

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

Te Puna Wai ō Tuhinapo

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 (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.

One hundred and seventeen full-time permanent kaimahi work at Te Puna Wai ō Tuhinapo, 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 Maoiha o Parekarangi in Rotorua.

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:

- innovative programming of activities for mokopuna
- cohesion between education and residence programme co-ordinators
- a focus on helping mokopuna to achieve NCEA credits in numeracy and literacy, and providing support to mokopuna to access further learning opportunities when they transition to the community
- the provision of vocational opportunities for mokopuna, including off-site training
- a well-functioning community liaison committee
- comprehensive security and emergency management plans
- well-maintained admission register and personal files.



Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- individual care plans (ICPs) are:
 - more individualised, especially for those mokopuna on longer stays
 - developed and reviewed with mokopuna and whānau
 - reviewed at least monthly and the results recorded in the case management system (CYRAS)
- kaimahi are aware that mokopuna have the right to freely communicate with whānau and, if there are concerns about this, contact can be supervised/monitored with managerial approval
- efforts to recruit more kaimahi continue to ensure regulatory requirements can be met (including enabling mokopuna to attend off-site health appointments in a timely manner and to be supervised when taking their medication), and that all kaimahi receive supervision and coaching in accordance with Child, Youth and Family's supervision policy
- the practice of providing mokopuna with a single grievance form at a time ceases and the grievance procedure is adhered to
- all kaimahi understand the National Code of Practice, and kaimahi working in secure care receive regular training on the Regulations
- the secure care register and daily log contain the required detail, including detail regarding use of force and management of seized items
- assurance is provided that the required pre-requisite scanner or pat down searches have been completed prior to any strip search being approved
- mokopuna are only confined to their rooms in secure care when there are grounds, and that confinements are for no longer than necessary
- the practice of 'rotation' (moving mokopuna between their room and the main living room within secure care) occurs only when mokopuna meet the grounds for confinement to their rooms (for example, on account of illness, injury or emotional disturbance, in the case of emergency or to restore order in the residence), and that these reasons are recorded in the secure care daily log
- the complaints register is maintained in accordance with the Regulations, and that the residence manager works with the chair of the grievance panel to ensure reviews are completed
- the residence's compliance monitoring system is expanded to include:
 - daily reviews of mokopuna in secure care
 - the rights of access to the grievance procedure.



Service delivery response

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

- The residence leadership has had a sustained focus on improving the recruitment of care staff to ensure they have the skills and experience to engage well with young people, and on building staff confidence and morale.
- Ensuring all staff are up to date with training to equip them in their roles including a structured day, effective engagement with young people and managing actual and potential aggression. All staff were either trained or retrained in these elements.
- Effort has been placed on significantly improving the young people's day to day care experience, including providing programmes, ensuring they have sufficient contact with their whānau, and making sure they have a good understanding of the residence rules and the complaints and feedback process.
- The residence's Māori roopū has strengthened in the last year, with the employment of new staff who have helped young people develop a greater understanding and appreciation of their culture. The Fono has also been strengthened through increased membership and has continued to deliver Pacific programmes to young people.
- The Clinical team have increased their involvement with community service providers, and their participation in relevant community forums to strengthen transition support for young people.
- The residence admission process has been strengthened to ensure young people receive initial assessments for physical or mental health concerns or any alcohol or drug related issues.
- Staff have undergone training in the use of secure care and requirements for undertaking searches, focusing on the application of legislative and regulatory requirements in practice including:
 - grounds for the use of secure care and different types of searches
 - room confinement
 - daily reviews of the use of secure care
 - record keeping for the use of secure care and related functions, and searches.

Refresher training also regularly occurs during three-weekly staff training days.

