

Christchurch Women's Prison

Announced Inspection

October 2020



ARA POUTAMA AOTEAROA
DEPARTMENT OF CORRECTIONS

Inspection team

Rebecca Gormley	Principal Inspector
Sagadhaven (Don) Govender	Inspector
Katrina Wolfgramm	Inspector
Fiona Irving	Principal Clinical Inspector
Kathryn Basten	Senior Report Writer

October 2021

Office of the Inspectorate *Te Tari Tirohia*
Department of Corrections *Ara Poutama Aotearoa*
Private Box 1206
Wellington 6140
Telephone: 04 460 3000
<https://inspectorate.corrections.govt.nz>

Contents

Office of Inspectorate <i>Te Tari Tirohia</i>	2
Foreword	3
Our findings	5
Introduction	10
Inspection	14
Reception, induction and escorts	14
Duty of care	20
Health	28
Environment	34
Prisoners and children	40
Good Order	45
Purposeful activity	51
Reintegration	62
Prison Staff	65
Appendix A – Images	67
Appendix B – Corrections' response	69



Office of Inspectorate *Te Tari Tirohia*

Our whakataukī

Mā te titiro me te whakarongo ka puta mai te māramatanga

By looking and listening, we will gain insight

Our vision

That prisoners and offenders are treated in a fair, safe, secure and humane way.

Our values

Respect – We are considerate of the dignity of others

Integrity – We are ethical and do the right thing

Professionalism – We are competent and focused

Objectivity – We are open-minded and do not take sides

Diversity – We are inclusive and value difference

We also acknowledge the Department of Corrections' values: rangatira (leadership), manaaki (respect), wairua (spirituality), kaitiaki (guardianship) and whānau (relationships).





Foreword

The Office of the Inspectorate *Te Tari Tirohia* is a critical part of the independent oversight of the Corrections system and operates under the Corrections Act 2004 and the Corrections Regulations 2005. The Inspectorate, while part of the Department of Corrections, is operationally independent, which is necessary to ensure objectivity and integrity.

This report is part of the programme of prison inspections carried out by the Office of the Inspectorate. The inspection process provides an ongoing invaluable insight into prisons and provides assurance that shortcomings are identified and addressed in a timely way, and examples of good practice are shared across the prison network.

I am pleased to note the wāhine at Christchurch Women's Prison told us they felt safe from violence and bullying. They had time out of their cells each day and access to exercise in the fresh air. All wāhine had their own cell or bedroom.

There were limited opportunities for wāhine Māori to connect with their culture and customs, but we acknowledge the steps being taken by the site to improve this.

It was pleasing to note that health staff demonstrated professionalism and compassion and were proactive with screening and vaccinating. Wāhine were well supported with mental health services and trauma counselling. Despite improvements, however, the Intervention and Support and Separates units do not provide a therapeutic environment for at risk wāhine.

Pregnant wāhine were well supported with access to midwifery services, and the Mothers with Babies Unit was a suitable and well-maintained environment. The outdoor play area was a good size, with new equipment. However, there were too few custodial staff available and trained to support the Mothers with Babies Unit effectively

It was pleasing to note that wāhine have access a good range of education, rehabilitation, training and work and reintegration opportunities, although there were few Release to Work positions.

I acknowledge the cooperation of Christchurch Women's Prison 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



Our findings

1. This report sets out observations from our inspection. The *Inspection Standards* for each section are also noted. Our commentary from the 2020 inspection follows and our findings are listed.

Reception and induction

- Finding 1. Most wāhine reported no issues with their short transfers to or from the prison. However, some wāhine, who were transferred longer distances by road, felt uncomfortable for a variety of reasons.
- Finding 2. The Receiving Office and reception processes were respectful, with the immediate needs of wāhine arriving into prison generally well met, although there were challenges given limited staff availability at weekends.
- Finding 3. Prison staff ensure wāhine can contact their family or whānau promptly on arrival.
- Finding 4. Inductions were generally delivered promptly across all parts of the prison.
- Finding 5. The site has recently introduced dedicated 'first-night' cells for wāhine who are new to prison to ensure comprehensive inductions are delivered and offer more support to wāhine who had not been to prison before.
- Finding 6. The prison did not provide pregnant wāhine, who were recently received into prison or who had young children under two years of age, access to information on the Mothers with Babies Unit.
- Finding 7. Most wāhine in the prison are from the immediate regions, or from within the prison's South Island catchment area.
- Finding 8. Some staff were unaware of the requirements for managing the wellbeing of transgender wāhine.
- Finding 9. The health needs of wāhine on reception were appropriately identified and triaged, with thorough and timely follow-up assessments being undertaken in a timely manner.
- Finding 10. The current layout of the office used by nurses for reception assessments did not support nurses in their therapeutic engagement with newly arrived wāhine.

Duty of care

- Finding 11. The prison makes good use of its audio-visual link suite. However, there are no staff dedicated to managing the suite and undertaking movements for the wāhine.
- Finding 12. There are no rooms available in the units to facilitate wāhine to have legal telephone calls in private.
- Finding 13. Wāhine we spoke with generally said they felt safe from violence and bullying.
- Finding 14. Prisoner files we reviewed were held securely, well maintained and contained the necessary documentation.

- Finding 15. The prison had not obtained the Chief Executive's approval to mix remand accused wāhine with other categories of prisoners in designated units or to take part in constructive activities.
- Finding 16. All wāhine are accommodated in their own cell or room.
- Finding 17. The complaints process was well understood by wāhine. However, staff in some units were not consistent in how they responded to wāhine who raised complaints and issues.
- Finding 18. There were limited opportunities for wāhine Maori to connect with their culture and customs. However, we acknowledge the steps being taken to improve this through the recent appointment of a Pou Tūhono and the future delivery of the Mana Wāhine Pathway pilot.
- Finding 19. Staff ensured foreign national wāhine could contact their consulate. However foreign national wāhine often required more practical help from staff to keep in contact with family members overseas.
- Finding 20. Wāhine were generally satisfied with processes for their property and trust accounts, although there could be delays receiving property.

Health

- Finding 21. The health unit was suitably equipped with medical equipment that was in good order.
- Finding 22. The medication room lacked ventilation and did not have adequate space for nurse management of medications.
- Finding 23. More custodial support for the health unit would enable health appointments to be held more efficiently, and improve access to health care and safety.
- Finding 24. Wāhine with dental pain had long waiting times to receive treatment.
- Finding 25. Health staff are proactive with screening and vaccinating.
- Finding 26. Health staff demonstrated professionalism and compassion in their interactions with wāhine.
- Finding 27. Wāhine experiencing alcohol and other drug withdrawal and addictions on arrival in prison were well supported by health staff using best practice tools.
- Finding 28. Wāhine were well supported with mental health services and trauma counselling.
- Finding 29. The individual needs of wāhine in the ISU were not always reflected in their management plans and the unit procedures in place were not always conducive to therapeutic or dignified care, for example, the blanket use of stitch gowns.
- Finding 30. Dry cells were, on occasion, used for at risk wāhine without the appropriate approval.

Environment

- Finding 31. The prison was clean, free of graffiti and staff were doing their best to manage wāhine within the constraints of the prison design.
- Finding 32. Despite improvements, the ISU and Separates units do not provide a therapeutic environment in which to manage wāhine who are at risk.
- Finding 33. When the ISU cells were full, staff place wāhine at risk of self harm in the Separates Unit, although these cells are not designated for at risk prisoners.
- Finding 34. Sanitary items and other toiletries were readily available for wāhine.
- Finding 35. There are inadequate showers for the number of wāhine who can be accommodated Wing 3.
- Finding 36. The prison had a good stock of clothing available for wāhine, including items not often available at other prisons.
- Finding 37. Pregnant wāhine and breastfeeding mothers could not access maternity clothing or maternity bras.
- Finding 38. The ISU had too few stitch gowns, given the frequency that these were used.
- Finding 39. The quality and condition of mattresses and bedding varied across the prison.
- Finding 40. Wāhine were generally satisfied with the food available from the national menu. However, some wāhine were dissatisfied with the mealtimes, which left them feeling hungry in the evening.
- Finding 41. Most wāhine were able to eat meals in their unit dining room.
- Finding 42. Some wāhine in Wing 3 were unable to access suitable drinking water in their cells.
- Finding 43. Wāhine in the Self Care and Mothers with Babies Units were no longer having escorted outings to complete their weekly grocery shop, nor had online shopping been implemented.
- Finding 44. Pregnant wāhine were well supported with access to appropriate midwifery services to enable them to care for themselves and their new-born babies.
- Finding 45. The prison has processes in place to ensure the placement of a child with their mother in the Mothers with Babies Unit is assessed as being in the child's best interests.
- Finding 46. The Mothers with Babies Unit was a suitable and well-maintained environment. The outdoor play area was a good size with new equipment.
- Finding 47. There were too few custodial staff available and trained to support the Mothers with Babies Unit effectively. We acknowledge the prison has recently contracted a key worker from Te Puawaitanga Ki Otautahi Trust to provide important support to mothers and their children.
- Finding 48. Staff and mothers alike disliked the requirement that escort staff must wear full uniform including protective vests during any mother and baby outings in the community.
- Finding 49. The prison should ensure that all babies are provided with opportunities for health checks and immunisations.

Finding 50. Corrections does not have national guidelines for staff on the removal of children from Mothers with Babies Units.

Good order

Finding 51. Wāhine were able to have time out of their cell each day.

Finding 52. The prison does not record the number of unlock hours for each wāhine in units with rolling unlocks.

Finding 53. The prison generally managed wāhine subject to segregation appropriately, however some of the segregation documentation did not meet the required standard.

Finding 54. The prison offers few incentives to encourage pro-social behaviour, especially for wāhine in the lower security units.

Finding 55. Overall, the misconduct process was effective, however some charges were not heard before wāhine were released from custody.

Finding 56. There was no record that debriefs always took place after a use of force incident.

Finding 57. Cell searches were undertaken routinely to ensure the safety and good order of the prison.

Finding 58. Rubdown searches we observed were conducted by female staff to a good standard and when necessary.

Finding 59. The majority of strip searches took place in the Receiving Office and were conducted in a respectful manner.

Finding 60. The prison shares resources such as the dog detector team and Site Emergency Response Team with other Canterbury prisons, which can present challenges when a priority response is needed.

Purposeful activity

Finding 61. Wāhine have access to fresh air to exercise, but this time is limited for those in high security units due to their reduced time out of cell.

Finding 62. Wāhine told us there were too few telephones available in the units at peak times and limited time to support regular contact with family and whānau.

Finding 63. Telephones were often located in high traffic and noisy areas which afforded wāhine little privacy.

Finding 64. Wāhine generally had good access to visits with family and whānau, but visit times were not always convenient for school-aged children.

Finding 65. The visiting areas were well equipped, inviting and child friendly. Wāhine appreciated being able to use the whānau room and baby bonding room.

Finding 66. Some wāhine did not have visits with their family and whānau because of the geographical distance and travel time to the prison.

Finding 67. Wāhine have good access to library resources and reading material.

- Finding 68. Wāhine have good access to chaplains and other faith-based support.
- Finding 69. Wāhine have good access to suitable activities that supports their well-being.
- Finding 70. Volunteers were not visiting the prison at the time of our inspection as there was no dedicated volunteer coordinator.
- Finding 71. Some wāhine were not allocated a case officer in the required timeframe.
- Finding 72. Wāhine had good access to and support from their case managers.
- Finding 73. Case managers were achieving good results across all of their Standards of Practice.
- Finding 74. Wāhine have access to a good range of education programmes.
- Finding 75. Education and other programme delivery staff have access to a limited number of classrooms and other appropriate areas to undertake assessments.
- Finding 76. The prison offers a good range of rehabilitation programmes. However, due to competing demands it was often difficult to identify sufficient numbers of suitable wāhine to participate.
- Finding 77. A good range of training and work opportunities are available to wāhine.
- Finding 78. Principal instructors based at Christchurch Men's and Rolleston prisons manage the industry instructors at Christchurch Women's Prison leading to challenges in day-to-day oversight.

Reintegration

- Finding 79. Wāhine can access a good range of reintegrative opportunities, including Guided Release and Out of Gate.
- Finding 80. The prison had few Release to Work opportunities. However, we acknowledge the prison's ongoing effort to source employment.
- Finding 81. Eligible wāhine were able to vote in the General Election and this proved to be a positive experience.

Prison staff

- Finding 82. Staff told us there were too few staff to respond to the complex needs of the wāhine. Staff culture and morale were positive. The prison is staffed predominantly by women, including in senior roles.
- Finding 83. Specialist training available to staff working in the ISU and Mothers with Babies Unit is not currently provided on a regular basis.

Introduction

2. The Office of the Inspectorate *Te Tari Tirohia* is authorised under section 29(1)(b) of the Corrections Act 2004 to undertake inspections and visits to prisons. Section 157 of the Act provides that when undertaking an inspection, inspectors have the power to access any prisoners, personnel, records, information, Corrections' vehicles or property.
3. The purpose of a prison inspection is to ensure a safe, secure and humane environment by gaining insight into all relevant parts of prison life, including any emerging risks, issues or problems. Inspectors assess prison conditions, management procedures and operational practices against relevant legislation and our *Inspection Standards* (which derive from international principles).
4. The Inspectorate visited Christchurch Women's Prison between 10-15 October 2020 to carry out the inspection. This is the third comprehensive inspection of a prison by the Inspectorate since the first COVID-19 movement restrictions were lifted on 8 June 2020 and prisons resumed their standard operations.
5. The fieldwork for the inspection was completed by three Inspectors, including the Principal Clinical Inspector for health-related matters. The non-health related inspection matters were overseen by a Principal Inspector.
6. Inspectors assessed the treatment and conditions of prisoners at Christchurch Women's Prison against the *Inspection Standards* which consider 10 areas of prison life: reception and admission, first days in custody, escorts and transfers, duty of care, health, environment, good order, purposeful activity, reintegration and prison staff. Inspectors accessed all parts of the prison to complete their inspection.
7. Inspectors may also evaluate how the site is applying the Corrections Act 2004 and the Corrections Regulations 2005, together with relevant Corrections' policies and procedures.
8. The *Inspection Standards* were developed by the Inspectorate and reflect the prison environment and procedures applicable in New Zealand prisons. The *Inspection Standards* are informed by:
 - » the United Nations Standard Minimum Rules for the Treatment of Prisoners ('the Nelson Mandela Rules')
 - » HM Inspectorate of Prisons *Expectations* (England's equivalent criteria for assessing the treatment and conditions of prisoners)
 - » the United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders ('the Bangkok Rules')
 - » the Yogyakarta Principles, which guide the application of human rights law in relation to sexual orientation and gender identity.
9. Inspectors make their assessments with four key principles in mind, to ensure that prisoners are treated in a fair, safe, secure and humane way. The principles are:
 - » **Safety:** Prisoners are held safely.
 - » **Respect:** Prisoners are treated with respect for human dignity.
 - » **Purposeful activity:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.



- » **Reintegration:** Prisoners are prepared for release into the community and helped to reduce their likelihood of reoffending.
- 10. This report includes those gender-responsive standards relevant to the current inspection.
- 11. Inspectors carried out:
 - » formal and informal interviews with staff, prisoners and visitors on a one-to-one basis¹
 - » focus groups with prisoners
 - » direct observation of unit procedures, staff duties and relevant staff meetings throughout the working week and weekend
 - » a physical inspection of the prison environment, including the Health Centre
 - » a review and analysis of relevant information and data from the prison, Corrections databases and performance reports.
- 12. We were informed by the Hōkai Rangi Strategy 2019-2024 and the Women's Strategy 2017-2021. The Hōkai Rangi Strategy sets out a new strategic direction, aimed at achieving transformative and intergenerational change for wāhine and their whānau. The Women's Strategy aims to transform the rehabilitation and support services offered to wāhine and to shape better lives for themselves and their families and whānau.
- 13. In 10 May 2021, we provided the National Commissioner and Deputy Chief Executive Health with a draft of this report. They responded to the draft on 23 June 2021 and the response is attached as Appendix B.

¹ Including contracted service providers and volunteers where appropriate.

Christchurch Women's Prison

14. Christchurch Women's Prison is located on the western outskirts of Christchurch, near the suburb of Templeton. Established in 1974, it is the only women's prison in the South Island and is one of three women's prisons in New Zealand.
15. The prison is currently undergoing expansion, including the installation of a 122-bed modular accommodation unit which is expected to come into operation in mid-2021.²
16. A range of additional works are also being undertaken which will ensure that staff, facilities, equipment and resources are in place to manage the additional capacity, and that the new facilities are fit for purpose.
17. Christchurch Women's Prison accommodates remand and sentenced wāhine.³ Sentenced wāhine are classified from minimum to high security.

