

Appendix Two: Oranga Tamariki Information Requirements in Relation to Regulations 69 and 85 (and 86, as relevant) of the NCS Regulations

Section One: Phase One – Third Reporting Cycle Information Request – Oranga Tamariki

Ref	Question	Provider response (plus other information)
1	Provide a detailed flowchart or process map describing the assurance processes in place to meet the requirements of regulation 69 relating to decision-making at the National Contact Centre and sites.	
2	Provide detailed information, analysis of data, sampling results and any reports to Oranga Tamariki leadership on the sampling results from the assurance processes undertaken of cases that came into the National Contact Centre that did not go on to have a safety screen or further action as signalled in the Monitor’s June 2020 report.	
3	The June 2020 report noted that focus and improvement was needed in timeliness of investigations and assessments, and in letting tamariki and rangatahi know about the outcome of an assessment or investigation. Please outline what action has been taken to improve: <ul style="list-style-type: none"> • the timeliness of investigations and assessments carried out after an allegation has been made, including caregiver reviews • practice to ensure tamariki and rangatahi are informed of the outcome of their allegation. 	
4	Please also provide: <ul style="list-style-type: none"> • any insights from analysis of data that have resulted in a change to practice and any action plans that have been put in place to improve performance • an update on the Performance Management Framework, including the development of the new reporting suite that allows sharing of 	

	<p>performance information across the organisation, as detailed in Oranga Tamariki feedback to the Monitor (Second Reporting Cycle Supplementary Questions)</p> <ul style="list-style-type: none"> • any information and data relating to site self-assessments relevant for regulation 69 • information, results and reporting relating to the Quality Practice tool, and site quality practice checks relevant to regulation 69. 	
5	<p>In line with your continuous improvement programme, in relation to the 12 performance measures identified in Oranga Tamariki operational policies for compliance with regulation 69(2)(a-d), please outline:</p> <ul style="list-style-type: none"> • which (if any) measures you consider to be areas for improvement • which (if any) measures you consider to be areas of high performance • what your target percentage for compliance cases against each measure is for the next reporting year • if any measures have been identified as areas for improvement and provide your action plan for how you will aim to improve performance. 	
6	<p>Provide any additional information that you wish to in relation to regulations 69 and 85 that supports the agency's compliance with those regulations.</p>	
7	<p>Provide information on any other initiatives that have been implemented to support better outcomes for tamariki and rangatahi in relation to regulation 69.</p>	

Section Two: Phase One – Third Reporting Cycle Data Request – Oranga Tamariki

We are requesting data about the population of children in care, as well as operational reporting, compliance data and assurance data that relates specifically to allegations of abuse or neglect of tamariki and rangatahi in care. If any data is unable to be provided or Oranga Tamariki considers it inappropriate to provide, please provide a clear explanation and rationale for this decision. For all sections, unless otherwise specified, please provide the relevant data for the full year from 1 July 2019 to 30 June 2020, split by each quarter. Please provide the following:

<p>General information for children and young people in custody as at the last day of a reporting period.</p>	<ol style="list-style-type: none"> 1) Number of tamariki or rangatahi in custody as at 31 March 2020 and 30 June 2020 for care and protection and separately for youth justice and a breakdown of those tamariki and rangatahi by site, region, age, ethnicity, gender, disability, placement type and agency with care (for s396 placements). 2) Break down of tamariki and rangatahi in custody as at 30 September 2019 and 31 December 2019 by site, region, age, ethnicity, gender, disability, placement type and agency with care (for s396 placements).
<p>Operational reporting data and information on all allegations of abuse or neglect in relation to tamariki and rangatahi in care received by Oranga Tamariki.</p> <p>Please provide separate data for reporting period 01 January 2020 to 31 March 2020 and 01 April 2020 to 30 June 2020.</p>	<ol style="list-style-type: none"> 3) Number of reports received in relation to allegations of abuse or neglect of tamariki or rangatahi in care received by Oranga Tamariki (including reports made by s396 providers). 4) Number of reports of concern assessed as requiring further action in relation to allegations of abuse or neglect of tamariki or rangatahi in care. 5) Number of reports of concern closed without a Child and Family Assessment (C&FA) or Child Protection Policy (CPP) investigation in relation to allegations of abuse or neglect of tamariki and rangatahi in care. 6) Number of reports of concern received by site that have had a safety screen completed in relation to allegations of abuse or neglect of tamariki and rangatahi in care. 7) Number of C&FA or CPP investigations completed in relation to allegations of abuse and neglect of tamariki and rangatahi in care.
<p>Findings data for all allegations of abuse or neglect reviewed by the Safety of Children in Care Unit (SoCiC Unit).</p>	<ol style="list-style-type: none"> 8) Number of tamariki and rangatahi with findings of harm recorded (abuse or neglect). 9) Number of findings recorded for each abuse type (emotional, physical, sexual and neglect).

Please provide separate data for reporting period 01 January 2020 to 31 March 2020 and 01 April 2020 to 30 June 2020.

- 10) Number of tamariki and rangatahi with findings within each abuse type (emotional, physical, sexual and neglect).
- 11) Number of tamariki and rangatahi with 'not found' recorded (no abuse/neglect).
- 12) Number of tamariki and rangatahi with relationship/behavioural difficulties recorded (no abuse/neglect).
- 13) Breakdown of findings by age, gender, ethnicity and site.
- 14) What the placement arrangements (placement type) were for the child at the time of abuse incident.
- 15) Where the abuse occurred – in or out of placement.
- 16) Who is responsible for harming the tamaiti or rangatahi – alleged abuser type.

Data for all allegations of abuse or neglect reviewed by the SoCiC Unit.

Please provide separate data for reporting period 01 January 2020 to 31 March 2020 and 01 April 2020 to 30 June 2020.

- 17) Number of safety and risk screens completed on time with narrative summary.
 - 18) Number of C&FA or CPP investigations completed on time with narrative summary.
 - 19) For C&FA or CPP investigations not completed on time with narrative summary, please provide a breakdown of time taken to complete.
 - 20) Number of findings that were reviewed as inaccurate (either abuse not recognised or non-abuse event wrongly assessed as abuse or wrong abuse type defined).
 - 21) Number of findings with information missing (dates, alleged abuser info or placement type info wrongly captured or absent).
 - 22) Number of appropriate placement changes with narrative summary that incorporates any safety planning limitations.
 - 23) Number of tamariki and rangatahi with care plan reviewed.
 - 24) Number of tamariki and rangatahi with supports in place to address impact of harm.
 - 25) Number of caregivers with support plans reviewed (where appropriate – i.e. not for tamariki in return/remain home or residential placements or some non-family care provision-FGH /SGH).
 - 26) Number of tamariki and rangatahi informed of outcome where appropriate or not informed where inappropriate.
 - 27) Number of parents/guardians informed of outcome where appropriate or not informed where inappropriate.
 - 28) Number of caregivers informed of outcome (caregiver providing care at time of assessment and not necessarily time of
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incident) where appropriate or not informed where inappropriate.

29) Number of alleged abusers informed of outcome (including caregivers where appropriate) where appropriate or not informed where inappropriate.

30) Number of notifiers informed of outcome where appropriate or not informed where inappropriate.

Data relating to the number of tamariki and rangatahi where ALL relevant aspects of reg 69(2) (a-d) were met for them as per Oranga Tamariki definitions.

Please provide separate data for following reporting periods:

31) 01 July 2019 to 30 September 2019

32) 01 October 2019 to 31 December 2019

33) 01 January 2020 to 31 March 2020

34) 01 April 2020 to 30 June 2020

Please provide any analysis carried out.
