



**ORANGA
TAMARIKI**
Ministry for Children

GUIDANCE

**Practice Framework and National Care Standards
Local Self-Assessment and Action Planning**



PURPOSE

The attached Self-Assessment and Action Plan templates have been developed to support you to:

- monitor your site's progress in embedding the Oranga Tamariki Practice Standards (the Practice Standards)
- understand how well your site is placed to deliver on the new National Care Standards (the Care Standards) from 1 July 2019
- identify your areas of strength and areas requiring focused improvement
- review your existing site action plan and make any changes needed to address any identified gaps and to support continuous improvement
- identify elements in your wider operating environment that could either support or hinder effective practice for tamariki.

COMPLETING YOUR SELF-ASSESSMENT

The Practice Framework comprises eight core practice standards that apply to all practitioners working with tamariki and whānau in Oranga Tamariki. Each standard contains a series of bullet points that describe the key features of practice that need to be achieved in order to meet the standard.

The Practice Standards and Care Standards are closely aligned and, by achieving the Practice Standards, many of the Care Standards are also met. The Self-Assessment template brings together the two sets of standards by weaving the relevant aspects of the Care Standards into the Practice Standards. A * is used in the left-hand column of the template to identify where the particular practice standard also meets a relevant aspect of the Care Standards. Additional areas of the Care Standards that are not fully covered by the eight practice standards are included separately in this template in **green**.

Work your way through the template and consider the extent to which your team(s) are achieving each standard for the tamariki you work with, using the scale provided: **'Almost never'**, **'Rarely'**, **'Some of the time'**, **'Most of the time'** or **'Almost always'**. If a particular bullet point does not apply to your area of work, you can select **'Not Applicable'**. A summary of your results will be shown in the separate 'Results' tab, which can be printed to share with your team.

Think about the sources of evidence you might use to inform your assessment. These could include:

- having your practitioners undertake individual 'self-assessments' against the standards
- feedback from tamariki, whānau, caregivers and others
- feedback from your staff and stakeholders
- your Practice Leader reviewing a random sample of cases
- management information, data, findings of case reviews, residence reviews, Office of the Children's Commissioner reviews or other recent reviews of practice
- Quality Practice Tool results
- your Practice Check report (if completed for your site)
- anything else that might assist you to understand your current levels of practice.

Space is provided in the template for you to summarise your key sources of evidence and any areas of strength and/or areas for improvement you have identified. An example is attached as an appendix to this Guidance.

PREPARING TO SELF-ASSESS

Your leadership team will need to work out a plan to prepare, complete your self-assessment and develop an action plan. Think about how you will:

- familiarise yourself with Practice Standards and Care Standards
- brief your site; let them know what is taking place, who is leading the work, and what role they will play. What ideas and information will they contribute?
- identify the sources of evidence to inform your assessment
- identify key timeframes, and work with others across your region.

DEVELOPING AN ACTION PLAN

The self-assessment will provide you with information about your areas of strength and those areas where a priority focus is needed. Based on this, you and your team should review your existing site plan and/or develop a new Action Plan that sets out the specific actions you will take in 2019 to build your site's practice against the Practice Standards and Care Standards.

A template is available to assist you with this or you can choose to use the template from the previous round of self-assessment and planning. You may choose to identify a range of actions, or pick two or three key areas where you want to focus your efforts. Consider what actions you need to take in order to achieve the desired outcomes. These should be specific, measureable, achievable, realistic and time-specific. Engage with your Regional/General Manager and others to test and support your thinking.

There are some other specific changes that will also come into effect in 2019, such as the raising of the Youth Justice age and the implementation of new transition support services. While focusing on Practice Standards and Care Standards will put sites in a good place to implement those more specific service changes, you may like to use your Action Plan template to record any additional actions for your site arising from changes that you are aware of.

WHAT DO I DO WITH MY SELF-ASSESSMENT?

