

A blue-tinted photograph of a group of people sitting around a large conference table in a meeting room. They are looking at documents and talking. The image is used as a background for the top half of the page.

APPENDICES

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APPENDIX 1: REHABILITATION PROGRAMMES AND REINTEGRATION SERVICES

Provider	Description	Prison / Community	Location
RESPONSIVITY / MOTIVATIONAL			
Department	Short Motivational Programmes are designed to help offenders enhance their motivation to identify and address their rehabilitation needs.	Prisoners, Community-based offenders	Nationwide
External Service Provider	Tikanga Māori Programmes are designed to develop a sense of awareness and responsibility for an offender's behaviour and its impact on themselves, their whānau, hapā and iwi, by focusing on regeneration of Māori identity and Māori practices.	Prisoners, Community-based offenders	Nationwide
External Service Provider	The Faith-Based Programme is a Christian-based programme that is available to lower security prisoners generally in the last 18 months of their sentence. It is provided in partnership with the Prison Fellowship New Zealand, and core modules include personal value and purpose, transformation, restoration and reintegration. These programmes are provided within the Faith-Based Unit.	Prisoners	Rimutaka
REHABILITATION			
Department	The Violence Prevention Programme assists offenders to develop skills needed to live without violence, such as controlling violent impulses and conflict resolution. These programmes are provided within the Violence Prevention Unit.	Prisoners	Rimutaka
External Service Provider	Drug Treatment Programmes are delivered to highly recidivist offenders with identified alcohol and drug-related needs. These Programmes are delivered in Drug Treatment Units for prisoners with a history of serious substance abuse identified as contributing to offending. The aim of the Drug Treatment Programme is to reduce the level and/or seriousness of re-offending by assisting programme participants to cease (or reduce) their dependence on alcohol and other drugs.	Prisoners	Hawke's Bay, Rimutaka, Arohata, Christchurch, Waikeria, Spring Hill
Department	Special Treatment Unit – Rehabilitative Programmes are delivered in a dedicated prison unit for high-risk male offenders and are based on the principles of risk, needs and responsivity, cognitive behavioural, dialectical behaviour therapy and relapse prevention theories.	Prisoners	Waikeria (Karaka), Spring Hill (Puna Tatari)
Department	The Kowhiritanga Programme for Women helps offenders examine the cause of their offending and develop specific skills to prevent them re-offending. It is co-facilitated by a psychologist and a programme facilitator.	Prisoners	Arohata, Christchurch Women's, ARWCF
External Service Provider	Māori Therapeutic Programmes integrate cognitive behavioural therapy and Tikanga Māori concepts to facilitate change in the offending behaviour of Māori offenders. These programmes are delivered in Māori Focus Units and Northern Region Correctional Facility.	Prisoners, Community-based offenders	Nationwide
Department	The Maintenance programme is for offenders who have completed either a high-intensity or a medium-intensity programme. It provides a forum for review of post-release developments and treatment maintenance.	Prisoners, Community-based offenders	Nationwide

Provider	Description	Prison / Community	Location
Department	The Medium Intensity Rehabilitation Programme that helps male offenders examine the cause of their offending and develop specific skills to prevent them re-offending.	Prisoners, Community-based offenders	Nationwide
Department	The Short Rehabilitation Programme is the condensed versions of either the Medium Intensity Rehabilitation Programme or Kowhiritanga, it helps offenders examine the cause of their offending and develop specific skills to prevent them re-offending. There are separate programmes available to male and female prisoners.	Prisoners, Community-based offenders	Nationwide
Department	The Saili Matagi Programme is a violence prevention programme specifically for Pacific adult male offenders. This programme is provided within the Pacific Focus Unit.	Prisoners	Spring Hill
Department	The Focus Programme helps young offenders to acknowledge their offending, understand themselves better, learn how to break their offending cycle, learn how to cope with uncomfortable or negative feelings and practice using skills to get on better with others. The Focus Programme is provided within the Youth Unit.	Prisoners	Christchurch Men's, Hawke's Bay, Rimutaka, Waikeria
Department	The Community Youth Rehabilitation Programme is a rehabilitation programme that focuses on the needs of young offenders in a community setting. It is provided to male offenders under the age of 20.	Community-based offenders	Christchurch
Department	The Adult Sex Offender Treatment Programme is provided within the Kai Marama and Te Piriti Special Treatment Units for prisoners convicted of sex offending against children.	Prisoners	Christchurch Men's (Kai Marama), Auckland (Te Piriti)
External Service Provider	Domestic Violence Programmes teach offenders the skills needed to live without violence, such as controlling violent impulses and conflict resolution.	Community-based offenders	Nationwide
External Service Provider	Alcohol and Drug Programmes are for offenders with a history of serious substance abuse identified as contributing to their offending.	Community-based offenders	Nationwide
EDUCATION			
External Service Provider	Foundation Skills Programmes are provided to prisoners identified as requiring development of their reading, writing and numeracy skills. It enables prisoners to become functionally literate and numerate thus increasing their employment opportunities or preparing them for further education or training on release.	Prisoners	Nationwide
Department / External Service Provider	Secondary Education is delivered according to the needs of the offender and is available to all prisoners 18 years of age and under.	Prisoners	Nationwide
REINTEGRATION			
External Service Provider	The Parenting Skills course is an intervention designed to improve the ability of prisoners to safely and effectively parent their own children.	Prisoners	Nationwide

