

Child, Youth and Family Residential Care Regulations Inspection 2016 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 children and 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 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 May 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:

- a high level of achievement in the provision of services to mokopuna in accordance with the Regulations
- positive feedback from mokopuna spoken with as part of the inspection, including feedback on the behaviour management system (BMS) programme (a programme to try to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- a well-maintained physical environment for mokopuna in the residence
- collaborative relationships with strategic partners, including Health and Education, that have led to the development of a revised programme of activities that offers mokopuna opportunities to develop their own interests, vocational experiences and preparation for independence
- positive feedback from kaimahi, including developments at the residence to improve engagement with whānau
- a high standard of administrative recording



- robust monitoring of services against the Regulations, focused on areas of risk, and including processes for routine reporting of data, analysis and planning activity to address issues raised. The inspection report noted that the residence's response to the areas for improvement identified in the 2015 inspection was robust.

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- kaimahi make all reasonable efforts to consult with whānau in the preparation of individual care plans (ICPs), and ensure ICPs contain all the required detail, including evidence of consultation with whānau, the contribution of whānau to the ICP, and whānau involvement in the care of mokopuna
- kaimahi are familiar with the Regulations requirements and the National Code of Practice standards, in particular those relating to engagement of whānau in ICPs and the recording of this.

Service delivery response

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

- Established a system to regularly check that ICPs contain all the required details.
- Identified "Regulations Champions" to create and facilitate Regulations training for all kaimahi at the residence.
- Established monthly Regulations review meetings for the Residence Leadership Team, to ensure a continued focus on delivering services in accordance with the Regulations.