Unit name	Category of prisoner	Available beds	Number of wāhine (on day one of our inspection)
Waimakariri Self Care Unit (9 houses including two houses allocated to mothers with babies)	Minimum security sentenced prisoners	32	25
Avon Wing 1	Low medium security sentenced prisoners and remand prisoners. The wing has two separate areas to ensure remand and sentenced prisoners remain separate.	54	30
Selwyn Wing 2	High security sentenced prisoners and remand prisoners	24	23
Rakaia Wing 3	Low medium to high security sentenced prisoners and remand prisoners.	20	6
Kaitiaki Intervention and Support Unit (ISU)*	Prisoners at risk of self-harm or requiring more intensive support for mental health or some physical health conditions	4	4
Manaaki Separates Unit*	Wāhine serving a sentence of cell confinement.	4	1
	Total	130	89

* Beds in these units are used on a temporary basis and therefore not counted as part of overall capacity.

² The modular units are manufactured off-site, positioned onto foundations and completed with roofing, cladding and connections to utility services. Eight units are being installed at five prisons, adding 976 beds to the network by the end of 2021.

³ For this inspection, the Inspectorate will refer to female prisoners as 'wāhine' (defined by the online Māori Dictionary as "female, women, feminine").

Wāhine

18. At the time of our inspection, the prison accommodated 89 wāhine. Of these, 34 (38%) were on remand.
19. The largest ethnic group was Pākehā/European (61%), followed by Māori (32%).
20. At the time of our inspection, there were two wāhine aged 19 and under, and two aged 60 and over.

Staff

21. At the time of our inspection, the prison had 65 FTE⁴ custodial staff, which was its full establishment staffing level. One FTE staff member was unable to be rostered and one was on light duties.
22. The Health team was led by a Health Centre Manager and had 8 FTE registered nurses, with a vacancy of 0.5 FTE. A registered nurse had been recruited but had not yet started in the position.
23. At the time of our inspection, the prison's case management team had its full establishment staffing level which consisted of a 0.5 FTE Principal Case Manager and five case managers.
24. Some staff resources are shared with Rolleston Prison or Christchurch Men's Prison, including the Assistant Prison Director, Principal Adviser Rehabilitation and Learning, Principal Case Manager, Principal Instructor (Offender Employment) and Kitchen Instructor. We also noted the Volunteer Co-ordinator had responsibility for the whole Canterbury region.
25. The site has one FTE administration role for custodial support, and all other administration, such as the management of prisoner mail, canteen orders, trust accounts and visitor approvals, is managed by Christchurch Men's Prison's administration staff.

Complaints received and deaths in custody investigated by the Inspectorate

26. For the six-month period ending 29 February 2020, the Inspectorate received the following contact from wāhine at the site:
 - » 19 complaints⁵
 - » 1 statutory review (misconducts and temporary release/removal reviews)
27. There were no deaths in custody.

⁴ Full time equivalent.

⁵ The top five complaint categories were: complaints process (20%), health services (20%), staff conduct (15%), prisoner transfers (10%) and sentence management (10%).

Inspection

Reception, induction and escorts

Escorts and transfers

Inspection Standards

- Prisoners travel in safe, decent conditions and are treated with respect, and attention is paid to their individual needs.
- Prisoners understand why and where they are being transferred to.

28. Wāhine are transported to and from Christchurch Women's Prison for a range of reasons, including inter-prison transfers, court appearances, and health or reintegration appointments.
29. Shorter transfers, for example between the prison and courts, are undertaken either using an eight-seat Prisoner Escort Vehicle (PEV) or Police car. Longer transfers, to the other women's prisons, are undertaken by commercial flight. Very occasionally, when there are several wāhine to be moved to another prison at the same time, a private charter flight may be arranged.
30. Wāhine we spoke with, who travelled within the Canterbury region to or from the prison, generally had no issues with their transfers. However, wāhine reported a range of experiences when they were transferred to the prison from courts located in areas such as Nelson, Greymouth or Dunedin. Some recalled receiving a toilet break, food and water during their journey. Two wāhine, who were pregnant at the time, travelled comfortably by car with either Police or Corrections' staff. Other wāhine said they felt uncomfortable during their journeys in the PEV for a variety of reasons including the application of handcuffs, claustrophobia, vehicle cleanliness, uncomfortable seating or infrequent access to toilets. None of the wāhine could recall receiving a safety briefing before their journey.
31. Two wāhine we spoke with raised concerns regarding the PEV. They told us one window did not have tint applied which made it possible for members of the public to see in while they were travelling. We followed this up with security staff who told us this was temporary as the rear window had been broken and the replacement window was yet to be tinted. A further visit to the prison, in January 2021, confirmed the vehicle's window was still without tint.
32. Another wāhine said she was transferred on a commercial flight from Wellington to Christchurch and was moved in handcuffs and prison clothing through the public areas of the airport by two Corrections Officers from Arohata Prison before boarding the plane. However, we were pleased to hear that on her arrival she was taken directly from the plane by prison staff from Christchurch Women's Prison to an awaiting Corrections' vehicle on the tarmac, meaning she remained mostly out of the general public's view.

2020 Finding

Finding 1. Most wāhine reported no issues with their short transfers to or from the prison. However, some wāhine, who were transferred longer distances by road, felt uncomfortable for a variety of reasons.

Reception and induction**Inspection Standards**

- Prisoners are safe and treated with respect on their reception and during their first days in prison. Prisoners' immediate needs are identified on arrival and staff ensure that individuals' immediate anxieties are addressed before the end of the first day.
- Prisoners are promptly inducted and supported to understand life in prison and know what will happen to them next.
- Information relating to prison life is accessible for all prisoners.
- Gender identity disclosures are managed with sensitivity and care.
- Trans prisoners are routinely addressed as, and referred to in, the gender they identify with.
- On arrival in prison, women's needs are accurately assessed, and facilities are provided to contact their families and dependents.
- Children accompanying prisoners are cared for and feel safe.
- The safety of a prisoner's children and other dependents is assessed and action is taken by staff to promote their safety.

33. In the six months to 29 February 2020, the prison managed 161 prisoner receptions and 158 exits, which was lower than at the other two women's prisons.
34. Despite extensive renovations completed in the prison's Receiving Office in 2019, this area remains small, which limits the number of wāhine who can be processed at any one time. However, we noted that improvements had been made to how wāhine were processed in the Receiving Office to improve their privacy. Staff told us there were no plans to expand the Receiving Office any further despite the prison's increasing capacity with the opening of the new accommodation unit.
35. All the wāhine we spoke with confirmed they were treated well by staff and their immediate needs were met either on arrival or within their first few days. Most wāhine told us they were provided with a hot drink, a meal, toiletries and offered additional underwear if required. The prison also provided new arrivals with a \$5 telephone card so they could contact their families as soon as possible. We observed two wāhine being processed in the Receiving Office and staff were considerate and talked respectfully to them through the process.
36. We noted there are no staff rostered to the Receiving Office at weekends. This meant unit staff were required to attend the Receiving Office when new prisoners arrived, meaning wāhine in those units were often locked in their cells unexpectedly.

37. We identified that only Receiving Office staff are authorised to record wāhine fingerprints on reception. This meant some wāhine were required to return to the Receiving Office the following week to register their fingerprints. We spoke to several wāhine who had their access to the prisoner kiosk delayed because their fingerprints were not registered on their arrival. In the interim, wāhine were required to complete manual forms for any requests and did not have access to information available on the kiosk.
38. The two Receiving Office staff are also responsible for prisoner property, the audio-visual link suite and moving wāhine to and from the suite for their appointments. We note there are more staff rostered to the Receiving Office in the other women's prisons.
39. Most wāhine we spoke with confirmed they were provided with the opportunity to have an initial telephone call in the Receiving Office. Some wāhine received their initial telephone call in their unit the following day if their family member could not be reached by Receiving Office staff. We noted that staff helped wāhine to maintain contact with their family or whānau members spoken to during the initial telephone call by recording the telephone number in their list of approved telephone numbers for use later.
40. As part of the immediate needs assessment, staff told us they routinely enquire if immediate care arrangements must be made to ensure the children or dependent relatives of wāhine are cared for in their absence. Further telephone calls are offered to make care arrangements for dependents if necessary. One wāhine told us when she first arrived in prison a staff member in her unit tried over several days to locate an estranged family member so she could speak to her children on the telephone.
41. Receiving Office staff told us they seek to identify any wāhine with a dependent child under the age of two as the mother may be eligible for placement in the Mothers with Babies Unit or require support from the social worker. However, wāhine we spoke with said the Mothers with Babies information booklet was not offered to pregnant wāhine or mothers of babies under two years of age on arrival. Wāhine said it would be helpful if information relating to the Mothers with Babies Unit was available to all wāhine via the prisoner kiosk.
42. Prisons are required to promptly induct any prisoner when they arrive in prison (including when they are transferred between prisons) and in their allocated unit to ensure they are aware of their rights, responsibilities and prison/unit rules and procedures. Most wāhine we spoke with told us they had received an induction in their unit either on the day of their arrival or within the first two days.
43. We reviewed a random selection of prisoner files and confirmed inductions occurred in most units, including in the ISU and the Separates Unit. We found two wāhine in the Mothers with Babies Unit who did not receive a prompt unit induction, with records showing an induction occurred six weeks and two months after their arrival in the unit respectively. These wāhine told us they initially learned what they could about the unit from other wāhine.
44. In Wing 3, in a partitioned area, four cells had recently been designated as 'first nights' cells. These were primarily for any wāhine who had not been in prison before. This approach was introduced to ensure all arriving wāhine received a comprehensive induction to prison life and had any immediate needs promptly addressed. At the time of our inspection two wāhine were in these cells.
45. Staff told us there is no prescribed timeframe for how long wāhine can stay in the 'first nights' cells because individual needs were considered. Some wāhine spent only a day or a few hours in these cells, while others stayed a few days. Staff told us this initiative was working well and the feedback received from wāhine who had spent time in these calls had been positive.

2020 Findings

- Finding 2. The Receiving Office and reception processes were respectful, with the immediate needs of wāhine arriving into prison generally well met, although there were challenges given limited staff availability at weekends.
- Finding 3. Prison staff ensure wāhine can contact their family or whānau promptly on arrival.
- Finding 4. Inductions were generally delivered promptly across all parts of the prison.
- Finding 5. The site has recently introduced dedicated 'first-night' cells for wāhine who are new to prison to ensure comprehensive inductions are delivered and offer more support to wāhine who had not been to prison before.
- Finding 6. The prison did not provide pregnant wāhine, who were recently received into prison or who had young children under two years of age, access to information on the Mothers with Babies Unit.

Placement**Inspection Standards**

- Women are located as close to their family or whānau support as possible, in prisons that will meet their rehabilitation and reintegration needs.
- Trans prisoners are consulted and their preference is considered when deciding whether to place them in a men's or women's prison.
- Trans prisoners are informed of their right to apply to be transferred to a prison that houses prisoners of their preferred gender identity and are supported by staff to apply if they choose.
- The safety and wellbeing of trans prisoners is managed in the least restrictive manner possible.

46. With only three women's prisons in New Zealand, there is an increased likelihood that wāhine can become disconnected from their home regions and whānau while in prison. Christchurch Women's Prison has the whole of the South Island as its catchment area so, for the majority of wāhine, it is the closest prison to their home. Some wāhine told us that due to the distance between the prison and their home, family and whānau cannot visit as frequently as they would like due to the travel time and other associated costs.
47. At the time of our inspection there was one transgender wāhine in the prison. We were unable to determine from the electronic or paper file if she was consulted on her preferred prison placement.
48. At the time of our inspection the transgender wāhine was accommodated in the Separates Unit. Staff we spoke with who were managing this unit did not have knowledge of her support plan and staff updates to the plan were not present in the prisoner's file as required. Staff confirmed they had not undertaken any training on managing transgender wāhine effectively.

2020 Findings

- Finding 7. Most wāhine in the prison are from the immediate regions, or from within the prison's South Island catchment area.
- Finding 8. Some staff were unaware of the requirements for managing the wellbeing of transgender wāhine.

Gender responsive health assessment on reception**Inspection Standards**

- Prisoners' immediate physical and mental health needs, including substance use and prescription medication needs are assessed on reception and responded to promptly and effectively.
- Prisoners receive a gender-specific confidential assessment of their physical and mental health upon arrival at the prison, including urgent health needs (e.g. daily medications, injuries, self-harm and suicide risk assessment).
- As soon as possible after their arrival in prison, prisoners undergo a confidential, gender specific health examination and screening which includes detection of sexually transmitted diseases, mental health needs, post-traumatic stress disorder, reproductive health history, drug or alcohol dependency, ill-treatment and sexual abuse. Referral is made to the appropriate services for treatment or support relating to issues identified during screening.

49. Our inspection took place during Alert Level 1 of the COVID-19 pandemic response. In the Receiving Office we observed COVID screening taking place, but no use of precautionary personal protective equipment (PPE)⁶ measures. This practice was addressed and brought into line with Correction's COVID-19 guidance.
50. A Reception Health Triage is undertaken by nursing staff for all new arrivals or wāhine returning to the prison. New arrivals are prioritised for any follow-up care based on their immediate health care needs.
51. All wāhine we interviewed said they were satisfied with the treatment provided to them by custodial and health staff in the Receiving Office.
52. Wāhine told us that they had been informed and had access to a social worker and trauma counsellor, and their health screening included their mental health needs, reproductive health history, drug or alcohol dependency/abuse and sexual abuse.
53. We observed an excellent standard of communication during the reception process, with the nurse building rapport with wāhine while completing the necessary assessments and providing any relevant information. The nurse consulted with custodial staff about a wāhine's at-risk status at reception.

⁶ PPE is used or worn to minimise risks to health and safety.

54. Our review of Reception Health Triage over a three-month period showed that wāhine were triaged appropriately on arrival and were seen within required timeframes for further assessments.
55. At reception all wāhine were asked about their pregnancy status, and a pregnancy test was offered to any who requested it. Five wāhine told us they completed pregnancy tests soon after arrival.
56. All newly arrived wāhine are offered screening for sexual health and communicable diseases. They are also offered cervical screening, mammography and vaccination for Hepatitis B, HPV⁷ and MMR⁸ if appropriate.
57. Following reception assessments, referrals to the medical officer (if required) were timely and appropriately triaged, and nursing assessments were thorough and well documented. Wāhine were referred to mental health services appropriately.
58. The room used by health staff was not well laid out and the standing desk did not promote a therapeutic setting during a consultation (with the nurse standing and wāhine sitting).
59. However, we observed the nurse choosing to sit with the wāhine away from the computer during the consultation to promote better engagement and rapport. This appeared difficult for the nurse to manage with necessary items including paperwork and other health equipment required for the assessment balanced on her knee.

2020 Findings

- Finding 9. The health needs of wāhine on reception were appropriately identified and triaged, with thorough and timely follow-up assessments being undertaken in a timely manner.
- Finding 10. The current layout of the office used by nurses for reception assessments did not support nurses in their therapeutic engagement with newly arrived wāhine.

⁷ HPV immunisation aims to protect young people from the human papillomavirus infection and the risk of developing cervical cancer and a range of other HPV diseases later in life.

⁸ MMR immunisation aims to protect people from measles, mumps and rubella infections. In 2019 New Zealand had an outbreak of measles with a national response which aimed to ensure all people born after 1969 have received two doses of this vaccine.

Duty of care

Access to legal advisers and attendance at court hearings

Inspection Standards

- Prisoners have reasonable access to consult with a legal advisor.
- An audio-visual link can be used for eligible court cases and for other legal consultations.⁹

60. The prison has one audio-visual link (AVL) suite located in the high security area, accessible via a secure walkway. The suite contains two AVL booths and two holding cells.
61. Between 1 September 2019 and 29 February 2020, 288 AVL sessions took place comprised of court hearings, whānau hui, community probation reintegration meetings and lawyer calls.
62. Parole Board hearings are managed separately by a liaison officer at Christchurch Men's Prison. Parole Board hearings do not use the AVL suite and take place in a room near the Visits Centre.
63. The AVL booths were clean and well ventilated. Each booth had a telephone so wāhine could speak to their lawyer in private. At the time of our inspection, there was no call button in each booth for wāhine to contact staff when they finished a call, but we are pleased the prison has confirmed that these have now been installed.
64. Staff rostered to the Receiving Office oversee the management of the AVL suite, including managing bookings and wāhine movements. We were pleased to learn that staff must now remain in the AVL suite when wāhine are engaged in an AVL session, which was not the case during our 2018 inspection. However, staff presence during AVL sessions removes them from their other essential duties in the Receiving/Property Office which could lead to delays and other issues for wāhine arriving or already on site.
65. Wāhine we interviewed reported they had no issues with accessing the AVL suite. One wāhine said she preferred attending court hearings via AVL instead of in person because it removed the requirement for a strip search when returning from court.
66. Wāhine we spoke with in most units said they could not make legal telephone calls in private in their units. Legal calls were undertaken either in the staff office with a staff member present or just outside the office in the corridor (with the handset passed through the guard room window). We observed there were no rooms allocated in any of the units for wāhine to have legal calls in private. One wāhine said her lawyer would visit her instead of telephoning her to ensure privacy.

⁹ Note this is an indicator – not a standard.