Provider	Description	Prison / Community	Location
External Service Provider	The Living Skills course addresses prisoners' reintegrative problems and their practical skills for living. The programme targets the specific social or environmental problems prisoners will face on release, which are likely to constitute obstacles to a non-offending lifestyle following release.	Prisoners	Nationwide
NZPARS	Reintegrative Services provided by NZPARS cover the period from pre-sentence to post-release, and include the coordination and/or delivery of reintegrative support services. Services may include information, advice and practical assistance, emotional support, development of self management skills, and coaching.	Prisoners, Community-based offenders	Nationwide
External Service Provider	Supported Accommodation Services provide much needed accommodation and other reintegrative services to released prisoners and offenders serving sentences and orders in the community.	Community-based offenders	Auckland, Wellington, Christchurch, Hamilton, Hawke's Bay
COMMUNITY RESIDENTIAL CENTRES			
Department / External Service Provider	Montgomery House provides a residential treatment programme for men who have repeatedly committed serious violent offences.	Prisoners on temporary release, Community-based offenders	Hamilton
Department / External Service Provider	Te Ihi Tu was a residential programme that provided rehabilitative and reintegrative services for male offenders. The programme was terminated during the year and is no longer available.	Community-based offenders	New Plymouth
Department / External Service Provider	Salisbury Street Foundation provides a residential programme for men who have spent substantial time in the criminal justice system.	Community-based offenders	Christchurch
PSYCHOLOGICAL SERVICES			
Department	Specialist Psychologist Treatment Services are provided to offenders serving both custodial and community-based sentences. This is a special referral programme that primarily deals with high-risk offenders one-on-one.	Prisoners, Community-based offenders	Nationwide
EMPLOYMENT			
Department	Prison-based work and training comprises unit-based self sufficiency work, such as wing-cleaning, that is managed by Prison Services, and the wider range of employment activities run by Corrections Inmate Employment.	Prisoners	Nationwide
Department	Corrections Inmate Employment activities include farming, nursery, horticulture, forestry, timber processing, joinery, building construction, pre-cast concrete, light engineering, printing, electrical assembly, textiles, catering and laundry. There is an strong emphasis on providing employment training in areas of current and predicted labour market skills shortages and ensuring that the training provided has a strong alignment with the National Qualifications Framework.	Prisoners	Nationwide

