

## COTA Reports Recommendations Update

Prison	Recommendation	Response
Tongariro	Wherever practicable every effort be made to provide suitable employment for the prisoners located in the Units.	Tongariro Prison is now a working prison and aims to deliver 650,000 hours of meaningful activity to prisoners in 2017. The prison operates eight industries: farming, carpentry, catering, grounds maintenance, painting, horticulture, forestry and engineering. Apiculture and recycling will also be introduced in 2017. The prison will also expand its relationship with the Department of Conservation and investigate new opportunities to work together on key conservation projects. There are eight treatment programmes offered to support rehabilitation and reintegration into the community on release. There are also literacy, numeracy and other learning programmes to suit the varying needs and capabilities of offenders.
Auckland	Disability adaptations need to be fitted in the showers.	The shower facilities in this block have had regular maintenance, including daily cleaning and painting as required, however, this facility is coming to the end of its usable life. The Department is developing a new maximum security block.
Auckland	A cleaning schedule needs to be enforced on the units. This should include a daily collection of rubbish from outside the house blocks.	Rubbish is removed from around D block a minimum of once a week to ensure the facility remains safe and sanitary.
Auckland	Serious consideration should be given to the introduction of a purpose built management unit at the Prison.	The Separates unit has been demolished rather than refurbished as part of the wider development of this facility. Segregated prisoners are now housed in the new Management Unit.
Auckland	Priority should be given to the fitting of shelter areas and modesty screens to the D block yards.	The fitting of shelter areas and modesty screens to D block yards was included in the planned facility work for Auckland Prison. Both upgrades have been completed for some time.
Auckland	Some suitable furniture needs to be located in the ARU day room.	The Principal Corrections Officer and the Residential Manager of the ARU considered the different options for the most appropriate furniture for the ARU day room. This included an assessment of the risks associated with the different options and the development of mitigation strategies. We have soft furnishings (bean bag) in the day room and we are in process of painting this room. Depending on the risk an individual prisoner may pose at the time, we deploy articles like balls, games, books etc. Introduction of a fish tank outside this window is in place and we are continuing to look for any other options that help to have a positive stimulus with prisoners.

Auckland	The SNU needs to provide a therapeutic regime modelled on the local mental health facility. The regime needs to be staffed with appropriately qualified occupational therapists or instructors and supported by custodial staff. This regime should be based on assessed needs.	The Department has intensified its focus on the management of the mental health needs of prisoners and continues to work with other agencies to ensure a high standard of care is provided. Weekly multi-disciplinary meetings are established and well embedded in the Special Needs Unit. The focus of these meetings is on prisoner and information sharing to ensure all relevant matters are considered in determining the approach for the management of a prisoner with mental health needs. Staff in this unit are supported by Psychology Services who provide fortnightly training. Staff feedback has been positive and this additional support is valued by case managers and custodial staff managing these prisoners. Staff also engage in fortnightly debriefing sessions which provide an opportunity to raise any specific concerns staff may have as a result of their dealings with prisoners with mental health issues.
Auckland	Unless staff training or unit meetings are taking place, prisoners should be unlocked on a Friday afternoon. This needs to be closely monitored by the Prison Manager.	Prisoners are unlocked on Friday afternoons unless staff training or unit meetings will be taking place.
Auckland	The quality of the sandwich preparation needs to be improved	Additional training was provided to the prisoners employed in the sandwich preparation area and regular random checks undertaken to ensure compliance with the expected standard of sandwiches.
Arohata	The practice of using the outdoor shower facilities in the secure cells needs to cease until such time as a solution can be found to rectify the issue of prisoners' privacy.	The outdoor shower facilities are no longer used and new shower facilities were built in 2013.
Arohata	Fergusson, Probation, Reeves and the Drug Treatment Units need to be refurbished, including the shower facilities. Some extra or a bigger communal area(s) needs to be incorporated in the refurbishment.	<p>The Department has demolished three of the units identified as requiring refurbishment. These units were at the end of their usable life.</p> <p>The Department prioritises requests for maintenance and upgrades of our facilities. Projects addressing capacity and critical infrastructure across the whole prison estate have taken priority over some regularly planned maintenance activities, such as work to the Arohata drug treatment unit (DTU). Over the past five years projects such as enhancements at Northern Region Corrections Facility, Spring Hill Corrections Facility and Otago Corrections Facility and upgrade of units at Whanganui Prison and Invercargill Prison have taken priority. Painting of the DTU at Arohata is planned to be completed in the first quarter of the 2017/18 financial year.</p>

Hawkes Bay	As a matter of priority, that the Prison address the current issues round the lack of privacy and confidentiality for prisoners during the reception screening process, and the Department give urgent consideration to the replacement of the RO.	A new receiving office was completed in 2014 and includes improved security measures, a search booth, ten cells, an interview room, a staff base and storage for prisoner property. This new facility enables staff to manage prisoners more effectively when they enter and leave the prison.
Hawkes Bay	The separates area needs to be redecorated	The Separates area was repainted in 2012 as part of the Department's scheduled maintenance programme.
Rimutaka Upper Prison	The Prison Manager should reinforce the P.C.O1 complaint process with managers and staff to ensure prisoners have the opportunity to make a complaint without fear of repercussion or reprisals.	A follow-up visit was completed by the Office of the Ombudsman under the Crimes of Torture Act 1989 in September 2013. At that time all recommendations had been achieved.
Rimutaka Upper Prison	In keeping with all the other units in the Prison, the Upper Prison cells should have curtains.	Done
Rimutaka Upper Prison	The majority of the mattresses in the Units need to be replaced and there should be an auditable renewal process in place.	Done
Rimutaka Upper Prison	The shower facilities in the Units need to be upgraded without delay.	Done
Rimutaka Upper Prison	Exercise yards should have sufficient seating for the number of prisoners using them.	Done
Rimutaka Upper Prison	Prisoners should not be locked in their cells if they decline to go outside, or if exercise has been cancelled because of inclement weather	As a result of the current prison population, the Upper Prison at Rimutaka is operating as a facility for female prisoners. There is no contact between male and female prisoners at Rimutaka Prison. The Upper Prison is operating an 8am to 5pm regime of unlock and there have been very few lockdowns between these core routine hours.

