

APPENDICES

Appendix 1: Recidivism Index

106

Appendix 2: Report under section 190 of the Corrections Act 2004

111



APPENDIX 1: RECIDIVISM INDEX

Progress towards the achievement of the Departmental outcome of reducing re-offending is assessed through the use of two primary measurement approaches: the first approach measures re-offending rates across the entire population of offenders managed in a year. The second involves more sophisticated methods to measure the specific impact of rehabilitative interventions on re-offending.

The Recidivism Index measure gives the percentage of all offenders managed within a single year who are subsequently reconvicted or reimprisoned.¹⁰

RECIDIVISM INDEX – 12-MONTHS FOLLOW-UP (PERCENTAGES) FOR 2010/11

Category	Group	Released from prison		Beginning community sentence	
		Reimprisoned	Reconvicted	Imprisoned	Reconvicted
All (2010/11)		27.0	43.3	4.8	28.4
Gender	Female	18.4	34.9	2.5	20.8
	Male	28.0	44.2	5.5	30.3
Ethnicity	Māori	30.4	47.3	6.3	32.8
	European	23.8	39.0	4.2	27.4
	Pacific	21.0	39.3	3.8	24.8
	Other (incl. Asian)	14.1	23.7	2.2	21.6
Age (at Prison release or start of Community sentence)	<20 years	42.5	62.6	5.9	41.5
	20-24 years	32.0	52.7	5.1	32.1
	25-29 years	30.2	47.5	5.2	28.1
	30-39 years	25.1	41.3	4.9	25.4
	40 and above	16.4	26.3	3.2	16.6
Gang Affiliate	Yes	44.3	60.8	18.2	53.1
	No	20.5	36.7	3.7	26.2
Offence Group (Most serious for original sentence)	Dishonesty	40.7	59.0	7.7	37.8
	Property damage/Abuses	27.8	45.6	7.1	36.5
	Admin	39.1	56.2	10.9	31.7
	Violence	25.3	41.7	4.7	28.7
	Traffic	14.5	30.4	3.1	24.0
	Drug & Anti-social	20.0	32.8	4.8	26.9
	Sexual	9.2	15.1	2.3	12.6
	Other Minor Offences	18.6	37.8	3.2	22.9
Offence Type (Most serious for original sentence)	Car Conversion	54.1	67.4	9.8	47.8
	Theft	40.1	59.6	8.0	42.8
	Burglary	41.6	61.3	8.8	39.7
	Fraud	25.9	39.7	4.0	19.5
	Intimidation and Threats	36.3	54.3	6.6	33.3
	Robbery	25.5	42.3	4.3	22.7
	Assaults	24.9	42.3	4.4	28.1
	Homicide & Related	9.3	10.5	5.9	17.6
	Disqualified Driving	22.3	40.5	5.3	32.3
	Drink Driving	7.9	21.9	2.2	19.8

¹⁰ A full explanation for the Recidivism Index methodology can be found on pages 36 – 42 of the Department's 2004/05 Annual Report (see the link at http://www.corrections.govt.nz/_data/assets/pdf_file/0008/176228/ar2005-part1-strat-context.pdf).

