



16 February 2007

Margaret Arnold
YWCA
PO Box 22-051
Christchurch

Tena koe Margaret

Review of Approval Status: YWCA Christchurch

The Department of Child Youth and Family Services has completed the review of approval status for YWCA Christchurch. A copy of the assessment report is attached for your information. If there are any factual errors in the report, your organisation has ten days from the date of this letter to make a written response.

Following the completion of the remedial action concerning police screening, I am pleased to advise confirmation of approval status for YWCA Christchurch as a Community Services provider under S 403 of the Children, Young Persons and their Families Act 1989 to provide the following services:

- Social work support services provided at the Accommodation Unit, 285 Hereford Street
- Social work support services attached to the training and education programmes

Included with this report is the draft assessment plan for the next review and a cover letter relating to that review. In order to ensure that YWCA Christchurch continues to meet the appropriate standards Child Youth and Family Services will conduct regular assessments. Your next assessment will be due by the end of **December 2007**.

If YWCA Christchurch wishes to relinquish this approval, Child Youth and Family Services must be notified in writing.

If you have any questions or concerns about this decision please contact your Approval Assessor, Greg Crisp on 03-961-6113.

Naku noa na,

Irene Murphy
Team Leader Approvals (Southern)

Christchurch City
195 Hereford Street
PO Box 940
Christchurch, NZ
Fax: 03 961 0178

Assessment Report

Assessment Number 80328

Provider Name:	Y.W.C.A. Inc
Provider ID Number:	8564
Address:	234 CASHEL STREET CHRISTCHURCH CENTRAL CHRISTCHURCH 8001
Assessed By:	Greg Crisp
Legislation:	S.403 - CYP & F Act 1989
Date Assessed:	6 December 2006
Previous Assessment Date:	31 October 2005

This review assesses the extent to which the organisation and or service meets the requirements set out in Part VIII of the Children, Young Persons and their Families Act 1989 (CYP&F Act 1989) and or the applicable Standards for Approval (i.e. OSCAR, Elder Abuse).

The purpose of this assessment report is to record the findings upon which a recommendation for or against Approval is made. It is also prepared to assist both the participating organisation and the Ministry of Social Development with future planning through identifying organisational strengths and achievements, areas for development and required improvements to support continuous quality improvement. Approval status certifies that at a specific point in time the participating organisation and or service has met the requirements of Part VIII of the CYP&F Act 1989 and or the applicable standards.

EXECUTIVE SUMMARY

ORGANISATIONAL CONTEXT AND HISTORY

Services:	Approved	Contracted
Social work support	✓	

Legal Structure: Incorporated Society

YWCA Christchurch Inc. (YWCA) is registered as an Incorporated Society (ref. 219189 on www.companies.govt.nz). YWCA Christchurch Inc. was established in 1883. The organisation is currently approved for the provision of life skills, advocacy and social work support for young women involved in training courses (Cashel St) and the provision of emergency and short term accommodation services (Hereford St). YWCA is not funded by Child Youth and Family or the Ministry of Social Development.

PROCESS

An appointment to carry out the review of approval status was made by telephone and confirmed by letter on 1 November 2006.

Prior to the site visit, the organisation's policies and procedures were examined. On Wednesday 6 December 2006 Greg Crisp (CYF Approvals Assessor) met Jude Wastney – Social Worker and Debbie Matheson (YWCA member, Board consultant and external supervisor) at 285 Hereford Street to carry out the assessment. In the afternoon Greg Crisp met Margaret Arnold – Programme Director, and Leigh Steele – Tutor/ H & S Officer at 260 Cashel Street to complete the assessment.

Practices and procedures were tested against the organisation's own policies and against the Standards for Approval for Community Services by discussion with the personnel named above and by random sampling of documentation specified in this report.

Standards examined as part of the review are:

- Business Viability Standards 3, 4, 6 and 8.
- Programme Quality Standards (Community Services) 1, 5 and 6.

KEY FINDINGS

Business Viability Standard 3 - Paramountcy of the Child and Young Person

On the basis of the interviews conducted and evidence sighted, it is considered that the overall Standards for Paramountcy of the Child and Young Person have been met.

Business Viability Standard 4 - Cultural Appropriateness

On the basis of the interviews conducted and evidence sighted, it is considered that the overall Standards for Cultural Appropriateness have been met.

Business Viability Standard 6 - Staffing

On the basis of the interviews conducted and evidence sighted, it is considered that the overall Standards for Staffing have been met.

Business Viability Standard 8 - Management Structure and Systems

On the basis of the interviews conducted and evidence sighted, it is considered that the overall Standards for Management Structure and Systems have been met.

Community Services Programme Quality Standard 1 - Service Planning

On the basis of the interviews conducted and evidence sighted, it is considered that the overall Standards for Service Planning have been met.

Community Services Programme Quality Standard 5 - Formal Intervention Plans

On the basis of the interviews conducted and evidence sighted, it is considered that the overall Standards for Formal Intervention Plans have been met.

Community Services Programme Quality Standard 6 - Client Record Keeping

On the basis of the interviews conducted and evidence sighted, it is considered that the overall Standards for Client Record Keeping have been met.

ASSESSMENT SUMMARY

Services were last reviewed in October 2005. Since that time the following changes have occurred:

- Staffing changes at the accommodation unit at 285 Hereford Street. The manager resigned in August 2006. A new manager and social worker were appointed. The social worker resigned in November and the social worker for the education and

training service was appointed as the social worker for all services. An internal referral system is in place for social work referrals.

- The Constitution has been updated to reflect the ongoing review of the organisation's aims and purpose.
- A Community Development Centre has been established at the Hereford Street accommodation unit, which has developed from an education and cultural centre.

The organisation has continued to deliver a social work service for the education and training programmes. At the time of this review the social work service is rebuilding with the consolidation of the two services, and the staffing changes that have occurred. The Social Worker has now completed her social work diploma.

There is one remedial action arising out of this review, which is detailed below.

Assessment Remedial actions
Status:

Approval Status: Approved

REMEDIAL ACTIONS				
Standard	Section	Action	Required By	End Date
BV 6 Staffing	3	A police screen for Board member CM needs to be supplied for sighting.	9/03/2007	

SUGGESTIONS FOR QUALITY ENHANCEMENTS

Business Viability Standard 6 - Staffing

It is again recommended that YWCA develop a standardised system for recording the questions asked of referees, and their responses, for future recruitment.

It is further recommended that YWCA develop a simple checklist to record staff induction or orientation training.