

# Child, Youth and Family Residential Care Regulations Inspection 2016 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 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:

- positive feedback from kaimahi on their training, resources and supervision, and from mokopuna spoken with as part of the inspection
- a high-functioning senior management team
- the behaviour management system (BMS) programme (a programme to try to motivate the positive behaviour of mokopuna and manage challenging behaviour) is well organised and structured
- extensive and varied programmes provided for mokopuna
- well-presented emergency and security management plans
- a high standard of administrative recording, including the personal files of mokopuna.



## Areas for improvement

Areas for improvement identified during the inspection included:

- ensuring only approved punishments and sanctions are applied to mokopuna when managing their challenging behaviours, and that punishments and sanctions are clearly explained to mokopuna and well-documented
- ensuring that no more than the minimum amount of physical force is used, in accordance with the Regulations (for example, if the kaimahi considers the physical force is reasonably necessary to protect a mokopuna or another person from injury or prevent a mokopuna from absconding), and that details of such use of force are recorded in the daily log
- providing care that is consistent with the National Code of Practice standards, in particular those standards relating to admission to secure care, and cleanliness and hygiene in the residence
- further enhancement of the compliance monitoring system, to ensure that all kaimahi understand their role in ensuring services meet the requirements of the Regulations and the CYP&F Act, and that the leadership team routinely discusses the areas for improvement
- providing training for kaimahi on search processes, ensuring there are appropriate grounds and that such searches are carried out in a sensitive manner, particularly at admission and when concerns about contraband are raised
- ensuring that grounds for admission to secure care, confinement to rooms, and reviews of mokopuna while in secure care align with the requirements of the Regulations, National Code of Practice and CYP&F Act
- ensuring the admission register, daily logs and secure care register consistently include all the legislatively required details.

The inspection report also noted the changing profile of placements at Te Maioha, with an increase in short term placements. The report noted that this was contributing to some challenges in constructively managing the challenging behaviours of mokopuna, and suggested the residence consider an alternative strategy to meeting the short-term goals and objectives of these placements.

## Service delivery response

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

- Provided regular practice forums to cover the use and recording of sanctions applied in managing the challenging behaviours of mokopuna, and set up a monitoring system to review this process.
- Developed a training package for all kaimahi on the use and recording of any physical force, and applied and implemented a system for the senior management team to review all such occurrences.



- Provided refresher training for kaimahi to assist them to achieve the National Code of Practice standards, with a particular focus on behaviour management and health and rehabilitation.
- Reviewed and strengthened the compliance monitoring system.
- Provided refresher training for all kaimahi on search procedures, including ensuring there are clear grounds for undertaking such searches, and developed a robust monitoring system overseen by the senior management team.
- Developed and provided training for kaimahi on secure care management practices, with a focus on appropriate grounds for admission to secure care and confinement to rooms, and that seven day manager reviews are completed in a timely manner.
- Implemented training programmes for kaimahi focused on strengthening the recording processes in the admission register, secure care register and daily logs.

