



**COMMONWEALTH
SECRETARIAT**



Evaluation Report

Commonwealth Regional Training Workshop for Heads of Prisons and Prison Training Institutions

Heritage Park Hotel, Honiara

3 - 8 June 2012

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Introduction

The Commonwealth Secretariat Human Rights Unit (HRU) has engaged Penal Reform International (PRI) to:

- Review and improve a Human Rights in Prisons training manual;
- Deliver a first regional training workshop to pilot the training material;
- Undertake further refinements to the manual based on the inputs from the workshop; and
- Deliver a further regional training workshop using the finalised manual.

PRI delivered the first regional training workshop in Honiara, the Solomon Islands, from 3 – 8 June 2012.

Participants

Participants were selected by the Correctional Departments of the 10 countries of the Pacific region, with criteria provided by HRU in consultation with PRI. Three participants from each country, with an appropriate gender balance, were requested.

The final participants came from 8 countries (Australia, Kiribati, Nauru, Papua New Guinea, Solomon Islands, Tonga, Tuvalu and Vanuatu) and numbered 23, including 8 women (see Annex I below for participants' list). Participants included Commissioners of Prisons, Deputy Commissioners, prison sergeants, police personnel and others associated with Correctional Services.

The mix of participants that included the presence of both senior officials and those from a lower level meant that participants were initially hesitant to interact with each other and speak their mind with facilitators. However, from day 2 onwards, and as a result of active encouragement from the lead trainer, this interaction improved and participants began presenting their points and actively contributing to group work.

Training Team

The training team was led by international expert **Dr. M.R. Ahmed**, who has 32 years experience as a professional prison officer in India, including as Deputy Superintendent of Jails and Additional Inspector General of Prisons, and is currently the Director of the Academy of Prisons and Correctional Administration in Vellore. Dr. Ahmed was supported by PRI Executive Director, **Alison Hannah**, a lawyer by training and a regular resource person for PRI at capacity building events. Logistical and organisational support was provided by HRU staff, Amna Jatoi and Carolyn Budd.

The training was designed by a team from PRI's Head Office including Nikhil Roy (Programme Development Director) and Becky Randel (Research Assistant) with inputs from the training team and approved by HRU.

Objectives

Objectives of the training were:

- To increase the knowledge and awareness of participants on international human rights standards in the context of prison management;
- To sensitise officers on their role in the promotion and protection of human rights and encourage them to apply international human rights standards and practices in their daily operational activities;
- To equip the delegates to share knowledge gained on human rights with colleagues; and
- To assist correctional training institutions to adopt a rights protection approach to prison management in accordance with internationally accepted human rights standards and practices.

In order to properly tailor the training to the needs and experience of participants and to country context, a pre-workshop questionnaire (Annex III) was sent requesting information regarding any previous training they may have attended (in human rights and other topics), the challenges and constraints they face in their work and their knowledge of human rights standards. The questionnaires were returned to the HRU team and answers circulated to the training team and fed into the agenda.

Content of the Workshop

The agenda for the workshop was developed by PRI's head office team in consultation with the training team and with inputs and suggestions from the HRU. See Annex II for a copy of the full agenda.

The agenda was based around the Commonwealth Manual on Human Rights Training for Prison Officials (produced as part of the project with HRU) and included all issues relating to the human rights of prisoners and their application in Correctional Administrations. Additional examples of best practice and real-world experience were brought by the training team.

The workshop focused around a series of lectures with time allotted for group work around each of the topics in order for participants to apply and discuss the knowledge learnt and issues raised. Although a prison visit had not been planned in advance, it was later arranged by HRU and took place on the morning of the fourth day, which provided a good experience for the participants, allowing them to learn various practices and procedures prevailing in the high security prison of the Solomon Islands and to further identify how the knowledge learnt could be put to use in concrete situations.

Detailed description of workshop content

During the preliminary session held on the evening of Sunday 3 June, expectations of the participants for the training were obtained, and were as follows:

- Sharing of learning;

- Increase knowledge of how to deal with prisoners according to international standards;
- Increase knowledge of specific issues such as health, rehabilitation, and juvenile offenders;
- To learn how to manage prisoners in ‘the right way’;
- To learn about human rights standards; and
- To share experience and learn about other countries’ experience.

As indicated by participants through the post-workshop evaluation (see below), these expectations can be said to have been met.

Day-1 of the training commenced with participants drafting ground rules for orderly conduct during the training workshop, facilitated by the 2 trainers, after which a short film, ‘Human Rights’ was shown. The following short lecture continued on the theme of the film and 3 important principles were highlighted: a person is sent to prison as a punishment and not for punishment; a person sent to prison does not become a non-person; and thirdly, a prisoner enjoys all the rights except those restricted by incarceration. The session was followed by a presentation on ‘Applicability of human rights in national contexts’ by Alison Hannah. The first module on ‘**Human Rights and Prisons**’ continued with a discussion on the importance of human rights and the need for human dignity, followed by discussions relating to conditions of detention, proper admission of prisoners, hygiene and the use of force. Module-2, “**Well being of Prison Personnel**” then discussed staff rights and responsibilities. Participants were formed into national groups to discuss the status of staff welfare in their countries and the need for additional measures for prison staff. (Some of the needs expressed by participants can be seen in Annex IV – a summary of notes written on flip charts from the week).

