

Office of the Chief Inspector

Follow-up Inspection Report

Borallon Correctional Centre

August 2010



1 BACKGROUND

- 1.1 The Borallon Correctional Centre was subject to its first Full Announced Inspection (against the *Healthy Prison Standards* as detailed in the Queensland Corrective Services Healthy Prisons Handbook) in January 2009¹. The inspection report was published in July 2009. The Centre received an overall rating of two meaning that:

The Centre is performing well against the Healthy Prison Test. There is good performance across most areas/outcomes. There are some weaknesses but either they are not considered significant or they exist only in a small number of areas.

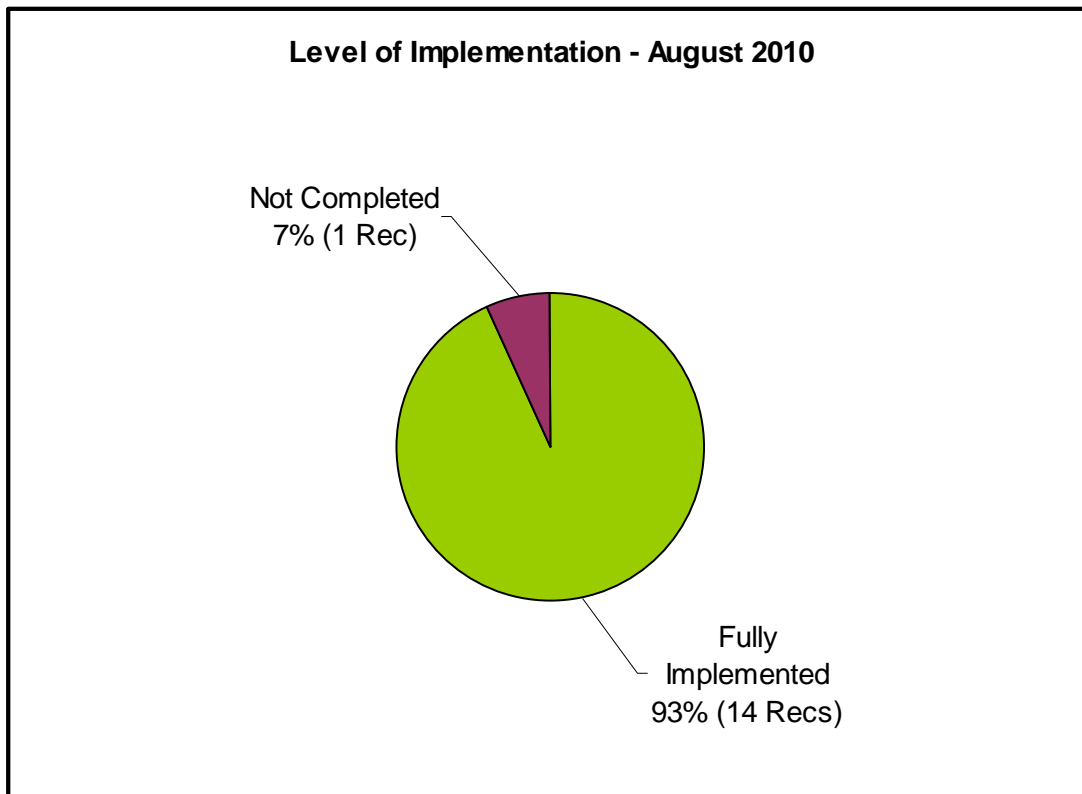
- 1.2 Sixteen recommendations for improvements were made in the report which were broken down into the following priority ratings:
- 2 high recommendations;
 - 12 medium recommendations; and
 - 2 low recommendations.
- 1.3 As is currently the practice, the Office of the Chief Inspector (OCI) carries out Follow-up Inspections of a correctional centre approximately 12 months after the Full Announced Inspection Report is published to examine and report on the progress the centre has made in relation to the implementation of recommendations.
- 1.4 As part of the follow-up process, a centre is asked to submit a folder of evidence which details a documentary response to demonstrate the implementation of each recommendation. Inspectors review this material, review prisoner information contained on the Integrated Offender Management System (IOMS) and also attend the Centre to examine evidence of the implementation of the recommendations on the ground.
- 1.5 Only high and medium recommendations are examined by Inspectors. Inspectors do not measure the implementation of low priority recommendations.

2 SUMMARY OF FINDINGS

- 2.1 On 15 July 2010 and 3 August 2010, the OCI undertook the Follow-Up Inspection of Borallon Correctional Centre. The Inspectors were impressed with the presentation of the Centre. They also found that the general atmosphere was positive and staff were openly prepared to be engaged about all aspects of the operation.

¹ The Centre had previously been inspected by the Office of the Chief Inspector in 2006 but under a different methodology.