Category	Group	Released from prison		Beginning community sentence	
		Reimprisoned	Reconvicted	Imprisoned	Reconvicted
	Family Offences	48.4	62.3	9.3	39.9
	Drugs (Not Cannabis)	20.5	28.8	5.2	26.7
	Drugs (Cannabis Only)	11.6	26.1	3.4	21.6
	Sexual (Other)	13.3	20.6	2.9	11.7
	Sexual (Child Sex)	5.7	10.4	1.4	14.0
Community Sentence	Community Work	n/a	n/a	5.0	29.3
	Supervision	n/a	n/a	5.1	26.5
	Intensive Supervision	n/a	n/a	7.2	36.6
	Community Detention	n/a	n/a	1.5	25.4
	Home Detention Sentence	n/a	n/a	5.8	21.2
Prisoner Security Classification (at Release)	Maximum	68.8	81.3	n/a	n/a
	High	46.5	65.4	n/a	n/a
	Low Medium	35.4	54.5	n/a	n/a
	Low	20.7	37.7	n/a	n/a
	Minimum	9.8	20.2	n/a	n/a
Release Type	Parole	18.4	27.2	n/a	n/a
	Post-release Conditions	29.9	48.6	n/a	n/a
Sentence Length	6 mth or less	30.7	49.8	4.7	28.6
	>6mth but <= 1year	28.1	45.2	5.2	26.6
	>1 to 2 years	27.2	44.2	8.5	36.9
	>2 to 3 years	19.9	29.0	n/a	n/a
	>3 to 5 years	17.2	25.5	n/a	n/a
	>5 years	13.4	21.6	n/a	n/a
Previous year's result		27.1	45.3	5.2	30.7
All (2010/11)		27.0	43.3	4.8	28.4

Figures indicate rate of reconviction/reimprisonment within the subsequent 12-month period amongst all offenders released from prison or commencing a new community sentence between 1 April 2010 and 31 March 2011. Reconviction figures are inclusive of imprisonments. Source is CMS conviction and sentencing data, as at 1 July 2012.

RECIDIVISM INDEX – 24-MONTHS FOLLOW-UP (PERCENTAGES) FOR 2009/10

Category	Group	Released from prison		Beginning community sentence	
		Reimprisoned	Reconvicted	Imprisoned	Reconvicted
ALL (2009/10)		37.0	59.9	7.7	43.1
Gender	Female	24.7	48.8	4.0	33.3
	Male	38.3	61.1	8.6	45.6
Ethnicity	Māori	40.8	65.6	9.9	49.2
	European	33.3	54.3	6.6	41.2
	Pacific	32.3	53.3	6.2	38.8
	Other (incl. Asian)	18.3	32.5	4.8	34.9
Age (at Prison release or start of Community sentence)	<20 years	52.3	77.0	9.1	57.7
	20-24 years	43.1	70.4	8.0	47.6
	25-29 years	41.1	67.9	8.1	42.9
	30-39 years	36.0	58.5	8.2	40.2
	40 and above	23.2	38.4	5.0	27.6
Offence Group (Most serious for original sentence)	Dishonesty	54.3	76.1	24.2	70.8
	Property Damage/Abuses	31.3	54.6	6.3	40.7
	Admin	51.8	74.6	11.2	52.6
	Violence	38.1	60.6	9.4	53.1
	Traffic	44.5	67.6	15.6	46.2
	Drug & Anti-social	37.2	60.5	8.1	44.7
	Sexual	26.3	51.0	5.3	38.0
	Other Minor Offences	24.7	46.3	7.8	42.3
Offence Type (Most serious for original sentence)	Car Conversion	14.0	24.4	3.9	20.4
	Theft	30.0	58.1	5.6	36.5
	Burglary	58.4	84.0	15.7	63.4
	Fraud	55.3	76.6	11.5	55.9
	Intimidation and Threats	53.0	76.8	12.2	57.6
	Robbery	39.1	58.5	5.7	30.2
	Assaults	48.4	72.6	10.6	51.6
	Homicide & Related	34.3	58.8	10.0	43.3
	Disqualified Driving	37.6	61.1	7.5	43.7
	Drink Driving	20.3	30.5	0.0	8.7
	Family Offences	37.3	64.1	9.1	47.7
	Drugs (Not Cannabis)	18.0	41.5	3.8	32.9
	Drugs (Cannabis Only)	45.1	73.5	14.8	56.9
	Sexual (Other)	12.9	30.6	12.5	45.4
	Sexual (Child Sex)	17.9	45.3	5.3	36.7