The first item for Day 2 was a review of the previous day’s proceedings, where participants put forward the key learning points from the previous day (the reviews from each day can be seen in Annex IV). Concepts of **physical, procedural and dynamic security** were discussed in Module 3 followed by an interactive plenary session and then group work, where groups presented current issues related to security in their services. The participants were especially impressed with the concept of procedural security and discussed the need for implementing it in their countries. In Module-4, ‘**The concept of a healthy prison**’, international standards and issues relating to torture prevention, control and punishment methods and complaint & inspection methods were discussed through an interactive lecture and discussion. The issues relating to health care, hygiene and diet were discussed by the lead trainer, and participants were then given the exercise of designing a checklist outlining the minimum requirements for a healthy prison (see Annex IV for checklists).

On Day 3, a formal opening ceremony was held where the Minister for Correctional Services, National Security and Police of Solomon Islands spoke, thanking HRU and

PRI for initiating and undertaking the training in the Pacific region, and explaining that the training would go a long way in improving the standard of the Correctional Administrations in the Pacific. The training then continued with a review of proceedings of Day-2 before moving on to Module-5, **Prisons as places of reform**, where good practices aimed at reducing recidivism including education, vocational training, reintegration, work and wages, prison farms and challenges in open prisons, contact with outside world and prison reforms were presented. Following an active discussion on these topics, a film on 'Open Prison in Rajasthan' was screened after which, a plenary discussion and group work was undertaken on the topic (see Annex IV for the groups discussions of ideas for rehabilitation measures in their prisons).

In the last session (Module-6) of Day-3, the facilitators discussed the issues relating to special category prisoners and the international standards, and policy, law and practice in the region with regard to **pre-trial detention**, including presentation of the PRI video, 'Path to Justice', which explores the paralegal system prevalent in Malawi. The video and concepts it discussed were well received by the participants.

After a review of Day-3 proceedings, Day 4 continued with Module-6, this time highlighting the issues relating to **women and children, life and long term prisoners and those under sentence of death**, where the international standards relevant to these categories of prisoner were presented and discussed along with law, policy and practice in the region. The participants worked in groups to go into more detail on the issues of special needs for pregnant women, women with children and children deprived of liberty. The participants felt that with the small number of women prisoners held, they needed special consideration. As a cultural practice the children of women prisoners are taken care of by their families, therefore the role of family is very important for addressing issues related to children of women prisoners in the region (more information on other points raised in the discussion can be seen in Annex IV). With regard to the issues relating to life convicts and death sentenced prisoners, participants discussed that currently these prisoners are denied parole except in the rarest of cases and that the opportunity for parole should be extended to these prisoners.

In Module-7, **emerging issues** for prison administrations were discussed. Delegates identified the need for alternatives to imprisonment and the problem of ageing prisoners, and discussed the changing patterns of crime and victim rights. Restorative justice is common to countries in the region and there is need to focus on victim rights.

On the final day **action plans** for making changes in participants' own work environment were discussed. Country-specific groups prepared action plans on important issues relating to their correctional systems such as health issues, vocational training, accommodation and women's issues, which were then reported back to the plenary session (more detail on the action plans can be found in Annex IV).

The training programme came to end with the evaluation of the workshop, closing remarks by Amna Jatoi from the HRU and the presentation of certificates.

Evaluation

Participants provided the following feedback at the end of the training workshop through a circulated feedback form.

1. *To what extent do you agree/disagree with the following statements (5=strongly agree; 1=strongly disagree – answers are an average of all participants scores)*

- a. *Subject matter was adequately covered: **score=4.82***
- b. *Content was what I needed to hear/learn: **score=4.91***
- c. *The programme was well paced: **score=4.77***
- d. *Materials were useful: **score=4.95***
- e. *Participants were encouraged to take an active part: **score=4.91***
- f. *The programme met my individual objectives: **score=4.91***
- g. *The programme was relevant to my job: **score=4.95***
- h. *I would recommend this programme to my colleagues: **score=5.00***

2. *Please rate the following (5=excellent; 1=poor)*

- a. *Meeting space: **score=4.71***
- b. *Meals and refreshments: **score=4.61***
- c. *Overall organisation: **score=4.71***

3. *Was the workshop length: **correct (88%); too short (6%); too long (6%)**.*

4. *Was there: **just enough participants (100%); too few (0%); too many (0%)***

5. *What are the three most important things you learned during the workshop?*

The most common answers indicated learning about:

Human rights for prisoners and their importance (11), different types of security in prisons (8), rights of prison personnel (5), and developing an action plan (4).

Less common, but mentioned were:

International standards (2), rehabilitation/reintegration (2), contact with the outside world/leave for prisoners (2), sharing ideas/experience with other Pacific countries (2), women/women with children (2), healthcare (1), paralegals (1), and the prison visit (1).

Comments from the Australian delegation were slightly more detailed and included the following: however developed one's system is there is always room for improvement; and even in a developed system with all the specialist support

available, resourcing is always an issue which only serves to magnify the importance of the role of the corrections officer and the role they can play at an individual level in service humanity by assisting the individual prisoners reduce reoffending which collectively makes communities safer and more humane.