2020 Findings

Finding 11. The prison makes good use of its audio-visual link suite. However, there are no staff dedicated to managing the suite and undertaking movements for the wāhine.

Finding 12. There are no rooms available in the units to facilitate wāhine to have legal telephone calls in private.

Bullying and violence reduction**Inspection Standards**

- Prisoners feel safe from bullying, abuse and violence.

67. Almost all wāhine we spoke with said they felt safe in their respective units and that staff responded quickly to incidents when they occurred. A review of Corrections' data showed there were 342 incidents recorded for the prison during the period from 1 September 2019 to 29 February 2020. Fifty-eight (17%) incidents were recorded as serious. Most incidents related to minor displays of negative prisoner behaviour and occurred in units which housed wāhine detained on remand or high security wāhine. We also found the Prison Tension Assessment Tool (PTAT)¹⁰ data for the same period showed low levels of tension across the site.
68. Five wāhine we spoke with in Wing 2 said if standovers occurred in the unit, it was typically for nicotine replacement lozenges, a highly sought-after commodity in prisons.
69. We noted that the prison has very low levels of gang membership among the wāhine. Corrections data from 29 February 2020 showed 19 wāhine (16%) identified as having gang affiliations. The gang they were most commonly affiliated to was the Mongrel Mob (5), followed by Black Power (3) and the Killer Beez (3). Wāhine and staff we spoke with did not raise gang tension as an area of concern.

2020 Finding

Finding 13. Wāhine we spoke with generally said they felt safe from violence and bullying.

Prisoner files**Inspection Standards**

- A prisoner file management system is in place and used to record all information about that prisoner and confidentiality is maintained.

70. During our inspection, we reviewed files for a sample of wāhine in prison on remand which were held securely in the Receiving Office. We also reviewed files for a sample of sentenced

¹⁰ The PTAT records tension in each unit and is used to identify trends and manage risks.

wāhine which were held securely in Principal Corrections Officer's office in each unit. We found both the paper and electronic files we reviewed to be well maintained with the necessary documentation present for each wāhine.

2020 Finding

Finding 14. Prisoner files we reviewed were held securely, well maintained and contained the necessary documentation.

Separation of prisoner categories

Inspection Standards

- Prisoners of different categories are separated, where possible, by allocating them to separate parts of the prison.

71. Section 186 of the Corrections Regulations 2005 requires remand accused prisoners to remain separated from other prisoners, unless the circumstances are deemed exceptional and approval is granted by the Chief Executive of Corrections (or their delegate). We found a remand accused wāhine in the Mothers with Babies Unit and other wāhine attending education classes who were mixing with other categories of prisoners. While no approvals were produced by the prison to confirm the exceptional circumstances and allow for this mixing, we acknowledge that the prison appeared to be mixing wāhine when it was considered safe to do so and to enable remand accused prisoners increased access to opportunities such as work, education and other constructive activities.
72. Staff we spoke with told us that due to the prison's small size and prisoner population, combined with accommodation and space limitations, the site was restricted in how it ensured the separation of prisoner categories.
73. We observed Wing 2 operating two regimes to maintain the separation of sentenced/convicted and remand accused wāhine. A rotation system allowed for one group to be in the yard while the other group was having their recreation time in the unit.

2020 Finding

Finding 15. The prison had not obtained the Chief Executive's approval to mix remand accused wāhine with other categories of prisoners in designated units or to take part in constructive activities.

Accommodation (cell sharing)

Inspection Standards

- The placement of prisoners in shared cells is done after careful consideration of their suitability for associating with one another.
- Trans prisoners are placed in single cells, unless a suitable trans prisoner of the same gender is identified.
- Trans prisoners' safety is assessed before placement in any cell or unit.

74. At the time of our inspection, most units were not double-bunked so no wāhine were sharing a cell. Rooms in the Self Care Unit's houses had bunk beds added to each room in 2018. However, these additional beds have never been used.¹¹
75. In the Self Care and Mothers with Babies Units up to four wāhine are allocated to each house, with each wāhine receiving their own room. Wāhine we spoke with said threats had been made and there were other tensions between wāhine in the houses from time to time, which usually led to someone being moved to a different house or unit.

2020 Findings

Finding 16. All wāhine are accommodated in their own cell or room.

Complaints

Inspection Standards

- Complaints procedures are effective, timely and well understood
- Staff and prisoners are encouraged to resolve complaints at the lowest level in the first instance; when this is not possible prisoners understand how to make a complaint, and are able to do so easily
- Prisoners feel safe from repercussions when using complaints procedures and can appeal decisions easily
- Where a prisoner raises a concern about their safety, these matters are prioritised.

76. Prisoner complaints should be resolved at the lowest level if possible. Wāhine can use the PC.01 system to make a complaint. Most wāhine we spoke with confirmed they were aware of the complaints process and could usually access PC.01 forms. We saw information visible in the units about how to submit a complaint to the Office of the Inspectorate and the Office of the Ombudsman.
77. In the six months to 29 February 2020, 332 PC.01 complaints were recorded at the site. The largest number of complaints was categorised as 'staff conduct and attitude' (64), followed

¹¹ The bunk beds were fitted at a time of high prison population growth, to be utilised only in an emergency situation.

by 'other' (63)¹² and 'prisoner welfare' (43). The largest number of complaints were generated by wāhine in Wing 3. During this time period, the Inspectorate received 19 complaints, with 16 made by three wāhine. Of these, the most common categories of complaint was the complaints process (4) and health services (4).

78. In the six months to 29 February 2020, 248 wāhine (75%) had an interview with a staff member to discuss their PC.01 complaint within the required timeframe and 84 (25%) did not. Of these, 128 wāhine in Wing 3 received their interviews on time and 56 did not receive them in the required timeframe.
79. Wāhine in Wings 1 and 2 had no issues with the complaints process and some wāhine confirmed staff tried to help them where possible. Several wāhine we spoke with from Wing 3 and the Self Care and Mothers with Babies Units said some staff were unapproachable and it was difficult to discuss their issues with these staff members. These wāhine also said that they were often repeatedly questioned by some staff members before they were given a PC.01 form.
80. Staff we spoke with in the Self Care/Mothers with Babies Units confirmed they ask wāhine about their complaint or issue to try to resolve it before they provide a PC.01 form. We observed that PC.01 forms were not readily accessible to wāhine in these units.

2020 Finding

Finding 17. The complaints process was well understood by wāhine. However, staff in some units were not consistent in how they responded to wāhine who raised complaints and issues.

Wāhine Māori

Inspection Standards

- Māori women can access and practise their Māori culture and customs.
- Māori women have access to kaupapa Māori informed and tikanga-based rehabilitation and reintegration programmes that are specifically designed to meet their needs.
- Māori women are supported by staff to access stable whānau support.

81. At the time of our inspection, 32% of the wāhine identified as Māori.
82. Opportunities for wāhine to practice their Māori culture and customs were limited. However, we learned that when the new modular accommodation building opens in mid-2021, the prison will have the additional space required to commence delivery of a 'Mana Wāhine Pathway' pilot, a first for women's prisons in New Zealand. The pathway aims to provide a seamless kaupapa Māori experience for Wāhine Māori while they are in prison and on release into the community. During our inspection, the prison's project team was undertaking a co-design process for the pilot which involved local Māori partners, iwi and kaupapa Māori organisations.

¹² Thirty-two of these complaints were from one wāhine about various topics.

83. At the time of our inspection, a Pou Tūhono¹³ had had been in the role for three months. Staff expected the Pou Tūhono would in time provide valuable support to staff and help develop their cultural awareness alongside the wāhine.
84. The Tikanga Māori Motivational Programme is delivered at the prison by a contracted provider four times per year. From 1 July 2019 to 29 February 2020, over the three courses that were delivered during this time 29 wāhine started and 24 completed the programme.
85. Wāhine who were attending the programme told us they found it very beneficial and enjoyed learning their whakapapa, mihi, and whakataukī. Several wāhine said they were motivated to attend other kaupapa Māori programmes if they were available.
86. Wāhine told us they were aware that kapa haka classes were available to wāhine who were sentenced or accommodated in the Self Care Unit. Many wāhine we spoke with expressed their interest in participating in these classes, but they were ineligible.

2020 Finding

Finding 18. There were limited opportunities for Wāhine Māori to connect with their culture and customs. However, we acknowledge the steps being taken to improve this through the recent appointment of a Pou Tūhono and the future delivery of the Mana Wāhine Pathway pilot.

Foreign national wāhine

Inspection Standards

- There are prison staff with the skills to communicate with all prisoners on site. Where required, interpreters are provided.
- Foreign national women receive practical help to keep in touch with family overseas.
- Prisoners can access legal advice and, where applicable, a consular representative.

87. Foreign national (non-New Zealand citizen) prisoners can expect to be supported in prison to access their consular representative,¹⁴ if required, and a translation service if they need support to understand key information such as during inductions. Foreign national prisoners should also have their health, culture, religion, and dietary requirements met.
88. At the time of our inspection, there was no record of any foreign national prisoners on site in Corrections data. However, during our inspection we spoke with three wāhine who did not have New Zealand citizenship. Each of these wāhine spoke English and did not require the assistance of an interpreter.

¹³ A role within women's prisons to support prisoners and help them maintain connections or reconnect with their whānau, hapū and iwi in the community to guide their future reintegration.

¹⁴ Section 87 of the Corrections Regulations 2005 states a prisoner detained in a prison who is not a New Zealand citizen must be given reasonable access to a telephone, free of charge, for the purpose of communicating with a consular representative of the country of which that prisoner is a citizen.

89. One wāhine told us she experienced difficulty contacting her family on arrival in prison as the initial 'free' telephone call does not extend to overseas telephone numbers. She also did not have her own funds initially to make the call. She told us it was four months before she was able to contact her family by telephone because she kept applying the wrong country code to the telephone number. However, staff had since supported her into work and, at the time of our inspection, she was earning sufficient funds to call her family. Another wāhine said she could maintain regular contact with her partner overseas because she was fortunate to have access to the necessary funds to buy telephone cards.
90. The foreign national wāhine we spoke with confirmed staff offered them the opportunity to contact their consulate but none took up this opportunity. One prisoner acknowledged that it may have been beneficial to get her consulate's assistance with contacting her family overseas, but at the time she didn't know what support the consulate offered.

2020 Finding

Finding 19. Staff ensured foreign national wāhine could contact their consulate. However foreign national wāhine often required more practical help from staff to keep in contact with family members overseas.

Property

Inspection Standards

- Prisoner's property held in storage is secure, and prisoners can access it on reasonable request.
- Prisoner funds are managed securely and are accounted for.

91. We observed that the property storage area was clean and organised with appropriate procedures in place. Since our last inspection in 2018, the Receiving Office has been expanded with additional storage space available for individual wāhine property boxes, prisoner files and other supplies. The property storage area had a supply of donated clothing and shoes that were given to wāhine when they needed clothing for a court appearance or on their release from prison.
92. Wāhine may ask family or whānau to send them personal items (including underwear, pyjamas, exercise clothing and telephone cards), which is sorted, checked and registered on individual prisoner property lists. Electrical items are sent to be checked at Christchurch Men's Prison, which also manages incoming mail for the wāhine.
93. Generally, most wāhine we spoke with during our inspection did not raise any issues about property. However, some said they experienced delays receiving property, when they knew it had arrived on site, which could be frustrating. They said it could be up to three weeks before they received their property. We noted wāhine in the Mothers with Babies Unit did not experience delays when they were waiting to receive items for their baby.
94. As mentioned earlier, the prison has no dedicated property staff. Property and audio-visual link suite duties are shared among the two Receiving Office staff. Staff in the Receiving Office told us at times this could become stressful, particularly when their different duties required attention simultaneously.

95. Wāhine we spoke with had no issues in relation to their trust accounts, which were also managed by administration staff based at Christchurch Men's Prison.

2020 Finding

Finding 20. Wāhine were generally satisfied with processes for their property and trust accounts, although there could be delays receiving property.

Health

Inspection Standards

- Prisoners have timely access to community-equivalent health and dental services, and receive treatment which is sensitive to their diverse needs from competent staff in an environment that promotes dignity and maintains privacy.
- Prisoners are supported and encouraged to optimise their health and well-being.
- Prisons have a health-care service which ensures professional care of the physical and mental health of prisoners.
- Health files are accurate, up-to-date and confidential, and accompany the prisoner when they are transferred.
- Prisoners have access to specialised external secondary and tertiary health care services when required.
- On reception, prisoners are made aware of the prison health services available and how to access them.
- Prisoners have a right to health confidentiality and do not have to provide information, undergo health interventions or screening.
- Gender-specific health care services, at least equivalent to those available in the community, shall be provided to prisoners.
- Prisoners receive the option of having a chaperone present if they receive health treatment from a nurse or doctor of a different gender.
- Trans prisoners receive health care equivalent to that available to them in the community.
- Prisoners receive gender appropriate information about health promotion and the control of communicable diseases.
- Preventative health screening, equivalent to that provided in the community, is available to prisoners of any gender.

Provision of health care

96. 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.
97. At the time of our inspection, the health team was led by a Health Centre Manager and there were eight registered nurses, a clinical nurse specialist (mental health), a trauma counsellor and an administration officer. Since our 2018 inspection, one of the registered nurse positions has become a Clinical Team Leader position. Nurses were on site from 6am until 8pm, with a nurse allocated 'on-call' overnight.

98. The prison's Health Unit is made up of three consultation rooms, a waiting room, a medication room, nurses and manager's offices, storerooms, a holding cell and a patient toilet. Health information displays, as well as posters for the Health and Disability Advocacy Service and Code of Rights, were visible. The Health Unit was well equipped with serviced medical equipment and other health supplies.
99. Observations of nurses in the medication room determined that this space was not well configured or of adequate size. There was very little bench space for medication folders or the preparation of medication for administration rounds. This was highlighted when there was more than one nurse in the medication room completing tasks. The medication room had no ventilation or windows and nurses advised that the temperature of the room was often very hot.¹⁵
100. At the time of our inspection, while the health unit appeared tidy, there was no permanent cleaner. The floors appeared to have not been vacuumed in some time and dust had accumulated on some surfaces.
101. Wāhine submit health request forms if they have a health concern, and nurses collect these forms from each unit daily. The forms are triaged, so wāhine with the most serious concerns are assessed first. A patient survey¹⁶ completed in September 2020 indicated only 42% of respondents were happy with the time taken to see a nurse. However, at the time of our inspection, wāhine who presented with non-urgent concerns were being seen within two days.
102. We reviewed nursing consultations which showed good assessments were being undertaken. Chronic health issues, such as cardiovascular disease and diabetes, were well managed with staff completing treatment plans to support disease management. Nurses were proactive in offering screening and vaccinations.
103. We observed nursing staff interacting professionally and compassionately with patients. Wāhine we spoke with said the nurses listened to their needs and were supportive.
104. A female Medical Officer is contracted to provide services seven hours a week. The patient survey indicated 62% of wāhine were satisfied or somewhat satisfied with the waiting time to see the Medical Officer.
105. Our review of the Medical Officer's clinic records revealed that patients were waiting less than one week to be seen. Records we reviewed showed there were 60 appointments where wāhine were seen over a four-week period. The Medical Officer advised that waiting times were currently lower due to the reduced prison population, and noted that she often worked longer than her contracted hours to complete the volume of required paperwork.
106. The Medical Officer expressed frustration about the lack of availability of electronic clinical platforms, including HealthOne,¹⁷ electronic Special Authority applications and electronic referrals to DHB specialists. This was highlighted as an issue in our 2018 inspection. Importantly and pleasing to note, at a site visit in January 2021, it was confirmed that HealthOne was now available for health staff to use.

¹⁵ A further site visit on 20 January 2021 found that new benches and a heat pump/air conditioning unit were being installed in the medication room.

¹⁶ The local site annual patient survey is a Corrections Health Service requirement as part of the national audit schedule.

¹⁷ HealthOne is a secure record that stores health information, including GP records, prescribed medication and test results. This provides health providers with patient clinical information and promotes safe and continuity of care. It became available to prison health staff in Canterbury in November 2020.