Category	Group	Released from prison		Beginning community sentence	
		Reimprisoned	Reconvicted	Imprisoned	Reconvicted
Community- Sentence	Community Work	n/a	n/a	7.7	43.7
	Supervision	n/a	n/a	8.7	41.0
	Intensive Supervision	n/a	n/a	9.6	51.8
	Community Detention	n/a	n/a	2.3	42.0
	Home Detention Sentence	n/a	n/a	9.4	37.4
Prisoner Security Classification (at Release)	Maximum	36.4	45.5	n/a	n/a
	High-medium	60.2	80.7	n/a	n/a
	Low-medium	45.4	68.2	n/a	n/a
	Minimum	26.9	49.5	n/a	n/a
Release Type	Parole	26.8	43.3	n/a	n/a
	Post-release Conditions	40.4	64.6	n/a	n/a
Sentence Length	6 mth or less	39.7	65.6	7.4	43.3
	>6mth but <= 1year	38.3	62.1	9.0	41.8
	>1 to 2 years	40.9	62.0	10.4	48.3
	>2 to 3 years	27.9	46.6	n/a	n/a
	>3 to 5 years	25.1	42.8	n/a	n/a
	>5 years	22.5	32.5	n/a	n/a
Previous year's result		39.2	62.2	8.9	46.1
ALL (2009/10)		37.0	59.9	7.7	43.1

Figures indicate rate of reconviction/reimprisonment within the subsequent 24-month period amongst all offenders released from prison or commencing a new community sentence between 1 April 2009 and 31 March 2010. Reconviction figures are inclusive of imprisonments. Source is CMS conviction and sentencing data, as at 1 July 2012.

ANALYSIS OF RECIDIVISM INDEX FIGURES

The first table provides reconviction rates as recorded within 12 months for those released from prison or commencing community-based sentences during the 2010/11 (1 April – 31 March) year, and the second provides the rates over 24 months for those released from prison or commencing community-based sentences during the 2009/10 year. Recidivism Index figures are reported for multiple categories of offenders with significant variation observed in reconviction rates between sentence types, offence types and demographic groups.

As noted in the body of the report, overall Recidivism Index figures for 2010/11, when compared to the result reported the previous year, indicate a modest decrease in reconvictions and reimprisonments for offenders released from prison. A moderate fall is also recorded in reconvictions and imprisonment rates amongst offenders who commenced a community-based sentence.

RECIDIVISM INDEX SUB-GROUP COMPARISONS

When examined by the sub-groupings for which Recidivism Indexes are calculated, the following observations can be made for those released from custodial sentence (12-month follow up). Males are reimprisoned at a significantly higher rate than females, and reconviction rates for male offenders released from prison are also higher than for female offenders.

Reconviction and reimprisonment rates tend to be higher for Māori offenders than rates of New Zealand Europeans and Pacific offenders. This difference is likely to reflect a number of variables. For example, Māori offenders are on average younger than Europeans, their offences tend towards those with high recidivism rates (such as burglary), and gang membership, which is strongly associated with elevated rates of re-offending, is more common amongst Māori.

Reimprisonment rates reduce sharply as offenders age (offenders under the age of 20 years are reimprisoned at two and a half times the rate of those over 40), and vary markedly between offence classes (dishonesty offenders having the highest rates, and sex offenders the lowest).

Offenders who are gang-affiliated are shown to be at a substantially higher risk of re-offending. Released gang affiliated prisoners were found to have reimprisonment rates (within 12 months) that were almost exactly twice that of non-affiliated offenders. For community-sentenced offenders, the difference was even more marked – 18 percent of gang-affiliated offenders on community sentences were subsequently imprisoned, but only 4 percent of those not affiliated.

Reimprisonment rates tend to be higher for prisoners released from higher security classifications than those for prisoners released from minimum security classification.

There is a tendency for shorter sentence length to be associated with higher rates of reconviction and reimprisonment: the reimprisonment rate for offenders serving short sentences (up to 12 months) is 29 percent, while the comparable rate for offenders with a sentence length over five years is 13 percent. This is in part a reflection of the offence types of prisoners who serve longer sentences (violent and sexual), offences which tend to be associated with lower rates of reconviction.

