# Child, Youth and Family Residential Care Regulations Inspection Report: 2013

## Te Maioha o Parekarangi Residence

Te Maioha o Parekarangi is a youth justice residence located in Rotorua which provides 24-hour safe and secure care for up to 30 children and young people aged from 12–17 years.

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

Over 95 full-time permanent staff work at Te Maioha o Parekarangi, which is one of four youth justice residences operating within New Zealand. The other three are Korowai Manaaki in Auckland, Te Au rere a te Tonga in Palmerston North and Te Puna Wai ō Tuhinapo in Christchurch.

### 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 June 2013

### 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 2013 Te Maioha o Parekarangi achieved a 92.8 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 Maioha o Parekarangi.
* 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 children and young people included:

* the reviews of placements of children and young people in secure care being completed on time and involving the child or young person
* secure care recording practices
* a pro-social sporting programme which is making a positive contribution to the experience of children and young people in the residence
* daily log recording practices.

### Areas for improvement

Areas where improvement was required included:

* the quality of care planning for children and young people
* ensuring children and young people consistently received the required level of education and/or vocational training
* improving the medication administration and recording systems
* ensuring only approved sanctions were applied in the management of children and 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 full details were recorded in the daily log
* the staffing of the residence, including the prompt filling of vacancies
* effective transition planning for children and young people leaving the residence
* programmes to address offending behaviour
* ensuring that the physical environment of the residence was safe and secure for all children and young people
* ensuring that the transition process from secure care back into the main residence was well managed
* consistently investigating grievances
* 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 Maioha o Parekarangi:

* implemented a system to monitor the involvement of family and whānau in care planning and decision making processes, and ensure any gaps are responded to swiftly
* implemented secondment and fixed-term contract positions to address outstanding staff vacancies
* continued to work with the education provider to review and adjust the number of school hours being provided
* reviewed the information sharing protocol with the health provider and implemented a daily medication administration auditing process
* reviewed its use of sanctions in the management of young people’s challenging behaviour
* provided staff refresher training in non-violent crisis intervention, with a further instructor appointed and ongoing refresher training scheduled into 2014
* transition planning and community reintegration processes have been refreshed and a monitoring process implemented
* commenced the delivery of a criminogenic programme for sentenced young people
* continued its programme of work to install safety glass in the residence
* provided staff with refresher training on secure care management practices
* implemented a system to monitor its application of the grievance process and ensure any inconsistency in application is identified and responded to appropriately
* reviewed and strengthened its compliance monitoring system.