

Child, Youth and Family Residential Care Regulations Inspection 2015 Report – Summary of Findings

Korowai Manaaki Youth Justice Residence

Korowai Manaaki is a youth justice residence located in Auckland which provides 24-hour safe and secure care for up to 40 children and young people (mokopuna) aged from 12–17 years. In addition, the residence also provides six placements for mokopuna subject to District Court custodial sentences.

Staff (kaimahi) at the residence aim to provide mokopuna with the best possible opportunities to turn their lives around. To help achieve this, Child, Youth and Family provides:

- a safe, structured environment which maximises learning opportunities
- evidence-based programmes to stabilise and address behaviour, including programmes focused on reducing re-offending
- assessments which inform planning and interventions to meet the individual needs of each mokopuna
- interventions that engage mokopuna in a supportive, constructive process of change
- a comprehensive plan to successfully transition mokopuna back into education, training or employment opportunities and to permanent and stable care.

Over 130 full-time permanent kaimahi work at Korowai Manaaki, which is one of four youth justice residences run by Child, Youth and Family in New Zealand. The other three are Te Maioha o Parekarangi in Rotorua, Te Au rere a te Tonga in Palmerston North and Te Puna Wai ō Tuhinapo in Christchurch.

Background

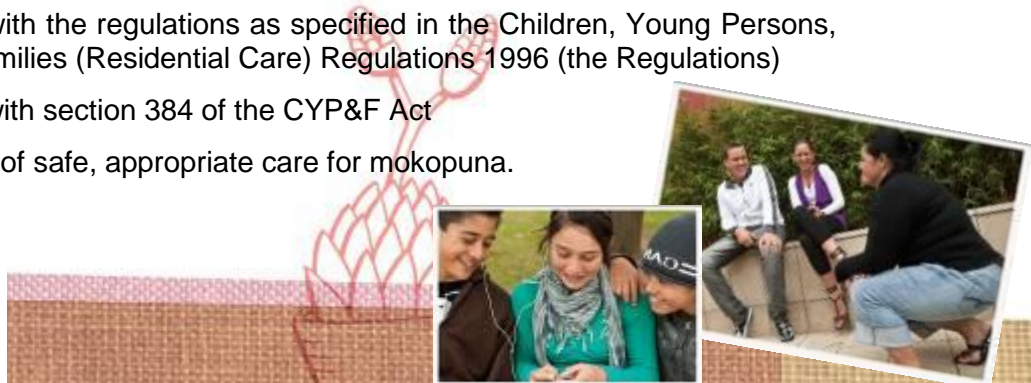
Child, Youth and Family provides residential care for a number of mokopuna under section 364 of the Children, Young Persons, and Their Families Act 1989 (the CYP&F Act).

The majority of mokopuna who commit offences are effectively dealt with in the community by the youth justice system. Youth justice residences provide services for mokopuna whose offending behaviour is such that they pose a significant risk to themselves or others.

Inspection Reports

Each residence is assessed every calendar year by the Office of the Chief Social Worker to ensure:

- compliance with the regulations as specified in the Children, Young Persons, and Their Families (Residential Care) Regulations 1996 (the Regulations)
- compliance with section 384 of the CYP&F Act
- the provision of safe, appropriate care for mokopuna.



A report is produced summarising the findings of the inspection. The report focuses on the strengths and areas for improvement identified, and residences are required to develop a response to the report that addresses the inspection findings.

Inspection summary as at July 2015

Scope

The Regulations are about the safety and wellbeing, and upholding of the rights, of mokopuna placed in a Child, Youth and Family residence. They also outline expectations about management and inspection of the residences.

Each inspection covers the six parts of the Regulations, namely:

- Part 1: Rights of children and young persons in residences
- Part 2: Limitations on powers of punishment and discipline
- Part 3: Management and inspection of residences
- Part 4: Searches
- Part 5: Secure care
- Part 6: Records.

Child, Youth and Family expects that its services operate professionally and comply with its legal and regulatory obligations. As an organisation, we continuously seek opportunities to do things better, and enhance the quality of services for mokopuna. This includes identifying and managing any risks to our service delivery early, effectively and at the right level.

There are a total of 328 provisions within the Regulations and section 384 of the CYP&F Act. Five of these provisions are deemed not applicable across all residences. The remaining 323 provisions will not apply to every residence on every occasion.

Due to the nature of some regulations, non-compliance in one area can mean automatic non-compliance with other regulations, as they are inherently linked.

In 2015, Korowai Manaaki achieved a 91.6% rate of compliance across the six parts of the Regulations, for those provisions tested on the inspection.

Areas of strength

Areas where the inspection found evidence of good practices and processes that were promoting the wellbeing and safety of mokopuna included:

- a good range of programmes and activities available for mokopuna
- the administration of medication is well managed
- grievances are individual and specific to mokopuna, and the grievance process is working very well
- security and emergency management plans are well presented and contain all required detail
- searches are being completed appropriately and with sensitivity to the privacy and rights of mokopuna



- records are well maintained and securely stored
- robust performance management processes are in place for kaimahi.

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- mokopuna and whānau participate in the development of individual care plans (ICPs), ICPs contain all the necessary information and are discussed with mokopuna on a monthly basis, and the quality of ICPs is routinely monitored
- rules, the Regulations and the grievance procedure are discussed with mokopuna on a monthly basis
- mokopuna have the right to free communication (currently this is compromised by the blanket supervision of all whānau visits to prevent contraband from entering the residence and by the use of 'approved contact' lists)
- punishments or sanctions applied to mokopuna are fair and reasonable within the context of the mokopuna's behaviour
- the information booklet for mokopuna contains accurate information that reflects the Regulations
- the secure care environment is comfortable, has appropriate furnishings and provides an environment conducive to its purpose
- seven day manager reviews are completed for mokopuna who have been in secure care for a continuous period
- kaimahi understand the practice requirements inherent in the National Code of Practice
- the identified learning needs of kaimahi are met
- 'Structured Day' programming is balanced and monitored for quality
- when kaimahi consider the use of force is reasonably necessary (for example, to protect a mokopuna or another person from injury, or prevent a mokopuna from absconding), there is consistent application of Non-Violent Crisis Intervention (NVCi) approved restraints
- the compliance monitoring system continues to be developed and enhanced in order to ensure that services are delivered in accordance with the Regulations, and areas for improvement are promptly identified and addressed
- a system is developed to ensure that all required information is recorded in personal files
- all kaimahi are aware of daily log recording requirements and all required details are accurately recorded, including the details of any use of force or action taken regarding seized items.



Service delivery response

In response to the identified areas for improvement, Child, Youth and Family has taken the following actions at Korowai Manaaki:

- Implemented a system of regular monitoring of ICPs, to ensure they contain all the relevant information and are discussed with mokopuna on a monthly basis.
- Ceased the use of 'approved contact' lists and updated the content of the admissions booklet so that, on arrival, mokopuna are clearly informed of how contact with whānau will occur.
- Provided regular practice forum sessions for kaimahi on the appropriate use of punishments and sanctions to manage the challenging behaviour of mokopuna, and set up a monitoring system to review their use.
- Refurbished the secure care unit so that it is conducive to its purpose.
- Provided training to kaimahi on:
 - delivering services in accordance with the Regulations and National Code of Practice standards
 - secure care management practices
 - recording practices, to ensure that the required information is recorded in the daily log and in personal files.
- Reviewed and strengthened the residence's compliance monitoring system.
- Established a process for monitoring manager reviews for mokopuna who have been in secure care for a continuous period of more than seven days.