107. Dental services are delivered off site at the Christchurch Hospital Dental Service. The prison has two appointments per week available for dental appointments. The demand for dental care is high and, at the time of inspection, 27 patients were waiting for an appointment (with an approximate waiting time of three months).
108. Health staff were managing many wāhine with repeated dental pain and infection. Nurses advised that many of the health request forms received were repeat requests to be seen for dental issues, such as pain and infection. The patient survey referred to earlier identified that wāhine believed the dental waiting times were unsatisfactory.
109. Other health services provided on site included physiotherapy, hand clinic, diabetes, gastro and infectious diseases specialist nurses, podiatry, ear hygienist (for ear suctioning of wax build up), Plunket, Immunisation Outreach Services and Partnership Care Workers (supporting and connecting wāhine to GP practices on release).
110. We observed health staff demonstrating cultural awareness in their practice. Staff attended meetings and discussed the Department's Hōkai Rangi strategy and attended cultural capability sessions with the site's Pou Tūhono. Nurses expressed their commitment and drive to increase Māori accessibility, responsiveness and equity for health services. They provided examples of how they do this in their practice by:
 - » Taking the time to build rapport
 - » Acknowledging the importance of whānau
 - » Working in partnership with wāhine rather than 'just doing things for them'
 - » Having authentic interactions and upholding mana
 - » Using Te Reo words and phrases in conversations
 - » Looking at what Kaupapa Māori health services they could engage with
 - » Purchasing a freezer for use if wāhine wished to retain body parts removed during surgery or whenua after giving birth. This enables body parts to be stored safely until the wāhine can either arrange for family to collect it or until the wāhine is released and can take it with her.
111. Nurses expressed the importance of having the right environment and resourcing so interactions are not rushed to enable a truly responsive and holistic approach to health and wellbeing.
112. Custodial staff move wāhine to and from the health unit for their appointments. At times, health staff told us there were too few custodial staff available to move wāhine, which meant clinics were delayed and appointments needed to be rescheduled.
113. Wāhine are sometimes left in the Health Unit without custodial supervision during clinic appointments with nursing staff. While nurses advised this was only for low security wāhine and they felt safe, this is a potential risk for both wāhine and staff safety.
114. This risk was highlighted during our inspection when the fire alarm was activated. No custodial staff were present in the Health Unit at the time so nurses escorted wāhine to the designated evacuation point, in the vicinity of other wāhine, but did not know if they should be mixing.
115. Custodial officers are required to support external health appointments, which sometimes removed these staff from their other duties at the prison. Occasionally, external appointments were cancelled due to the unavailability of custodial staff.
116. When wāhine must be escorted to hospital this places an additional strain on the remaining custodial team. When wāhine are admitted to hospital they also require 24/7 oversight from

custodial staff. During the period 20 June to 21 September 2020, hospital guard services for ten wāhine who received hospital-based health services were required 114 times.

2020 Findings

- Finding 21. The health unit was suitably equipped with medical equipment that was in good order.
- Finding 22. The medication room lacked ventilation and did not have adequate space for nurse management of medications.
- Finding 23. More custodial support for the health unit would enable health appointments to be held more efficiently, and improve access to health care and safety.
- Finding 24. Wāhine with dental pain had long waiting times to receive treatment.
- Finding 25. Health staff are proactive with screening and vaccinating.
- Finding 26. Health staff demonstrated professionalism and compassion in their interactions with wāhine.

Substance abuse

Inspection Standards

- Prisoners dependent on drugs and/or alcohol receive prompt clinical treatment which is effective, meets individual and gender-specific needs and offers the same services as those available in the community.

117. Health staff actively assessed and supported wāhine experiencing alcohol and other drug withdrawal and used best practice assessment tools as part of their withdrawal management.
118. At the time of our inspection, four wāhine were receiving opioid substitution therapy and being supported with regular visits by the Clinical Nurse Specialist of Christchurch Opioid Recovery Service. One wāhine commenced opioid substitution treatment in custody so she was able to be closely supported and stabilised prior to release.
119. Wāhine we spoke with about their alcohol and drug treatment pathways confirmed they were being well supported for their release and reintegration.

2020 Finding

- Finding 27. Wāhine experiencing alcohol and other drug withdrawal and addictions on arrival in prison were well supported by health staff using best practice tools.

Mental health care

Inspection Standards

- Prisoners with mental health needs are identified promptly and supported by community-equivalent services to optimise their well-being during their time in prison and on release.
- Gender-specific mental health needs are recognised, treated and supported by health staff and specialist services at the prison, and they have appropriate access equivalent to that available in the community.
- The gender-specific needs of all prisoners are recognised to prevent self-harm and suicide and therapeutic responses are implemented and are culturally appropriate.
- Staff are able to identify and support women at times when women may feel particularly distressed.
- Prisoners who report abuse while in prison are protected and provided with support and access to gender-specific counselling.

120. Primary mental health services available to wāhine in prison include a Trauma Counsellor, Mental Health and Reintegration Clinician and ACC counsellors. The site can also provide additional a six session mental health Packages of Care counselling package if required. At the time of our inspection, there was no contracted provider for this on site.
121. The mental health service providers worked collaboratively when responding to the mental health needs of wāhine on site. Staff were aware of the mental health referral processes and were proactive in referring wāhine.
122. Between January and June 2020, a new role of Project Lead, Mental Health was introduced as a pilot at CWP. This role was to develop a single point of entry approach for all mental health referrals to enhance the site's ability to deliver effective mental health services in an organised, integrated and timely manner.¹⁸
123. The Mental Health and Reintegration Clinician provides up to ten brief intervention counselling sessions and has approximately 20 wāhine on her caseload with no waiting list.
124. The Trauma Counsellor provides longer term trauma counselling and wāhine can access an unlimited number of sessions. At the time of our inspection, the Trauma Counsellor had 22 wāhine on her caseload. There are approximately three to four wāhine at any time waiting to be seen. The waiting time is approximately one month and wāhine who are waiting can be seen and supported by the Improving Mental Health Clinician in the interim.
125. The Trauma Counsellor and Mental Health & Reintegration Clinician each have their own offices, which are therapeutic spaces separated from the residential units, where they work with their clients. In addition, four ACC counsellors visit the site and see approximately 25 wāhine at a time between them. The ACC counsellors continue to see the wāhine in the community if they are released within the Christchurch region. ACC counsellors can also

¹⁸ This pilot has since been rolled out at CWP starting in November 2020 with a permanent position of Clinical Nurse Specialist Mental Health.

facilitate access to social workers in the community if needed for a wāhine who is due for release.

126. The Forensic Mental Health Service provides specialist care to wāhine with major mental health illness. A forensic mental health nurse, Pukenga Atawhai,¹⁹ and psychiatrist come on site once a week to support wāhine.
127. Observations and discussions with ISU and health staff found that interactions with wāhine were engaging and respectful, with staff often spending time providing explanations or listening to wāhine in a caring and professional manner.
128. Management plans and unit regimes were not tailored to individual needs, and we found some historic, blanket practices remained in place, which did not equate to therapeutic or dignified care. For example, every wāhine who arrived in the ISU (irrespective of their need for placement) is immediately clothed in a stitch gown,²⁰ occasionally placed into a dry cell without a toilet, and may be refused access to certain personal items (e.g. hair bands).

2020 Findings

Finding 28. Wāhine were well supported with mental health services and trauma counselling.

Finding 29. The individual needs of wāhine in the ISU were not always reflected in their management plans and the unit procedures in place were not always conducive to therapeutic or dignified care, for example, the blanket use of stitch gowns.

Finding 30. Dry cells were, on occasion, used for at risk wāhine without the appropriate approval.

Prisoners with disabilities

Inspection Standards

- Prisoners with physical, mental or other disabilities have full and effective access to prison life on an equitable basis.²¹
- Prisoners with a disability or age-related needs are placed in a cell that is suitable and appropriate for their health-related needs.²²

129. At the time of our inspection, no wāhine at the site were officially recorded as having a disability. Inspectors met wāhine who had a disability and noted that they appeared to be managing well and did not share any concerns about their care, facilities or support.

¹⁹ A Pukenga Atawhai provides education and cultural support to wāhine under the Forensic Service.

²⁰ Designed to prevent self-harming.

²¹ Note this is a basic principle – not a standard.

²² Note this is an indicator – not a standard.

Environment

Inspection Standards

- Prisoners live in a clean and suitable environment which is in a good state of repair and fit for purpose.

Residential units

130. During our inspection, we found the prison overall to be clean and free of graffiti. The outdoor areas appeared well maintained and some buildings had brightly painted murals. We found most residential units well-lit and well-maintained, with good levels of natural light. We observed contractors in the prison assessing some areas for refurbishment and some units had recently had areas repainted or repaired. We note there are plans to refurbish the existing residential units when the new modular accommodation unit opens in 2021.
131. The residential units typically lack storage space as well as interview, meeting or programme rooms. Consequently, many of the unit common areas are used as multi-purpose spaces. Staff told us they do the best they can to work with the building design and space restrictions. The common areas and most cells were in good condition and clean. Furniture in some communal areas while clean, appeared worn.
132. During our inspection of Wing 3 we saw the exercise yards had recently been painted but the seating needed to be replaced. The internal yard in Wing 3 had a mesh grille on the roof which had moss and bird's nests present. We advised staff of the bird's nests.
133. We checked the functionality of most prisoner kiosks and found no unresolved maintenance issues. As reported earlier, if wāhine had their fingerprints recorded they said they had no other issues with the kiosks. There was no kiosk in the ISU and Separates Unit, but these were due to be installed at the time of our inspection.
134. The ISU and the Separates Unit are adjacent to each other and have four cells each. Two of the ISU cells and one of the cells in the Separates Unit are dry cells with no running water or toilet.²³ The Separates Unit is used when additional beds are required in the ISU, as the two units are linked by a corridor. At the time of our inspection, there were three wāhine in the ISU and one in the Separates Unit.
135. We could not find any documentation which showed the Separates cells had been designated for at risk prisoners, as required for an at risk cell.
136. The Intervention and Support Unit is small, lacks storage and interview rooms, and is a poor therapeutic space for wāhine who are potentially at risk of self harm or mentally unwell.
137. During our inspection, the Separates Unit and ISU were being painted with work due to be completed in December 2020 and March 2021 respectively. Staff were concerned that a building proposal, which would increase the number of cells with toilets in these units, had

²³ Dry cells are used for prisoners suspected of concealing drugs or unauthorised items internally. The ISU has a shared shower and toilet located directly opposite the dry cells for wāhine use. If staff are not available to facilitate their use, wāhine in the dry cell must use a paper bowl as a toilet.

been deferred. We noted that this expansion was also anticipated at the time of our 2018 inspection.

138. Due to only one staff member being present, during our inspection we were unable to enter the cells in the ISU. The cells were in use and the staff member was also managing the Separates Unit. We talked with one wāhine (through the door hatch) in a dry cell. We checked the cells in the Separates Unit when they were vacant.
139. We observed the ISU has a brightly decorated day room which has a television, books and beanbags for the wāhine. Two walls of the day room have chalkboards for wāhine to draw on. The ISU has an external yard which has colourful murals on the walls and bean bags and Swiss/gym balls available for wāhine. There is a staff-controlled radio located outside the cells, so wāhine can listen to the radio if they wish to.
140. The prisoner kitchen, which was designed as an area accessible to wāhine from both the ISU and Separates Unit, is primarily used as a storage room. Due to a lack of space, wāhine housed in these areas were being interviewed in corridors or in their cells.
141. Three of the four cells in the Separates Unit have their own adjoining exercise yard. Three of the four cells are equipped with electric sockets so wāhine can have access to a television and/or radio in their cells. The Unit's common area had a skylight in the ceiling but still appeared dark when we visited during the day. The cells had cameras in them.

2020 Findings

- Finding 31. The prison was clean, free of graffiti and staff were doing their best to manage wāhine within the constraints of the prison design.
- Finding 32. Despite improvements, the ISU and Separates units do not provide a therapeutic environment in which to manage wāhine who are at risk.
- Finding 33. When the ISU cells were full, staff place wāhine at risk of self harm in the Separates Unit, although these cells are not designated for at risk prisoners.

Hygiene

Inspection Standards

- Prisoners have gender appropriate and reasonable access to facilities and sanitary items for their specific hygiene needs, including during escort.
- Prisoners are encouraged to keep themselves clean and are provided with the appropriate toiletries.

142. During our inspection we saw adequate stocks of sanitary products in the units, and wāhine we spoke with confirmed they are readily able to access these items. No wāhine raised any issues regarding access to sanitary items or other toiletries.
143. Throughout the prison, the shower areas and toilets were generally well maintained and clean. However, there are only two communal showers and one toilet available to the wāhine accommodated in Wing 3 (they have toilets in their cells, but not showers). At the time of our inspection, while there were only six wāhine in that unit, staff said during the COVID-19

lockdown period, when the unit was full, wāhine could not all shower in the time that was available.

2020 Findings

Finding 34. Sanitary items and other toiletries were readily available for wāhine.

Finding 35. There are inadequate showers for the number of wāhine who can be accommodated Wing 3.

Clothing

Inspection Standards

- Prisoners have adequate access to a variety of clean clothing, including gender appropriate underwear, of the right size and quality, which is seasonably appropriate and designed for their gender.
- Trans prisoners have access to the items they use to maintain their gender appearance and identity.
- Prisoners have sufficient bedding that is laundered regularly.

144. Overall, there was a good stock of clothing available to wāhine throughout the units, in a good range of sizes. The prison also provides wāhine, who do not have access to whānau support, with underwear, bras, shoes and jandals when required.
145. The prison does not supply pregnant wāhine with maternity clothing, which we highlighted in our 2018 inspection. Staff told us the prison has never had maternity clothing and pregnant wāhine are provided with normal prison clothing in a larger size. We also noted that bras for breastfeeding mothers are not supplied by Corrections, which is problematic for mothers who do not have ready access to whānau and/or financial support.²⁴
146. In the ISU we observed there was an inadequate number of stitch gowns given the frequency they were being used. We were informed there was a supply problem that was being worked through by National Office staff and the site did not know when supply would be restored. In the meantime, the site was sending used gowns to the Christchurch Men's Prison laundry each day.
147. At the time of our inspection, prison-issue clothing was being laundered off site by prisoners at Christchurch Men's Prison. Wāhine we spoke with in Wing 3 told us the prison laundry had been closed for eight weeks but they were unsure why (we found out later from staff this was due to a water temperature regulation issue).
148. During our inspection, personal laundry items were being laundered by a commercial laundry service. Wāhine told us that when their items were returned they often smelt damp as if they had not dried properly. They also spoke of delays in having their laundry returned and the

²⁴ We note that pregnancy and breastfeeding clothing are also not available in the other women's prisons.

loss of items. Staff in the unit said that they were aware of the concerns and expected the prison laundry to reopen soon. When inspectors visited the site three months later, we noted that the prison laundry had reopened.

149. While most wāhine we spoke with told us they had sufficient bedding and pillows, many of them complained about the quality of the items. Wāhine also told us their duvets were washed every three months, which they considered was too infrequent and unhygienic given the number of wāhine who were detoxing from alcohol and other drugs when they came to prison. Wāhine also felt 3-5 days was too long to wait to receive washed bedding and towels from the Christchurch Men's Prison laundry.
150. We checked a selection of pillows, mattresses and bedding across the units. In the Mothers with Babies and Self Care Units, the pillows, mattresses and bedding appeared to be old and stained, and some blankets had holes. We observed that the pillows and blankets in Wings 1 and 2 were in much better condition as they had recently been replaced.
151. Issues with the size and comfort of mattresses were common. Two wāhine told us they were uncomfortable in bed because their mattresses were thin and lacked support. Wāhine generally were unaware they could request an additional mattress if necessary, and that staff would consider such requests on a case by case basis. Two other wāhine said their mattresses were too wide for their bed frame and they had to fold it so it was partway up the wall. Another prisoner said she had to tie a knot in her bed sheets so they would stay on the mattress.
152. Staff informed us that wāhine can purchase a limited range of personal items through the canteen system.²⁵ Wāhine we spoke with said the range of make-up and other personal items was limited. We acknowledge that Corrections has since combined the male and female canteen lists so prisoners can choose from a wider range of items.

2020 Findings

- Finding 36. The prison had a good stock of clothing available for wāhine, including items not often available at other prisons.
- Finding 37. Pregnant wāhine and breastfeeding mothers could not access maternity clothing or maternity bras.
- Finding 38. The ISU had too few stitch gowns, given the frequency that these were used.
- Finding 39. The quality and condition of mattresses and bedding varied across the prison.

²⁵ Prisoners can make regular purchases of basic goods for personal use or consumption and have access to a range of items not provided by the prison.

Food

Inspection Standards

- Prisoners have a varied, healthy and balanced diet which meets their individual needs.
- Upon request, the prison provides meals and food in line with religious, cultural and other special dietary requirements.
- Prisoners' food and meals are stored, prepared and served in line with hygiene regulations.
- Clean drinking water shall be available to every prisoner.
- Mealtimes are reasonable and generally match those in the community, where possible.