The findings of your self-assessment are for you and your staff. They will tell you where your strengths lie and the areas for improvement that require more focused attention. Work with your regional team to decide on your process, and agree how your Regional Manager/General Manager would like to be involved. Provide your findings to your Regional Manager/General Manager and discuss them with your colleagues to identify how you might support one other. Copies of your assessments will also be viewed by your DCE, to help identify what supports could be provided at a national level.

TIMEFRAMES

A copy of your completed self-assessment and plan should be provided to your Regional Manager/General Manager by **Friday 1 March 2019**.

QUESTIONS?

Consult with colleagues in other sites or at regional level on any queries you may have. Alternatively, feel free to get in touch with the Quality Systems team in the Professional Practice Group:

- Nicky Niclaus, Manager Quality – x43129
- Susie Lampard, General Manager Quality Systems – x43369

APPENDIX – Example of completed self-assessment for ‘See and engage tamariki’

Practice standard 1: See and engage tamariki		
<i>‘I will see and engage with each tamaiti I am working with, in order to understand their needs, build their trust and ensure they have a say in decisions about them’</i>		
We will know we have achieved this when we have:		
1	Spent face-to-face time, alone where possible, with the tamariki we work with	Almost always
2*	Engaged with people who can speak on behalf of tamariki, where they are unable to speak for themselves	Almost always
3*	Gathered information about what is happening for the tamariki we work with, their needs, risks, aspirations and strengths, their culture and identity, and their views, wishes and feelings	Most of the time
4	Discussed with tamariki the effects of any offending behaviour on victims and community	Most of the time
5*	Identified the whakapapa, important connections and relationships of the tamariki we work with	Some of the time
6*	Ensured that tamariki participation, views and voices are part of our assessments and decision-making	Some of the time
7*	Shared information with all tamariki about their rights, what is happening and next steps, in a form that is appropriate to their age, development, language, and any disability	Rarely
8	Checked that the tamariki we work with continue to be safe by observing their physical wellbeing and any changes that may have occurred in their behaviour or demeanour	Most of the time
Comments/summary of evidence supporting your assessment		
<p>Example 1: Services for Children and Families Social workers on our site are spending time with all our tamariki we work with and have a good understanding of their strengths, needs, wishes and feelings. This is evidenced in the way social workers are able to speak about each tamaiti, in casework recording, Tuituia, Visits to Children in Care reports, FGC presentations and court plans. When we are working with tamariki who have offended, most of the time we discuss their behaviour with them so that they can reach the point of acknowledging that their actions were wrong and understand the reasons why. Quality Practice Tool (QPT) results show that our assessments record some information on whakapapa, important connections and relationships for the tamaiti however it is often not very clear. Furthermore, the QPT shows there is often no evidence in case notes that relevant information has been shared with the tamaiti. Our site has a strong focus on ensuring initial safety and is actively working to increase our understanding of the dynamics around ongoing safety. This was identified as one of our site’s ‘Pockets of Excellence’ in the Practice Check report in 2018.</p>		
<p>Example 2: Youth Justice Our staff engage with rangatahi regularly, through weekly and fortnightly meetings, and work hard to understand their unique attributes and needs. Individual self-assessment and feedback from our practitioners shows that identifying the whakapapa, important connections and relationships is happening some of the time and there are examples of good practice across the site, however it is not consistent. The Practice Check report highlighted that more effort needs to be made to inform rangatahi of their rights and ensure they understand the next steps as their plans change and evolve. Furthermore, the same report acknowledged that our staff work hard to ensure they secure the immediate safety of rangatahi and are actively working to increase understanding of the dynamics around ongoing safety.</p>		
<p>Example 3: Residences It has been evidenced (both in the OCSW Practice Check and Residence Regulations Summary and in the OCC review) that our staff make intentional efforts to spend time with tamariki, both individually and in a group setting, to get to know them and understand their needs, worries and goals, working towards a positive care experience and focussing on transition to maximise the potential value of the placement. Tamariki and whānau input into Individual Care Plans (ICP) and MAT planning meetings ensures their participation in decision making. Individual self-assessment by our practitioners and feedback from tamariki shows that informing tamariki about their rights and next steps needs to be improved.</p>		