Also mentioned were training elements such as: the training style of facilitators, the discussions and the training team's ability to answer questions, although these would fit better under answer no.7.

6. How effective was the training team?

Very effective (83%); Effective adequate (17%); somewhat adequate (0%); not at all (0%)

7. What contributed to your rating?

Participants mentioned the expertise and delivery of presentations by the training team, group discussions, sharing of participants' own experiences, the prison visit and the materials.

8. If you could change one thing about the training programme, what would it be?

Most participants indicated that they would change nothing from the training. Some mentioned the timings of the training including having lunch at midday, lessening tea breaks and the logistics that meant they didn't leave the Solomon Islands until two days after the end of the training. One requested more time doing exercises and one other mentioned sticking more rigidly to the planned agenda.

9. What suggestion do you have for improving the course?

Suggestions for improvement from participants included: a longer training in order to cover the topics in more detail (including one suggestion of an additional week), an ongoing annual human rights training such as this, to include and convince other countries to take part, more space in the conference room, more copies of the notes, exposure to practices in other parts of the globe through videos. A number of participants mentioned the need for this training to be undertaken in their individual countries and for more ToT style training so the course can continue.

10. Do you have any other comments? (comments given since the workshop can be found in Annex V)

"look forward for more trainings and hope my action plan will be fulfilled in future"

"it is so nice to attend and improve my knowledge and skills"

"excellent and useful" "special thanks to trainers and commonwealth office for their time and efforts in conducting this wonderful/useful training."

Hotel dinner was very expensive

“it is an excellent course”

“I really valued the experience and the time to think about the issues” – “I’m more than happy to make available any of the training resources to correctional organisations or those providing support both in a non-commercial manner” (Australia)

11. What is your overall rating for this course?

Excellent (94%); Very good (6%); Good (0%); Fair (0%); Poor (0%)

Each **individual workshop session was also evaluated.**

Workshop sessions are rated out of 5 (5=excellent; 1=poor) in content, delivery of presentation and exercises. Where additional comments were provided these are repeated here.

Module 1: Human rights and prisons

Content: 4.60

Delivery: 4.68

Exercises: 4.53

Comments: Important topic, time given was short, need of visual presentation, need more time for discussion

Module 2: Well-being of prison personnel

Content: 4.70

Delivery: 4.84

Exercises: 4.76

Module 3: Prison security

Content: 4.63

Delivery: 4.72

Exercises: 4.63

Module 4.a: Concept of a healthy prison; torture prevention

Content: 4.58

Delivery: 4.58

Exercises: 4.59

Module 4.b: Concept of a healthy prison; health and hygiene

Content: 4.65

Delivery: 4.63

Exercises: 4.61

Module 5.a: Prisons as places of reform; education, vocational training and work

Content: 4.65

Delivery: 4.63

Exercises: 4.65

Comments: Need a group work exercise, could have spent more time on this topic

Module 5.b: Contact with the outside world, reintegration programmes, preparation for release

Content: 4.65 Delivery: 4.72 Exercises: 4.69
Comments: More group working needed

Module 6.a: Special categories of prisoner: pre-trial detainees

Content: 4.65 Delivery: 4.74 Exercises: 4.69

Module 6.b: Special categories of prisoner: women and children

Content: 4.65 Delivery: 4.79 Exercises: 4.72

Comments: Need more video and case study

Module 6.c: Special categories of prisoner: life/long-term imprisonment and those on death row

Content: 4.60 Delivery: 4.74 Exercises: 4.76

Comments: Need more discussion

Module 7: Addressing new and emerging issues in prison management and treatment of prisoners

Content: 4.60 Delivery: 4.63 Exercises: 4.65

Comments: Group lost steam

Module 8: Action planning for making changes in your work environment

Content: 4.65 Delivery: 4.79 Exercises: 4.67

Comment: Need an example of action plan

Conclusions and discussion

Content: 4.59 Delivery: 4.75 Exercises: 4.80

Comments: Time allocated was short, need a ToT on HR

Recommendations for further improvement

Due to logistical issues regarding flights and the isolated location of the Solomon Islands, the lead trainer did not arrive until the Sunday afternoon, meaning the training team did not have the set aside time (1.5 days) to properly discuss and review the agenda and working methods together. This partly contributed to the agenda not being fully adhered to on Day 1 and part of Day 2. *It is suggested that the next training occur in a more easily accessible location and flights allow time for the training team to properly get acclimatised to the surroundings and be able to prepare together in advance of the training. It is suggested that the agenda be stuck to more*

firmly, whilst recognising that a level of flexibility is needed for the training to flow well.