- 2.2 As part of the follow-up, the Inspectors reviewed a number of areas of the Centre's operation, with particular attention given to the areas of prisoner supervision, movement and access, staff training and offender management processes.
- 2.3 The Inspectors were pleased with the progress that has been made in relation to the implementation of control mechanisms placed around prisoner movement and saw a general improvement in the area of supervision. These improved practices have obviously contributed positively to the overall reduction in the total assaults in the centre. The Inspectors applaud these initiatives and would expect an even greater reduction in assault rate as the Anti-Violence Procedure is fully implemented into the centre practices.
- 2.4 The Centre was able to demonstrate an overall improvement in the currency of staff accreditation. In speaking with staff it was obvious that staff training was being given a higher focus in the Centre than in previous times. The level of momentum given to staff training should see an overall improvement in the figures in the future as the inspectors remain concerned that some areas such as CPR, Control and Restraint and Basic First Aid, remain at a lower level than that which is preferred.
- 2.5 In the areas of offender management planning, assessment and review, the Inspectors found that there had been overall improvement in the quality of the assessments and information inputted into the documents.
- 2.6 The Inspectors were also able to observe considerable improvement in the facilities for the visitors to the Centre with further enhancement expected when the current training centre is converted to a Visits Processing and waiting area.
- 2.7 A schedule that details each recommendation and Inspectors' findings as at August 2010 is attached. The chart below details the level of implementation of recommendations as at August 2010.



2.8 Inspectors determined that 1 recommendation had not been adequately addressed and required further work. This is as follows:

Rec 10: The Centre develops an activities program for elderly and disabled prisoners including an assessment prior to engaging in physical activity.

3. RECOMMENDATIONS:

3.1.1 It is recommended that the Centre take steps to implement those recommendations identified by Inspectors as unimplemented.

Borallon Correctional Centre Full Announced Inspection Response to Recommendations

REC #	PRIORITY	RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
1	Medium	The Placement Needs Assessment process is reviewed to ensure that sufficient information is provided to support quality decision making in regard to placement.	<p>Completed.</p> <p>The Centre provided a copy of a Security Classification and Placement document, a Placement Needs Assessment and a Segregation Review Panel Form. Inspectors have undertaken a review of SPA documents on IOMS and found there was an acceptable improvement in both quantity and quality of information available for the decision maker.</p>
2	Medium	The Centre develop an emergency contingency plan to be utilised in the event that it is required to accommodate a prisoner/s with a significant disability or mobility difficulty.	<p>Completed.</p> <p>The Centre provided a copy of a draft procedure for Evacuation - Code White that contained a paragraph on the evacuation of prisoners with a disability. The procedure will now be submitted to Custodial Operations Directorate for approval. The OCI is aware that the Directorate is currently working on an Agency procedure so approval may be delayed.</p>

3	Medium	<p>The Centre implement a Cell Property Sheet for each prisoner detailing what prison issue property and private property is approved.</p>	<p>Completed.</p> <p>The Centre provided a copy of the Project & Action Plan for Prisoner Property Review and a copy of the Issued Property Inventory form. Cell property sheets are able to be printed on request and a process has been put in place that the property sheet is downloaded prior to a cell search.</p>
4	High	<p>That the Centre investigate and implement strategies to mitigate the risk of prisoners becoming victims of standover and assault and where victims are identified ensure that alternatives, such as mediation, are exhausted prior to consideration of transfer of victims or perpetrators.</p>	<p>Completed.</p> <p>The Centre provided its Borallon Anti-Violence Procedure dated April 2010 which is a very comprehensive document on the management of bullying behaviour.</p> <p>The Centre also advised that they had implemented total movement control and the securing of all areas during the normal core day.</p> <p>Inspectors have noted that there has been a decrease in the rate of major assaults (prisoner on prisoner) but an increase in the rate of minor assaults (prisoner on prisoner). Overall there has been a decline in the number of total assaults in the Centre.</p>
5	High	<p>That the Centre takes immediate action to improve practices in relation to prisoner supervision.</p> <p>These include:</p> <ul style="list-style-type: none"> • [REDACTED] • [REDACTED] 	<p>Completed.</p> <p>The Centre provided advice that the staffing level that has been agreed with the Agency has been risk assessed and believes that adequate resources are in place in the accommodation units. They also advised that they have placed two additional officers in two accommodation blocks.</p> <p>The Centre further states that they have now in place controlled movement into the gymnasium and the</p>