Provider	Description	Prison / Community	Location
External Service Provider	Release to Work allows eligible prisoners to be released during the day to work for private sector employers as ordinary employees. This supports their reintegration back into the community.	Prisoners	Nationwide
Department	Trade and Technical Training courses are provided in a limited number of locations where the Department has been able to access appropriate Polytechnic providers. It covers the provision of all employment-related training other than on-the-job training. Courses include Forestry, Horticulture, Building Construction and Allied Trades, Painting and Decorating and Small Motor Mechanic.	Prisoners	Northland, Rimutaka, Wanganui, Manawatu
Department	Community Services allow prisoners to undertake work that benefits local communities. Prisoners nearing their release date, who meet eligibility criteria, work outside the prison boundaries during the day in supervised work parties.	Prisoners	Rimutaka, Rolleston, Tongariro/Rangipo, Waikeria, Hawke's Bay, New Plymouth, Wanganui, Christchurch Men's
UNITS			
Department	Māori Focus Units were developed to provide an environment and programmes to meet the specific needs of Māori prisoners, including preparation for their release. Māori Focus Units are constituted on Tikanga Māori principles and operate within a Tikanga Māori environment.	Prisoners	Hawke's Bay, Waikeria, Tongariro/Rangipo, Rimutaka, Wanganui
External Service Provider	Drug Treatment Units provide accommodation for prisoners with drug and alcohol dependencies in an intensive therapeutic environment. The treatment highlights how substance abuse has impacted on prisoners offending and equips them with the skills to live without substance abuse.	Prisoners	Waikeria, Christchurch Men's, Arohata, Hawke's Bay, Rimutaka, Spring Hill
Department	Special Treatment Units (STUs) at Rolleston Prison (Kai Marama) and Auckland Prison (Te Piriti) deliver group-based treatment within a therapeutic environment for prisoners with convictions for sexual offences against children. The STUs at Waikeria Prison (Karaka) and Spring Hill Prison (Puna Tatari) are for men who have repeatedly committed a range of serious crimes.	Prisoners	Auckland, Rolleston, Waikeria, Spring Hill, Christchurch
Department	The Violence Prevention Unit (VPU) at Rimutaka Prison targets high risk serious violent offenders for treatment designed to help them to control their violent behaviour. As with other Special Treatment Units the VPU makes use of the prison environment to support the learning that occurs in the group treatment room.	Prisoners	Rimutaka
Department	Self Care Units allow longer serving prisoners to spend time in a residential-style unit as they near their release. These units let the prisoners get used to living in a house or flat environment and give them the opportunity to learn and practice the skills they will need to live independently after their release. Some prisoners with babies may be eligible to live in Self Care Units at Arohata, Auckland Women's and Christchurch Women's under the mother-child placement option.	Prisoners	Arohata, Auckland Women's, Christchurch Men's, Christchurch Women's, Hawke's Bay, Northland, Otago, Rimutaka, Wanganui, Spring Hill

Provider	Description	Prison / Community	Location
Department	Youth Units house male prisoners under the age of 18, or male 18 and 19-years old deemed vulnerable using the Prison Youth Vulnerability Scale, in a manner appropriate to their age, level of maturity and statutory requirements. The Units provide a safe and secure development environment, away from the mainstream prison population and reduce re-offending by providing access to educational, vocational, psychological and recreational activities.	Prisoners	Christchurch Men's, Hawke's Bay, Rimutaka, Waikeria
Department	The Reintegration Unit houses male prisoners who are serving the final 12 months of their sentence and who would benefit from specialist support before they return to the community. These units accommodate prisoners with a low-medium or minimum security classification and provide a structured environment where Release to Work and vocational training opportunities can be maximised. Prisoners held in these units are assisted to find accommodation and employment, as well as assistance with practical life skills such as managing debt.	Prisoners	Rimutaka
External Service Provider	The Faith-Based Unit is aimed at reducing the risk of re-offending by providing a programme with a strong Christian emphasis. Within a supportive environment, prisoners are provided with an opportunity to explore the Christian faith and support leading up to and following their release.	Prisoners	Rimutaka
Department	The Pacific Focus Unit (or Vaka Fa'aola) at Spring Hill provides a therapeutic environment where prisoners are encouraged and supported to deal with their motivational barriers to addressing offending needs.	Prisoners	Spring Hill

APPENDIX 2: RECIDIVISM INDEX TABLES

TABLE ONE:

