








Design principles to inform the development of the Operating Model and Assessment Framework

PRINCIPLE

DESCRIPTION

	Child-centred	The Monitor will put the outcomes of children and young people in the Oranga Tamariki System at the heart of its services and decision making. It acknowledges that this must occur in the context of their whānau and the importance of being whānau-led.
	Embed Te Ao Māori	The Monitor will embed Te Ao Māori across the organisation, and develop our tikanga approach to live within the principles of the Treaty.
	Insight-driven	The Monitor will leverage technology and analytics to turn information into insight to drive the organisation and the sector.
	Influencer	The Monitor will be a trusted and credible influencer in the system, a catalyst for meaningful change and action.
	Independent	The Monitor will be transparent and operate fairly, objectively and without bias. It will be independent, and seen to be independent.
	Systems outlook	The Monitor will understand the Oranga Tamariki System and its complexities, to enable insightful reporting across the system and its players.
	Partnering for impact	The Monitor will partner and collaborate effectively to strengthen oversight.

Example Assessment Framework

We have outlined what the basis of the assessment framework could look like using the chosen dimensions and provided a few examples based on the National Care Standards. The assessment framework will flex depending on service/cohort, stakeholder or the product being developed.

	People & Leadership He Tangata/Rangatira	Tools & Resources Taputapu or Rauemi	Services and support work well for me	Services and support work well together
Tamariki and rangatahi are loved, safe and nurtured		Whānau / non-whānau caregiver support and training is provided (62)	Child or young persons safety needs are met (30)	
Tamariki and rangatahi have what they need	[Staff have the capability to] complete a needs assessment (7)		Visits to children and young people in care to monitor their wellbeing and implementation of the plan (26)(28)	
Tamariki and rangatahi are happy and healthy			Child or young person has access to practitioner with the same cultural values (35)	Child or young person has access to other services (e.g. private) if publicly funded services are not prompt enough (35)
Tamariki and rangatahi are learning and developing		Care provider providers resources and funding for school and educational development (41)		Child or young person attends and progresses at school or educational facility (40)
Tamariki and rangatahi are accepted, respected and connected			Children and young people are supported to establish, maintain and improve whānau connections (31)	
Tamariki and rangatahi are involved and empowered	[Staff have the capability to] support a child or young person to make a complaint (43)		Child or young person is supported to participate in decisions (66)	

Children and young people are loved, safe and nurtured

Regulation 69: Duties in relation to allegations of abuse or neglect

- (1) The chief executive must ensure that any information disclosed passing on concerns in relation to a risk of harm caused by abuse or neglect of a child or young person in care or custody is responded to
- (2) In carrying out the process for responding to the information, the chief executive must ensure that—(a) the response is prompt; and
 - (b) the information is recorded and reported in a consistent manner; and
 - (c) where appropriate, the child or young person is informed of the outcome; and
 - (d) appropriate steps are taken with the parties to the allegation, including a review of the caregiver’s plan.

Assessment Approach

Section One

Information request: Agency National Office

A series of questions have been directed to the agencies’ National Offices. These questions seek a mix of qualitative and quantitative information regarding compliance and continuous improvement in relation to the relevant NCS Regulation/s.

Many of these questions give the agency the opportunity to provide rich analysis when advising of and supporting their own quality assurance findings.

This information will also guide additional activities by the Monitor.

Section Two

Quantitative Information: Data Request

The Monitor is requesting information regarding the number of children in care, including provision of key demographic data.

Part of the Information Request includes seeking specific performance data. This not only indicates the level of compliance with the specific regulation, but also provides a profile of the characteristics of children and young people where a report of concern has been logged in relation to a risk of harm.

Data relating to these reports will be requested on a case by case basis. This data will be required in an Excel spreadsheet to enable the Monitor to gain a full picture regarding the findings of abuse or neglect for children in care, and consider these alongside key demographic indicators i.e. Region, Site, ethnicity, age, placement types etc.

Section Three

Qualitative Information: Interviews with relevant stakeholders and case file reviews

Interviews with relevant stakeholders, and a review of case files where appropriate, will occur to provide additional qualitative information including the practical application of the organisations’ policies, processes and procedures. In addition the Monitor will ask for case information from the SOCIC unit to validate material provided.

An assessment matrix will be used to assist in guiding the Monitor’s activities.

	People and Leadership	Tools & Resources	Services and Support work well for me	Services and Supports work well together	Notes - what do we want to know?
Children and young people are loved, safe and nurtured					

Consultation with key stakeholders will occur early in 2020 to assist in developing relevant qualitative questions.