Reported in the tables also are recidivism rates for specific offence types, in addition to rates for the broader offence groupings. This reveals some interesting differences between offence types within an offence group. For example, there are higher recidivism rates for disqualified drivers than drunk drivers, and amongst dishonesty offenders, car thieves have the most pronounced tendency to re-offend.

Offenders serving community-based sentences had significantly lower imprisonment and reconviction rates than offenders released from prison. In general, most of the trends noted for released prisoners above were evident for this population also.

For both prison releases and community sentence offenders, the 24-month Recidivism Indexes generally show a predictable pattern, in that the 24-month RI figures typically increase by between 30 percent and 50 percent over the 12-month rates.

These data are consistent with a great deal of research on recidivism which indicates that the highest rate of reconviction occurs within the first 12 months, with the proportion re-convicted in each successive year progressively smaller than in the previous year.

APPENDIX 2: REPORT UNDER SECTION 190 OF THE CORRECTIONS ACT 2004

SECTION 190(1)(A)

Requires the Chief Executive to report how he has carried out his functions under section 8(1)(k). This section requires that processes are established and maintained to identify communities significantly affected by policies and practices in the corrections system give opportunities for those communities to offer their views on those policies and practices, and ensure those views are taken into account, together with information on how prison managers have carried out that responsibility.

As part of the development of policy and practices in the Corrections system, the Department identifies stakeholders and communities of interest; including the local community where a prison is situated, and provides opportunities for engagement and the expression of views about our operations.

A significant amount of community consultation was undertaken around the proposal to close New Plymouth and Wellington Prisons, and units at Waikeria, Tongariro/Rangipo, Rolleston and Arohata Prisons. Presentations were made in local communities to provide an understanding of why closures are required and what impacts they may have on those whose family/whānau are in prison, as well as staff and local businesses.

Consultation with iwi groups and the South Auckland community is ongoing to raise awareness of the Department's estate development plans in Wiri, and how they relate to its prisoner accommodation and rehabilitation strategies. Community feedback is considered in the planning process.

SECTION 190(1)(B)

CHIEF INSPECTOR'S ANNUAL REPORT FOR 2011/12

Introduction

The Corrections Inspectorate is established under the provisions of section 28 of the Corrections Act 2004 as a dedicated complaints resolution, investigation and assurance function, reporting directly to the Chief Executive independently of operational line management. The legislation acknowledges the high level of risk attached to sentence management by providing an appropriate level of legislative prescription, protection and access for the agents of the Chief Executive in matters related to sentence management generally and the secure prison environment in particular.

Community-based sentences traditionally generate a very low volume of complaints to the Inspectors. Only 15 were received for the year, none of which were upheld, compared to six received for the previous year. A reason for the low volume may be that community-based offenders are largely able to carry on with their normal lives while serving their sentences. They have ready access to their normal support networks, and therefore the impact of the State is significantly less than is the case for someone serving a sentence of imprisonment.

This report therefore deals primarily with prison related matters.

Complaints to the Inspectors of Corrections

The effective and timely resolution of prisoner complaints is a key area of the Inspector's work. For reasons of safety, security, fairness and the mitigation of risk the Department expects prisoner issues and concerns to be resolved as soon as practicable and at the lowest possible organisational level. In the normal course of events, for prisons this means at unit level. It is the responsibility of unit staff to resolve prisoner concerns by taking the appropriate action before they escalate into complaints or incidents. For those occasions where lower level resolution does not occur, or is not possible, the legislation provides the Department with a two-tiered system of internal complaints resolution. At prison site level, a robust, auditable internal complaints system exists so that prisoners can formally take matters for resolution to their Residential Manager or Prison Manager. This constitutes the first tier.

The Inspectorate is the Department's second tier of complaints resolution. As such it is effectively the Department's last opportunity to resolve a complaint before external agencies become involved or Court action is taken.

There were 3,169 formal complaints received for the year. This was an increase of approximately 13 percent on the 2010/11 year total of 2,795. Only 48 of the 3,169 complaints received in the 2011/12 year were found to be justified.