RECIDIVISM INDEX – 12-MONTHS FOLLOW-UP (PERCENTAGES) FOR 2007/08

Category	Group	Released from prison		Beginning community sentence	
		Reimprisoned	Reconvicted	Imprisoned	Reconvicted
All (2007/2008)		27.6	47.6	6.3	32.5
Gender	Female	15.5	41.1	2.9	23.2
	Male	28.6	48.1	7.2	34.7
Ethnicity	Maori	31.0	52.3	8.0	36.6
	European	24.1	41.8	5.3	30.8
	Pacific	21.9	43.4	5.0	28.0
	Other (incl. Asian)	14.7	30.4	3.6	21.9
Age (at prison release or start of community sentence)	<20 years	44.1	74.1	7.8	46.9
	20-24 years	34.3	59.4	6.9	36.7
	25-29 years	29.8	51.9	6.9	31.2
	30-39 years	24.8	43.1	6.4	28.3
	40 and above	15.3	26.0	3.7	19.1
Offence Group (Most serious for original sentence)	Dishonesty	41.1	66.0	9.5	40.7
	Property Damage/Abuses	35.5	55.2	8.5	40.4
	Admin	34.1	54.9	10.5	31.5
	Violence	28.7	48.3	6.8	33.1
	Traffic	18.9	37.5	4.2	27.7
	Drug & Anti-social	15.0	28.0	5.8	29.3
	Sexual	11.4	18.7	4.8	19.8
	Other Minor offences*	(see note)	(see note)	4.6	30.5
Offence Type (Most serious for original sentence)	Car Conversion	50.0	71.7	12.1	48.9
	Theft	42.1	66.5	9.4	42.2
	Burglary	41.0	67.3	11.3	47.3
	Fraud	28.1	47.1	4.7	19.8
	Intimidation and Threats	34.7	59.9	8.6	36.7
	Robbery	30.7	49.6	9.0	31.8
	Assaults	28.2	47.8	6.4	32.5
	Homicide*	6.1	9.1	(see note)	(see note)
	Disqualified Driving	28.7	49.8	7.8	38.9
	Drink Driving	9.7	25.0	2.5	21.2
	Family Offences	33.9	48.2	10.8	37.9
	Drugs (Not Cannabis)	13.5	28.8	4.8	28.0
	Drugs (Cannabis Only)	8.8	18.9	3.6	24.2
	Sexual (Other)**	17.5	27.8	5.0	21.3
	Sexual (Child Sex)	7.4	12.7	4.5	18.0

Category	Group	Released from prison		Beginning community sentence	
		Reimprisoned	Reconvicted	Imprisoned	Reconvicted
Community-Sentence	Community Work	n/a	n/a	5.8	33.3
	Supervision	n/a	n/a	8.2	32.1
	Intensive Supervision****	n/a	n/a	10.7	40.3
	Community Detention****	n/a	n/a	2.4	32.1
	Home Detention Sentence****	n/a	n/a	7.6	21.5
Prisoner Security Classification (at Release)	Maximum*	(see note)	(see note)	n/a	n/a
	High-medium	45.4	63.9	n/a	n/a
	Low-medium	36.3	57.7	n/a	n/a
	Minimum	21.0	40.4	n/a	n/a
Release Type	Parole	22.0	33.7	n/a	n/a
	Post-release Conditions***	29.0	50.3	n/a	n/a
Sentence Length	6 mth or less	27.4	49.0	5.9	32.7
	> 6mth but <= 1yr	29.3	50.5	8.7	31.4
	>1 to 2 yr	30.6	50.4	12.0	33.3
	>2 to 3 yr	22.2	38.3	n/a	n/a
	>3 to 5 yr	27.0	38.3	n/a	n/a
	>5 yr	14.5	21.1	n/a	n/a
All (2006/2007)		27.2	43.5	7.9	32.5

Notes

Figures indicate rate of reconviction / re-imprisonment (within a subsequent 12-month period) amongst all offenders released from prison or commencing a new community sentence between 1 April 2007 and 31 March 2008. Reconviction figures are *inclusive* of imprisonments. Source is CMS conviction and sentencing data, as at 30 June 2009.