153. Generally, the wāhine we spoke with told us they were satisfied with the range and quality of food provided as part of the Corrections new national menu.
154. Some wāhine we spoke with were dissatisfied with mealtimes. Breakfast was typically served at 8.30am, lunch at 11.00am and dinner at 3.30pm. Wāhine wanted dinner served later in the day. Due to the early dinner times, some wāhine told us they often felt hungry later at night, and those who could afford to purchased additional food through the canteen. During our inspection, we observed one unit receiving breakfast after 9am due to staff absences.
155. We observed wāhine in both Wings 2 and 3 eating their meals in their respective dining rooms. Wāhine we spoke with said they appreciated the opportunity to eat together and not in their cells.
156. At the time of our inspection, the communal dining room in Wing 1 was not used because of the need to keep different categories of wāhine separate. The wāhine in this unit ate meals in their cells and the dining room was used for meetings and programme delivery. Since our inspection, the prison has introduced a rolling unlock to allow wāhine on remand to eat together in the dining room first, followed by sentenced wāhine.
157. Several wāhine we spoke with in Wing 3 told us they do not drink the tap water in their cells as it is discoloured. Staff confirmed the water in the cells is avoided and the problem was likely to be due to the age of the pipes. The water is tested regularly and is drinkable. Wāhine in the unit could take water from the unit kitchen to their cells if they had a flask (not all of them did). In Wings 1 and 2 the wāhine had access to a water cooler.
158. Kitchen appliances, such as sandwich makers, were unavailable to wāhine in units that had kitchens. The kitchen fridges in Wings 2 and 3 were locked and accessible to staff only as they stored milk and other breakfast items.
159. In Self Care and the Mothers with Babies Units, wāhine should be encouraged to work towards their successful reintegration by taking responsibility for personal welfare activities like budgeting, household shopping and meal preparation. Wāhine in these units told us they were no longer able to have escorted outings for weekly household grocery shopping. The Prison Director confirmed this decision had been made because some wāhine found the experience humiliating or intimidating.

160. The Prison Director said they were beginning to introduce the wāhine to online shopping for groceries. However, the wāhine we spoke with said there had been no online shopping opportunities to date. Instead, wāhine said each week staff provided a printed catalogue of grocery items, which did not include prices.
161. Wāhine expressed their frustration with alternative items or brands being supplied or staff deleting items from their orders without their knowledge, which created tension in the units. The wāhine said they were also required to purchase laundry liquid instead of powder which was cheaper as it was preferred for the washing machines, but their weekly grocery allowance had not been increased accordingly.

2020 Findings

- Finding 40. Wāhine were generally satisfied with the food available from the national menu. However, some wāhine were dissatisfied with the mealtimes, which left them feeling hungry in the evening.
- Finding 41. Most wāhine were able to eat meals in their unit dining room.
- Finding 42. Some wāhine in Wing 3 were unable to access suitable drinking water in their cells.
- Finding 43. Wāhine in the Self Care and Mothers with Babies Units were no longer having escorted outings to complete their weekly grocery shop, nor had online shopping been implemented.

Prisoners and children

Pregnant prisoners and post-natal support

Inspection Standards

- Pregnant and breastfeeding prisoners, people who have recently given birth, and those caring for a child in prison have their mental, physical, emotional, cultural, and health needs fully supported throughout their time at the prison by appropriately trained staff.
- Prisoners should give birth in hospital wherever possible.

162. At the time of our inspection, there were no pregnant wāhine in the prison. Two midwives regularly visit pregnant wāhine or those who have recently given birth. The service is delivered by the Canterbury District Health Board. Prior to our inspection, Te Puawaitanga Ki Ōtautahi Trust,²⁶ a Whānau Ora provider, had also been contracted to provide kaupapa Māori perinatal care services via a Māori midwife.
163. We spoke with two of the three mothers residing in the Mothers with Babies Unit who had been pregnant and gave birth to their babies while in prison. They both spoke positively about their interactions with health staff and their midwives during their pregnancies and referred to the high standard of treatment and support they received. They were provided with a special food menu to meet their nutritional requirements, received their necessary ultrasound scans, developed birth plans and attended antenatal classes during their pregnancy.
164. One mother we spoke with said she was very well supported by prison staff during her pregnancy particularly when it came to facilitating visits with her partner. Staff ensured her partner visited her for all her key pregnancy appointments, including antenatal classes, midwife meetings and for the birth in hospital. Her partner has continued to visit regularly since the birth of the baby, along with other whānau. She said she and her partner were both treated professionally and respectfully throughout.
165. The mothers said they were supported by Plunket which provides a range of free post-natal support services aimed at improving the development, health and wellbeing of children under the age of five.
166. Each of the mothers we spoke with confirmed they received good information about, and had access to, the Social Worker and Trauma Counsellor.

2020 Finding

Finding 44. Pregnant wāhine were well supported with access to appropriate midwifery services to enable them to care for themselves and their new-born babies.

²⁶ A kaupapa Māori provider of a range of health, education and social services that promote the health education, culture, history and wellbeing of Wāhine Māori and their whānau.

Child well-being

Inspection Standards

- Decisions on whether a child stays with their mother are made in the best interests of the child based on the conditions in prison, the risk the mother poses to the child, the quality of care children receive in prison and what quality of care they can expect to receive outside prison, and the remaining length of the mother's sentence.

167. The Mothers with Babies Unit enables eligible and suitable mothers to have their children aged under two years with them in prison. This unit supports mother and child bonding and provides continuity of care.
168. Eligible mothers must submit their application for a place in the unit to a Multidisciplinary Team (MDT). The prison's Social Worker undertakes a comprehensive suitability assessment of each applicant and their child. The Prison Director is responsible for making the final decision on mother and child placement.

2020 Finding

Finding 45. The prison has processes in place to ensure the placement of a child with their mother in the Mothers with Babies Unit is assessed as being in the child's best interests.

Children residing in prison

Inspection Standards

- Prisoners whose child is with them in prison shall be provided with the maximum possible opportunities to spend time with their child.
- Prisoners whose child is with them in prison are provided with a safe, supportive and comfortable environment which prioritises the care and development of the child.
- The psychological/emotional needs of the child are closely monitored to assess any adverse effects of living in a closed institution and measures are taken to reduce the negative psychological impact of institutionalisation, based on individual needs.

169. The two houses in the Mothers with Babies Unit are adjacent to the Self Care Unit houses, with a fence between them. The houses and outdoor areas were tidy and well maintained. The environment is child-friendly with a large new outdoor playground. Staff told us a shade cloth was being installed in this area soon.
170. Te Puawaitanga Ki Ōtautahi Trust provided kaupapa Māori and holistic parenting support services, via a key worker, to mothers and their children in the Mother's with Babies Unit. At the time of our inspection, the key worker had been on site in the role for only one week. We spoke with the key worker who confirmed she will be working with mothers to develop their parenting skills and help them plan for their release. The service encourages whānau to be involved in release planning and where possible to provide support to the mother and baby

in prison and after release. The key worker is contracted to work with the mothers, her whānau and her baby for up to 12 months after her release from prison.

171. During our inspection we spoke with one mother who was experiencing difficulties accessing timely and necessary support from staff required to help her care for her child. We spoke with custodial staff and the key worker about the mother and child's needs. After our inspection we followed up with management and were assured the mother and child's needs were being attended to with the help of the key worker.
172. During our enquiries we learnt that there were frequent staff changes in the unit. Scheduled monthly meetings for mothers to engage with the Unit's managers had ceased due to staff unavailability. At the time of our inspection, one custodial staff member was allocated to the Mothers with Babies Unit and we were told there were three prior to the COVID-19 lockdown. The mothers told us the staff member was unavailable at times due to leave and the nature of their duties. At these times, when they approached Self Care Unit staff for assistance, some staff referred them back to the Mothers with Babies Unit staff member instead of assisting themselves. Staff overseeing both units that we spoke with said there was no specific training available to help them support the mothers in the Mothers with Babies Unit.
173. Insufficient numbers of staff also meant the mothers and babies were locked in their respective houses regularly throughout the day and the mothers were spending less time outdoors in the playground area with their babies than they would like.
174. The Mothers with Babies Unit has a camera that staff use when mothers ask to have photographs taken of any special occasions or key baby milestones. The mothers we spoke with told us they appreciated this opportunity and we saw their photo boards in their rooms.
175. The mothers we spoke with said when staff were available they may go on escorted outings with their baby in the community. Outings were approved by prison management. The mothers said some outings were cancelled at short notice due to the unavailability of staff.
176. Mothers had recently been informed that custodial staff were required to wear full uniform, including protective vests, during any mother and baby outings in the community after an instruction was issued by National Office. The mothers said they felt stigmatized and were concerned the uniforms identified that their baby resided in prison to members of the public. Staff said they wanted more discretion to decide when uniforms were necessary for outings mothers and children.

2020 Findings

- Finding 46. The Mothers with Babies Unit was a suitable and well-maintained environment. The outdoor play area was a good size with new equipment.
- Finding 47. There were too few custodial staff available and trained to support the Mothers with Babies Unit effectively. We acknowledge the prison has recently contracted a key worker from Te Puawaitanga Ki Otautahi Trust to provide important support to mothers and their children.
- Finding 48. Staff and mothers alike disliked the requirement that escort staff must wear full uniform including protective vests during any mother and baby outings in the community.

Access to health care for children residing in prison

Inspection Standards

- The prison provides a child living with his/her mother in prison access to health care in the community whenever appropriate.
- Children undergo health screening before entry to prison and all health needs identified are met.
- Mothers have the opportunity to be present during their child's health interventions.

177. We reviewed the records of the babies residing in the Mothers with Babies Unit and noted that one baby, who was several months old, was only registered with a local medical centre just before our inspection and had not received recent health checks or necessary vaccinations (which the mother wanted her child to have).

2020 Finding

Finding 49. The prison should ensure that all babies are provided with opportunities for health checks and immunisations.

The removal of a child from prison

Inspection Standards

- Women who are separated or separating from their child/children are given appropriate support.
- The best interests of the child is the primary consideration in decisions whether to allow children to stay with their mothers in prison.

178. Staff advised that a child had recently been removed from the Mothers with Babies Unit, with support from Oranga Tamariki. We saw no evidence that a separation/care plan was in place for the mother or the baby at the time the baby was removed.
179. We were told the removal of the baby happened soon after an incident that occurred on a weekend when the social worker and trauma counsellor were not at work. They were also not part of the removal planning process.
180. We were told by staff that some of the past baby removals had also occurred during weekends.
181. During our inspection, we were provided with a copy of the site's local interim guidelines for the removal of a baby from the Mother with Babies unit (dated 2018). We understand there are currently no national guidelines available to prison staff on how to plan and support the removal of a baby from the Mothers with Babies Units.

2020 Finding

Finding 50. Corrections does not have national guidelines for staff on the removal of children from Mothers with Babies Units.

Good Order

Classification and placement

Inspection Standards

- Prisoners are held in a safe environment where security is proportionate to risk and not unnecessarily restrictive.
- Classification, placement and treatment are based on an individual assessment of each prisoner's risks and needs.
- Prisoners are held in the appropriate security conditions and can seek review about decisions on their security classification.
- Prisoners are classified based on their gender-specific needs and circumstances. Prisoners are housed in units and managed in regimes which match their gender-specific risks and needs.
- Prisoners are accommodated in units that have the lowest possible security level.

182. Some units operate multiple unlock regimes to ensure the separation of different prisoner categories²⁷ and security classifications.²⁸ While limiting the number of wāhine out of their cells can reduce the opportunity for incidents to occur, it can lead to a reduced time out of cell which, in turn, can cause increased tension or boredom for some wāhine. Time out of cell for other activities should be in addition to any hour allocated for exercise.
183. Several wāhine we spoke with said they had no concerns about their security classifications. One wāhine told us staff discuss her classification with her regularly and her progress towards her reintegration and rehabilitation goals.
184. During our inspection, we noted all wāhine could access time out of their cell each day and could spend time in the fresh air. Staff and wāhine we spoke with confirmed the following unlock regimes:
- Wing 1 - The wing is separated into two residential areas, to ensure remand and sentenced wāhine remain separate. Each residential area is centred around a small, internal grass courtyard. Staff told us wāhine on remand are unlocked from their cells at 7am and locked again at 5pm. Sentenced wāhine are unlocked at 7am and are locked at 7.30 pm. Wāhine we spoke with in the unit confirmed they attend programmes or work during the day. They can also access a lounge area, of which there were two for each residential area. We were told there had been rolling locks in the unit (where wāhine are unlocked at different times in small groups), and these occurred mostly at the weekend when there were fewer staff. We saw no evidence during our inspection that staff recorded the unlock hours for each individual wāhine when they spent time out of their cell.
 - Wing 2 - Wāhine are unlocked from their cells for breakfast (at approximately 8.15 am) and staff told us the wāhine then undertake unit cleaning before receiving recreation time either in the exercise yard or in the unit in groups. Recreation is an

²⁷ Remand convicted and accused, segregated and mainstream, youth and adult.

²⁸ High security, low-medium security, and remand prisoners.

opportunity for wāhine to clean their cells, make telephone calls, use the kiosk or shower. Further opportunity for recreation time is available later in the afternoon and the wāhine are locked up for the day at 4.45 pm after dinner. Wāhine we spoke with said they are locked in their cells after lunch between 12pm and 2pm to allow staff to have lunch. They then receive time for any telephone calls with their lawyer. Some wāhine told us there can be long periods where they are locked up if there are too few staff in the unit. Wāhine told us they preferred to have a set daily routine for their time out of their cell.

- Wing 3 - Wāhine we spoke with confirmed they had no set unit routine and recently they were being unlocked from their cells from about 8.30am until 4pm. Wāhine said they spent an average of four hours a day out of their cells in either the yard or in the unit for recreation time. Unlock times varied daily and the recording of unlock hours in the unit diary was inconsistent amongst staff.
- ISU and Separates Unit - Wāhine in these units are individually offered one hour out of their cell each day, which is usually taken in the yard or recreation room. Staff told us they take individual wāhine out of the unit to walk on the grass from time to time.
- Self Care Unit – At the time of our inspection, wāhine were unlocked from their houses intermittently and inconsistently throughout the day between 7am and 8pm on weekdays, receiving an average of seven hours of unlock time per day. On the weekends the wāhine were locked in their respective houses by 4.30pm. The frequent unlocking and locking of prisoners throughout the day is an unusual regime for a Self Care Unit. We were told by wāhine and staff that staff shortages affected the unit's unlock regime.
- Mothers with Babies Unit – The mothers and their babies were subject to the same unlock regime as wāhine in the Self Care Unit, however they were locked by 7pm each day in the summer and 6pm in the winter.

2020 Finding

Finding 51. Wāhine were able to have time out of their cell each day.

Finding 52. The prison does not record the number of unlock hours for each wāhine in units with rolling unlocks.

Segregation and cell confinement

Inspection Standards

- Prisoners are placed on directed segregation only with proper authority and for the shortest time period, which is regularly reviewed. Prisoners understand why they have been segregated.
- Prisoners are kept safe at all times while on directed segregation and individual needs are recognised and given proper attention.
- Cell confinement is subject to strict policies and procedures.
- Prisoners suspected of internal concealment are located in a dry cell as a last resort and the proper authorisation is recorded.

- Trans prisoners are not automatically placed in segregation.

185. At the time of our inspection, three wāhine were segregated in the ISU for medical oversight²⁹ and one wāhine on directed protective custody.³⁰
186. We reviewed the documentation for each segregated prisoner and noted the necessary approvals were in place, including for extensions. Records relating to necessary assessments, management plans and health notes were detailed but not all were completed correctly or approved where required. The daily observation notes for each wāhine were recorded and appropriate. We confirmed the Principal Corrections Officer and health staff met with each wāhine daily but did not appear to consult each other on wāhine well-being or how wāhine could be transitioned from the unit.

Finding

Finding 53. The prison generally managed wāhine subject to segregation appropriately, however some of the segregation documentation did not meet the required standard.

Incentives

Inspection Standards

- Systems of rewards and privileges appropriate for different categories of prisoners are established, in order to encourage prosocial behaviour, develop a sense of responsibility and secure the interest and cooperation of prisoners.

187. During our inspection, staff and wāhine we spoke with said wāhine accommodated in Wings 2 and 3 had their meals in their unit dining rooms together in exchange for good behaviour in the unit. Wāhine we spoke with appreciated this incentive and acknowledged that typically prisoners in high security units were limited to having meals in their cells.
188. We noted few other incentives elsewhere in the prison. Wāhine in the Mothers with Babies Unit told us that being in the unit was an incentive, but we could not identify any other incentives for them to work towards.

2020 Finding

Finding 54. The prison offers few incentives to encourage pro-social behaviour, especially for wāhine in the lower security units.

²⁹ Section 60(1) of the Corrections Act 2004.

³⁰ Section 59(1) of the Corrections Act 2004.

Discipline

Inspection Standards

- Disciplinary sanctions against prisoners are imposed by the proper authority.
- Prisoners are subject to disciplinary procedures which are fair and proportionate and follow due process.
- Prisoners are promptly informed of any disciplinary sanction, and understand the charges and procedures they face.
- Interpreter services will be used, where necessary, to explain any disciplinary charges, procedures and the process for defending the charges.
- Prison management does not rely on prisoners for any disciplinary functions, whether in a formal or informal manner.
- Cell confinement or disciplinary segregation shall not be applied to pregnant or breastfeeding prisoners or prisoners with babies in prison.
- Prisoner disciplinary sanctions do not include prohibition of family contact, especially with their children.