At 1.52 percent of total complaints this is in my view a very low proportion of the thousands of interactions that occur between the Department and offenders every year. It is also a slight decrease on the 2010/11 year which resulted in 2.5 percent of complaints justified (70 of 2,795).

The highest categories of justified complaints related mainly to the disciplinary process, staff conduct and attitude, and the management of prisoner's personal property. A number of justified complaints under the category 'Staff Conduct and Attitude' related to issues around the timeliness in processing prisoner complaint forms. These were isolated incidents of individual staff non-compliance with the system requirements rather than any systemic issues.

Justified complaints in regard to the disciplinary process were generally prisoners seeking dismissal of misconduct charges due to timeframes being exceeded in laying the charge or conducting a hearing. Again these related to isolated cases where the required paperwork had not been processed within the timeframes by individual staff, or cases of an unreasonable delay in the hearing of the charge. It was not seen to be a fault with the system as such.

While there are no systemic issues of concern around the management of the disciplinary process or staff conduct and attitude, the management of prisoner's personal property leaves room for improvement. This year the Department commenced and completed a comprehensive review of prisoner property. The project has identified a number of areas to be improved and a new policy will be released and implemented in August 2012. It is anticipated that the number of complaints related to prisoner property management will decrease with the implementation of the new policy.

0800 Complaints Line

Since 1997, the Inspectorate has operated a 0800 free-call phone line that offenders, and in particular prisoners and their families, can use to raise a complaint directly with an Inspector during normal business hours. In the 2010/11 year there were a total of 3,535 calls received. Of these 1,425 were seeking information or clarification of prison related matters and 2,110 generated a formal complaint. In 2011/12 there were 4,089 calls received, 1,688 related to requests for information and 2,401 generated a formal complaint.

This facility still generates the vast majority of the contacts prisoners make with the Inspectors every year. It is of considerable value as a "safety valve", allowing prisoners to air their frustrations. Prisoner concerns are able to be de-escalated immediately, either by independent confirmation that the prison's decision was appropriate, or by the provision of sound, experienced-based advice to the prisoner. As a result, only 2,401 of these contacts resulted in formal complaints during 2011/12. As stated above, 1,688 calls were related to the provision of advice or the supply of relevant information, with many not related to the prison environment. The Inspector is also in a position to immediately highlight a concern to prison management regarding a prisoner's state of mind and potential risk to themselves, or others, as a result of these calls.

It was anticipated that the introduction of the smoke-free policy in prisons, commencing 1 July 2011, would lead to an increase in complaints, either directly associated with the introduction of the policy or more general complaints as a consequence of heightened levels of agitation with nicotine withdrawal. However, there was no discernable increase in complaint levels of a general nature that could be considered attributable to the smoking ban, and only a relatively small number of complaints related to the provision of Nicotine Replacement Therapy products. We have put this down to the substantial preparatory work by Corrections that went into the implementation of the ban, which allowed prisoners to adapt to the policy, and also the high level of communication and assistance given to prisoners regarding the policy.

Investigations

In addition to the prison visiting and complaints resolution activities, the Inspectors have conducted full investigations of significant prison incidents during 2011/12, thirteen of which related to deaths in custody (eight apparent natural causes, five apparent suicides). This is a decrease of 43 percent on the 23 deaths investigated for 2010/11, which is encouraging. The conduct of these investigations has been monitored by Investigating Officers from the Office of the Ombudsmen who attended most scene examinations and interviews, and were kept apprised of developments throughout.

In the interests of transparency, the Inspectors have also continued to monitor the conduct and outcome of a number of internal prison investigations into prisoner's allegations of assault/abuse by staff. 42 such monitoring reviews were carried out during the year. This represents a decrease of 29 percent on 2010/11 when 59 monitoring reviews were conducted.

The issues identified in these investigations tend to reflect isolated instances of non-compliance with specified systems, usually by an individual, rather than any systemic issues. This would indicate a need for ongoing staff refresher training and effective staff supervision rather than any major changes to the systems themselves. The introduction of the Prison Services Operations Manual (PSOM) has improved clarity of systems for staff, reinforced the key expectations of the Department and has also become a more 'user friendly' document.

