



INTEGRATED SAFETY RESPONSE NEWS

June 2020

Welcome

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

- **Foreword from Natasha Allan, Acting Safer Whānau Business Lead**
- **An update from ISR Canterbury**
- **An update from ISR Waikato**
- **ISR Training**
- **Family Safety System (case management system)**

Tēnā koutou

The beginning of the year seems a long time ago – and what a year it has been so far. I want to extend my heartfelt gratitude to our ISR sites and partner agencies who adapted so quickly to the unique and challenging environment during COVID-19. Due to Acting Superintendent Bronwyn Marshall being re-deployed onto COVID-19 matters, I had the opportunity to step into the role of 'Safer Whānau Business Lead'.

I have watched with interest how both the Christchurch and Waikato sites implemented their business continuity plans efficiently and effectively and how families and whānau remained at the centre of all we do. As well as learning so much during this time, I have also had the opportunity to be involved in the Joint Leadership Group meetings in the Waikato and have appreciated the opportunity to discuss ideas and ways forward.

As announced by the Government on 14 May 2020, Police received funding in Budget 2020 that will enable ISR sites to fund some services for children, this being an area highlighted in the 2019 ISR Evaluation as an area for improvement. Implementation of the funding is underway and guidance will be forthcoming.

Thank you as always for your hard work, empathy and professionalism.

Acting Superintendent Natasha Allan, Acting Safer Whānau Business Lead

Update from ISR Canterbury

ISR Christchurch has had a busy few months and some highlights from the period January – June 2020 are shown below.

A very positive senior non-governmental Organisation (NGO) leaders meeting was held on 22 January 2020. This included participation from Canterbury Whanau Support Services collaboration and Tū Pono Collaboration. This leaders' meeting is the forum for ensuring collaborations are connected with each other. The growth of the group was particularly evident with resources and capacity being secondary discussions to partnerships and collective working to support one another when there are workforce capability issues.

An opportunity arose to look at how ISR can improve on supporting the changing needs of the families who come across the ISR table where they have intellectual disabilities. The Christchurch ISR Director linked with National Safeguarding Adults Director to discuss how identification of specific risk factors can be visible at the Safety Assessment Meeting (SAM) table.

The new premises housing ISR Canterbury, Police Child Protection Team, Oranga Tamariki Specialist Child Interviewers and the Police Family Intervention Team was officially opened on 4 March 2020. The name of the new premises is Hutia Te Rito House. The name was gifted by ISR Canterbury Taua Aroha Reriti-Crofts CBE - Te Rūnanga o Ngāi Tahu. The opening was attended by multi-agency partners and members of the Police Executive.

ISR Operations Manager and Specialist Practice Leaders undertook observations of both SAM and Intensive Case Management (ICM) meetings to support alignment with the ISR Practice Guidelines. Overall the observations show very positive results with strong alignment to the risk assessment framework and best practice.

Working during Covid-19

ISR Canterbury operated remotely following a robust Business Continuity Plan. Daily SAM and weekly ICM operated via WebEx.

The efficiencies achieved through remote operations during COVID-19 have been significant, providing an opportunity for process improvement. Alternative options to ensure more effective ways to deliver timely services for families and whanau needed to be explored due to the decreased ability to run additional SAMs.

Update from ISR Waikato

Waikato ISR continues to see large numbers of family harm episodes being triaged, risk assessed and assigned services. This is an area that continues to challenge ISR and its partners – and something that has been raised in the context of Integrated Community Responses with the Joint Venture Business Unit to ensure that services to meet volumes are in place.

The Waikato Joint Operations Group (JOG) held a planning hui on 13 February 2020. The hui followed on from a recent Joint Leadership Group (JLG) hui where four guiding pou were established to guide the ISR and Children's team mahi in the Waikato while moving forward – Purpose; Model of Operation; Connections and Voice of Women, Tamariki and Whanau. The JOG planning hui focused on the Model of Operation pou.

A successful session was held in terms of coming up with a model of operation to work across all agencies in the Waikato.

The first Waikato Regional ISR workforce hui was held for all frontline workers on 27 February 2020. The agenda included capability building, training needs, continuous improvement ideas, understanding whanau-centred practice and role definition, as well as addresses from members of the JLG and JOG. The feedback was overwhelmingly positive – frontline staff appreciated the opportunity to network and share ideas, as well as hearing from group members regarding their vision and priorities. There is a consensus that it would be beneficial to hold these hui bi-annually.