It was initially hard to engage the delegates to actively participate in the plenary discussions, partly due to the style of the training, partly due to the attendance of both high level commissioners from the countries and lower level staff, and partly due to nerves of participants. However, encouragement from the lead trainer and increased use of group work meant that as the training progressed delegates grew more active in participation. In addition, the set-out of the room was not particularly conducive for enabling effective group work and at the next training, a selection of small tables spread around the room on which a mixture of participants can sit would be preferable. Participants also indicated the desire for increased group work in some of the modules. *It is recommended that in the next training, group work becomes more of a focus to allow for greater participation from Day 1 and that table/seating arrangement is set up appropriately to facilitate this.*

While all the material in the training is also covered in the Commonwealth Manual on Human Rights Training for Prison Officials, it would have been improved if trainers properly identified where the relevant information could be found in the Manual when discussing topics. While this improved as training progressed, *it is recommended that the training team use the Manual as more of a main focus in the following training workshop and that participants are encouraged to study it throughout the course of the week, either connected to relevant group work or as a study exercise to be done in the evenings.*

Various smaller points also need to be addressed:

- the length of the training and days needed to cover the material; *it is recommended that this be discussed between HRU and PRI to examine whether or not to change the length of the training.*
- the split of sessions between the trainers; *it is suggested that the future training have a more even split between members of the training team in delivery of the material.*
- icebreakers should be more focused on human rights to enhance the level of discussion and keep a continued focus on the topic throughout the training; *it is recommended that the icebreakers used in future trainings contain an element of human rights.*
- Evaluation forms for individual training sessions were given out at the end of each day but participants did not fill them in until the last day. *It is recommended that in future trainings participants return the filled in individual session feedback forms at the end of each day when the information is most clear in their mind.*

Annex I: Participant List



Participants List

Commonwealth Regional Training Workshop: Human Rights in Prisons Management

Sunday 3 - Friday 8 June 2012

Heritage Park Hotel
Honiara, Solomon Islands

Delegate 1	Delegate 2	Delegate 3
Australia		
Ms Carol Saville Director Workforce Planning and Development, South Australian Department for Correctional Services		
Kiribati		
Mr Atantaake Kaiea Tooma Assistant Superintendent Police Head Kiribati Police Training Centre Kiribati Police Service Office of the President	Mr Titera Tewaniti Assistant Superintendent of Prisons Kiribati Police & Prison Service Office of Te Beretitenti Kiribati Police & Prisons Services	Ms Beia Buren Randolph Senior Constable Kiribati Police & Prison Service Office of Te Beretitenti Kiribati Police & Prisons Services
Nauru		
Max-Oeidetego Kamtaura Senior Operations Officer	Mr Michael Ribauw Superintendent	Ms Cornellia Buraman Correctional Officer
Papua New Guinea		
Mr Martin Balthasar CS Commissioner CS Headquarters	Sergeant Joe Yamason Close Protection Officer (Security) Sergeant CS Headquarters	Superintendent Margaret Garap Manager – Administration Kerevat Correctional Institution
Solomon Islands		
Mr. Francis Haisoma Commissioner Correctional service of Solomon Islands,	Mr. Peter Ariki Learning and Development Coordinator Correctional Service Staff Training centre	Ms. Leah Alufo'oa Acting Chief Superintendent Director Finance and Administration Correctional Service of Solomon islands
Solomon Islands (cont)		
Maxwell Banyo Under Secretary Corrections	Mactus Forau Deputy Commissioner Operations	
Tonga		
Mr Sione Tu'ulau Falemanu	Kalavite Taufa	Vai Talikilangi Tonga

Commissioner of Prisons Tonga Prisons Department Ministry of Police, Prisons and Fire Services Tonga Prisons	Chief Prison Officer (From day 2 onwards)	Prison officer Class I
Tuvalu		
Mr Ken Toomu Sione Senior Warder Tuvalu Police and Prison Services (From day 2 onwards)	Ms Akoakoga Kalala Police Constable Tuvalu Police and Prison Services Office of the Prime Minister Tuvalu Police and Prison Service	
Vanuatu		
Mr Danstan Toa Senior Correctional Officer Vanuatu Correctional Service	Mr Daniel Tavoia Acting Manager Probation Correctional Services Department Ministry of Justice	Maina Arsen, Senior female correctional officer, Southern correctional service Ministry of Justice ; community and social welfare
Penal Reform International - Consultants		
Expert resource Person	Alison Hannah , Executive Director	
Expert resource Person	Riaz Ahmed , Lead Trainer	



AGENDA

**Commonwealth Regional Training Workshop for
Heads of Prisons and Prison Training Institutions**

Heritage Park Hotel, Honiara

3 - 8 June 2012

Pre-workshop Evening Session (Sunday 3 June)

Time	Session and Expected Outcome	Activity and Methodology	Mins	Facilitator
17.00	Welcome and Introductions <ul style="list-style-type: none"> Getting to know each other Team building 	Self-introductions Expectations exercise Getting started	60	AJ/AH/RA

Day 1 (Monday 4 June)

Time	Session and Expected Outcome	Activity and Methodology	Mins	Facilitator
09.15	Registration		15	CB/AJ
09.30	Starting the Workshop	Ground Rules	20	RA/AH
09.50	Module 1: Human Rights and Prisons <ul style="list-style-type: none"> Increased knowledge of human rights, key international standards and national provisions 	What are human rights Introduction and film	20	RA
		Human Rights and Prisons Short lecture	20	AH
		Exercise Applicability in a national context: review of key national provisions <i>working in national groups</i>	60	
11.30	Break			
11.45	Module 1: Human Rights and Prisons <ul style="list-style-type: none"> awareness of importance and need for human dignity 	Energiser In-depth look at International Standards: Maintaining human dignity <ul style="list-style-type: none"> Standards relating to conditions of detention Interactive plenary 	105	RA

