

Date: 8 March 2021 Security Level: In Confidence
For: Minister Davis, Minister for Children
File Reference: REP/21/3/209

Update on phase two of the Independent Children's Monitor

Meeting/Visit Details	11 March 2021/ 10.15am
Expected Attendees	<ul style="list-style-type: none">Arran Jones, Executive Director, Independent Children's MonitorNova Banaghan, Chief Monitor, Independent Children's Monitor
Purpose of Meeting/Visit	<p>To update you on phase two of the monitoring programme for Te Mana Whakamaru Tamariki Motuhake, and to discuss the upcoming community visits.</p> <p>An information pack is attached to support the discussion.</p>
Background	This is a regular relationship meeting to brief the Minister on progress.
Key Issues	N/A
Next Steps	N/A

Author: Charlie Harris-Miller, Principal Advisor, Corporate Strategy and insights

Responsible manager: Arran Jones, Executive Director

We have started monitoring all the Oranga Tamariki (National Care Standards and Related Matters) Regulations (NCS Regulations)

- The Monitor's current role is to monitor compliance with the NCS Regulations and the quality of care. Currently there are four agencies who have custody of tamariki and/or rangatahi: Oranga Tamariki, Open Home Foundation, Barnardos and Dingwall Trust.
- The establishment of the Monitor is divided into three phases:
 - Phase one was focused on agencies' compliance with regulations 69 and 85 of the NCS Regulations.
 - Phase two, the Monitor is monitoring all the requirements of the NCS Regulations.

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- Phase three will begin once the new legislation is passed. The Monitor will expand the monitoring function to cover the whole of the Oranga Tamariki System, from early intervention to post transition from care or custody, as defined in the proposed new legislation.
3. On 27 January 2021, we published our third monitoring report on agencies' compliance with regulations 69 and 85. This brought Phase one to a close and Phase two is now underway.
 4. Monitoring compliance with the NCS regulations requires that we understand the quality of care. To do this we will receive data and information from the four agencies from their own self-monitoring systems, along with other data and information that may provide insight into how services are delivered. We also engage with communities across New Zealand to understand how well the services are experienced, primarily by children in care, but also caregivers, whānau and other participants working with children or their parents.

We will visit six communities during the first half of 2021

5. Between March and June 2021, we will visit:
 - a. Porirua and Paraparaumu
 - b. Blenheim and Kaikoura
 - c. Kaitia
 - d. Gisborne
 - e. The West Coast
 - f. Mangere and Otahuhu.
6. These communities have been selected to provide a balance between urban and rural, as well as provide us with examples of leading practice and areas for improvement. Over a three-year period, we will visit every community in New Zealand at least once.
7. Through community workshops, group and individual discussions we will apply a consistent approach, seeking views on what works well and what can be improved to achieve better outcomes, and understanding the root cause of the experience. We look at each of the Monitor's five outcomes, and view these against the system elements (for example, tools and resources and "how services work together for me"). The key questions that guide our engagements are outlined in Appendix One.
8. Engaging with communities involves us meeting with rangatahi, whānau, carers, providers, professionals as well as staff from the four agencies, and other organisations that work closely with tamariki and rangatahi. An example of an engagement plan for Blenheim and Kaikoura is attached (Appendix Two). When meeting with rangatahi, whānau and carers, we are working with agencies (connectors) who know the rangatahi and whānau to help us engage safely and in a way that builds trust and confidence with participants.

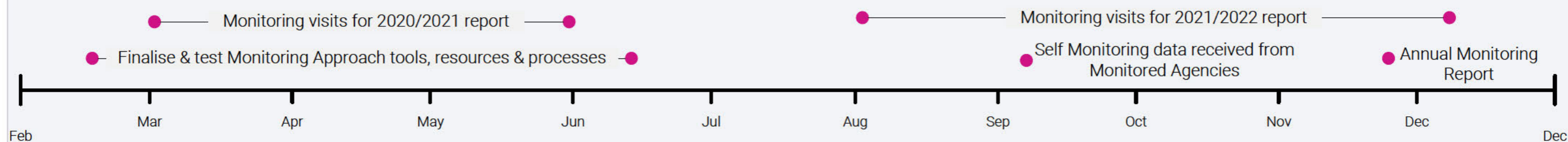
We will complete our Annual Report in November

9. Analysis of the data and the voices from these first six communities will inform our first annual report on the full NCS regulations. This report will cover the 2020/21 financial year and we expect to have this with you in November.

