

21 May 2021

Dear Emma

Department of Corrections has previously provided Christchurch City Council with information about incidents at Tai Aroha from January 2015 to February 2020 that had the potential for harm to the community. This period reflects the current operating model at Tai Aroha, which has developed following an evaluation of the programme in 2015.

A recent internal review of Tai Aroha incidents has identified that the information provided to the council is not complete, for which I apologise sincerely. While programme staff have recorded every incident that had the potential for harm to the community in case notes, they did not always record them in incidents reports, which we drew on for the information previously provided to the council. Following the recent review of Tai Aroha incidents, we have addressed this by:

- Updating our operating procedures so that programme staff write incident reports for every incident where a resident leaves the Tai Aroha property or staff supervision (when on supervised outings) without permission
- Developing a master incident document
- Monthly reports on Tai Aroha incidents to the Chief Psychologist
- Preparing to undertake an independent review of our operating processes around incident reporting to identify improvements.

I have included an updated table that summarises the incidents at Tai Aroha from January 2015 to February 2020 that had the potential for harm to the community. This information should be viewed as a replacement for all information that Corrections has previously provided to the council about incidents that had the potential for harm to the community during this time period.

Further, to ensure that the council and, in particular, Dr Cording are fully apprised of all relevant data, I advise that since February 2020, which is the conclusion of the original assessment period, to date, there have been six instances where residents have left the Tai Aroha property without permission. I have included a table of these incidents also.

Tai Aroha requires residents to undergo intensive therapy. Despite the screening that potential residents undertake prior to participation in the programme, some do find the therapeutic community difficult to sustain and choose to leave. A small number of residents also choose to exit the programme due to external pressures from their families and wider social circle. When this wider network is under stress, it impacts on Tai Aroha residents adversely. As you know, Tai Aroha staff do not have any legal authority to restrain or detain residents if they leave the property.

NATIONAL OFFICE, WELLINGTON

Freyberg Building, 20, Aitken Street, Thorndon, Wellington 6011 Private Box 1206, Wellington 6140 *Phone* +64 4 460 3000

In response to this, and recognising the additional stressors within the community brought about by Covid-19, we have recently modified our operating procedures to increase supervision of residents when it appears that they are under additional stress and at risk of an early exit from the programme. By increasing monitoring during these periods from twenty minutes to five minutes, we have helped ensure that there have been no instances where a resident has left the property without permission since November 2020.

Corrections has previously provided information to the council about an incident in 2012 where a resident left the property and entered a neighbouring dwelling through an open door. The resident then left the property after being encountered by the neighbour. He was arrested around an hour later in the central city area. Corrections also provided information about modifications that were made to the Tai Aroha operating model to address the contributing factors around the 2012 incident.

The proposed Bristol Street programme will be modelled on the current Tai Aroha operating model, which has developed since 2015. Therefore, information about incidents from 2015 to now remains applicable for the purposes of the resource consent application assessment.

Our review of this data does not cause me to alter our original conclusions regarding the likelihood of harm to communities as a result of a resident leaving the programme without permission. I remain of the view that there is a very low risk of harm to the adjacent communities or the public generally.

I trust this information is useful. As we have previously indicated, our staff are available to speak with Dr Cording regarding these incidents if required.

Ngā mihi



Jessica Borg
Chief Psychologist
Department of Corrections

Incidents at Tai Aroha from January 2015 to February 2020 that had the potential for harm to the community

Date	Description of event	Response by staff or external agencies	How the incident was resolved	Interaction with members of the public during the event
January 2015	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified	Incident managed by police Police were notified 15 minutes after staff became aware of situation	None noted
January 2015	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police Police contacted 12 minutes after staff became aware of the situation	None noted
September 2015	Resident informed staff he no longer wanted to be part of the programme and left the residence without permission	Probation notified Police notified	Incident managed by police	None noted

October 2015	Resident informed staff that he no longer wanted to be part of the programme and left the residence without permission	Probation notified Police notified	Incident managed by police	None noted
November 2015	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police	None noted
November 2015	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified	Incident managed by police	None noted
December 2015	Resident left the residence without permission following an assault on another resident Police were called to assist in a managed exit, but the resident left before they arrived	Probation notified Police notified Incident line contacted	Incident managed by police	None noted