13.30	Lunch			
14.30	Module 2: Well-being of Prison Personnel – Recommendations to improve staff well-being	Rights and responsibilities: • Interactive plenary session • National groups discussing improvements to staff well-being in national context	150	RA
17.00	End of Day			

Day 2 (Tuesday 5 June)

Time	Session and Expected Outcome	Activity and Methodology	Mins	Facilitator
09.00	Review of Day 1	Key learning points	10	
09.10	Module 3: Prison Security – Knowledge of how to make prisons secure places	Physical, Procedural and Dynamic Security • Interactive plenary session	110	RA
11.00	Break			
11.30	Module 3: Prison Security – Application of knowledge	Group Work • Question: Discuss the various ways in which dynamic security is being implemented. What, if any, changes are needed?	90	RA/AH
13.00	Lunch			
14.00	Module 4: The Concept of a Healthy Prison – Knowledge of international standards on torture prevention and instruments for monitoring	Energiser	20	AH/RA
		Torture prevention Control and punishment methods Complaints and inspection methods • Interactive lecture/discussion	25	AH/RA
14.45	Break			
15.00	Module 4: The Concept of a Healthy Prison – Knowledge of good practice in maintaining health and hygiene in prisons	Healthcare, Hygiene and Diet • Lecture: Good practice in prison healthcare	20	AH
		Group Work: • Designing a checklist outlining minimum requirements for a healthy prison	130	RA/AH

17.30	End of Day			

Day 3 (Wednesday 6 June)

Time	Session and Expected Outcome	Activity and Methodology	Mins	Facilitator
09.15	Opening Ceremony	Address by Government of Solomon Islands Address by Acting Head of Human Rights, Commonwealth Secretariat	20	AJ/MB
09.45	Tea Break and Group Photograph			
10.15	Review of Day 2	Key learning points	10	
10.25	Module 5: Prisons as places of reform – Identifying good practices aimed at reducing recidivism	Education, vocational training, work and wages, prison farms and open prisons • Lecture: Overview of good practices (including role of civil society) Video • Open prisons in Rajasthan Plenary discussion • What works in the region Group Work • Designing and setting up prison-based reform projects	20 10 40 70	RA/AH
12.45	Lunch			
13.45	Module 5: Prisons as places of reform – Understanding the importance and need for a reform-oriented penal system	Contact with the outside world, rehabilitation/reintegration programmes, Preparation for release Early release mechanisms • Lecture	20	RA

		Group work: • Gaps and challenges in the national contexts	60	
15.15	Break			
15.30	Module 6: Special Categories of Prisoners: Pre-trial detention – Understanding and addressing pre-trial detention issues	International standards Law, policy and practice in the region	30	AH/RA
		Video and discussion: • Path to Justice	45	AH/RA
17.00	End of day			
19.00	Evening Reception to be hosted by the Government of the Solomon Islands			
Day 4 (Thursday 6 June)				
Time	Session and Expected Outcome	Activity and Methodology	Mins	Trainer
09.00	Review of Day 3	Key learning points	10	
09.10	Module 6: Special Categories of Prisoners: Women and children – Improving the treatment of women and children in custody	International standards • Lecture: Key provisions, Bangkok Rules/Beijing Rules/Havana Rules	15	AH
		Discussion: • Law, policy and practice in the region	30	
		Group Work: • Addressing the needs of women (as a whole), pregnant women, women with children, and children deprived of their liberty.	65	
11.00	Break			
11.15	Module 6: Special Categories of Prisoners: Life/long-term prisoners and those under sentence of death – Addressing issues of concern for lifers and death row inmates	International standards • Lecture: Key provisions	105	RA
		Discussion: • Law, policy and practice in the region		
		Group Work		
13.00	Lunch			

14.00	Module 7: Addressing new and emerging issues in prison management and treatment of prisoners – Identifying issues of concern in the region	Interactive plenary	105	HRU (KM)/RA
15.45	Break			
16.00	Module 7: Addressing new and emerging issues in prison management and treatment of prisoners – Addressing issues of concern in the region	Group Work: • Identifying resources and systems to address new and emerging issues in prison management and treatment of prisoners	90	RA
17.30	End of Day			
Day 5 (Friday 7 June)				
Time	Session and Expected Outcome	Activity and Methodology	Mins	Trainer
09.00	Review of Day 4	Key learning points	10	
09.10	Module 8: Action planning for making changes in your own work environment – Tailored plans by country aimed at putting learning into practice	Group work	160	RA
11.30	Break			
11.45	Module 8: Action planning for making changes in your own work environment – Tailored plans by country aimed at putting learning into practice	Reporting back to the plenary	45	RA
12.30	Lunch			
13.30	Module 8: Action planning for making changes in your own work environment	Implementing changes Transferring knowledge back to colleagues		
14.15	Closing event	Closing remarks Evaluation of the workshop	45	HRU/AH/RA

		Certificate handout		

Annex III: Pre-workshop questionnaire

HUMAN RIGHTS TRAINING FOR PRISON OFFICIALS IN THE COMMONWEALTH

Pre-Workshop Questionnaire

This is an internal document aiming to assess participants' knowledge of penal systems and prison reform issues, internationally and in their own countries. The participant is invited to go through and provide information and/or answer questions to the extent that they are able. The objective of this assessment is to ensure that the upcoming training workshop is aimed at a level that is most beneficial to all the participants.