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APPENDIX ONE: Te Mana Whakamaru Tamariki Motuhake 2021 Plan

Key milestones



Monitoring visits



Who we talk to during visits

During monitoring visits we talk to a variety of people to understand their experiences and views:

- Tamariki, rangatahi who are in care, or have been in care during the year, as well as their whānau
- Caregivers – both whānau and non-whānau
- Professionals working in monitored agencies (Oranga Tamariki, Open Home Foundation, Barnardos and Dingwall)
- Professionals working in other Oranga Tamariki system organisations (eg NGOs, Police, Health services, education services) – we focus on talking with those who work frequently with tamariki in care, or whose role involves managing services that tamariki in care frequently use.
- Maori, Iwi and hapu organisations who provide services for tamariki in care or are keen to understand more about what happens for tamariki and rangatahi who whakapapa to them.

We predominantly hold group engagements. We use connectors (eg VOYCE Whakarongo Mai) to engage with tamariki and whānau, if it suits peoples needs better, and provide support before and after our visit.

What we learn from visits

During monitoring visits we explore with people their experiences and views to help us answer these two key questions:

- Is the Oranga Tamariki system meeting its obligations in a way that supports tamariki, rangatahi and their whānau to experience positive outcomes?
- How well do dimensions of the system enable the Oranga Tamariki system to support tamariki, rangatahi and their whānau to experience positive outcomes?

System dimensions are; “Culture and leadership”, “People (values, knowledge, skills)”, “Tools and resources”, “Services and supports working well together”, “Services and supports working well for me (tamariki, rangatahi, whānau).”

APPENDIX TWO: Te Mana Whakamaru Tamariki Motuhake – Question structure

THE MONITOR NEEDS TO ANSWER THIS PRIMARY QUESTION:

To what extent is the Oranga Tamariki system meeting its obligations and supporting positive outcomes for tamariki and their whānau, including tamariki and whānau Māori and disabled tamariki and their whānau?

THE PRIMARY QUESTION IS TURNED INTO THREE KEY QUESTIONS:

What would we see if the OT system was meeting it's obligations in a way that supports tamariki and their whānau to experience positive outcomes?

Is the OT system meeting its obligations in a way that supports tamariki and their whānau to experience positive outcomes?

How well do the system dimensions enable the OT system to support tamariki and their whānau experience positive outcomes?

What does the Oranga Tamariki Act (including s7AA) and NCS say?	What do tamariki and whānau expect?	What does the Monitor's Outcomes Framework say?
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Gathered through korero with tamariki and whānau and existing research.

Deliverers		Recipients	
What do monitored organisations say?	What do other agencies say, including iwi and Māori organisations?	What do tamariki and whānau say?	What do caregivers say?

Evidenced by agency self-monitoring of the NCS Regs and outcomes data.

Checked through korero with agency sites.

Gathered from agency korero.

Gathered from tamariki and whānau korero.

Gathered from caregiver korero.

Deliverers		Recipients	
What do monitored organisations say?	What do other agencies say, including iwi and Māori organisations?	What do tamariki and whānau say?	What do caregivers say?

Evidenced by agency self-monitoring of the NCS Regs and outcomes data.

Checked through korero with agency sites.

Gathered from agency korero.

Gathered from tamariki and whānau korero.

Gathered from caregiver korero.

HOW we gather information:

Information requests for data from monitored organisations and interview prompts line up with the key and primary question.

The monitored organisations include the four agencies which have care or custody of tamariki or rangatahi (Oranga Tamariki, Open Home Foundation, Barnardos and Dingwall)

The system agencies includes agencies that deliver health, education, disability, s403 and s396 providers, and includes iwi and Māori organisations that provide a service to tamariki under the Oranga Tamariki Act and any other community based organisation that provides services frequently used by tamariki in care and their whānau

The outcomes are those in the Monitor's Outcomes framework; Whanaungatanga, Rangatiratanga, Aroha, Manaakitanga, Kaitiakitanga and Mātauranga.

The system elements are:

- Culture and Leadership
- People
- Tools and Resources
- Services and Support are Working Well Together
- Services and Support are Working Well for Me (only applies to tamariki, whānau and caregiver)