



# INTEGRATED SAFETY RESPONSE NEWS

December 2019

## Welcome

Welcome to our newsletter update on the Integrated Safety Response (ISR).  
In this update you'll find the following:

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## Tēnā koutou

**It's been another busy year for ISR and we were thrilled to receive support through the Government's Wellbeing Budget 2019 to fund the two sites to 30 June 2021, along with releasing the latest ISR synthesised and Kaupapa Māori evaluations.**

A heartfelt thanks to ISR staff and partner agencies who have worked tirelessly to support families and whānau experiencing family harm. This is difficult work, but the evaluations evidence that ISR is making a positive difference to not only the families we work with, but also the way agencies work with each other. Key findings from the evaluations are outlined below.

Christchurch ISR moved to new larger premises in October, co-located with other agencies and are expanding their reach from Christchurch Metro into South Canterbury. In Waikato ISR, two key management vacancies have now been filled – a warm welcome to Director Cherie Gill and Operations Manager Gemma Morgan.

There have been a range of significant family violence related legislation changes including:

- providing enhanced safety measures including raising the youth age to include 17 year olds
- extending Police Safety Order (PSO) duration (up to 10 days)
- new user-friendly application forms for Protection Orders

- introduction of 3 new offences (strangulation, coercion to marry, assault on a family member)
- making victim safety the primary consideration in bail decisions
- making it easier for victims to give evidence by video recording.

This is the last Newsletter for the year, so wishing you and your whānau a happy and safe festive season.

**Ngā manaakitanga**

**Acting Superintendent Bronwyn Marshall**

## ISR Evaluation

The latest evaluation of the Integrated Safety Response (ISR) in Christchurch and Waikato was released in October, showing significant benefits for families and whānau when Police works with its partners to deliver coordinated family violence responses.

Key findings from the evaluation include:

- The ISR model is effective and makes a positive difference for many families and whānau.
- Māori impacted by violence living within the ISR sites had an 18 percent reduction in family violence offence related re-victimisation compared to matched controls from non-ISR sites.
- There is good overall evidence that ISR is responsive to Māori when assessed against a whānau-centred delivery and practice model. This is due to a number of factors, including effective relationships with whānau, culturally competent staff, and responsive funding arrangements.
- The ISR model represents good value for money.
- There are areas for further improvements, including improved implementation in rural areas, improved responses for children and youth, and greater efficiencies in managing the increasing volumes of referrals.

These findings will be used to inform the development of safe, consistent and effective responses to family violence in every community.

The evaluations are available on the Ministry of Justice website

<https://www.justice.govt.nz/justice-sector-policy/key-initiatives/reducing-family-and-sexual-violence/work-programme/isr-evaluations/>

## Update from ISR Canterbury

### Prime Minister visits ISR

On the 23 May 2019, ISR Canterbury were thrilled to have a visit from The Prime Minister and Hon Poto Williams, MP Christchurch East. The Prime Minister spent time talking with staff from across the multi-agency teams, observing the safety assessment meeting and talking with our NGO partners.



### New ISR Canterbury Governance Chair

Robyn Wallace from Te Rūnanga o Ngāi Tahu has been elected as the new ISR Canterbury Governance chair, following an election process in July.

### ISR/Whāngaia Executive Presentation

A meeting was held on 11 July at Te Rūnanga o Ngāi Tahu on how Canterbury will blend the best of ISR and Whāngaia. The ISR Operations Management group have now formed a working group to operationalise the Whāngaia co-deployment model. A plan will be proposed for endorsement at the September governance meeting.

### CE's Visit

Grainne Moss, CE Oranga Tamariki, Andrew Kibblewhite, CE Ministry of Justice and Fiona Ross, JVB Director visited ISR Christchurch on 12 July. They enjoyed a tour of the premises, before getting an overview of the ISR Christchurch journey and discussing key successes and learnings. They then observed the SAM table before meeting with the NGO partners. The CE's were keen to understand the key functions, processes and successes of ISR and look at how it could be supported by the Joint Venture CE group. They gave positive feedback and described leaving with a clear sense of how ISR works and how it could be implemented nationally.

**The following comes from Ministry of Education and highlights the positive outcomes for Tamariki as a result of funds available via the Flexi-Fund**

There were four tamariki involved in a medium risk family harm plan who have been exposed to numerous family harm episodes in the home between their parents and the oldest child in the home. This was a whānau who presented with mental health and AOD issues. They were also struggling financially. The oldest child, who is 10 years old had started displaying serious behavioural issues including suicide threats, he has also attempted to jump out of a moving vehicle.