Please complete and email to c.budd@commonwealth.int by April 30, 2012

1. Name:
2. Job title:
3. Number of years' experience of work in the prison system:
4. Have you attended any previous training on Human Rights?

If yes, what sort of information did the training cover?

5. What other training have you attended?
6. Please tell us your objectives or expectations for the upcoming Human Rights training

Knowledge of Human Rights Standards and National/International Legislation/Practice:

1. What are the national sources of legislation and regulations that guide the working of prison facilities? Does national legislation and regulations comply with international standards, this in your opinion?
2. What do you know about the main sources of international human rights standards relating to the rights of people deprived of their liberty? How familiar are you with for example the SMR, OPCAT, Bangkok Rules and the Beijing Rules?

Your role in the prison system

1. What are the biggest challenges/constraints of your role?
2. How well do you feel you are supported in your role by the prison service/management?
3. What are the entry-level qualifications needed for the role?
4. Are there opportunities for career development within the prison service?

Prison conditions

1. What do you feel are the key challenges for good prison management in your country with regards to:
 - a. Assessment and sentence planning for prisoners, and treatment of pre-trial detainees
 - b. Physical conditions of imprisonment, including overcrowding

- c. Healthcare provision (including mental health)

- d. Education, work and rehabilitation / reintegration programmes

Monitoring and inspections

1. Is the prison facility you work in regularly monitored by any kind of inspection body?
If so, what kind of powers do they have?

2. What is the relationship between the inspection body and prison management?

Vulnerable Groups

1. Are there special measures in place for dealing with any of the following vulnerable groups: children, pregnant women, mothers with babies, minorities and foreign nationals, prisoners sentenced to life imprisonment, prisoners under sentence of death?

2. Are there any measures that you believe should be in place for these groups that currently isn't?

Challenging Issues

1. What do you see as being some of the new or challenging issues in your country with regards to the prison system or prison management? (for example, treatment of pre-trial detainees, privatisation of prisons; anti-corruption measures; etc).

**Thank you for taking the time to fill out this questionnaire.
Please send it to the email address at the top of the form.**

Annex IV: Summary of Notes Written On Flip Charts During The Weeks Training

Country information:

AUSTRALIA

Issues for staff

- Recruitment
- Rosters
- Skills development and training

Security

- Biometrics being introduced
- Video conferencing with courts being costed
- Considering accommodating prisoners in shipping containers
- Risk management and cell searches
- Need better communication with prisoners and case management

Gaps and challenges in rehabilitation

- Tight budgets and prioritising
- Mix of prisoners groups and cultural sensitivity needed for this
- Communication with courts
- Large distances across the states

KIRIBATI

Issues for staff

- Pay and conditions of service
- Resources
- Facilities and training
- Staff accommodation
- Staff safety and security
- Sharing toilets with inmates
- Health risk from TB

Security

- No fire extinguishers
- No training facilities

Gaps and challenges in rehabilitation

- Transport between islands is too expensive for family visits
- NGO involvement would be useful

NAURU

Issues for staff

- Young corrections service, how to develop staff, deal with turnover, shift lengths, developing the service
- Training
- Health

Gaps and challenges in rehabilitation

- Developing partnership with the education dept
- Outside agencies to help with skills development
- Extend the community service range
- More time for counselling services

PAPUA NEW GUINEA

Issues for staff

- Staff accommodation and white goods, maintenance, water and power

Security

- Focus more on dynamic security
- Have rehabilitation process and reconciliation processes
- 'Inmate helping inmate'
- Focus on spiritual change
- Welfare officers
- Renovation of prisons

Gaps and challenges in rehabilitation

- Distance between islands and difficulties in emergencies eg death
- No transport home on release
- Repatriation problems
- Resource centres in prison are needed
- More vehicles
- New community justice development

SOLOMON ISLANDS

Issues for staff

- Pay and conditions
- Resources
- Facilities and training eg. HIV
- Staff accommodation
- Staff safety and security
- Organisational culture and gender balance

Security

- Fencing improvements
- CCTV ,
- Case management in place
- Mobile phone problems
- Physical security checks
- No complaint boxes
- No weekend release system
- Little public awareness

Gaps and challenges in rehabilitation

- Implement weekly leave

- Community service review
- Involve prisoners in school outreach
- More land needed for developing services

TONGA

Issues for staff

- Finance, allowances, salary scales
- Lack of training
- Staff shortages
- Housing/accommodation
- Security of staff

Security

- Need fencing, metal detectors
- New correctional facilities needed
- Need kitchen
- Need restraint equipment
- Revision of procedures needed
- Lack good communication with prisoners

Gaps and challenges for rehabilitation

- Weekend leave and screening processes
- Arts and craft training for prisoners
- Community links and visits
- Community work
- Staff have control over TV and radio programmes

TUVALU

Issues for staff

- Pay and conditions
- Resources
- Facilities and training
- Staff accommodation, safety and security

