and free from ligature points. The cells did not have modesty screens around the toilets, given the risk of self-harm. Each cell has CCTV cameras which allowed staff to observe the prisoners from the staff base in accordance with the schedule of observations identified on the management plan.

³⁵ In July 2018, At Risk Units were renamed Intervention and Support Units, and provide a more therapeutic environment for prisoners vulnerable to self-harm.

348. Staff in the unit were specially chosen for the role after receiving training in mental health care. The prison was in the process of providing additional training for At Risk Unit staff at the Henry Bennett Centre.
349. At the time of our first site visit, only one prisoner was housed in the At Risk Unit. The prisoner's risk assessment and management plan was completed and tailored to him. Observation notes were well documented, and it was clear that staff were actively managing the prisoner.

Findings

- Finding 29. The prison was taking steps to monitor and address prisoners' mental health needs.
- Finding 30. The limited number of inpatient mental health beds resulted in some prisoners, who otherwise might be cared for in an inpatient residential facility, having to be managed in the prison environment.
- Finding 31. While the At Risk environment kept prisoners physically safe it did not always meet their therapeutic needs.

Spiritual support

350. The prison has a chaplaincy, with two FTE chaplains, one part-time chaplain and a faith-based volunteer roster of 80-120 people who provide religious support for prisoners.
351. The prison does not have a chapel. Instead, Sunday church services were conducted simultaneously in both the Fale and the Whare Hui at 9am and again at 11.30am. Services were also provided in the units at 9.15am for those prisoners who could not attend the Fale or Whare Hui sessions.
352. The Chaplain advised there were no security cameras in the Whare Hui or the Fale. If more than 20 prisoners wished to attend a service in one of those areas, custodial staff needed to be present. When there were less than 20 prisoners, custodial staff were not required to attend.
353. Prisoners could arrange an appointment to meet with a chaplain by making a referral through a case officer or their case manager. Prisoners could also approach the chaplain during a visit to the units to schedule a meeting.
354. The Chaplain was responsible for the induction of faith-based volunteers at the prison but advised that funding was an issue as he had limited resources available to assist volunteers who had difficulties with transport.
355. Most prisoners we spoke to informally advised they were happy with the services provided by the chaplaincy. However, we spoke to two prisoners of the Muslim faith who advised they had no access to a Muslim cleric.

Reintegration

356. Case managers began working with prisoners to develop a release plan from their initial reception into custody and continued to develop and confirm this plan as their sentence progressed. Proposed release plans for long-serving prisoners were outlined and confirmed in the Parole Assessment Reports provided to the Parole Board before prisoners' scheduled hearings. Planning was based on a prisoner's risk of re-offending and the support needed to manage those risks.

Temporary release

357. The Department offers a range of programmes aimed at helping eligible and suitable prisoners to integrate into the community through temporary release.³⁶
358. Those opportunities include Release to Work (in which prisoners work in industries outside the prison), guided release, and outside the wire work, in which prisoners take part in prison work opportunities outside the prison perimeter.³⁷
359. The purpose of Release to Work is to assist prisoners in their reintegration by maintaining, developing or re-establishing work skills and habits, providing contact with the wider community, and providing the opportunity to save money for re-establishment on release.
360. One prisoner told us five prisoners had been offered positions on the dairy farm. However, these positions could not be taken up as there were no staff available in the morning to take them to work.
361. Between 1 April and 30 September 2017, 19 Release to Work applications were submitted to the Advisory Panel. Thirteen were approved, five were declined and one was deferred.
362. As at 24 November 2017, 12 prisoners were on Release to Work.

Guided release

363. The guided release programme is aimed at long-serving prisoners who need help reintegrating back into the community. Guided release coordinators worked with prisoners to gradually reintroduce them to the community, and help them deal with immediate needs such as finding accommodation, opening bank accounts, looking for work or applying for benefits. The programme was available only to prisoners who were eligible and suitable for temporary release.³⁸ It was particularly important for prisoners who had little or no support on release.
364. To participate in the guided release programme, prisoners needed to have been in prison for two years or more, have a minimum security classification, have completed their programmes, and be drug- and incident-free for a period of time.
365. Between 1 April and 30 September 2017, three guided release applications were submitted to the Advisory Panel. The panel was attended by Community Corrections, a community liaison officer,³⁹ custodial staff, the Release to Work case managers and guided release case managers.
366. Staff advised that if prisoners were not given the type of programmes and activities that could lead to guided release, it was because the prisoner was not at that stage in his pathway. However,

³⁶ Temporary release purposes and criteria are set out in Corrections Act 2004, ss 62-64. Also see Corrections Regulations 2005, regulations 26-29; Department of Corrections Prison Operations Manual, M04.06.

³⁷ Other temporary release opportunities include Whare Oranga Ake in which prisoners live in Self Care accommodation outside the prison perimeter; and visits to children under child protection protocols.

³⁸ Temporary release criteria are set out in Corrections Act 2004, ss 62-64. The programme is only available to minimum security prisoners or those who the Parole Board has ordered released.

³⁹ A member of the community.

if prisoners were denied guided release they could still have work opportunities outside the wire, either on the farm or at refurbishment yard

367. The prison had two case managers, whose role was to focus on guided release. Case management staff worked with the provider (Raukura Hauora o Tainui) to support the completion of the guided release application to ensure it was robust.