* *Insufficient numbers to report*

** *Sexual (Other) type includes offences against adult victims, child pornography and indecent exposure.*

*** *Post-release conditions was introduced by the Sentencing Act 2002; order imposed by judge at time of sentencing*

**** *Introduction of new community sentences as a results of Effective Interventions since October 2007*

TABLE TWO:**RECIDIVISM INDEX – 24-MONTHS FOLLOW-UP (PERCENTAGES) FOR 2006/07**

		Released from prison		Beginning community sentence	
Category	Group	Reimprisoned	Reconvicted	Imprisoned	Reconvicted
All (2006/2007)		36.8	58.7	11.4	46.0
Gender	Female	24.6	50.5	5.6	33.8
	Male	38.0	59.5	12.7	48.9
Ethnicity	Maori	41.5	64.4	13.7	51.0
	European	31.4	52.1	9.7	43.5
	Pacific	31.4	51.7	9.6	39.8
	Other (incl. Asian)	16.0	31.9	5.7	29.4
Age (at prison release or start of community sentence)	<20 years	54.2	79.4	13.5	61.4
	20-24 years	43.7	68.1	12.2	50.9
	25-29 years	40.5	63.9	12.3	46.8
	30-39 years	36.3	58.1	11.6	41.8
	40 and above	20.7	37.7	7.0	27.5
Offence Group (Most serious for original sentence)	Dishonesty	53.5	75.6	15.8	57.3
	Property Damage/Abuses	32.8	56.9	11.5	48.3
	Admin	46.6	63.9	14.8	40.8
	Violence	39.2	62.0	11.6	47.3
	Traffic	26.1	49.0	8.9	41.4
	Drug & Anti-social	24.2	43.8	10.8	42.0
	Sexual	12.7	19.7	4.9	25.1
	Other Minor offences*	(see note)	(see note)	7.5	35.1
Offence Type (Most serious for original sentence)	Car Conversion	56.0	77.0	20.1	69.1
	Theft	54.8	78.6	15.1	55.6
	Burglary	55.4	77.3	17.9	65.1
	Fraud	37.0	55.8	8.5	31.6
	Intimidation and Threats	49.6	68.3	14.2	54.6
	Robbery	40.2	63.5	13.8	42.6
	Assaults	39.1	62.4	11.0	46.4
	Homicide*	17.6	33.3	(see note)	(see note)
	Disqualified Driving	38.0	63.3	13.0	58.0
	Drink Driving	17.1	38.6	6.5	31.2
	Family Offences	43.0	66.7	18.9	52.4
	Drugs (Not Cannabis)	18.8	31.9	13.7	41.2
	Drugs (Cannabis Only)	17.8	37.7	7.1	38.0
	Sexual (Other)**	20.8	30.8	5.1	30.3
	Sexual (Child Sex)	8.4	13.7	4.5	17.2

Category	Group	Released from prison		Beginning community sentence	
		Reimprisoned	Reconvicted	Imprisoned	Reconvicted
Community-Sentence Prisoner Security Classification (at Release)	Community Work	n/a	n/a	10.4	46.7
	Supervision	n/a	n/a	16.3	47.8
	Maximum*	(see note)	(see note)	n/a	n/a
	High-medium	56.3	76.5	n/a	n/a
	Low-medium	51.1	71.5	n/a	n/a
	Minimum	32.7	54.8	n/a	n/a
Release Type	Parole	31.1	45.8	n/a	n/a
	Home Detention***	18.3	29.5	9.5	22.6
	Post-release Conditions****	38.5	60.7	n/a	n/a
Sentence Length	6 mth or less	35.6	59.3	10.5	46.0
	> 6mth but <= 1yr	40.1	64.0	16.6	46.5
	>1 to 2 yr	41.2	60.9	18.9	41.8
	>2 to 3 yr	34.3	52.8	n/a	n/a
	>3 to 5 yr	32.8	47.4	n/a	n/a
	>5 yr	23.3	33.1	n/a	n/a
All (2005/2006)		37.9	57.6	12.8	44.2

Notes

Figures indicate rate of reconviction / re-imprisonment (within a subsequent 24-month period) amongst all offenders released from prison or commencing a new community sentence between 1 April 2006 and 31 March 2007. Reconviction figures are *inclusive* of imprisonments. Source is CMS conviction and sentencing data, as at 30 June 2009.

* *Insufficient numbers to report*

** *Sexual (Other) type includes offences against adult victims, child pornography and indecent exposure.*

*** *"Front-end" Home Detention (now discontinued) is reported as community sentence new start, "back-end" Home Detention (also discontinued) reported as prison release*

**** *Post-release conditions was introduced by the Sentencing Act 2002; order imposed by judge at time of sentencing*

APPENDIX 3: ASSURANCE BOARD REPORT

The purpose of the Assurance Board is to assist the Chief Executive in ensuring that the Department's Risk Management Framework (based on the Australian/New Zealand Standard AS/NZS 4360:2004) is operating effectively and efficiently and in particular it helps to ensure that:

- Internal controls and quality assurance environments are robust and improved;
- Operational, legal, financial, information technology, human resource management and security systems risks are identified and managed; and
- Management of the offender environment is maintained with issues appropriately addressed.

During the year the Board met every two months and received regular updates and reports from the Department's Independent Assurance units, External Audit and from Management. The Board also reviewed reports from other external parties such as the Coroner in relation to deaths in custody.