Security

- Maintenance of accommodation
- Low perimeter, fence maintenance
- Resource issues

Gaps and challenges in rehabilitation

- legal provision for early release
- no phones for staff or prisoners
- life sentences without review
- No transport to take prisoners home on release
- Slow court procedures

VANUATU

Gaps and challenges in rehabilitation

- Similar transport issues

- Memorandum of Understanding needed with community stakeholders
- Difficult to create community programmes in the islands
- More staff needed for programmes

Rights of Prison Officers

- Health protection and medical care
- Training
- Adequate remuneration and accommodation
- Annual leave, promotion
- Safe working environment
- Recreation and welfare facilities
- Grievance and fair procedures
- Legal assistance, and compensation/insurance
- Employee welfare fund
- Respect, recognition and reward

Health Checklists – Good Practice

- Review screening procedure
- Medical screening on admission
- Mental issues to be referred to medical officer on reception
- Medical regular checks – every 2 weeks/monthly
- Doctor to visit twice a week
- Emergency escort arrangements
- Medical officer to advise inmates
- Prison officer to refer prisoners to medical officer
- Medical officer to have authority to prescribe drugs or treatment
- Standards for medical staff
- Transfer arrangements to hospital
- Pure water
- Special rooms/ward in hospital for prisoners
- Provision of soap, shaving things and towels
- Clinic/medical units inside prison
- Washing machines inside prison
- Supply of clean linen
- Adequate beds and ventilation
- Nutrition – balanced diet
- Separate toilet and washing facilities
- Good communications with Ministry
- Recreational activities
- Voluntary consent for testing prisoners
- Personal hygiene advice
- Ambulance service
- Adequate budget
- Qualified medical staff
- Referral to secure ward where appropriate
- Proper medical records
- Adequate medicine supplies and equipment

- Isolation units
- Supply of detergents

Rehabilitation – Good Practice

- Prepare a plan
- Set up a school
- Set up a chapel
- Life skills training
- Prisoners pay supports additional resources
- Educational and vocational training
- Community links
- Prison officer as role model
- Open day for prisons
- Training/sharing learning with other countries
- Weekend leave
- Reconciliation/restorative justice procedures
- Budget resources
- Prison industry workshops and equipment
- Upskill staff and prisoners
- Community sentencing
- Inmate-outreach to strengthen crime prevention
- Increase community awareness
- 1 file per offender to facilitate sentence planning
- Treatment programmes
- Risk assessment
- Integrated services
- Pre-release centres

Women In Prison – Good Practice

- Nutrition
- Mother and baby units
- Ante-natal care and clinic visits
- Counselling support
- Training for staff to provide support
- Important role of family who will care for children and mother
- Play areas and crèches
- Payment of school fees if appropriate
- Special health care
- Prison should not be mentioned in birth certificate
- Babies should be born in hospital
- Contact with families
- More space for womens programmes
- Light duties
- Father to care for baby during the day

New and Emerging Issues

- For PNG, potential new methods of execution
- Changing patterns of crime (gangs, drugs, people smuggling) will change the

- nature of the prison population in time and gangs cause violent conflict inside prisons)
- Ageing prison populations in Australia mean developing palliative care etc
- Pre-trial detention in PNG as drugs cases are not granted bail
- RJ procedures are common within the region, together with a focus on victims' rights

Review – Learning Points

DAY 1

International covenants

Prison as punishment, not for punishment

UN Declaration of HR

Prison officers deserve respect

Be proactive

Relation between staff and prisoners is key

Prisoners do not become non-people

Prisoners have rights

Prison officers should not compromise their self worth

Importance of dignity and respect

Need to educate the public

Need for professionalism and transparency

Prisons should be more like hospitals

HR are universal

Staff too have rights

DAY 2

Physical security is important

Dynamic security is a new concept

Torture prevention and training on torture

Share learning

Health checklist

Criminals are not born

Relationship with prisoners is key for safety and security

Video links between prison and court

Classification of prisoners

Procedural security matters

Clinics for prisoners

Staff welfare

Complaints procedures are helpful

Regular monitoring of security procedures

Role of technology in security – increasingly important

Share good practice on all 3 forms of security

Health issues affect prisoners, staff and community

Beware of corruption

DAY 3

Transformation and reintegration are important parts of prison management

Weekend leave

Educational leave

Reconciliation between victim and offender

Importance of education
Paralegal concept'
Role of family
Contact with the outside world and communication
Skills development for prisoners
Staff training
Partnership with outside agencies
Distance and transport issues, including payment of fares on release
Spiritual support
Wages for prisoners
Visits and phone calls for families

DAY 4

Best Interests of mother and baby are complex
Difficult to know what is in the best interests of the child and there are cultural differences
The family role is important
Stigma of offending can create problems with the family
Lifers should have the chance of release
Leadership skills of management have a big impact on the staff and prisoners
Creches and play areas should be provided
Good prison facilities are needed to protect human rights
Special needs of pregnant women
The child of a prisoner is not a criminal

Action plan feedback session

Australia: I have two proposals, one is for training, and the other priority is to increase the profile of Corrections to attract more recruits to the service. The problem is that it is difficult to attract people to work in Port Augusta where the prison has around 200 staff. Lack of staff means we have to pay overtime so is expensive and also means that staff are working long hours. We need specialised staff for a high dependency unit but have not been able to fully staff it in the most recent recruitment drive. The Correctional service has a low profile and we need to improve this. There is a fear of working with prisoners which is out of proportion with the risk and we need to overcome this. We also have a stringent recruitment process and usually have to interview 10 people for every one recruited. We try to recruit from a wider pool but need to do more – perhaps by using community TV more to give a more positive message about working in Corrections, or by placing stories in the media to show the service in a more positive light by clarifying their role.

