

# Child, Youth and Family Residential Care Regulations Inspection 2016 Report – Summary of Findings

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## 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 June 2016

### 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. Two of these provisions are deemed not applicable across all residences. The remaining 326 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.

### Areas of strength

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

- mokopuna in secure care are managed well by kaimahi, who impress with their commitment to ensuring services meet the requirements of the Regulations and the CYP&F Act
- searches are conducted appropriately and follow the required procedure



- strong clinical leadership has resulted in a significant improvement in the quality of individual care plans (ICPs) for mokopuna in the residence
- the residence manager is committed to ensuring that services are delivered in accordance with the Regulations
- the senior management team functions at a high level and is supportive of the residence manager.

### Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- care provided is in line with the Code of Practice standards and Regulations requirements, including that:
  - ICPs contain clear objectives for mokopuna while in residence, and kaimahi take time to individualise contact arrangements between mokopuna and their whānau and record this detail in ICPs
  - secure care is only used when there are grounds for admission
  - all kaimahi understand and are able to honour the standards of performance and effectiveness outlined in the Regulations
- when visits to mokopuna from their whānau are required to be supervised or monitored, the details are recorded in the daily log
- mokopuna are consistently able to access five hours of education each day and that this is not interrupted by other operational matters, such as staff meetings
- the admission register, daily log and secure care register contain all the legislatively-required detail
- the Grievance Panel's monitoring of the grievance procedure in the residence is fully effective and quarterly reports are completed inside the required timeframe.

Other observations made by the inspections team included:

- Multi-Agency Team (MAT) meetings are used by the residence to present information on newly-admitted mokopuna. Due to the high volume of admissions to the residence, this means that sometimes the most vulnerable mokopuna (those with complex needs, or on supervision with residence orders or long remands) are not discussed in the MAT meetings. The inspection team recommended that the MAT meetings focus on the most vulnerable mokopuna first.
- Where visiting rights have been temporarily suspended (for example, due to whānau passing on high risk contraband to mokopuna during visits), the active promotion of telephone calls and written communication between mokopuna and whānau should be encouraged, to ensure that the rights of mokopuna to free communication with whānau are upheld.



## Service delivery response

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

- Commenced a review of the admissions system to ensure that the most vulnerable mokopuna are discussed at MAT meetings.
- Provided regular refresher training to kaimahi on:
  - the Code of Practice, with a particular focus on standards of professional care, including the grounds for admission to secure care
  - the detail to be included in ICPs
  - recording requirements for the daily log, admission register and secure care register.

Training will be supported by regular and ongoing supervision, coaching and mentoring of kaimahi.

- Established Professional Development Agreements for all Care Team members that include detailed requirements for practice.
- Restructured weekly staff meetings to allow mokopuna to continue to access structured learning activities during this time.
- The National Grievance Coordinator has worked with the National Grievance Panel Coordinator to support the interface between the Grievance Panel and the Residence, ensuring this functions effectively and that timeframes are met.