The Assurance Board also assists the Chief Executive by maintaining an oversight of the operations of the Department's Independent Assurance units (Internal Audit, the Inspectorate, and the Professional Standards Unit).

In 2008/09 the Department's Assurance Board benchmarked itself against the Auditor-General's Good Practice Guide for Audit Committees. This resulted in the Board's membership changing to comprise only external board members, of whom there are four, Chairperson David Henry, and board members Hamish Bowen, Graeme Hall and Steve Ruru. The Board's charter was also updated.

In the past year the Assurance Board has been driving changes in relation to the effectiveness of the assurance and organisational performance information presented. The Board has also been involved in an independent review of the effectiveness of the Internal Audit unit and its compliance with the Institute of Internal Auditors standards.

APPENDIX 4: REPORT UNDER SECTION 190 OF THE CORRECTIONS ACT 2004

Section 190 of the Corrections Act 2004 prescribes particular issues that must be reported in the Department's Annual Report. These issues and the Department's achievements in the period from 1 July 2008 to 30 June 2009 are detailed below.

SECTION 190(1)(A)

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

Regional Managers are required by the General Manager of Prison Services to engage with local communities on a regular basis. The processes established to assist engagement are described in the following resources:

- Prison Services manuals and guidelines;
- Release of Official Information: Guideline for Coordination;
- Consultation requirements as set by local authorities; and
- Performance management system.

There were no major issues during 2008/09 that required consultation with community organisations. However, opportunities were made available for community involvement through staff and community networks, public meetings, hui, and the media. This involvement included identifying issues that could both positively and negatively impact on a community, providing opportunities for positive community contributions, and providing information on departmental prison activities. Examples of this include speaking engagements by Corrections staff and managers with community groups to talk about the work of Corrections, with more than 80 engagements undertaken in the last year.

SECTION 190(1)(B)

Reports on the work undertaken by inspectors of prisons, including statistical information about the disposition of complaints and comments on issues arising from complaints or visits.

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 six were received for the year, none of which was upheld. The reasons for the low volume are twofold. Firstly, Community Probation and Psychological Services has traditionally had a robust internal complaints process in place for offenders. As a result, offender issues are effectively resolved at operational level. Secondly, community-based offenders are largely able to carry on with their normal lives while serving their sentences. They therefore have ready access to their normal support networks, and the coercive power of the State is significantly less immediate 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 prisoners' issues and concerns to be resolved as soon as practicable and at the lowest possible organisational level. In the normal course of events that is within the prison, at unit floor 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 is required so that prisoners can formally take matters for resolution to their unit 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 or Court action become involved. There was an increase of 26 percent in the number of formal complaints made to an inspector during the year. At 2,799, however, the total is still significantly less than the figures noted prior to the introduction and bedding-in of a more robust internal prisoner complaints system by Prison Services since 2005.

Only 93 of the 2,799 complaints received were found to be justified. At 3.3 percent of total complaints this is in the Inspectorate's view a very low proportion of the thousands of interactions that occur between the Department and offenders every day. It is also an improvement on the four percent noted last year. The subject matter of justified complaints related mainly to the timeliness of disciplinary charges and the management of prisoners' personal property. While there are no issues of concern around the management of the disciplinary process, the management of prisoners' personal property still leaves much to be desired. This has been an ongoing subject of concern and is likely to remain so until there is a significant overhaul of the way the Department approaches and manages prisoner property. It is pleasing to note that such a review has been approved for 2009/10 and that as a first step the existing instructions relating to prisoners' property are being consolidated.

0800 Complaints Line

Since 1997, the Inspectorate has operated an 0800 free-call telephone line that offenders, and in particular prisoners and their families can use to complain directly to an Inspector during normal business hours. With an average of more than 5,000 calls this facility now generates the vast majority of the 6,000 contacts prisoners make with the Inspectors every year. While only 2,799 of these contacts resulted in formal complaints during 2008/09, the service is of considerable value as a 'safety valve'. Prisoners' 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, experience-based advice to the prison where some corrective action is required.

Prison Visit Focus Reviews

The Inspectorate's prison visiting programme includes a number of system reviews which focus on those areas of prison activity that generate the greatest level of risk to safe, fair and humane treatment. The focus review areas undertaken during 2008/09 were:

- The system for managing the directed segregation of prisoners;
- The system for identifying and managing prisoners at risk to themselves;
- The prisons' internal complaints system; and
- The arrangements prisons have in place to ensure that regular sanitation and hygiene inspections by an independent specialist are carried out and any issues arising are addressed.