Rimutaka Upper Prison	There needs to be greater opportunities for prisoners to associate / have recreation in the Units, other than at meal times. This should include access to the gymnasium and library facilities.	The gymnasium in the Upper Prison is now being used regularly. Table tennis tables are in the gym as well as a variety of sport balls, yoga mats, medicine balls and weight bags. The library is fully operational and continually expanding. Access is regular and ongoing. Additional recreational activities such as meditation, yoga classes, varying craft classes are also being investigated with bids being put forward as part of the women's strategy. Staff led initiatives are also being investigated as to efficacy, especially in terms of craft initiatives.
Rolleston	Cameras should not cover the toilet area in the separates cells.	<p>Corrections takes the matter of prisoner dignity and privacy seriously. All possible steps are taken to ensure that privacy is provided where it is possible and appropriate. Our paramount concern is to manage prisoners in a safe environment. Cameras are used in accordance with the Corrections Act 2004 and Corrections Regulations 2005, which state that sentences must be administered in a "safe, secure, humane, and effective manner."</p> <p>Concerns about privacy in safe cells must be secondary to the risk posed to a prisoner's life. The ability of staff to remotely observe prisoners in safe cells has meant that on numerous occasions they have prevented a potential prisoner suicide or self harming incident.</p> <p>For secure cells, camera footage is an important tool in order to provide evidence of a prisoner's actions and to protect staff from unfounded allegations.</p> <p>Installation of privacy screens around the toilet area in the secure unit cells is not accepted as a recommendation because Corrections deems this would not be consistent with safe custodial management.</p> <p>Corrections is undertaking a review of the use of CCTV in prisoner's cells in the ARU, and is inviting the Ombudsman to examine options for greater privacy.</p> <p>(Note: comments about cameras related only to safe or at-risk cells, and secure cells, not mainstream cells. At-risk or safe cells are used for prisoners at risk of self-harm or suicide.</p>
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Rolleston	A robust system should be put in place to ensure all documentation related to prisoners placed in a separate cell, on segregation and following a use of force incident is completed to the required standard.	Prisoners are not held for extended periods of time in segregation at Rolleston Prison as the site does not have segregation cells. Prisoners are held while transfers can be made to another facility. Previously the segregated paper work has accompanied the prisoner to the new site and it is then entered on the new sites register. Following the COTA team's visit and recommendations , Rolleston Prison has implemented a segregation register, which will be maintained to Prison Operations Manual (POM) standards .
Rolleston	Separates cells should be decommissioned and replaced with cells that are fit for purpose.	All separates cell block areas were repainted in September 2016 and ongoing maintenance is carried out as needed.
Rolleston	All staff should be up-to-date with mandatory training requirements.	All staff are now up to date with core training and the Prison Director is monitoring this to ensure it is maintained.
Rolleston	The complaints process should be displayed in all areas of the prison; including contact details for the Prison Inspectorate and Office of the Ombudsman.	All unit prisoner notice boards and control rooms now have the latest POM prisoner complaints notice laminated and displayed. The notices explain how prisoners may contact the Corrections Inspectorate and the Office of the Ombudsman . All out of date information has now been removed
Rolleston	Emergency call buttons should be fixed in the showers in Rata Unit.	The Prison Director investigated the practicality of installing alarms in the shower area, however, this was not deemed to be a practical solution and risk of injury to prisoners is instead mitigated through careful staff monitoring.
Rolleston	A sufficient supply of underwear should be available for all prisoners.	The Prison Director has reported that the prison will order a wider range of sizes from the supplier and arrange for the stock levels to be proactively managed. In an exceptional instance where a size is unavailable, the site can source the underwear locally so that the prisoner can receive the underwear in a timely fashion.

Rolleston	The Department should consider reviewing the items available on the P119 with a view to offering healthier choices. Ideally, prisoners should be part of this review process.	The Department is in the process of implementing a national contract for P119. Once the contract is implemented, the Department will review the list of items available with a view to adding healthier options.
Rolleston	Information kiosks should be in working order.	New information kiosks have been installed in all units at Rolleston prison.
Rolleston	Access to dental services needs to be enhanced.	<p>The Director Offender Health has investigated waiting times for dental services at Rolleston Prison and has found that the four month period was caused by a large influx of requests at the time of the COTA investigation. This waitlist was therefore higher than usual for Rolleston Prison. The current waiting time for non-urgent dental care at Rolleston Prison is less than one month.</p> <p>Rolleston Prison has been able to facilitate dental care for prisoners through the Oral Health Services at Canterbury District Health Board. This process will be used for prisoners requiring more urgent attention when appointments are not available within the contracted hours offered by the service provider at Rolleston Prison.</p>