Prisoners' readiness for parole

368. At the time of our first visit, 335 prisoners were recorded as being past their parole eligibility date.
369. We interviewed four prisoners eligible for parole to assess their readiness for their parole hearing. All advised they were not parole ready as they had been unable to complete programmes before their first or second Parole Board hearing.
370. Prisoners we spoke with informally also advised they had to wait until after their first Parole Board hearing before case management would consider what programmes they could participate in.
371. Staff also advised that prisoners were able to refuse to attend programmes and this could be a factor when they appeared before the Parole Board.
372. In another example, staff advised that two prisoners appeared before the Parole Board in November 2017. Both were denied parole for a further two years as they were required to complete a child sex offender programme at Te Piriti Special Treatment Unit.⁴⁰ Auckland Prison staff told the case manager that the first tentative placement for the programme was February 2019.
373. One case manager told us about the work involved in getting prisoners ready for parole. She advised she had two prisoners with upcoming parole dates. Both prisoners had 2021 release dates. Both were in their 40s, and had limited offending histories but were in prison for committing a serious offence. Their RoC*RoI levels meant they were ineligible to take part in the Saili Matagi programme. In 2017, a volunteer offered a one-off anger management programme. Both prisoners were able to take part in the programme and graduated recently. The prisoners were now working in the grounds. One had been offered a position in the refurbishment yard. After completing the programme, both were parole ready 12 months before their first parole eligibility date.
374. Between 1 April and 30 September 2017, 296 Parole Assessment Reports were completed. Of these, 246 were completed on time. Staff said case managers get allocated a Parole Assessment Report to write four months before a prisoner is required to attend a parole hearing. The report must be submitted to the Parole Board about a month in advance.
375. Staff also advised that the psychologists were operating under pressure due to staffing shortages, and, as a result, psychological assessments and parole reports were not being provided to the Parole Board in a timely manner. For example, in October 2017, the Parole Board stood down two prisoners because their psychological reports had not been completed.
376. The Principal Psychologists maintains a service list which records every prisoner who is eligible for treatment and these people were prioritised according to their parole eligibility dates and sentence expiry dates.
377. The Principal Psychologist advised that individual treatment requests from the Parole Board were handled by the Hamilton psychologist team. On average, there is a five- to six-month delay in completing individual treatment requests and, as a result, most were only being completed in time for the second Parole Board hearing.

⁴⁰ The Te Piriti Special Treatment Unit is at Auckland Prison. Prisoners needing to complete the programme are placed on a waitlist before being transferred to Auckland Prison.

378. Following our first site visit, the National Commissioner advised that all efforts were being made to schedule prisoners for programmes prior to their parole eligibility dates. Ongoing focus was required to manage waitlists and programme vacancies effectively.
379. The prison monitors all Parole Board outcomes and had not seen evidence that prisoners were being declined parole for not attending programmes they were not eligible for. There was evidence some prisoners had been declined parole due to not having completed rehabilitation programmes such as Special Treatment Unit programmes for violent offenders, child sex offenders and adult sex offenders. Programme placements for these are managed by the Principal Psychologist at the Special Treatment Unit. Ideally, an offender completes a Special Treatment Unit programme just prior to release. However, due to competing priorities this could not always occur.
380. Ongoing focus on timely provision of programmes would be further supported by recent changes to IOMS,⁴¹ which provided the ability to record reasons prisoners had been declined parole and any relevant activities that had been set by the Parole Board for completion before their next hearing. This would increase visibility and enable further monitoring at all prisons. COBRA⁴² also provided a dashboard of prisoner eligibility for programmes and relevant waitlists and placements.
381. The medium intensity suite of programmes was available at the prison throughout the year to maximise accessibility to prisoners.
382. The Psychological Service teams endeavoured to provide reports within four weeks of programme completions. However, as with any delays, this was an area for improvement which would be monitored by the Principal Psychologist.

Prisoners' readiness for release

383. Staff advised that they worked closely with Community Corrections and involved the prisoner's family when assisting prisoners to get ready for release.
384. For some prisoners, staff can spend hours preparing a prisoner to transition back into the community. One case manager advised she had spent 124 hours preparing a prisoner for release. She advised additional support was required for the prisoner as he had spent 25 years in prison.
385. We spoke to one prisoner due to be released in a week. He said he had not seen his case manager and had not been able to speak to Work and Income about the Steps to Freedom grant.⁴³ He said he had arranged his own accommodation through the Grace Foundation with his family's help.
386. At our follow-up visit, staff in the high security unit told us that, sometimes, prisoners released by the courts in the evening had nowhere to go. It was difficult for Community Corrections to source emergency accommodation at such short notice. One staff member said a prisoner was due to be released at 7pm and had no money. The staff member gave him \$10 of his own money and drove him to Hamilton. He did not have anywhere to stay. Another prisoner returned from court and was due to be released at 5pm on a Friday. He asked to stay in prison over the weekend.

Finding

Finding 32. Prisoners had some services available to them to support reintegration. However, the increased prisoner population and limited number of programme rooms and case managers meant some prisoners were not suitably prepared for their parole hearing and subsequent release from prison.

⁴¹ Integrated Offender Management System (IOMS)

⁴² Corrections Business Reporting and Analysis (COBRA) dashboard

⁴³ Steps for Freedom is a grant that is available to some prisoners who have been released from prison. The grant can help prisoners with housing, living costs and other essential items. <https://www.workandincome.govt.nz/products/a-z-benefits/steps-to-freedom-grant.html>

Appendix – Images

Image 1. Puna Tatari grounds and murals



Image 2. Puppies in Prison Programme



Image 3. High security unit



Image 4. Communal area in the At Risk Unit



Image 5. Day room in Puna Tatari



Image 6. Main gym