189. Prisons are required to maintain good discipline and order through effective supervision, communication and fair and effective disciplinary procedures. Offences against discipline committed by a prisoner can result in a misconduct charge. Disciplinary action must be well documented by staff, and disciplinary hearings must comply with statutory and regulatory requirements.
190. For the period 1 September 2019 to 29 February 2020, 137 misconducts were generated across the site. Of these, 10 misconducts were cancelled, 22 dismissed and 19 withdrawn. We noted that most of the dismissed misconducts occurred because the wāhine were released from prison or the charges could not be proven. The majority of misconducts were generated from the high security unit (Wings 2 and 3).
191. At the time of our inspection, two prosecutors were responsible for misconducts generated across all three prisons in the region. One prosecutor was based in Christchurch Women's Prison, with one day per week set aside for the prison's prosecutions.
192. The prison had three hearing adjudicators³¹ who were prison managers. They operate a roster system to ensure an adjudicator was available when necessary.

2020 Findings

Finding 55. Overall, the misconduct process was effective, however some charges were not heard before wāhine were released from custody.

³¹ Prosecutors are staff trained to charge prisoners with an offence and who have responsibility for proving that charge. Hearing adjudicators have the power to hear complaints relating to offences against discipline alleged to have been committed by a prisoner.

Use of Force

Inspection Standards

- Force is used only against prisoners as a last resort and never as a disciplinary procedure. When used, force is legitimate, necessary, proportionate, and subject to rigorous governance.
- Instruments of restraint are used only in clearly defined circumstances, when lesser forms of control fail, and only for the time strictly required.

193. At the time of our inspection the prison had recently introduced an electronic register for staff to record Use of Force incidents. The register also meant all post incident matters were overseen by the prison's Security Principal Corrections Officer.
194. We reviewed the Use of Force register and noted from 13 February 2020 to 6 September 2020 there were 16 incidents that resulted in a Use of Force.
195. Staff we spoke with said after any serious incident a post-incident debrief occurs where lessons learnt are identified. The Principal Adviser Rehabilitation and Learning and the Health Centre Manager attend these debriefs.
196. Our review of documentation for four incidents resulting in the Use of Force showed only one debrief took place shortly after the incident. There was no documentation to confirm debriefs occurred for the other incidents.

2020 Findings

Finding 56. There was no record that debriefs always took place after a use of force incident.

Searches

Inspection Standards

- Searches of cells and prisoners are carried out only when necessary and are proportionate, with due respect for privacy and the dignity.
- Women prisoners are searched only by female staff.
- Strip searches are carried out only when necessary, women prisoners are never fully naked and only two appropriately trained female staff are present.
- Trans prisoners can nominate staff of their preferred gender identity to perform searches, and their dignity and privacy is protected at all times.

197. Contraband (such as drugs, alcohol and weapons) can create risks to safety and good order in a prison. For the six months to 29 February 2020, 57 incidents of contraband being found were recorded for the site. The most common types of contraband were drugs (39%) and weapons (10%).
198. During our inspection we did not observe any cell searches being undertaken but unit records identified these searches took place regularly and randomly at times. Wāhine we

- spoke with across the prison confirmed these searches took place, and most said staff left their cells in a tidy condition after the search.
199. Overall, rubdown searches we observed were completed to a good standard by female staff. We observed male staff used hand wands when searching wāhine and noted staff provided clear instructions. Wāhine we interviewed said rubdown searches were conducted every time they leave and return to the unit. They said searches were always undertaken with respect.
 200. We confirmed that only female staff undertook strip searches of wāhine and two staff were present each time. Wāhine we spoke with said they were strip searched when they arrived in prison and when they returned from an appointment or work in the community. Some wāhine said they felt it was unreasonable to be strip searched on return from an escorted outing in the community when they were with a staff member the entire time. Four wāhine we spoke with told us they were aware staff could also strip search them when they had reasonable cause.
 201. Documentation we reviewed confirmed transgender wāhine were consulted and able to nominate staff of their preferred gender for searches. Records showed these conversations occurred on arrival in prison as required.
 202. Staff we spoke with said although some custodial staff at the prison were trained to carry out prisoner drug testing, at the time of our inspection, there were no allocated drug testers. Our data review showed of the 15 drug tests carried out from July-September 2020, 80% returned a negative result.
 203. The prison is supported by a drug dog detector team that is responsible for the Canterbury region. Staff we spoke with confirmed the detector dog team makes unannounced visits to the prison and attends the site following requests from staff at other times.
 204. We noted the prison does not have a dedicated Site Emergency Response Team (SERT) to respond to any serious incidents of violence and disorder. We were informed that the nearest SERT is based at Christchurch Men's Prison and it attends the prison when necessary, although this can present challenges when it is needed urgently.

2020 Findings

- Finding 57. Cell searches were undertaken routinely to ensure the safety and good order of the prison.
- Finding 58. Rubdown searches we observed were conducted by female staff to a good standard and when necessary.
- Finding 59. The majority of strip searches took place in the Receiving Office and were conducted in a respectful manner.
- Finding 60. The prison shares resources such as the dog detector team and Site Emergency Response Team with other Canterbury prisons, which can present challenges when a priority response is needed.

Purposeful activity

Exercise

Inspection Standards

- All prisoners are able to spend at least one hour in the open air every day.
- Prisoners have access to physical exercise and recreational activities.

205. Minimum entitlements are set out in section 69 of the Corrections Act, and include physical exercise (as defined in section 70):
- Every prisoner (other than a prisoner engaged in outdoor work) may, on a daily basis, take at least one hour of physical exercise.
 - The physical exercise may be taken by the prisoner in the open air if the weather permits.
206. At the time of our inspection, the wāhine had good access to the exercise yards and some access to exercise facilities in the gym. We noted that wāhine in Wings 2 and 3 had no access to exercise equipment other than a basketball in the Wing 2 yards. We saw a stationary exercise bike, table tennis and badminton equipment in the Self Care Unit and Wing 1. Wāhine in the ISU could sit on bean bags in their yard or play with a sports ball and were offered time outside the unit to walk on the grass with staff (as were any wāhine accommodated in the Separates Unit).
207. The prison gym is large, clean and well equipped with a variety of exercise equipment that appeared to be in good working condition. At the time of our inspection, the gym was supported by the prison's full time Activities Officer. A second Activities Officer was in place prior to our inspection but had recently transferred to Christchurch Men's Prison.
208. The gym had a selection of recreation and Swiss exercise balls and hoops and nets so the wāhine could play basketball, volleyball and badminton. The Activities Officer said the wāhine could access a range of exercise classes including spin (stationary bicycle), yoga, dance, circuit training and weight-based training. The Activities Officer encouraged wāhine to join her outside the gym to exercise on the grass as well, which wāhine appreciated.
209. We were informed by the Activities Officer that wāhine must complete an induction assessment before they can exercise in the gym and if any risk factors are identified the wāhine must be assessed by the Medical Officer. The Activities Officer changed exercise activities according to the individual needs, fitness or physical capabilities of the wāhine.
210. The Activities Officer confirmed that wāhine in the lower security units (including the Mothers with Babies Unit) visit the gym on allocated days. The Activities Officer visits wāhine in the high security units regularly and ISU (on request) and some of these wāhine could access the gym on a case by case basis. The Activities Officer told us she found it difficult gaining access to wāhine in the units either because they were engaged in programmes or work or, in high security units, the wāhine were locked, cleaning or attending to their other needs during their limited recreational time. The Activities Officer wanted wāhine in the high security units to receive extra time out of their cells if they wanted to exercise.
211. Wāhine we spoke with in Wings 1 and 2 confirmed they gained access to the gym one day per week. Wāhine working in the kitchen could access the gym at least three times a week.

Several of these wāhine said they either wanted more time with the Activities Officer or more than an hour to exercise in the gym. Recently, many wāhine had taken part in a site-wide exercise challenge to encourage more physical activity in each unit.

212. The Activities Officer spoke with us about how some wāhine felt reluctant to visit the gym because they did not have suitable footwear. Staff were encouraged to donate used trainers in good condition and new sports socks for the wāhine. We saw a good selection of trainers available. Wāhine could collect trainers and socks when they visited the gym or regular users could keep these items in their cell.
213. The Activities Officer said many of the wāhine were concerned about their weight gain in prison. Wāhine typically blamed the national food menu. However, the Activities Officer said she had to regularly encourage wāhine to stop supplementing their meals with additional and often poorer food choices purchased through the prisoner canteen system. The Activities Officer said the wāhine typically did not respond positively to this suggestion.
214. We noted that during the COVID-19 lockdown earlier in 2020, the gym was closed. During this time, wāhine could exercise in their respective unit bubbles with the Activities Officer. Exercise booklets were also available to the wāhine so they could exercise in their cells. Wāhine were positive about this and some told the Activities Officer they had benefitted from the opportunity to have more exercise over this period than they usually did.

2020 Findings

Finding 61. Wāhine have access to fresh air to exercise, but this time is limited for those in high security units due to their reduced time out of cell.

Communication with family and whānau

Inspection Standards

- Prisoners are encouraged and receive practical help to communicate with family and whānau.
- Prisoners have regular access to telephones and other communications, subject to a risk assessment.
- Prisoners have regular access to mail, telephones and other communications, subject to a risk assessment.
- Prisoners are able to keep up to date with news and the outside world while in prison, where appropriate.
- Prisoner's family situation is identified and support planning undertaken to proactively assist them in maintaining contact with family.

215. Maintaining contact with family and whānau is important for the well-being and reintegration of wāhine following their release from prison. Most wāhine we spoke with told us there were too few telephones available in the units given the demand or insufficient time out of their cell or when they returned from programmes or work to keep in regular telephone contact

with family and whānau. Units with inconsistent or reduced time out of cell made it particularly difficult for wāhine to call when family and whānau were available.

216. We observed most telephones were located in common areas where there was high traffic and noise with little privacy. Privacy hoods were absent from all units.
217. Wāhine shared no concerns with us about the length of time it took for their telephone numbers to be approved.
218. Some wāhine we spoke with could have video calls with their family or whānau members.
219. There was no telephone for wāhine to use in the ISU or Separates Unit. At the time of our inspection, wāhine could make calls from a telephone in the staff office. Staff confirmed a telephone for the wāhine would be installed as part of refurbishment work being completed in these units.
220. Wāhine we spoke with confirmed they were able to write letters to their family and whānau regularly.
221. We noted that telephones in the units had notices placed nearby providing the contact details for the Office of the Inspectorate, the Ombudsman and other external agencies.

2020 Findings

Finding 62. Wāhine told us there were too few telephones available in the units at peak times and limited time to support regular contact with family and whānau.

Finding 63. Telephones were often located in high traffic and noisy areas which afforded wāhine little privacy.

Visits

Inspection Standards

- Prisoners have regular access to visits.
- Prisoners are aware of prison procedures and their visits entitlements.
- Prisoners and their visitors are able to attend visits in a clean, safe and respectful environment which meets their needs.
- Visitors are informed about search procedures, and understand their right to refuse the search and leave the prison.
- Child visitors are searched only when there are reasonable grounds. Reasons for the search should be explained to the child, who should be searched in full view of his/her guardian.
- Visits areas are child friendly and allow for physical contact.
- There is special provision of visits for children at times which are least interruptive of their education and other activities.

222. Visits take place five days a week between 9-11am and 1.30-3.30pm. Each unit wing receives one timeslot per week. Most visiting times were during school hours, which limited the ability for mothers to receive visits from their school-aged children. Only those wāhine in the Self Care Unit or Wing 1 units had visits on Saturdays, which was the most popular time. Wāhine who, due to their offending, must be kept separate from children received their visits on Sundays in line with the Child Protection Policy
223. The Visits Centre had recently been refurbished and was a large light, inviting room with new soft furnishings and brightly painted murals. The room had a dedicated children's play area, equipped with a good assortment of toys, books and other play equipment, including an indoor slide. The Visits Centre was also equipped for booth visits and there were several other small meeting rooms available. An adjoining whānau room had couches, a cot, toys and blackboard paint on some walls. We noted plants and produce grown by wāhine working as grounds staff were often available to visitors to take home.
224. Staff told us that a maximum of three adults could visit a prisoner, but an unlimited number of children could also attend. Special visits were available on application, and wāhine we spoke with told us prison staff were willing to accommodate their special visit requests when appropriate. Special visit times were extended, in some cases for up to two hours, which wāhine said made a huge difference compared to the time available for a normal visit.
225. Several wāhine we spoke with said they do not have any visits as their families are required to travel a long way to visit and it is too expensive.
226. We observed some visits taking place and saw wāhine wearing orange overalls zipped at the back to prevent the introduction of contraband. We observed visitors greeting staff in a friendly way and generally looking comfortable during their visit. Staff monitoring the visits area remained at the back of the room and observed the interactions without appearing intrusive.
227. The Visits Centre included a separate baby bonding room for wāhine, who could not or did not want to have their child with them in prison, to feed and bond. The room was also used for special visits so whānau could spend time with mothers and babies residing in prison together. Staff told us the baby bonding room was a popular space for mothers to use with their children.
228. We found the baby bonding room to be well equipped with an open plan kitchen/lounge and bathroom. There were also a range of toys, a cot, a dining room table and chairs, and a courtyard. Attached to the baby bonding room was a room used for storage (but was originally intended to be a sleeping area for mothers and their babies).

2020 Findings

- Finding 64. Wāhine generally had good access to visits with family and whānau, but visit times were not always convenient for school-aged children.
- Finding 65. The visiting areas were well equipped, inviting and child friendly. Wāhine appreciated being able to use the whānau room and baby bonding room.
- Finding 66. Some wāhine did not have visits with their family and whānau because of the geographical distance and travel time to the prison.

Library

Inspection Standards

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

229. The prison has converted a small room into a library, which is open three days a week. The library is supported by one part-time staff librarian and a wāhine who works as a library assistant. The library had a catalogue available so wāhine could choose their own books without having to visit the library.
230. The prison relies on book donations from the community and resources printed from the internet to stock the library. During our inspection, we found the library had a selection of suitable non-fiction and fiction books, magazines, a small selection of large print, books in Te Reo and about Māori culture and history, graphic novels, and jigsaw puzzles. There were also colouring pages available, and a small collection of foreign language resources.
231. Each unit wing has a scheduled time to visit the library, with up to 12 wāhine able to visit at a time. Each wāhine receives a library induction when they first visit. The librarian delivers any ordered books to the units weekly.
232. Data we reviewed for the six-month period 1 September 2019 to 29 February 2020 showed the library is well used. A total of 1,791 items were issued to 125 borrowers during this period. All the wāhine we spoke with about the library said they enjoyed their visits.

2020 Finding

Finding 67. Wāhine have good access to library resources and reading material.

Religious or spiritual support

Inspection Standards

- Prisoners are supported by the chaplaincy, which contributes to prisoners' overall care, support and rehabilitation.
- Prisoners' freedom of religion is respected, and they are able to practice their religion.

233. The prison has two part-time Chaplains available to the wāhine each week Monday to Friday. The prison has a chapel, however this space has for some time been used for programme delivery during the week. The Chaplains provide weekly church services in each unit wing and volunteers deliver a Sunday service for wāhine in the chapel (depending on COVID-19 alert levels). The Chaplains offer predominately Christian services but can facilitate support for other faiths either themselves or through the use of suitable volunteers. The Chaplains also offered wāhine access to general pastoral care support and bible study classes.
234. The Chaplains confirmed they provided wāhine with bibles on request as well as other bible study material or faith-based books, pamphlets and resources.

235. Wāhine we spoke with told us they all knew how to, and could, gain access to the Chaplains on request. The Chaplains told us they conducted regular visits to the units and staff were supportive. However, they found it difficult to access private space in the unit wings to offer pastoral care to wāhine.
236. One wāhine we spoke with told us the Chaplains were very supportive and had an excellent relationship with the wāhine. She also told us she had observed an increase in the number of wāhine attending church services.

2020 Finding

Finding 68. Wāhine have good access to chaplains and other faith-based support.

Supporting prisoner well-being

Inspection Standards

- Prisoners can access out of cell activities which promote learning, well-being and support rehabilitation.

237. Prior to COVID-19 lockdown restrictions, the prison had received a good level of support and engagement from volunteers. Some volunteers had since expressed an interest in resuming activities at the site. Volunteers frequently represented charitable organisations such as the Howard League and Pillars, and offered wāhine a wide range of classes including literacy, quilting, and arts and crafts.
238. In most units we found wāhine had access to activities including puzzles, playing cards, colouring in pages, sudoku and board games. Throughout the prison we spoke to some wāhine who enjoyed access to basic art and knitting equipment. Yoga classes for wāhine on remand were due to commence following our inspection.
239. At the time of our inspection no volunteers were visiting the prison. The Prison Director told us she had decided to stop volunteers from visiting for the time being as the site did not have a dedicated volunteer co-ordinator to oversee volunteer induction and safety. Currently, the volunteer co-ordinator is a shared resource responsible for volunteers across all three prisons in the Canterbury region. The Prison Director was actively working on identifying an appropriate solution so volunteers could recommence their visits as soon as possible. After our inspection, when we returned to the prison more than three months later, volunteers had still not been able to return.

2020 Findings

Finding 69. Wāhine have good access to suitable activities that supports their well-being.

