

# ORANGA TAMARIKI RESIDENTIAL CARE REGULATIONS INSPECTION 2017 REPORT



## EXTERNAL SUMMARY

### Korowai Manaaki

Korowai Manaaki is a youth justice residence located in Auckland which provides 24-hour safe and secure care for up to 40 young people (mokopuna) aged from 12–17 years. 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 improve their life outcomes and realise their potential. To help achieve this, Oranga Tamariki 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
- practice and relationships that are informed by the values, beliefs and protocols of family and whānau
- 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 Oranga Tamariki youth justice residences 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

Oranga Tamariki provides residential care for a number of mokopuna under section 364 of the Oranga Tamariki Act 1989 (the Oranga Tamariki 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 each calendar year by the Office of the Chief Social Worker/Director Professional Practice to ensure:

- compliance with the regulations as specified in the Oranga Tamariki (Residential Care) Regulations 1996 (the Regulations)
- compliance with section 384 of the Oranga Tamariki 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 (the Quality Improvement Plan, or QIP).

## Inspection summary as at June 2017

### Scope

The Regulations are about the safety and wellbeing, and upholding of the rights, of mokopuna placed in an Oranga Tamariki 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.

Oranga Tamariki 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 Oranga Tamariki 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 we found evidence of good practices and processes that are promoting the wellbeing and safety of mokopuna included:

- the provision of a wide range of programmes and activities for mokopuna
- access for mokopuna to effective health services, through a collaborative working relationship between residence and health staff
- Individual Care Plans (ICPs) support the effective care of mokopuna
- the residence's Behaviour management System (BMS) is well understood by mokopuna, with information presented in different formats (the BMS aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- the residence's security and emergency management plans are well-presented and contain all the detail required to ensure the safety of mokopuna
- the residence's grievance process is well-managed.

## Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- training on the Regulations and Code of Practice standards is provided to all kaimahi on a regular basis
- the residence's monitoring system is enhanced to provide accurate and timely information on the extent to which services are meeting the requirements of the Regulations and Code of Practice standards, and to include the areas for improvement identified in the 2017 inspection
- all kaimahi are aware of recording requirements, including those around personal files, daily logs and administration records
- the practice of supervising all visits between mokopuna and their whanau (to prevent contraband from being brought into the residence) is reviewed and implemented on a risk basis going forward
- any punishment or sanction applied to mokopuna, is reasonable and is administered in accordance with Code of Practice standards
- where kaimahi consider the use of physical force is reasonably necessary (for example, to protect mokopuna or others from injury, or prevent mokopuna from absconding), any force applied and the circumstances giving rise to its use are recorded in the daily log
- any confinement of mokopuna to their room is for less than one hour and only occurs where there are appropriate grounds for such confinement
- strategies are developed to ensure consistent and appropriate staffing levels in the residence



- the rights of mokopuna to personal privacy are upheld by ensuring that:
  - the location of the phone booth enables mokopuna to private communication
  - pat searches are only conducted when kaimahi believe a mokopuna is in possession of a harmful or illegal item
  - pat searches are always only observed by kaimahi of the same gender as the mokopuna being searched
  - strip searches are only conducted where kaimahi believe appropriate grounds exist, and these grounds are documented
- actions are implemented to improve practice in the use of secure care, with a particular focus on ensuring that:
  - seven-day manager reviews of mokopuna in secure care are completed by the appropriate kaimahi and details entered in the secure care register
  - mokopuna are only confined to their rooms where there are sufficient grounds (for example, on account of illness, injury or extreme emotional disturbance, in case of emergency, or, in the case of a confinement between 5pm and 8pm, to enforce a sanction under the BMS) and, when they are confined, the details are recorded in the daily log
  - mokopuna are able to communicate freely with others while placed in secure care
  - actions are implemented to ensure that kaimahi are aware of daily log and secure care recording requirements and the current monitoring system is strengthened to enhance practice in this area.

## Other observations

The inspection team made some other observations during the course of their inspection, as set out below. These areas are not considered to be non-compliant for the purposes of the inspection and therefore the residence is not required to address them in their QIP:

- The residence and the school are independently developing plans for mokopuna, with the residence developing an ICP and the school independently developing an individual education plan for each mokopuna. While they are able to access each other's plans, mokopuna would benefit from a joint planning process
- The inspection team found that mokopuna are participating in daily reviews. However at times it was not always clear that the person who completed the daily review was in charge of secure care.



## Service delivery response

In response to the identified areas for improvement, Oranga Tamariki has taken the following actions at Korowai Manaaki, as set out in the residence's Quality Improvement Plan:

- Introduced a monitoring and reporting system (led by the TLO Compliance, Training and Recruitment) to monitor compliance with key Code of Practice standards
- Provided training to staff, and updated desktop training material, to enhance understanding of Regulatory and Code of Compliance requirements
- Implemented a process to review all supervision of visits between mokopuna and their whanau. The decision to supervise visits will be reviewed by the Residence Manager for reasonableness
- Introduced weekly and monthly checks to ensure medication is correctly administered, and accurate records are maintained. Weekly checks are completed by Team Leaders, and monthly checks are performed by the team Leader Compliance
- Implemented training to Team Leaders and all staff around use of punishment and sanctions on mokopuna. Accuracy of daily log records to be checked by Team Leaders
- Implemented Team Leader reviews over the appropriateness, and accurate documentation, around the seizure of items from mokopuna
- Implemented a process to enhance practice around the use of secure care, including the accuracy of recordkeeping and ensuring practice is aligned with Regulatory requirements. Kaimahi have received training on secure care procedures and regular monitoring by Team Leaders has been introduced.