Conclusion

The Inspectorate has reported progressively throughout the year on the matters arising out of their various activities to operational management, the Chief Executive, and to the Department of Corrections Audit Committee.

It cannot be stressed enough that Corrections is, and will remain, a difficult and potentially dangerous environment to manage and in which to work. Incidents are a fact of prison life in particular, and no jurisdiction in the world has developed an effective immunity to them. When they occur, incidents provide an easy target for criticism, generalisation and sensationalism.

Nonetheless, it remains the Inspectorate's view that the Department can be proud of the overall quality of its services and of the ongoing dedication and professionalism of its staff and managers. While isolated incidents will from time to time generate a disproportionate level of negative attention, the Inspectorate's overall view is derived from the largely positive findings arising out of the Inspectors visiting, investigation and review activities and the low level incidence of justified complaints to the Inspectorate throughout the year.

SECTION 190(1) (C) (D) (E)

Legislative authority for the Department to monitor prisoners' telephone calls is provided under sections 111 to 122 of the Corrections Act 2004. Call monitoring is an important part of ensuring offenders are not committing or organising criminal activities from within prison.

Between 1 July 2011 and 30 June 2012, 1,489,104 calls were made from payphones in prison. Of this number, 59,305 (compared to 44,419 for 2010/11) or 4 percent of calls were monitored. These results include Mt Eden Corrections Facility.

With respect to the calls that were monitored, 81 percent, which equates to 47,885 calls, produced valuable information to support the prevention and reduction of crime. Information and intelligence from calls is used internally (around drugs, violence, escapes) and externally (Police, IRD, MSD among others). This demonstrates a strong commitment to community safety as well as prison safety.

There is no ability to capture the specific results from the disclosures; however the Department knows that they have led to a number of arrests (of prisoners, visitors, members of the community) for a variety of offences. They have resulted in exclusions of visitors and the discovery of drugs and other contraband.

SECTION 190(1) (F)

Reports on measures to reduce drug and alcohol use by prisoners and the effectiveness of those measures, random-testing programmes and the results of those programmes.

From June 2010 the public and prisoners were able to anonymously report information about crime in prisons to the Crime Stoppers 0800 service. Between 1 July 2011 and 30 June 2012, 75 Crime Stoppers reports were received and forwarded to relevant business groups. This service supplements other crime prevention activities such as visitor check points, perimeter checks, random drug testing, sharing crime intelligence with external agencies and delivery of drug and alcohol treatment programmes to reduce the incidence of drugs in prisons and drug related re-offending. The number of prisoners with the opportunity to attend drug and alcohol treatment has doubled. These activities have contributed to the reduction in the demand and supply of drugs, and the increased rehabilitation of prisoners. Programme results show a reduction in re-offending of up to 30 percent for those who complete treatment. The year end general random drug testing result was 4 percent positive (7 percent for 2010/11), which is the lowest level recorded since testing began in 1998.

SECTION 190(1)(G)

Reports on the operation of every security contract in force for the whole, or any part, of the year to which the annual report relates, including:

- > a summary of reports forwarded to the Chief Executive under section 171(2) and (3)
- > a summary of reports made to the Chief Executive under section 172(2)(b)
- > a summary of actions taken in relation to the operation of security contracts as a result of matters raised in any report forwarded or made.

Training provided to security officers employed by the Contractor

A total of 97 training courses were attended by security officers employed by the Contractor. Security officers received training in control and restraint (including both instructor and refresher training) and first aid. Security officers also achieved Learners and Full class 2 Drivers Licence qualifications.

The number and nature of complaints made by persons in relation to the carrying out, by security officers employed by the Contractor, of escort duties in respect of those persons, and how those complaints were resolved

A total of six complaints were made in relation to security officers employed by the Contractor. These complaints related to staff conduct. All complaints were fully investigated by the Contractor and the outcomes of those investigations were communicated back to both the complainant and the subject of the complaints.

