# Child, Youth and Family Residential Care Regulations Inspection Report: 2012

## Te Puna Wai ō Tuhinapo Residence

Te Puna Wai o Tuhinapo is a youth justice residence located in Christchurch which provides 24-hour safe and secure care for up to 40 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 November 2012

### 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 2012 Te Puna Wai ō Tuhinapo achieved an 89.47 percent 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:

* individual care plans completed on time
* comprehensive health services and medication administration
* well-managed search procedures
* well-managed grievance process
* daily log recording
* accuracy and completeness of the admission register
* the content and structure of the emergency plan.

### Areas for improvement

Areas where improvement was required included:

* ensuring care plans addressed all issues that were relevant to a young person, including details about contact with family and whānau
* ensuring that young people received an explanation of the regulations, rules and grievance procedures every month
* ensuring only approved punishments and sanctions were applied in the management of young people’s challenging behaviour
* ensuring that approaches taken to managing children and young people’s challenging behaviour involved no more than the minimum amount of physical intervention necessary, and that the full range of options for managing this behaviour were utilised
* the management of secure care processes, including ensuring that the review of any young person’s placement within secure care was completed in a timely manner
* increasing the programmes and activities available to young people
* ensuring young people had sufficient time for phone calls to family and whānau
* filling vacancies on the community liaison committee, and ensuring committee meetings occurred at least four times each year
* ensuring that staff understood the regulations, and strengthening the compliance monitoring system.

### 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:

* enhanced the care plan monitoring system so as to ensure that any gaps are responded to swiftly
* provided refresher training for all staff on secure care management and recording practices, and monitoring by the leadership team
* increased the range of structured programmes and activities available to young people
* scheduled regular monthly sessions for young people on the regulations, rules and grievance procedures
* revised the day programme so as to allow sufficient time for young people to have more frequent phone contact with family and whānau
* reviewed and strengthened the compliance monitoring system and implemented weekly practice forums at team office days
* held practice forums and unit meetings to support enhanced staff knowledge and awareness around the use of punishments and sanctions
* established a debrief process to support learning from incidents where physical intervention has been required, and included refresher training on non-violent crisis intervention as part of team office days
* commenced consultation processes for nominations to fill the outstanding vacancy on the community liaison committee, and established a schedule for quarterly committee meetings.