Finding 70. Volunteers were not visiting the prison at the time of our inspection as there was no dedicated volunteer coordinator.

Offender Plans

Inspection Standards

- All wāhine have an offender plan.
- All wāhine receive support to achieve the targets in their offender plans and progress through their sentence.
- Trans prisoners have individualised support plans that address their specific needs and requirements and are regularly reviewed.

240. Custodial staff are expected, through their daily interactions, to actively encourage wāhine to make positive changes in their lives. Units are expected to have regular Right Track meetings where prison staff, including case managers, meet and share information about the offender plan progress for wāhine. Records we reviewed for each unit confirmed Right Track meeting were regularly held by staff in each unit.
241. It is expected that every wāhine has ready access to a custodial staff member in their unit who is allocated as their case officer.³² At the time of our inspection, many wāhine we spoke with had been allocated a case officer. Corrections data we reviewed on 30 September 2020 showed only 56% of wāhine were allocated a case officer within the required timeframe.
242. Case managers motivate and work with wāhine to develop an offender plan (including a release plan), which identifies any immediate needs and rehabilitation and reintegrative needs. At the time of our inspection, the case management team was fully staffed.
243. Wāhine we spoke with during our inspection confirmed they had no issues accessing their case managers and most of the wāhine knew how they would spend their time completing their sentence. Prisoner files we reviewed confirmed wāhine had offender plans in place.
244. During our inspection, we reviewed the Case Management Standards of Practice results for the six months to 29 February 2020. Overall, the prison was achieving good results across all Standards of Practice, including 100% for having an initial contact with a prisoner in the first 20 days of their arrival and for the timely production of initial offender plans.

2020 Findings

Finding 71. Some wāhine were not allocated a case officer in the required timeframe.

Finding 72. Wāhine had good access to and support from their case managers.

Finding 73. Case managers were achieving good results across all of their Standards of Practice.

³² A case officer is a senior corrections officer or corrections officer who is assigned to an individual prisoner to support their rehabilitation and act as the conduit between the prisoner and their case manager.

Education

Inspection Standards

- Education and vocational training programmes are offered in line with the needs of the learners.

245. Throughout our engagement with wāhine and staff, overall, we found the prison had a positive commitment towards wāhine learning. Education tutors had good engagement and relationships with wāhine, case management staff and relevant external learning agencies.
246. Our review of Corrections data showed wāhine were gaining access to a range of education programmes including Learning Pathways, which included literacy, numeracy and dyslexia assessments, Secure Online Learning, self-directed learning,³³ the Parenting Support Programme, Storytime and the Brainwave Trust's Growing Better Brains programme. Corrections data we reviewed for the period 1 September 2019 to 29 February 2020 showed 114 education assessments were completed.
247. Staff we spoke with said the Kia Rite³⁴ programme was helping to remove many barriers for wāhine early so they could focus and engage in learning opportunities. The Kia Rite programme was introduced to help induct, support and offer coping strategies to wāhine arriving in prison. The three-week programme is delivered by programme facilitators with support from custodial staff, the Trauma Counsellor, case managers and the Social Worker. From 1 July 2019 to 29 February 2020, 20 wāhine completed the Kia Rite programme and three did not.
248. Prisoners are screened for dyslexia on an as needed basis, and this information should be recorded in IOMS.³⁵ This does not always happen, however, and custodial staff may be unaware of prisoners with dyslexia who require additional support to read or complete forms and fully participate in prison life.
249. In the six months prior to 29 February 2020, wāhine at the site completed their New Zealand Certificate in Foundation Skills Levels 1 and 2, learner driver licence, first aid and other industry focused qualifications (e.g. hospitality, forklift driving and traffic control).
250. Wāhine we spoke with were pleased to obtain their learner driver licence while in prison as it allowed them to get a clear form of identification, which assisted with opening bank accounts and obtaining other official documents, such as birth certificates, on their release.
251. The prison also has an onsite hair salon that offers an industry standard training programme delivered by the Hair and Beauty Industry Training Organisation (HITO). This provides wāhine with a qualification in hairdressing and transferable work skills on release. Sentenced wāhine can start the programme at any time. Those due to be released can continue their training in the community.
252. The Secure Online Learning suite was well equipped but not in use at the time of our inspection. Staff anticipated that the suite would be operating again soon. The suite had 10

³³ Education tutors were running a series of study groups each week for self-directed learners to help support their studies.

³⁴ Kia Rite, a programme designed for wāhine who are new to prison, is based on the principles set out in Corrections' Women's strategy and takes a gender informed and kaupapa Māori responsive approach.

³⁵ Integrated Offender Management System.

computers and up to three online leaning classes were available per week, including for learner driver licence.

253. Education and other programme delivery staff had access to a limited number of classrooms. Many classrooms either needed updating or had become multi-purpose spaces so they were not considered the best learning or therapeutic environments. There was also a shortage of interview rooms to undertake individual assessments with wāhine as available rooms were shared with ACC counsellors.

2020 Findings

Finding 74. Wāhine have access to a good range of education programmes.

Finding 75. Education and other programme delivery staff have access to a limited number of classrooms and other appropriate areas to undertake assessments.

Rehabilitation

Inspection Standards

- Appropriate interventions are provided to reduce the likelihood of reoffending and promote successful reintegration.
- Rehabilitation programmes, targeting the specific needs of the prisoner, are available and accessible.
- There is good cooperation and communication between the prison and social support organisations, including those that deliver rehabilitation programmes in the prison.
- A balanced and comprehensive programme of activities is provided that is gender responsive.

254. Rehabilitation programmes help wāhine address the attitudes and behaviour that may have led to their offending and supports them to develop the skills required to avoid re-offending after release. Rehabilitation programmes are available to all sentenced and remand convicted³⁶ wāhine, with most programmes available to those identified as a moderate to high risk of reoffending.
255. At the time of our inspection rehabilitation programmes available included Kowhiritanga,³⁷ the Short Rehabilitation Programme, the Short Motivational Programme, a Maintenance Programme and an eight-week Alcohol and Other Drug Intensive Programme (with Aftercare support). Individual treatment with a psychologist was also available and, at the time of our inspection, four wāhine were waiting to access this service.

³⁶ Remand accused prisoners cannot access offence-focussed treatment programmes because their offending has not been proven in court. Instead focus is given to their education and reintegration needs.

³⁷ Kowhiritanga which is a medium-intensity group rehabilitation programme for wāhine identified as having a moderate risk of reoffending. It is delivered by trained facilitators. The focus is on the attitudes and behaviours that contributed to prisoners offending. It teaches skills and new ways of thinking.

256. From 1 July 2019 to 29 February 2020, 24 wāhine completed a rehabilitation programme and 10 wāhine were exited. From 1 July 2020 to 28 February 2021, 43 wāhine completed a rehabilitation programme and 12 did not.
257. At the time of our inspection, with the reduced prison population, there were fewer wāhine considered to be motivated and suitable for the considerable number of rehabilitation programmes, education and work opportunities available on site. Our discussions revealed competition between staff to fill such a range of opportunities and this pressure was transferred to wāhine who felt they had little influence over what they attended and when. We were encouraged to hear that staff were trying to manage the situation by having wāhine attend programmes in the morning and work in the afternoons.
258. During our inspection, placing wāhine on Kowhiritanga was understood to be a priority among staff and staff shared their concern that attendance might not be in a wāhine's best interests (at that stage of their sentence). In contrast, other wāhine we spoke with said the timing of programme delivery (some rehabilitation programmes can only be delivered a few times per year) did not work with their release or Parole Board hearing dates, or their remand status prevented them from attending programmes altogether.

2020 Finding

Finding 76. The prison offers a good range of rehabilitation programmes. However, due to competing demands it was often difficult to identify sufficient numbers of suitable wāhine to participate.

Work

Inspection Standards

- All prisoners, where possible, can engage in work that is purposeful, benefits them and increases their employability.
- Prisoners' health and safety is safeguarded during all work activities to the same standards as in community based work.
- Prisoners receive a fair incentive payment for the work they perform.

259. The prison offers a good range of work opportunities for wāhine which are well supported by industry staff. At the time of our inspection, 64 wāhine (71%) were working in the prison, with 30 in industry-related work including horticulture (10), the kitchen (9), sewing (6),³⁸ and painting (5).
260. Unit-based work opportunities included cleaning, meal server, and clothing/kit locker management. Wāhine also worked cleaning the administrative parts of the prison, doing grounds maintenance, laundry or assisting in the prison library. Wāhine in the ISU or Separates Unit did not have access to work.
261. The sewing room is a key industry for the prison. Wāhine learn to make items such as clothing, underwear, sheets, curtains, shower curtains, pillowcases and work overalls for

³⁸ Six wāhine work in the sewing room learning general sewing skills, and making and using patterns. Wāhine gain NZQA qualifications (NCEA Levels two and three).

kitchen workers for all prisons nationally. At the time of our inspection, the sewing room had a high number of work orders to fill due to the volume of orders received.

262. The kitchen has been renovated since our 2018 inspection and has increased in size. There were plans to increase the number of wāhine working in the kitchen after the new accommodation block opens so meals for prisoners at Rolleston Prison could be prepared.
263. As mentioned earlier in this report, at the time of our inspection, the prison laundry was temporarily closed. Wāhine we spoke with, who usually worked in the prison laundry, told us they were recently reassigned to work in the kitchen one day a week.
264. Staff told us wāhine are often needed to work in essential areas such as the kitchen, laundry or sewing areas, however not all wāhine are eligible for work due to their security classification.
265. Industry staff are managed by principal instructors who are based at Rolleston and Christchurch Men's Prisons. Instructors found this separation at times challenging.

2020 Findings

Finding 77. A good range of training and work opportunities are available to wāhine.

Finding 78. Principal instructors based at Christchurch Men's and Rolleston prisons manage the industry instructors at Christchurch Women's Prison, leading to challenges in day-to-day oversight.

Reintegration

Inspection Standards

- Prisoners are able to keep up to date with news and the outside world while in prison, where appropriate.
- Prison management actively prepares prisoners for their release by facilitating access to post-release services.
- Prisoners with continuing health and social care needs are prepared and assisted to access appropriate services in the community prior to their release.
- Prisoners with drug and/or alcohol problems are prepared for release and have access to appropriate support and continued treatment in the community.
- Prior to release, prisoners have an up-to-date plan for addressing outstanding rehabilitation needs, which is managed in partnership with Community Corrections.
- Prisoners are given all necessary practical support and support information ready for their day of release.
- Pre and post-release reintegration programmes are available and are gender responsive.

266. Wāhine are provided with a range of reintegration initiatives that aim to equip them to engage with their communities and reduce re-offending when they leave prison. With only three women's prisons in New Zealand, staff are required to maintain reintegration networks over a much larger geographical area compared with staff working in men's prisons. This is because wāhine released from prison may return to many different parts of the country.
267. Case managers start their release planning for wāhine during their initial contact, including engagement with whānau to ensure support upon release. Contact with whānau, often in the form of reintegration hui, continues up to a wāhine's release date to ensure appropriate and up-to-date planning and support systems are in place. Two wāhine we spoke with told us a reintegration hui had been arranged with their whānau in preparation for their upcoming release. Case managers we spoke with said they had a good working relationship with Community Corrections staff, which is important during transitions from prison to the community.
268. Data we reviewed for 1 September 2019 to 29 February 2020, showed case managers were completing all of their Parole Board reports within the required timeframe and were achieving between 95% and 100% across all other Standards of Practice.
269. Wāhine who are nearing release may also be eligible to participate in Release to Work (RTW), a temporary release allowing wāhine to work in the community.³⁹ This can lead to permanent employment on release. At the time of our inspection, one wāhine was on RTW and another had recently been released who had been offered full-time work by her RTW employer. The

³⁹ RTW is available to minimum security prisoners who are serving a sentence of 24 months or less, or have reached their parole eligibility date, or are within 12 months of their sentence end date; and low and low-medium security prisoners who have a release date set by the New Zealand Parole Board.

Principal Case Manager said the low number of wāhine accessing RTW was due to limited employment opportunities available and more wāhine were being released at their first Parole Board appearance.

270. For the period 1 September 2019 to 29 February 2020, only one of two applications for RTW were approved. During our inspection, two meetings occurred with local employers to try to secure potential employment opportunities for the wāhine. We understand the RTW broker for the prison is shared across all three prisons in the region.
271. Guided Release⁴⁰ offers wāhine serving longer sentences targeted reintegration support to reconnect them to their community. During a Guided Release outing a case manager will assist wāhine to address their immediate needs, such as finding accommodation, opening bank accounts, looking for work and applying for benefits. At the time of our inspection, the prison did not have a case manager dedicated to managing Guided Release. Instead, each case manager prepared applications and undertook Guided Release activities with those wāhine on their caseload who were approved for Guided Release.
272. For the period 1 September 2019 to 29 February 2020, 22 wāhine applied for Guided Release and 20 were approved. At the time of our inspection, four wāhine were undertaking Guided Release. The wāhine attended meetings with Community Corrections, undertook driving lessons and sat their practical driving tests, opened bank accounts and visited their intended supported accommodation addresses in the community.
273. Wāhine on remand were able to access the Out of Gate service which is delivered for the prison by a community-based service provider He Waka Tapu.⁴¹ Out of Gate is a reintegration navigation service available to people in prison on remand or serving short sentences for a period of up to six months post-release.
274. Wāhine can also access supported accommodation services on release which are provided by Prisoner's Aid and Rehabilitation Societies (PARS) and the Salvation Army.
275. Wāhine who are due to be released, commencing RTW or attending job interviews have the opportunity to go to the prison's hair salon, so they feel well presented and confident go into the community. Wāhine can also access appropriate clothing via the Dress for Success programme when they are attending an interview.
276. Shortly after our inspection, the General Election took place.⁴² During our inspection, staff confirmed that 41 out of 49 eligible wāhine had submitted special votes prior to election day, and it was expected other wāhine would choose to vote on election day. Wāhine we spoke with who had already voted said this was a positive experience.

⁴¹ Guided Release outings allow prisoners to gradually re-establish themselves in the community. Prisoners are supported to address their immediate needs before their release.

⁴¹ He Waka Tapu is a Kaupapa Māori organisation located in Christchurch focused on working with whānau and individuals that want positive health and wellness.

⁴² On Saturday 17 October 2020.

2020 Findings

Finding 79. Wāhine can access a good range of reintegrative opportunities, including Guided Release and Out of Gate.

Finding 80. The prison had few Release to Work opportunities. However, we acknowledge the prison's ongoing effort to source employment.

Finding 81. Eligible wāhine were able to vote in the General Election and this proved to be a positive experience.

Prison Staff

Inspection Standards

- All prison staff, who work with prisoners, have the necessary knowledge, skills and attitude, and are trained to work in line with professional and human rights standards.
- There is an adequate number of custodial staff to manage prisoners safely.
- Staff are good role models for prisoners and relationships between them are professional, positive and courteous.
- Prisoners have a dedicated member of staff who supports them to make positive changes in their lives.
- Prison staff include a sufficient number of specialists, which could include social workers, teachers, trade instructors, counsellors and psychologists.
- Women's prisons are staffed predominantly by women, including in senior roles.
- All staff working in women's prisons have completed training in the gender-specific needs of women and gender sensitivity.
- Trans prisoners are supported by appropriately trained staff.

277. The prison staff were comprised of approximately 85% women and the management team were predominantly women. Staff ethnicity reflected that of the local community.
278. Corrections demands a high standard of conduct from all employees, and staff are expected to role model pro-social behaviour. Wāhine we spoke with told us most staff were good role models, but at times they received inconsistent responses or support from some staff. Wāhine told us that the trauma counsellor and social worker are important sources of support.
279. Staff across the prison, including the management team, told us insufficient staffing levels was the biggest challenge for the site. Staff said the prison had too few staff to effectively meet the often complex needs of the wāhine. With a small team of staff, the care and treatment of wāhine was often adversely impacted when unplanned events, such as medical escorts, required staff to be temporarily redeployed.
280. One manager told us that the Workforce Development Project (WDP)⁴³ model showed the prison had sufficient staff numbers, however, the prison had changed considerably and current staffing levels were not well aligned to the prison's requirements. Furthermore, as mentioned earlier in this report, several staffing resources were shared with the other two prisons in the Canterbury region. Staff we spoke with said the prison should be independent of the men's prisons to be truly gender-responsive and deliver the level and type of support the wāhine needed.

⁴³ Following a review of the WDP in 2002, a new staffing model for across all prisons was introduced by the Department.