None of the complaints were classified as justified by the Inspectorate throughout the year.

The number and nature of any incidents involving violence by or against prisoners while in the custody of security officers employed by the Contractor

There were four reported incidents involving violence by and against prisoners while in the custody of security officers employed by the Contractor. These assaults resulted in minor injuries and were considered non-serious.

The number and nature of any incidents involving violence against security officers employed by the Contractor while carrying out escort duties or courtroom custodial duties

There were two reported incidents involving violence against security officers employed by the Contractor while carrying out escort duties or courtroom custodial duties. One of these assaults resulted in minor injury and neither were considered serious.

The number and nature of any incidents involving self-inflicted injuries to prisoners while in the custody of security officers employed by the Contractor

There were no reported incidents involving self-inflicted injuries to prisoners while in the custody of security officers employed by the Contractor.

The compliance, by security officers employed by the Contractor, with the requirements of sections 83, 84, 85, 87, and 88 of the Corrections Act

A total of 42,198 searches were recorded by security officers employed by the Contractor during the reporting year. This included 30 strip searches.

The exercise, by security officers employed by the Contractor, of the powers conferred by sections 98 and 101 of the Corrections Act in order to perform the functions of security officers

A total of four incidents were recorded in this area, all were deemed to be compliant with the requirements as specified in the Corrections Act.

The number and nature of any disciplinary actions taken against security officers employed by the Contractor, and the reasons for, and the outcomes of, those actions, including any penalties imposed

A total of six disciplinary proceedings were initiated against security officers employed by the Contractor, for offences related to staff conduct. The proceedings resulted in two written warnings, one final written warning and one referral to training.

SECTION 190(1)(H)

Reports on the operation of any contract prison, including a summary of reports by the manager of the contract prison, including:

- > a summary of reports forwarded to the Chief Executive under section 199D(2) and (3)
- > a summary of reports made to the Chief Executive under section 199E(3)(b)
- > a summary of actions taken in relation to the management of contract prisons as a result of matters raised in any report forwarded.

A summary of the monthly reports submitted to the Chief Executive by the monitors of the Serco contract is provided in the section entitled Management of Mt Eden Corrections Facility on pp. 30-31.

In 2011/12, Serco, who are contracted to manage Mt Eden Corrections Facility, have provided four reports that meet the requirements of section 119D (2) and (3).

Number and nature of complaints made by prisoners

A total of 741 complaints were made to Serco by prisoners at Mt Eden Corrections Facility. These related to a wide range of categories, and do not include complaints made directly to the Inspectorate or Ombudsman.

The procedure for resolving complaints received by Serco involves a Complaints Officer meeting with the prisoner and discussing the issue. Together they agree a plan of action, which is then followed out, and the prisoner is kept informed of the outcome. When a resolution is achieved the complaint is closed.

Where a resolution is not achieved, a discussion takes place with the Operations Manager and the complaint is referred to the Inspectorate.

From complaints received through these channels, and received directly by the Inspectorate, three were considered to be justified by the Inspectorate, relating to food service, prisoner welfare and staff conduct/attitude.

Compliance with the requirements of the 'use of force and restraint, and related matters' section of the Corrections Act (sections 83, 84, 85, 87 and 88)

30 incidents were recorded in this area. All were deemed compliant with the requirements of the Corrections Act.

The exercise of the 'searching' powers conferred by sections 98 to 101 of the Corrections Act

194,749 searches were recorded by officers at Mt Eden Corrections Facility in 2011/12.

The number and nature of disciplinary proceedings taken against prisoners

679 disciplinary proceedings were taken against prisoners at Mt Eden Corrections Facility for offences relating to a variety of categories.

The details of disciplinary proceedings taken against staff members of the contract prison

22 disciplinary proceedings were initiated against staff members at Mt Eden Corrections Facility for offences classified as potential serious misconduct and serious misconduct. The proceedings resulted in seven warnings, two dismissals and one resignation.



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