Kiribati: We have a specific goal as we do not have fire extinguishers in prisons and have some arsonist inmates. We need to rectify this situation as it is potentially dangerous and life-threatening and we also need training on fire prevention. We will develop this training by working with the fire services. We will then need to submit this proposal to our Commissioner.

Nauru: We have two priorities – we need training on international human rights standards for all correctional staff, as we do not have this training, nor training on healthcare.

On health care, currently we use the local hospital, but we need properly qualified officers for medical care. This is a longer term solution and we will need to find better provision for healthcare in the short term too.

We also need better training facilities for correctional services. We need to have training from overseas or more funding for training to develop our necessary skills, and will need government resources to implement this. Our Chief Correctional Officer will need to submit a proposal to the Justice Minister.

Papua New Guinea: We appreciate the Commonwealth Secretariat's provision of this training and would like to continue HR training programmes with specialist organisations like PRI. We will need support and resources from the Commissioner or other organisations for this. All officers should receive training and it will take some time to implement.

A further problem for us is that there is a lack of land for development in our country, and prisons and corrections are not seen as a priority for building programmes. This affects our capacity for developing new facilities.

Solomon Islands: Our priority is to construct juvenile accommodation with better facilities as current provision is very old and not fit for its purpose. We will need sufficient funding to build the accommodation to international standards, and costing will need to be carried out in Y1.

We will put proposals to the Executive so it can be included in the budget and taken forward as a development project, depending on approval by Parliament. So it will take a few years to implement.

Tonga: We have emphasised the need for a training centre in our action plan. The Commonwealth has identified that staff need training and we need to develop a staff training programme. New recruits to our prisons receive training through an induction course in prison by an allocated officer, but a new training centre would be very useful. The difficulty is the budget, as we need to hire some instructors and develop a complete centre. A new centre would cost 1.3 million, to include vehicles, facilities and staff. We need to present our proposal to the Commissioner and he will send it to the Minister who in turn will send it to Cabinet for their approval.

Tuvalu: Our proposal is to have better accommodation for prisoners and also to improve security. We will need to submit a proposal to the Commissioner for this and in turn it will go to the Cabinet. The accommodation requirements will need to specify exactly what the accommodation requirements are.

Vanuatu: We are currently mixing up all our prisoners, we have no separate juvenile unit, no rehabilitation unit no chapel, no health clinic and security is an issue. Infrastructure is a big issue for us. We plan to put in a proposal to the Director to change this and hope to have financial resources allocated in time to implement the change, which might have to be achieved incrementally in small steps because of the budget implications.

8 June 2012

Annex V: Feedback received since return to the UK

“We're back on the job now, after staying in Brisbane for 1 week Our reports have already been submitted to the commissioner. Now we are waiting for the feed backs from our Government. We will be interviewed by Nauru television next week on what we have learned during the 1week training on Human Rights in Prison Management. We are so thankful that what we have learned from you and the other participating countries will be heard by our Government and the Nauruan people.

Our Commissioner, Mr David Detageouwa extend his greatest gratitude to the Commonwealth team for giving us this great opportunity to be in this very important and interesting meeting. He also would like to thank CSSI Commissioner Mr Francis Haisoma and his Team for their great service and hospitality during our 1 week stay in the Solomons. Until then It has been a great pleasure knowing and meeting all of the other participants in this 1 week training/meeting, thanks again Alison, Amna, Carol and Riaz. God Bless and keep us all.”

Cornellia Buraman (Nauru)

“Dear Mrs Alison, Amna, Carolyn and Team, it has been a privilege and honour!! Thanks a Million for everything!! I arrived safely with my fellow colleagues and took few days off until today. I am completing my report and there will be a session with the Correctional Centre on the 22 June 2012. The Director of Corrections Vanuatu and Team would like to thank you and the Common Wealth Team for organising and running this very important training conference that will benefit our Prison and Corrections System and others. Can you kindly please send me a soft copy of the Human Rights in Prisons Management-Manual for Pilot Training/June 2012.

Many thanks so much to Commissioner Francis and Team Solomon for such wonderful hospitality there and the whole arrangements and very friendly environment indeed. Mi lavem Solo tumas na! Ating mi mas kambak again!

Daniel Tavoia (Vanuatu)

“Many thanks Alison. I really enjoyed the workshop and meeting everyone. I'm thinking about how we can put into our training and practice many of the things learned so I will keep you posted on that front. Once I get past my backlog, I'll send you the photos of the Min's dinner - there is a great shot of you. In the meantime Alison, is it possible to get the manual in a word document please?”

Carol Saville (Australia)