281. During our inspection we were concerned to learn about the frequency that custodial staff were redeployed from their core duties to cover staff vacancies in other parts of the prison or units were unexpectedly locked down. This meant custodial staff were often unfamiliar with the wāhine and the unit routines, which caused tension and heightened the risk to staff and wāhine. Managers were also often redeployed to assist with medical escorts off site and court appearances. Staff told us it was common for units to be locked down unexpectedly to enable medical escorts to be supported.
282. Despite the concerns about staffing levels, staff spoke favourably about the prison's staff culture and morale. Education and health staff spoke highly of the support they received from custodial staff. During our inspection we observed many examples of positive role modelling and good team culture.
283. Many prison staff told us about their need to access on-going training and professional development opportunities. In particular, specialist training in areas such as the ISU and Mothers with Babies Unit.
284. Records we reviewed showed some staff had recently completed the Corrections' Trauma Informed Practice training, which was originally delivered to staff in 2018. Staff working in the ISU had also attended a suicide prevention course recently.
285. A support network for male staff working in the prison had been established to support the role of male staff within a women's prison. The support network explored the need for continuous, positive male role modelling and effective engagement with the wāhine. Wāhine we spoke with were supportive of the male staff on site because they offered opportunities for a different perspective on issues and were considered to be very supportive of the wāhine generally.

2020 Findings

- Finding 82. Staff told us there were too few staff to respond to the complex needs of the wāhine. Staff culture and morale were positive. The prison is staffed predominantly by women, including in senior roles.
- Finding 83. Specialist training available to staff working in the ISU and Mothers with Babies Unit is not currently provided on a regular basis.

Appendix A – Images



Image 1. Visits centre



Image 2. Visits centre – children's play area

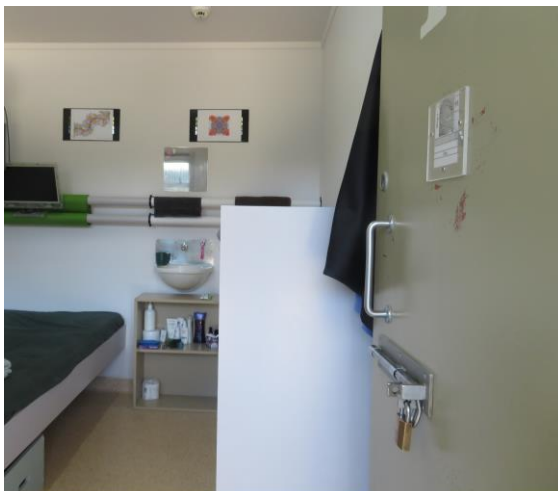


Image 3. Wing 1 remand cell



Image 4. Wing 1 sentenced cells



Image 5. Self Care Unit villas



Image 6. Mothers with Babies Unit play area



Image 7. Wing 3 internal yard



Image 8. Gym

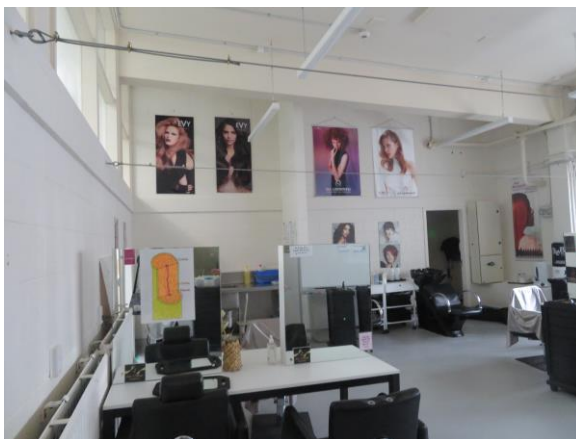


Image 9. Industry – hairdressing training



Image 10. Industry – sewing room



Image 11. Kitchen

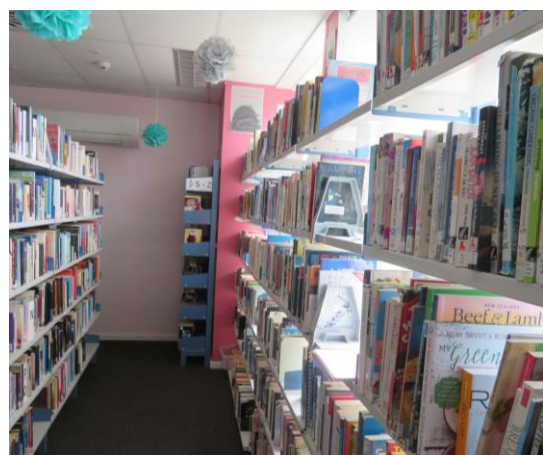


Image 12. Library

Appendix B – Corrections' response



23 June 2021

Janis Adair
Chief Inspector
Department of Corrections

By email: janis.adair@corrections.govt.nz

Tēnā koe Janis

**Re: Draft Report on Christchurch Women's Prison (CWP) Announced
Inspection October 2020**

On behalf of Deputy Chief Executive Health, Juanita Ryan, and myself, thank you for the opportunity to respond to the draft inspection report.

We were pleased that overall, the report noted women at CWP had access to a good range of education, rehabilitation, training, and reintegration opportunities, felt safe from bullying and violence, and staff were compassionate and professional.

The report also noted positive interactions with health staff, including proactive health screening and vaccinations. We were encouraged to read there was good support in terms of mental health care and counselling, women were well supported during pregnancy, and the Mother with Babies unit was considered a pleasant and well-maintained environment.

As you are aware, recently a programme of work has been established to drive the transformation of our three women's prisons into a cohesive network, underpinned by a trauma informed operating model, tailored specifically to the needs of women. This will involve working alongside the Te Mana Wāhine pathway to develop a programme for the Women's Prison Network focusing on the design, implementation and embedding of a gender responsive operating model, including a review of the maximum security classification for women. We have acknowledged some of the challenges and are collaborating to identify and implement practical and sustainable improvements including the integration of the Women's strategy into staff practice and culture.

There have been several improvements at CWP since your inspection which I wish to highlight including:

NATIONAL OFFICE, WELLINGTON

Freyberg Building, 20, Aitken Street, Thorndon, Wellington 6011 Private Box 1206, Wellington 6140 Phone +64 4 460 3000

 www.corrections.govt.nz

- The appointment of a Pou Tikanga role to support the site to improve its cultural capability
- Development of the Te Puawaitanga o Otautahi service delivery for women who have babies on site or are pregnant
- Progression of the Mana Wāhine Pathway, including completion of a co-design process by a group consisting of Māori partners and women with lived experience
- Establishment of the Waka Korero reference group consisting of women representatives from each unit. The site's reference group membership includes a transgender representative to support greater recognition of their particular needs and how we can better provide support
- Implementation of Making Shifts Work
- Progression of the modular unit construction

The site anticipates occupying its newly constructed modular units from 30 August 2021 which will provide additional programme and living spaces and upgraded facilities and allows for other essential maintenance work to be undertaken in other units.

The site moved to the new Making Shifts Work roster in March 2021 and this determines that most staff now work 10 or 12 hour shifts. This allows for an increased unlock time and improved routines for women, including mealtimes which are more closely aligned with "normal" dining times. Breakfast is now served from 7.00am and dinner from 5.00pm.

While many staff find the increased number of days off beneficial, it has highlighted several staffing challenges and limits the number of staff available to cover unplanned absences. The site roster is currently under review, and while staff still have a view that the prison is short staffed, the site is in fact fully staffed. A Work Force Manager has been established on a fixed term basis to coordinate leave, training, and other requirements to optimise available staff and respond when the site is low in staff.

I was pleased to note the positive feedback about the Receiving Office staff. This is a specialist role, with the site having staff funded to deliver services Monday to Friday only. There are no receiving staff at weekends or on public holidays, and Principal Corrections Officers must complete essential prisoner reception processes, accessing phone support from Christchurch Men's Prison (CMP) as required.

We acknowledge Receiving Office staff manage all aspects of AVL use including the movement of women to and from the facility alongside undertaking all prisoner property management responsibilities. We note this does impact their ability to manage aspects of their role and work needs to be prioritised which can cause delays such as property processing.

The report provided positive feedback regarding new arrival processes, noting that women were satisfied with their experience of custodial and health staff.

Each new arrival is provided with a free \$5 phone card to enable contact with their family/whānau. Support for pregnant women on arrival is an ongoing piece of work and falls within the Te Mana Wāhine pathway, this includes the provision of information for those likely to be eligible to apply to have their baby in prison.

Women told inspectors that there were insufficient pay phones in the units for them to access. Additional phones are being sought for the units to address this and it is anticipated this will be complete by 30 September 2021.

The Modern Prisons project currently underway, for which CWP is a trial site, is trialling digital communication and connectivity related initiatives including the use of cell based technology which will enable women to contact approved numbers directly. A trial of this specific initiative is currently scheduled at CWP for November 2021.

The report noted that there were inconsistencies in the way in which staff responded to complaints. A new process has been introduced which ensures all complaints are forwarded to managers, in a sealed envelope, before being allocated to the relevant staff member. Secure mailboxes are in the process of being placed in each unit to facilitate this.

The report stated there were limited opportunities for wāhine Māori to connect with their culture and customs. Significant ongoing work is underway to strengthen CWP's practice in this area, including:

- Appointment of a Pou Tikanga, reporting to the Prison Director and a member of the site senior leadership team, to improve site cultural capability, advise on tikanga matters and provide appropriate cultural support and guidance for women
- Development of the Pou Tūhono role to support wāhine Māori to connect with whānau, hapu, iwi
- Development of the relationship with Te Puawaitanga o Ōtautahi to provide culturally supportive services to women in Mothers with Babies Unit and hāpu wāhine
- Establishment of a Kapa Haka group which meets at least weekly. All women are able to attend subject to risk assessments.
- Support for babies to attend Kohanga Reo
- Engagement with Māori midwifery services to provide an alternative care option for women
- Out of Gate services provided by kaupapa Māori provider (He Waka Tapu)
- Navigation services to support reintegration provided by kaupapa Māori provider (Ngā Maata Waka)
- Appointment of a Pathways Lead for the Mana Wāhine Pathway and ongoing work to prototype a range of concepts arising from the co-design work undertaken with kaupapa Māori service partners
- The site now supports a monthly Ratana church service undertaken in Te Reo Māori

- The progression of the Mana Wāhine Pathway which over time will deliver a seamless, end to end, Kaupapa Māori pathway for all women, whether in prison or the community, and with a particular focus on wāhine Māori
- Monthly visits from Kaiwhakamana who meet with women over a shared kai

The site has obtained approval to mix women of different classifications for the purpose of tikanga Māori activities, including Kapa Haka. The significance of these activities and their limited availability on this small site make this a necessity.

While the Mothers and Babies Unit was observed to be well maintained and having a child friendly environment, the report noted there were too few custodial staff available who had received appropriate training to work with mothers and babies. However, the site now has an early childhood education qualified contracted provider on site most days of the week as part of the Te Puawaitanga ki Otautahi contract. This role supports mothers and custodial staff. Work is underway at National Office to develop further training for staff.

An exemption has been provided by the Regional Commissioner for the need for staff to wear SRBA whilst on escort with women and their baby. An alternate uniform will also be worn for off site escorts.

The report noted that pregnant women were well supported and had access to appropriate midwifery services. Additionally, all pregnant women are automatically offered an additional mattress and pregnancy diet, they no longer need to request this. Also, a supply of maternity clothing and bras is now available on site.

During the Inspection, it was identified that a baby on site had not been registered with a medical practitioner. This has been addressed and all babies are now enrolled in a health care facility.

National guidelines around the removal of babies from a Mothers with Babies Unit are being developed by the National Office Women's Team. The site is also engaging with Oranga Tamariki to establish a more supportive approach to managing situations where there are concerns for a baby's wellbeing.

The report identified women in self care were no longer escorted to do supermarket shopping and that the anticipated move to online shopping had not eventuated. A plan is in place to provide opportunities for individual and small groups of women to shop as part of their reintegration plan. This is currently subject to staff availability but is anticipated to be in place by the end of July 2021.

The Inspectors noted that the health team presented in a proactive, professional, and compassionate manner. Access to dental services was identified as an area for concern with waiting lists. There has been improvement in this since the visit, including:

- The health team working closely with custodial services and contracted Dental Service to monitor and maximise appointment opportunities for wāhine, accordingly, the wait list has reduced to around 12 weeks, a significant improvement since early 2021. We anticipate this waitlist will continue to reduce. Staff have been proactive in ensuring cancellations or gaps are followed up appropriately.
- We are seeking additional appointments with the provider to further reduce the waitlist
- CDHB Dental Service have provided education to upskill nurses relating to the triage of wāhine with acute dental issues so that the Wahine most in need are seen first
- A draft Options paper has been submitted to National Office Health team in order explore alternative options to dental service delivery across the Canterbury prisons to improve service offered.

The report highlighted the challenges around accessing custodial support which is critical to enable health appointments to occur. Since Making Shifts Work has been implemented at CWP, the site has been able to provide a dedicated custodial resource each day.

Women with mental health needs were reported to be well supported. The pilot Mental Health Nurse position has now been permanently established as a Clinical Nurse Specialist, Mental Health, and a single point of entry process has been implemented to ensure a timely, responsive, and integrated approach to service delivery. The site also has a Trauma Counsellor, Mental Health Clinician and access to ACC sensitive claims counsellors and packages of care to address specific mental health needs.

It is pleasing to note that interactions with women accommodated in the ISU were engaging and respectful. However, we acknowledge the needs of individual women in ISU were not always reflected in their plans and there was some blanket practice evident.

The Health Team are currently facilitating weekly Multidisciplinary Team (MDT) meetings to discuss how best to support individual wāhine in the ISU. It has been recommended that MDT outcomes be appropriately reflected in individual care plans. A SCO role has also been reallocated to the ISU to provide leadership, consistency, and structure. This will be evident in an increasingly individualised approach to care. The site will be seeking funding for this to be a permanent position.

Some refurbishment of the ISU and Separates has occurred however there has been no substantive change in terms of amenities or design. It is intended to increase overall staffing in these areas, with the addition of an SCO already in place, to mitigate the limitations of these spaces. Additionally, the strengthened mental health care capacity of the site means that an increased level of support is available.

The site ensures that a thorough debrief is held after uses of force. Non-custodial managers often run these debriefs, and this has been found to be beneficial because it provides a more neutral approach (rather than having a senior custodial manager undertaking these). All debriefs have a custodial manager present and the Prison Director signs off the reviews in line with policy. While it was noted by Inspectors that debriefs do not always happen after significant events, there has been an improvement in this since the inspection was undertaken.

We note that the Inspectors found rubdown searches were conducted to a good standard, cell searches were undertaken routinely and that strip searches were conducted in a respectful manner. In the new Induction Booklet being developed for new arrivals into prison a description is provided of what to expect during a strip search. This is intended to remove some of the anxiety associated with these searches and to ensure that women understand how these searches should be conducted.

Your report noted that women generally had good access to visits with family/whānau although visiting times limited the ability of school aged children to visit. Work is underway to address this specific issue, with an anticipated implementation date of August 2021. It is also anticipated that the Modern Prisons project will enable women to have online visits with whānau who are not located in the Christchurch area, and children outside school hours.

Work is also currently underway to provide support for older children during visits for example through the provision of Playstations, so that women can interact with their children. Also, as part of the Mana Wāhine Pathway support has been sought for the establishment of a whānau liaison role to help women to better connect with whānau, including assisting those whose whānau live some distance from the prison.

At the time of the inspection it was noted volunteers were not being utilised to deliver services on site due to the absence of a Volunteer Coordinator and the potential risks that this presented. The site has since funded a fixed term position and has also sought funding for a permanent position. The return of Volunteers to the site has been positive for women.

Case Management were found to be achieving good results and providing good access and support for women. It was noted, however, that some women had not been allocated a case officer. This continues to be an issue, an approach to address this is being implemented.

Women had good access to education programmes, and it was noted that the Kia Rite programme for women new to prison was helpful. The Mana Wāhine Pathway is expected to deliver access to additional education activities as well as a suite of Kaupapa Māori focused activities. Issues related to access to classrooms should be addressed with the opening of the modular build in August 2021.

The decreasing number of women on site does create challenges around meeting programme and employment targets. There are several competing demands related to programme participation and the delivery of essential industries such as the kitchen (the largest employer on site). The region is considering various resourcing scenarios to support this.

Your report noted a low uptake of Release to Work (RTW). Recently Corrections has signalled a closer alignment between the work of prison based and community based employment resources to enable a more joined approach in terms of supporting women into employment. A declining prison population has meant there are fewer women in prison who are eligible or suitable for RTW opportunities, in addition to a tighter job market. One new initiative is driver licensing, up to full license, in association with Nga Maata Waka. This will go some way to improving the employability of women in prison.

Additional support in the reintegration space is provided by navigators who are employed by Nga Maata Waka to deliver services, along with the Out of Gate Service delivered by He Waka Tapu.

Conclusion

Prison inspections play an important role in building a culture of continuous improvement for Corrections and many of the opportunities to improve take time to implement successfully.

Overall, the report contains much that is positive. It recognises that the site is on a journey and while it has made gains there is still work to be done. It is pleasing to note, however, that CWP is recognised as a safe place for women, and their babies, and that staff are attempting to engage in professional and compassionate ways. There is a sense of optimism in the future.

I trust you are satisfied with our response to the draft report. Please advise me if you have any concerns or questions about the information provided.

Ngā mihi nui



Rachel Leota
National Commissioner