# Child, Youth and Family Residential Care Regulations Inspection Report: 2014

## Te Puna Wai ō Tuhinapo Residence

Te Puna Wai ō Tuhinapo is a youth justice residence located in Christchurch which provides 24-hour safe and secure care for up to 40 children and young people aged from 12–17 years. In addition, the residence also provides six placements for young people subject to District Court custodial sentences.

Staff at the residence aim to provide young people 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 our planning and interventions to meet the individual needs of each young person
* interventions that engage young people in a supportive, constructive process of change
* a comprehensive plan to transition young people successfully back into education, training or employment opportunities and to permanent and stable care.

117 full-time permanent staff work at Te Puna Wai ō Tuhinapo, which is one of four youth justice residences operating within New Zealand. The other three are Te Maioha o Parekarangi in Rotorua, Te Au rere a te Tonga in Palmerston North and Korowai Manaaki in Auckland.

### Background

Child, Youth and Family provides residential care for a number of children and young people under section 364 of the Children, Young Persons, and Their Families Act 1989.

The majority of children and young people who commit offences are effectively dealt with in the community by the youth justice system. Youth justice residences provide services for children and young people 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 Children, Young Persons, and Their Families Act 1989
* the provision of safe, appropriate care for children and young people.

A report is produced summarising the findings of the inspection that focuses on any non-compliance identified, and residences are required to develop a response to the report that addresses these areas for improvement.

## Inspection summary as at October 2014

### Scope

The residential care 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.

In 2014 Te Puna Wai ō Tuhinapo achieved a 77.1 per cent rate of compliance across the six parts of the regulations, for those provisions tested on the inspection.

### Overall

* Not all provisions of the residential care regulations and section 384 of the Children, Young Persons, and Their Families Act 1989 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.
* The inspection identified areas of strength as well as areas for improvement for Te Puna Wai ō Tuhinapo.
* An improvement plan was developed to address the identified areas of improvement and the result of this plan is outlined below.

### Areas of strength

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

* young people’s involvement in programme development
* wide range of programmes available to young people
* well-structured educational provision
* young people’s involvement in the development of incentives associated with the Behavioural Management Programme
* well-presented Security Management Plan
* well organised Personal Files.

### Areas for improvement

Areas where improvement was required included:

* ensuring care provided is always consistent with the Code of Practice standards and that individual care plans are comprehensive
* ensuring the appointment system is sufficiently robust so that it is not necessary to re-schedule young people’s health appointments
* ensuring the residence manager consistently meets with young people who make a complaint via the grievance process, to discuss findings and actions planned to address the grievance
* ensuring consistency of approach when applying sanctions and ensuring that approaches taken to manage young people’s challenging behaviour involve no more than the minimum amount of physical intervention necessary, and that the full range of options for managing this behaviour are utilised
* the management of secure care processes, including ensuring appropriate grounds exist for admissions to the secure care unit and that placements are reviewed as required, with the outcomes recorded in the secure care register
* ensuring trial evacuations are held every three months
* strengthening the compliance monitoring system
* the management of searches and the recording of such searches.

### Service delivery response

As a result of the Residential Care Regulations Inspection outcome, immediate action was taken to address identified high risk areas pending the development of a plan focussed on ensuring the provision and maintenance of high standards of care to children and young people.

Achieving and maintaining the required standards of care necessitates both short and long-term input.

Te Puna Wai ō Tuhinapo leadership team prepared a short-term plan to address the practice recommendations contained within the Residential Care Regulations Inspection Report. Focus is on code of practice, minimum standards and foundation work.

The longer-term plan aims to improve the health and well-being of staff and their environment with an expectation that practices and processes will improve, ultimately affecting the outcomes for children and young people. This plan, which focuses on a mixture of technical skills, interpersonal skills and leadership skills, is being actively supported and monitored by Child, Youth and Family in collaboration with the Unions and the Ministry of Social Development’s Organisational Solutions.