

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

Te Au rere a te Tonga Residence

Te Au rere a te Tonga is a youth justice residence located in Palmerston North which provides safe and secure care for up to 30 young people (mokopuna) aged from 14–17 years.

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 90 full-time permanent kaimahi work at Te Au rere a te Tonga and the residence is one of four youth justice residences run by Child, Youth and Family in New Zealand. The other three are Korowai Manaaki in Auckland, Te Maioha o Parekarangi in Rotorua 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 February 2015

Scope

The Regulations are about the safety and wellbeing, and upholding of the rights, of children and young people 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, Te Au rere a te Tonga achieved a 96.6% 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 senior management team that provides strong leadership and clear direction
- consultation by kaimahi with mokopuna and whānau in care planning and delivery
- prompt completion of medical examinations and assessments for mokopuna



- positive feedback from mokopuna that kaimahi were firm and fair with them
- positive relationships between the Education and Care teams
- the availability of a wide range of programmes for mokopuna, with a strong vocational focus
- well-presented security and emergency management plans
- well-maintained and orderly admission register and personal files
- a very high standard of hygiene and cleanliness throughout the residence.

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- individual care plans (ICPs) contain all required detail
- training is developed and implemented, and regular practice forums held, on the Regulations and National Code of Practice Standards, to ensure care provided is consistent with the regulations and standards. Training and practice forums should cover:
 - search processes and practice, to ensure that searches only occur when there are appropriate grounds and recording of searches contains all required information
 - the requirements of the regulations relating to secure care
- the residence's compliance monitoring system is enhanced to ensure that service is delivered in accordance with the Regulations
- mokopuna are confined to their rooms in secure care only when there are appropriate grounds (for example, illness, injury, emotional disturbance or emergency).

Service delivery response

In response to the identified areas for improvement, Child, Youth and Family has taken the following actions at Te Au rere:

- Implemented a system to ensure that ICPs are regularly monitored and that monthly reviews of ICPs are carried out by the residence leadership team to ensure they contain all required detail.
- Provided training to support kaimahi to deliver services in accordance with the Regulations and National Code of Practice standards, with a particular focus on basic entitlements, services and programmes, health and rehabilitation and behaviour management.
- Developed training for kaimahi on secure care management practices and established a process for monitoring the confinement of mokopuna to their rooms.
- Provided refresher training for all kaimahi on search procedures, to ensure they have a clear understanding of the required processes, and that there are appropriate grounds for undertaking such searches.

