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

## Korowai Manaaki Residence

Korowai Manaaki is a youth justice residence located in Auckland which provides 24-hour safe and secure care for up to 40 young people aged from 14–17 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.

Over 130 full-time permanent staff work at Korowai Manaaki, 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 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 August 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 Korowai Manaaki achieved a 93.6 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 Korowai Manaaki.
* 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:

* positive interventions by staff to manage challenging behaviour
* full compliance with the Code of Practice Standards
* the care and management of young people in secure care
* successful establishment of a youth council
* strong recording in the complaints and secure care registers
* well organised personal files
* a wide range of programmes and activities
* good staff training.

### Areas for improvement

Areas where improvement was required included:

* ensuring care plans addressed all issues that were relevant to a young person
* improving the medication administration and recording systems
* ensuring community liaison committee meetings occurred at least four times each year
* ensuring that plans and other case management records were consistently available to the care teams
* assessment on a case-by-case basis of the need for family visits to be supervised
* further enhancing 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 Korowai Manaaki:

* ensured that care plans for young people are regularly updated, accurate and readily accessible by care staff
* completed staff training and implemented regular monitoring on the administration of medication
* updated its community liaison committee membership and meeting processes
* implemented a system to monitor case-management activities
* ensured input from both the care and case leadership teams is considered when assessing whether or not a family visit needs to be supervised, and undertaken staff training in this area
* further developed its compliance monitoring system.