

# ORANGA TAMARIKI RESIDENTIAL CARE REGULATIONS INSPECTION 2017 REPORT



## EXTERNAL SUMMARY

### Te Au rere a te Tonga

Te Au rere a te Tonga (Te Au rere) is a youth justice residence located in Palmerston North which provides 24-hour safe and secure care for up to 30 young people (mokopuna) aged from 12–17 years.

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 80 full-time permanent kaimahi work at Te Au rere a te Tonga, which is one of four Oranga Tamariki youth justice residences in New Zealand. The other three are Te Puna Wai ō Tuhinapo in Christchurch, Te Maioha o Parekarangi in Rotorua, and Korowai Manaaki in Auckland.

### 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:

- positive feedback from mokopuna spoken with as part of the inspection on the quality of care they received from kaimahi - mokopuna felt that kaimahi cared for them, treated them respectfully and did their best to ensure the rights of mokopuna were upheld and their needs met
- the provision of comprehensive education and vocational services for mokopuna
- a diverse range of services, programmes and life-skill development opportunities offered to mokopuna
- practice that is forward-thinking, flexible and responsive to the individual needs of mokopuna
- Individual Care Plans (ICPs) are updated regularly, with case leaders using information gathered about mokopuna to inform Tuituia assessments
- positive feedback from mokopuna spoken with as part of the inspection on the behaviour management system (BMS) (a system to try to motivate the positive behaviour of mokopuna and manage challenging behaviour) – mokopuna told us they understand the BMS and it works well
- mokopuna are able to mix with each other during programme 'streams' and targeted education
- access for mokopuna to off-site medical care and a high-quality on-site nursing service
- a well-maintained physical environment, including uplifting art work inside and outside the residence.

## Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- practice is always consistent with the Code of Practice, including ensuring that all ICPs include specific and individualised details on how and when mokopuna will have contact with whānau
- grounds are met to remove items from mokopuna as a result of a search (for example, if the item is harmful or illegal)
- in regard to the daily log:
  - all kaimahi are aware of recording requirements
  - the required detail (including details of any use of force and the reasons for its use, and details of any seized items and actions taken with them) is recorded



- the residence's current monitoring system highlights and addresses any areas for improvement in a timely manner
- the rights of mokopuna to personal privacy are upheld by ensuring that:
  - pat searches and room 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
- kaimahi have access to regular and formal supervision in accordance with Oranga Tamariki policy and Social Work Registration Board requirements, and to a range of training and professional development opportunities
- the residence's current monitoring system is enhanced to ensure that it includes the areas for improvement identified in the 2017 inspection
- the complaints register contains all the required detail, including the date on which the mokopuna was notified that their complaint was received
- the gaps in the membership of the residence's Community Liaison Committee (CLC) are filled and a chairperson nominated to facilitate meetings
- the effectiveness of the residence's security management plan is monitored by the CLC.

## 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:

- Some gaps were noted around consultation with whānau in the development of the ICPs. The residence should contact extended whānau where their involvement in the life of the mokopuna prior to their admission to the residence was significant.
- Several instances were noted where medication was misused by mokopuna (storing up or swapping prescription medication).
- A significant number of SOSHI incident reports referred to high levels of violence between mokopuna, including kicks and punches to the head. (SOSHI is the mechanism by which all Oranga Tamariki employees can record Security and Occupational Health and Safety incidents as they occur.) It was agreed with the on-site health team that any mokopuna hit or kicked in the head should see a medical practitioner to rule out the risk of a head injury.
- In regard to secure care:
  - recording of daily reviews should clearly record for mokopuna remaining in secure care



- the practice of putting mokopuna directly into a bedroom on their admission to secure care should be carefully considered, unless there are grounds to do so (for example, on account of illness, injury or emotional disturbance, in the case of emergency, or to restore order in the residence)
- plans for mokopuna on admission to secure care should be more detailed and specific, and address the behaviours that resulted in the admission
- kaimahi should note in the register both the physical *and* mental state of the mokopuna at the time of their admission to secure care.

## Service delivery response

In response to the identified areas for improvement, Oranga Tamariki has taken the following actions at Te Au rere a te Tonga, as set out in the residence's QIP:

- Introduced a monthly Regulations Meeting for the Leadership Team to regularly discuss Regulations requirements and address any areas for improvement identified.
- Implemented a process to monitor ICPs to ensure they include all the required detail, including on how and when mokopuna will have contact with whānau.
- Implemented a process to ensure that the daily log contains all the required detail, including details of any use of force and the reasons for its use, and details of any seized items and actions taken with them. Areas for improvement identified through the process will be addressed at the Regulations Meeting or through training.
- Implemented a process to review all decisions to admit mokopuna to secure care. Admissions to secure care will be discussed at shift debriefs and the Regulations Meeting.
- Implemented a process to ensure search procedures and recording are in accordance with the requirements of the Regulations. Pat and scan searches will require approval from a Team Leader and strip searches from the Residence Manager. Kaimahi will receive training on search procedures and signs setting out Regulations requirements will be put up in the designated search areas.
- The residence is in the process of appointing an external provider to deliver professional and cultural supervision to kaimahi.
- A National Induction Programme for new residential kaimahi is in development and new training is being coordinated by Learning and Capability Development in the Office of the Chief Social Worker/Director Professional Practice.
- The Grievance Coordinator will oversee the grievance process to ensure it is being delivered in accordance with Regulations (including that the complaints register contains all the required detail), and will report monthly to the Residence Manager on any areas for improvement, for discussion at the Regulations Meeting.



- The residence's Leadership Team will liaise with the community, including Palmerston North City Council and local iwi, to identify potential appointees to fill the gaps in the CLC membership and then work with CLC members to ensure a Chair is appointed.
- The Residence Manager will work with the CLC Chair, once appointed, to ensure that the CLC fulfils its functions under Regulation 35, including reviewing the residence's Security Management Plan.