The successful tenderer for the Outbound Calling Service for low risk plans commenced their contract with ISR on 02 March 2020. Homecare Medical (NZ) Ltd was successful in being awarded this contract through until 30 June 2021. The company is a virtual health and social care organisation, offering national telehealth services such Healthline, 1737, and Depression Line. They are also contracted to provide services to the Ministry of Social Development, such as Safe to Talk National sexual harm helpline, Elder Abuse Response Service, Employer Advice Line and Puāwaitanga, a virtual appointment-based counselling service providing mental health support to MSD clients.

The Safer Whanau Joint Venture Project Board (previously known as the ISR Project Board) visited the Waikato ISR site on 11 March 2020. The team was greeted by Director Cherie Gill, who gave a brief overview of operations at the Waikato site, before taking the team on a field trip to one of the Waikato partners, the Hamilton Abuse Intervention Project (HAIP). A very warm welcome was received at HAIP, along with lunch, and the group was able to hear from both leadership and frontline workers about the mahi that they undertake each day. It was an informal session, with plenty of questions asked, and a lot of laughter. We then headed back to the ISR site where the Board sat in on a SAM and ICM, before heading back to the airport.

During the Covid-19 Level 4 lock-down, ISR Waikato were approached by Tautoko Mai, a sexual harm support service based in Tauranga, regarding mobile phone provision. Tautoko Mai has been successful in gaining a community grant to purchase mobile phones to be given to victims of domestic violence whose phones may have been smashed, taken or controlled by their partners. Tautoko Mai have given ISR 25 mobile phones which are loaded with 1.25GB of data, 200 NZ outgoing minutes and unlimited NZ texts. The phones have also been pre-programmed with local agency help numbers, such as Waikato Women's Refuge. The phones will be logged at ISR in terms of telephone numbers and recipients, and distributed by the Police Family Harm team or community NGO representatives who are aware of victims in the community who desperately need a phone for safety purposes

The ISR site in Hamilton has relocated. There was a small hold-up due to Covid-19, but work got quickly underway during Alert Level 3 with the team moving premises over the weekend of 6-7 June 2020. Due to the uncertainty of numbers regarding gatherings, a small blessing ceremony was completed prior to the building becoming operational, with a formal opening to be held in the coming months. Staff are delighted with the new premises which have a light and airy feel to them, plenty of meeting and break out rooms and a lovely outdoor area, complete with picnic tables, on the banks of the Waikato River.

Working during COVID-19

ISR Waikato transitioned quickly to the “Baseline Operations only” scenario of the Business Continuity Plan. All staff, with the exception of one, are set up remotely, working from their homes, with all technology and privacy implications mitigated.

After a few early technology problems, the team quickly settled into remote working, conducting both SAM and ICM meetings virtually. The team continued to work remotely from home until the new premises were operational, and came back together again on 15 June 2020. It was a great occasion, with the team not having seen each other for many weeks.

ISR Training

The ISR Guidelines were finalised in May 2020 and copies are now available. Please get in touch with your site director if you require a copy.

Two new e-learning modules were developed and can be found on the ISR training site under 'Additional Topics'. The new modules are on Understanding the Plan Lead and Strangulation.

Family Safety System

The Family Safety System (FSS) is continuing to undergo performance and stability upgrades to ensure the platform can manage the increased number of users and information being stored in the database, however due to COVID-19 the upgrades were put on hold.

A plan is now being established to reinstate this work to ensure testing is completed and deployed into production as soon as possible.

During COVID-19, FSS was utilised as a means to upload and store the online breaches reported through 10-5 (the Police non-emergency phone line). The database has been successful in bringing together government agencies to work collaboratively to provide a response to those people and businesses breaching COVID rules. Daily reports have been used to inform an All-of-Government response and to provide Government with the necessary data to make decisions moving forward.

Work has re-commenced to assist those Whāngaia Ngā Pa Harakeke sites looking to implement FSS into their District. The next site to implement FSS will be Taupo in July 2020.

Contributions, questions or feedback

Feel free to get in touch via isr@police.govt.nz