6		<ul style="list-style-type: none"> • reviewing unlock practices to ensure a clear line of vision during periods of unlock; • reviewing the practice of having cells unlocked during Centre unlock periods; and • reviewing the use of the 'Open Campus' style of management of prisoner. 	<p>library. Open campus practices have been removed on weekend and during the core day. The Centre also provided a copy of a procedure for doubling up of offenders in single cell accommodation. The Inspectors observed major improvements in the overall control, movement and supervision of prisoners. Inspectors were able to confirm that the open campus practice for the management of prisoners is no longer in operation.</p>
6	Medium	<p>The Centre reviews the facilities available for children and visitors including access to vending machines.</p>	<p>Completed.</p> <p>The Centre advised that they had installed Smart card and tea and coffee had been made available. During the Inspection the visits area was observed to be greatly enhanced. Tea, coffee and hot chocolate are available free of charge. A tray of fruit is also available for each visit session. Prisoners are able to purchase ice creams through prisoner trust account expenditure forms. There are also three vending machines available that sells chips, chocolates, biscuits and a range of soft drinks. These machines operate with smart cards either purchased by the visitor or by the prisoner. A new children's play area is available, as well as high chairs and bouncinettes and a baby change area.</p>
7	Medium	<p>The Centre reviews the information available to visitors by way of posters and the information booklet to ensure that it addresses all relevant information including:</p> <ul style="list-style-type: none"> • provision of information to staff concerning potential at risk prisoners; and 	<p>Completed.</p> <p>The Centre provided a 2008-2009 Visits Information Booklet and advised that new signs had been posted in line with new legislation and procedure. There were no signs provided as evidence.</p>

		<ul style="list-style-type: none"> • visitor suspension/banning and the review process. 	<p>The Visits Information Booklet briefly mentions on page 6 that any visitor or prisoner who fails to maintain an acceptable level of behaviour, after being cautioned, will have their visit terminated and their visiting privileges will be reviewed.</p> <p>There are posters available in a number of locations including on entry to the Centre and within the visits area. These posters advise visitors of the approval and review process and alerts them to communicate any prisoner well-being concerns.</p> <p>Completed.</p>
8	Medium	<p>Blue envelopes are placed within all units so prisoners do not have to personally request them from staff.</p>	<p>During initial inspection it was found that blue envelopes were not freely available to prisoners without requesting them from staff. This was raised by the Inspectors with Management and they committed to rectify the situation.</p> <p>During a subsequent visit on 3 August 2010 it was observed that in one block that blue envelopes were freely available and in the other the staff were in the process of making them available.</p> <p>Low - not reviewed by Office of Chief Inspector</p>
9	Low	<p>The Centre reviews the contents of the library with a view to identifying texts which would enhance the range of suitable books available to prisoners and include the purchase of some audio books.</p> <p>The Centre develops an activities program for elderly and disabled prisoners including an assessment prior to engaging in physical activity.</p>	<p>Not completed.</p> <p>The Centre provided advice that they were developing a concept document for the activity needs of the elderly and disabled prisoners.</p> <p>However at the time of the Inspection there had been no implementation of any programs tailored to suit the needs of older and disabled prisoners.</p>
10	Medium		

11	Medium	That the Centre reviews its training schedule to ensure compliance with the need for staff to be re-accredited within the prescribed timeframes.	<p>Completed.</p> <p>The Centre provided the Staff Passport and advise that training had now been set aside for Wednesday and a strategy was in place to monitor currency of accreditations.</p> <p>The Centre has made a substantial commitment to facilitating staff training for reaccreditation. They have instituted sound bring up systems and a schedule of classes for the next 12 months.</p> <p>The figures for current staff accreditation has improved since the previous inspection. However Inspectors would like to see an increase in the percentage of current accreditation in the areas of CPR, Control and Restraint and Basic First Aid.</p>
12	Medium	The offender management review panel provide verbal advice regarding the appeal of classification and placement process.	<p>Completed.</p> <p>The Centre provided advice that the prisoners are provided with a copy of the verified SPA which documents they have 7 days to lodge an appeal. They also provided copies of Acknowledgement Sheets that demonstrated that prisoners sign on receipt of the document.</p> <p>Inspectors checked IOMS and confirmed that notations were in place that indicated that the prisoner had received SPA documents and advice had been given regarding appeal options.</p>
13	Low	The Centre undertakes a review of deportees to assess their suitability to remain classified low security.	Low - not reviewed by Office of Chief Inspector

14	Medium	Relevant staff interview prisoners prior to their OMP-R and SPA as per procedural requirements.	Completed. The Centre provided a sample of completed Education and Programs Plans. From discussion with prisoners it appeared that prisoners are spoken to prior to the planning meetings.
15	Medium	The Centre develops targeted processes in consultation with the Offender Intervention Services Directorate to ensure an improvement and consistency in the recording of assessment information and the quality of analysis in recommendations and decisions contained in SPAs, Protection Needs Assessments, ERAs and OMP-Rs.	Completed. The Centre provided an action plan for whole of sentence planning and a number of report templates. It was evident to the Inspectors that the level of detail and the quality of analysis of various sentence management assessments and reviews had improved.
16	Medium	The Centre implements a collaborative planning regime that includes Throughcare, Education and Offender Management staff incorporating education, employment, transitions, criminogenic programs, general planning needs and resettlement needs into a comprehensive whole of sentence plan for each relevant offender at every review.	Completed. The Centre provided an action plan for whole of sentence planning. Inspectors reviewed a number of SPAs on IOMS and are satisfied that there was a comprehensive planning regime in place that encompasses all relevant areas.