Support Services were put in place for the whānau via Barnardos for the tamariki and a whānau support worker. Working closely with the Ministry of Education, it was identified that there were significant concerns for the younger tamariki who appeared to be struggling to cope at school and as a result displayed significant behaviour issues at school. The school identified that the younger tamariki were very excited about the upcoming school camp, however the school were concerned around the families ability to fund the cost of the camp and additional resource required to support the children's behaviour throughout the camp stay.

An application was made via the Education Advisor to the Flexi-Fund to cover the cost of the Camp and Teacher Aide, this was approved. The following email was received from the Ministry of Education Lead Advisor following approval: *"You have made one school and I'm sure a wee boy and a wee girl very happy too. Certainly the Education Advisor is dancing a happy dance. Have a great weekend and YAY! I'm going home smiling."*

## Update from ISR Waikato

### Waikato Hui

On 8<sup>th</sup> August, over 100 people attended a hui in Hamilton comprising cross-government and community partners. There were many wonderful presentations from our community partners and a lot of collaborative discussions. This was a great celebration of successes and also highlighted development opportunities moving forward in our ISR journey.



### New Leadership

ISR Waikato have a new Director and a new Operations Manager. New Director Cherie Gill comes to ISR from 24 years at ACC, most recently as Branch Manager of ACC Waikato Branch. Pictures below from Cherie's whakatau:



New Operations Manager Gemma Morgan comes from the Waikato Regional Council and has worked at the Department of Corrections. She is looking forward to reviewing our processes and meeting our coalition partners.

### **Director's visits to Rural Coalition partners**

The Director and new Specialist Practice Lead Corrina Walters recently visited 10 rural coalition partners, travelling to Te Kuiti, Otorohanga, Te Awamutu, Cambridge, Thames, Whitianga, Coromandel, Whangamata and Waihi, where they were warmly welcomed by all partners. The informal visits were a great way to meet all of our agencies and talk to them about the opportunities and successes in their area.

In Coromandel, we met Jean Ashby, who is part of the Coromandel Independent Living Trust (CILT). One of her roles is as the Whānau Support Worker through the ISR. The area she covers on her own is vast but she does this all with a smile and a passion to engage with whānau. Below is a photo of Jean and her work van and everywhere she is greeted by smiles and waves, and "Kia Ora Auntie".



### **Visitors to Waikato ISR**

We've had many visitors to the site over the last few months. A brief summary of these visits:

**Cloudy Ngatai, Community Development Coordinator for Vibrant Safe Waitomo** – As part of their long-term District Plan, the Waitomo District Council has committed to a Safe Vibrant Waitomo. The initiative focusses on reducing injury and harm and increasing safety measures within the district.

**Julie Sach and Liz Flaherty, Joint Venture Business Unit (JVBU)** – Julie and Liz are part of the JVBU and are designing some tools to assist people working in multi-agency settings to do good risk assessment and management work.

**Whiria Te Muka** – Callie Corrigan (Iwi Co-Director), Cheryl Armstrong (Kaiarohia), Detective Steve MacDonald and Emma Lisney-Young (Data Analyst) are involved in the Whiria Te Muka initiative in Te Hiku (Far North) and were keen to extend their knowledge of other Family Harm initiatives across the country, particularly practice around high risk whānau, and strengthen networks.

## ISR Training

The ISR Guidelines are currently being reviewed and have been sent to the ISR sites for consultation. The Learning Management System (LMS) has around registered 580 users and now comprises a range of e-learning modules and courses to assist users with the process, information sharing, risk assessment, integrated practice and much more.

The e-learning modules have generated interest from the wider sector including the Ministry of Social Development (MSD) who are exploring opportunities to extend the e-learning modules to staff and community agencies around New Zealand.

The Careerforce Diploma in Health and Wellbeing is continuing for those sector workers enrolled and there are 27 trainees in Christchurch and 26 trainees in Waikato working towards the completion of the qualification.

Both sites have held two Wananga to support the trainees in each of the Modules and these have been led by the Waikato Specialist Practice Lead who is also a Careerforce Assessor. It is anticipated that the trainees will have completed the Diploma by April 2020.

## Family Safety System

The Family Safety System has been undergoing performance and stability upgrades to ensure the platform can manage the increased number of users and information being stored in the database.

A Managed Service (Help Desk) is being scoped due to the increase in the number of users now accessing the database. This process will assist users when encountering issues with logging on, updating account details and resetting passwords.

Whāngaia Ngā Pā Harakeke (WNPH) sites are continuing to be on boarded into FSS to assist with information sharing and storing of agency information. There are 7 WNPH sites now using FSS including Counties Manukau, Waitematā, Auckland City, Bay of Plenty, Rotorua, Kapiti-Mana and Dunedin. The next site to implement will be Tauranga in February 2020.

## Contributions, questions or feedback

Feel free to get in touch via [isr@police.govt.nz](mailto:isr@police.govt.nz)