

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

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## Te Maioha o Parekarangi Residence

Te Maioha o Parekarangi is a youth justice residence located in Rotorua which provides 24-hour safe and secure care for up to 30 children and young people (mokopuna) aged from 12–17 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 95 full-time permanent kaimahi work at Te Maioha o Parekarangi, which 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 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 September 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, Te Maioha o Parekarangi achieved a 90.7% 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:

- individual care plans (ICPs) are of an excellent standard and are developed with mokopuna, ensuring that clear plans are provided for mokopuna during their stay at the residence
- comprehensive health and education services are provided to mokopuna during their stay at the residence
- evidence of strong relationships between the residence, school and health teams
- emergency management and security management plans are well maintained
- the admissions register and personal files are neat and tidy, and of a very high standard



- a wide range of programmes and activities are provided in the open side of the residence (the Life Skills Unit), ensuring mokopuna leave the residence with new learning and skills
- mokopuna are involved in their daily reviews while in secure care
- the relationship between the clinical and operational teams is strong, with information and advice shared across teams
- search processes (including the grounds for searches) are well managed.

### Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- training is developed and implemented on the Regulations and National Code of Practice standards, to ensure kaimahi are aware of regulatory requirements and National Code of Practice standards and integrate them into their work
- information about residence rules and the behaviour management system (BMS) programme is current and accessible to mokopuna (the BMS programme aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- kaimahi actively encourage and support mokopuna to have personal items and belongings in their bedrooms
- mokopuna are not required to eat meals separately from others while in the open side of the residence, unless they are ill or injured, in which case the requirement to do so should be recorded in the daily log
- grievance procedures are managed according to the Regulations, including that the residence manager meets with mokopuna as required and the grievance register and related documentation are kept up-to-date and contain all required details
- kaimahi receive training, and regular practice forums are held, on managing challenging behaviours, including the use of punishments, sanctions and natural consequences
- 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), such force is no more than the minimum amount necessary, all restraints are in line with current Non-Violent Crisis Intervention (NVC) restraint guidelines, and details are recorded in the daily log
- the living environment for mokopuna is comfortable and has appropriate furnishings that are conducive to its purpose
- the residence's current compliance monitoring system is developed and enhanced to ensure services are provided in accordance with the Regulations, and a monitoring system is developed to ensure that the required level of detail for searches is recorded in the daily log



- for secure care:
  - only mokopuna who meet the grounds are admitted to secure care, all placements of mokopuna in secure care are reviewed, and a robust system is developed to ensure that kaimahi are aware of recording requirements for the secure care register
  - integration plans contain the specific details of transition between the secure and open unit, are approved by a judge and are attached to the court application
  - kaimahi are aware of their responsibility to ensure that mokopuna are confined to their rooms in secure care only when there are grounds (eg, illness or injury, or in case of emergency) and only for so long as necessary
  - mokopuna are able to communicate freely at all reasonable times between 8am and 8pm with other mokopuna in secure care, and receive their meals at the appropriate times
  - a daily schedule is developed for mokopuna in secure care that upholds their rights to receive planned, purposeful and varied activities that meet their individual needs
- all kaimahi are aware of the recording requirements for the daily log, and all required details are recorded, including the details of items seized from mokopuna
- more whānau members of mokopuna are involved in development of ICPs and added to contact lists for mokopuna.

### Service delivery response

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

- Provided refresher training to kaimahi on NVCI-approved techniques and restraints.
- Provided refresher training to kaimahi on National Code of Practice standards, the rights of mokopuna, documentation requirements, punishment and sanctions and the use of secure care.
- Engaged all new kaimahi in a quality induction programme.
- Care team members have completed a Level 3 Certificate in Youth Work.
- Embedded supervision, coaching and mentoring processes for kaimahi.
- Introduced a new BMS programme, and updated the admissions pack and information relating to the BMS programme.
- Tightened up the residence's compliance monitoring system, including providing for greater review of use of force incidents and secure care.
- Implemented new procedures to support the grievance process.
- Implemented new processes to repair damage to residence property in a timely manner.