September 2016	Resident left the residence without prior engagement with or permission from on-site staff	Police notified	Incident managed by police	None noted
January 2017	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police	None noted
May 2017	Resident informed staff that he wanted to leave the programme and the residence Staff requested that he wait for police to arrive to assist in a managed exit, but the resident left before they arrived	Probation notified Police notified	Incident managed by police Police were notified 13 minutes after staff became aware of situation	None noted

May 2017	<p>Resident informed staff that he wanted to be picked up by family so he could see his children</p> <p>Resident left the residence without permission</p>	<p>Tai Aroha programme manager notified</p> <p>Probation notified</p> <p>Police notified</p> <p>Incident line contacted</p>	<p>Incident managed by police</p> <p>Police were notified 13 minutes after staff became aware of situation</p>	None noted
June 2017	<p>Resident became verbally agitated in local shop</p>	<p>Tai Aroha staff who was supervising intervened and deescalated the situation without further incident</p>	<p>Deescalated by Tai Aroha staff and immediately resolved</p> <p>Internal case management review of behaviour and incident</p>	Staff member at store
July 2018	<p>Resident left the residence without prior engagement with or permission from on-site staff</p>	<p>Police notified</p> <p>Incident line contacted</p>	<p>Incident managed by police</p>	None noted
July 2018	<p>Resident left the residence without prior engagement with or permission from on-site staff</p>	<p>Probation notified</p> <p>Police notified</p>	<p>Incident managed by police</p> <p>Police were informed 4 minutes after situation became known to staff.</p>	None noted

August 2018	While on a supervised outing, resident left a shopping centre carpark without prior engagement with or permission of staff	Probation notified	Incident managed by police	None noted
September 2018	Person was picked up from prison by Tai Aroha staff to be transported to the programme to become a resident En route, the person left without permission	Tai Aroha programme manager notified Police notified Incident line contacted	Incident managed by police Police were informed immediately	None noted

<p>October 2018</p>	<p>Resident discussed with staff about leaving the programme temporarily to see his family following the death of a family member</p> <p>Resident left the residence without permission</p>	<p>Probation notified</p> <p>Police were not notified because Tai Aroha staff were satisfied that:</p> <ul style="list-style-type: none"> • He had relevant family circumstances that meant it was beneficial for him to be with family for a short period of time • He would return in a few weeks <p>The resident was on an intensive supervision order and not subject to home detention</p>	<p>Incident managed by probation</p> <p>After the resident had returned to family, Corrections deemed that he would benefit more from specialised treatment from a Corrections psychologist in the region where his family was located</p> <p>Following this treatment, the resident returned to Tai Aroha</p>	<p>None noted</p>
<p>March 2019</p>	<p>Resident informed staff that he no longer wanted to be part of the programme and left the residence without permission</p>	<p>Probation notified</p> <p>Police notified</p> <p>Incident line contacted</p>	<p>Incident managed by police</p> <p>Police were informed immediately</p>	<p>None noted</p>

August 2019	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police Police were notified 5 minutes after incident became known to staff	None noted
August 2019	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police Police were notified 7 minutes after incident became known to staff	None noted

Incidents at Tai Aroha from March 2020 to May 2021 that had the potential for harm to the community

Date	Description of event	Response by staff or external agencies	How the incident was resolved	Interaction with members of the public during the event
May 2020	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police Police were notified 6 minutes after staff became aware of situation	None noted
June 2020	Resident informed staff that he no longer wanted to be part of the programme and left the residence without permission	Probation notified Police notified Incident line contacted	Incident managed by police Police were notified 2 minutes after staff became aware of situation	None noted
July 2020	Resident informed staff that he no longer wanted to be part of the programme and left the residence without permission	Police notified Incident line contacted	Incident managed by police Police were notified 11 minutes after staff became aware of situation	None noted

August 2020	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police Police were notified 14 minutes after staff became aware of situation	None noted
August 2020	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police Police were notified 14 minutes after staff became aware of situation	None noted
November 2020	Resident left the residence without prior engagement with or permission from on-site staff	Probation notified Police notified Incident line contacted	Incident managed by police Police were notified 14 minutes after staff became aware of situation Resident presented himself to police at the police station. He was kept there overnight and returned to the programme the next day	None noted