The results of these reviews were:

The Directed Segregation System

A reasonable level of assurance can be given that the required system for identifying and managing prisoners who from time to time, because of their behaviour or other factors need to be segregated from the others, is in place and being operated in practice. Some minor recording matters were drawn to management's attention at some sites but in general the need for segregation is well documented and the reasons for segregation are appropriate. The management of segregated prisoners was found to be largely within the requirements of both the overarching legislation and the Department's published standards.

At smaller prison sites, limited segregation facilities may at times result in reduced opportunities for directed segregation prisoners in terms of unlock hours and access to some mainstream facilities. It is agreed, however, that the safety of staff and other prisoners is the overriding factor upon which a decision to segregate must be based. The reviews have shown that overall the system is being managed in a conscientious manner and no instances of overt abuse were noted. This was the first year this system has been the subject of focus reviews by the Inspectorate. It is considered to be critical to safe and secure custody and will remain on the focus review menu for 2009/10.

The System for Identifying and Managing Prisoners At Risk to Themselves

A reasonable level of assurance can be given that the system for identifying and managing prisoners at risk to themselves is in place and being operated in practice. It should be noted, however, that despite the overall results of the focus reviews in this area, isolated incidents will, when investigated still show up individual actions and decisions that fall short of the standards required. This system is considered to be critical to safe and secure custody and will remain on the focus review menu for 2009/10.

The Prisons' Internal Complaints System

A reasonable level of assurance can be given that the required system for managing prisoner complaints at prison site level is in place at most locations. However, as noted above, some ongoing but isolated shortcomings remain. This system is considered to be critical to the safe, fair and humane treatment of prisoners and will remain on the focus review menu for 2009/10.

The System for Managing Independent Sanitation and Hygiene Inspections

A reasonable level of assurance can be given that there is a system in place at all prison sites to ensure that regular independent expert health and sanitation checks of the prison are carried out. A reasonable level of assurance can also be given that any shortcomings noted by the health and sanitation inspectors are recorded and addressed. The Inspectorate's ongoing review of this system is a policy requirement. It is also critical to safe custody and will remain on the focus review menu for 2009/10.

Investigations

In addition to their prison visiting and complaints resolution activities the Inspectors completed 17 full investigations of significant prison incidents during 2008/09, all of which related to deaths in custody. 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 other prisoner related incidents and allegations. Seventy-three such monitoring reviews were carried out during the year. This represents an increase of 50 percent in this area of work.

The most consistent areas of concern arising out of the investigations and monitoring assignments carried out by the Inspectors during 2008/09 remain as reported last year. They are:

- the need for staff to carry out an adequate level of supervision, observation and routine security checking of prisoners;
- the need for managers to maintain an adequate level of monitoring to ensure that staff are supporting the Department's objectives, and that their day-to-day work practices are in accordance with instructions;
- the need for assessing staff to carry out an adequate level of cross matching of information when completing prisoners' risk of self-harm assessments; and
- the need for staff to report all incidents in a timely fashion, and for reports to be submitted by all staff who are involved in an incident.

As with the matters arising out of the Inspectors' complaints activities and routine visits, the areas of concern noted in most investigation reports are the subject of adequate and well-proven systems, instructions and procedural requirements. The issues identified continue to reflect isolated instances of non-compliance in practice with those systems. That they remain of concern is indicative of a continuing need for refresher training and effective staff supervision rather than any major concerns with the systems themselves. Nonetheless, Prison Services' Policy and Procedure Manual remains under ongoing review in order to improve clarity and reinforce key expectations. The Inspectorate maintains an ongoing involvement in the consultancy phases of this project.

Conclusion

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

It cannot be stressed enough that corrections is and will remain a difficult and potentially dangerous environment to manage and to work in. 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. It is tempting for operational management in these conditions to develop a resistance to negative review findings. In contrast to the previous years the Inspectorate has noted a significantly less positive response to its findings, recommendations and observations during 2008/09.

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 the majority 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 reducing incidence of justified complaints to the Inspectorate throughout the year.

Corrections, however, is and will remain by its very nature, a fragile environment. There will be an ongoing need for the Department to remain adequately resourced at both operational and support levels, to cope with the rapid rises anticipated in both prison and community-based sentence numbers in the foreseeable future.

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

Reports on the processes and systems in place to supervise and control the monitoring of prisoner calls, including statistics on the proportion of prisoner calls monitored and the number and percentage of calls disclosed under section 117(1) and (2):

- to any person other than an employee of the Chief Executive;
- to an employee of the Chief Executive; and
- number of proceedings against a person for a disciplinary in which a recording of any of those calls was used in evidence.

Monitoring prisoners' telephone calls is a key step in preventing crime. Legislative authority for the Department to monitor prisoners' telephone calls is provided under sections 111 to 112 of the Corrections Act 2004. The Prisoner Telephone Monitoring System was first introduced in 2007 with the purpose of increasing public safety by making it easier to prevent, discourage, detect, investigate and prosecute offences that involve prisoners. It is an important part of ensuring offenders are not committing or organising criminal activities from within prison.

During 2008/09, the Department completed implementation of all systems across all prisons and recruited staff to monitor prisoners' telephone calls and collect crime prevention intelligence so that appropriate action could be taken. Between 1 July 2008 and 30 June 2009, 1,318,041 calls were made by payphones in prison. Of this number 18,477 calls were monitored by intelligence staff (1.4 percent). This figure can include repeats of the same call which is often the case due to difficulty in hearing/understanding call content, the requirement to transcribe the calls and for peer reviews.

Three hundred and fifty six internal and external disclosure reports were completed and entered into the Secure Intelligence Database. There is no ability to capture the specific results from the disclosure reports, 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 several exclusions of visitors and 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.

The Department's progress in reducing drug and alcohol use by prisoners is reported on pages 15, 16 and 97 of this Annual Report.

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 S171(2) and (3);
- a summary of reports made to the Chief Executive under S172(2)(b); and
- a summary of actions taken in relation to the operation of security contracts as a result of matters raised in any report forwarded.

Chubb New Zealand has met all the obligations in its contract with the Department (through to December 2008) and provided monthly reporting outlining performance measures such as task numbers, escapes, releases in error, prisoner deaths, prisoner injuries, complaints, staff personal grievances and disciplinary actions.

First Security was awarded the prisoner escort and courtroom custodial contract in December 2008. First Security has met all the obligations in its contract with the Department and provided monthly reporting outlining performance measures such as task numbers, escapes, releases in error, prisoner deaths, prisoner injuries, complaints, staff personal grievances and disciplinary actions.

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 S214(2) and (3);
- a summary of reports made to the Chief Executive under S215(2)(b); and
- a summary of actions taken in relation to the management of contract prisons as a result of matters raised in any report forwarded.

No prisons were operated under contract during 2008/09.

APPENDIX 5: REPORT UNDER SECTION 15A OF THE PAROLE ACT 2002

The Department is required to provide additional reporting at the end of each financial year under the Corrections Act 2004 and under the Parole Act 2002.

Electronic monitoring is applied to the community-based sentences of home detention and community detention and can also be a special condition of parole or extended supervision orders. Electronic monitoring services are provided by a contractor (Chubb New Zealand) who is responsible for monitoring and responding to electric alarms. Community Probation and Psychological Services staff manage both the offender and the interface with the electronic monitoring company to ensure offenders comply with their monitoring conditions.

Electronic monitoring equipment comprises a transmitter installed on the offender's ankle that communicates via a continuous radio signal with a base unit installed in the offender's residence. If the offender:

- leaves the confines of the premises;
- does not return to the property at times when he/she is required to be at the premises; or
- interferes with the equipment;
- the base unit transmits an alarm to a central monitoring centre. The monitoring centre then activates the appropriate response to the alarm including advising the offender's supervising Probation Officer.

Prior to recommending electronic monitoring, the Department considers the suitability of the offender's proposed address and assesses the safety and welfare of any occupants proposing to reside with the offender. In all cases the other occupants in the premises must consent to having an offender who is subject to electronic monitoring residing with them.

Section 15(a) of the Parole Act 2002 does not include residential restrictions; therefore the volumes affected by this provision are very small. During 2008/09, 13 offenders were subject to electronic monitoring, with an average of eight during the year. The average duration of this monitoring was nine months. Sixty-nine percent (nine of the 13 offenders) were, while subject to electronic monitoring (other than as a standard detention condition while on home detention), convicted for a breach of the condition, or convicted of another offence.