# Quarterly Progress Report

## Te Pou Matakana

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|---|---|---|---|
| **Date issued:** | 30 April 2017 | **Issued to:** | Te Puni Kōkiri |
| **Overall project status:** | Green | **Issued by:** | Te Pou Matakana |
| **Period start:** | 1 January 2017 | **Period end:** | 31 March 2017 |

# 1. Commissioning activity

## 1.1. Completed activity

**Whānau Direct**

- Whānau Direct opened on 16 January 2017 following Christmas-New Year holiday period close-down
- Partners reported the following trends this quarter:
    - An increase in Whānau Direct applications were received this quarter
    - Kaimahi continue to reinforce the purpose of Whānau Direct in order to manage whānau expectation
    - Partners report that working closely with whānau during the application process enhances the relationship and trust between kaimahi and whānau
    - Partners continue to facilitate access to budgeting services as part of the assessment process for Whānau Direct
    - Whānau relocating throughout Te Ika a Māui have been supported with moving and purchasing essential items for home
    - Household items including white wear, appliances and furniture continue to be an important resource for whānau
    - The new year has seen an increase in the number of applications related to school fees, uniforms and school related resources
    - Whānau have been supported to purchase safe and legal car seats for tamariki
    - Whānau have requested support for vehicle repairs and warrant of fitness
    - Rangatahi have been supported to gain their driver license
    - Pakeke enrolled in a formal qualification were supported with their fees and resources to support their study
    - Whānau have been supported to access general practitioner (GP) services for chronic conditions such as diabetes and cardiovascular disease
    - Some whānau members were supported with sports fees and equipment
- Whānau Direct provides the opportunity to link whānau with Kaiārahi and the achievement of medium term outcomes
- Partners continue to develop relationships with suppliers to fast-track resources for whānau
- Whānau Ora partners are constantly reviewing their internal activity to improve the application process for whānau
- Some partners provided feedback in order to improve Whānau Direct including the simplification of language used within the system
- Kaimahi practice continues to improve in relation to completing applications and the associated paperwork. The more applications kaimahi complete the more efficient they become i.e. establishing a new supplier in the system saves time for future applications with the same supplier.

**Collective Impact for Whānau**

- Collective Impact for Whānau action plans for 2017/18 were received on 31 March 2017
- Lead partners have highlighted the following points:
    - Collective Impact partnerships continue to enhance relationships and refine activity aligned to the common agenda
    - Some partnerships are extending their reach to more partners and whānau within their region
    - Some partnerships were successful in securing co-investment for their initiative through Te Puni Kōkiri, Treasury and/or Housing New Zealand. These initiatives have a clear focus on healthy

homes for whānau. This type of co-investment will ensure the sustainability of initiatives over time
    - Other partnerships met with funders to discuss opportunities for co-investment of their Collective Impact initiative
    - Some whānau are progressing well with their plans and the achievement of their goals
    - There is a focus on providing an analysis of baseline data and narrative information with partners. The analysis will continue to inform the initiatives
    - Partnerships are now able to view whānau progress as a journey. Data captured across some partnerships shows the frequency of contact and the type of interaction completed
    - Collective Impact partnerships have engaged whānau for a range of activities:
        - Facilitate rangatahi leadership camp with wananga in tikanga Māori and education
        - Facilitate wananga to support parents with tamariki to apply for jobs, job interviews and employment
        - Support mara kai gardens to provide whānau with healthy vegetables to save household income
        - Habitat for Humanity are supporting partnerships to provide healthy home education
    - Partnerships continue to share best practice models and tools to support whānau
    - Workforce development workshops within some partnerships took place to increase specialist Kaiārahi knowledge
    - Ongoing communications with partners and whānau occurred via face to face hui, presentation, email and facebook
- The Collective Impact for Whānau survey was issued to partners this quarter.

**Kaiārahi**

Some highlights from Kaiārahi this quarter:

- Kaiārahi highlight the importance of ngākau māhaki, unconditional positive regard irrespective of the situation that whānau present. This builds a strong foundation for an ongoing and trusting relationship
- Kaiārahi work at the pace of whānau. Asking the right questions helps whānau to reflect and make better decisions
- Whānau are consistently frustrated at the barriers in place when accessing services. Advocacy with the social service sector has been identified as a key area of work within the Kaiārahi role
- Kaiārahi continue to build relationships with a range of government agencies in order to improve access to services for whānau
- Housing has been highlighted as a major issue across Te Ika a Māui. Kaiārahi provide advocacy and support for whānau requiring urgent accommodation
- There is a lack of suitable social housing. Kaiārahi advocate with Housing New Zealand for whānau on waiting lists who are living in overcrowded and unsafe conditions
- Whānau are living in damaged and cold rental properties. Some houses have the basics of water and electricity. Kaiārahi negotiate with landlords for the repair and upgrade of houses. Some whānau have poor credit and no references and feel they have no choice but to stay in the current house
- Increasing financial stress for whānau is another major trend this quarter. Whānau are on minimum income and barely have enough money to cover rent, food, petrol and day to day expenses
- Low income and financial debt places major pressure on whānau. They continue to be referred to budgeting support services
- Some whānau are dependent on some form of benefit. Kaiārahi navigate whānau to employment wananga which focus on the preparation and planning for jobs

- Some whānau are presenting with high and complex mental health issues. Kaiārahi report that it is difficult to access mental health services
- Navigators provided support to rangatahi who have been stood down from school for a range of reasons including behavioural issues. Some rangatahi have been in no form of education for weeks and no follow up from education providers
- Rangatahi that have come through Child Youth Family require intensive support. Ongoing mentoring is required to re-engage them in education services. Some schools have contacted Kaiārahi for support with whānau based programmes
- Some whānau left the workforce to take up full time study as an adult. Kaiārahi reinforce this is a short term loss of income in return for long term gain in employment
- Whānau requested support for literacy and numeracy services

- Kaiārahi attended a range of training this quarter. The Whānau Ora diploma was highlighted as a practical course which supports Whānau Ora practice
- The first module of the Diploma in Whānau Ora was complete
- Kaiārahi continue to reflect on their practice both individually and as a team in order to improve engagement, support and advocacy with whanau. The ongoing review and assessment of goals with whānau is important
- The whānau survey was sent to Whānau Ora partners this quarter.

**Pou Hākinakina**

- Whānau interviews and information gathering informed the development of action plans. Pou Hākinakina action plans for 2017/18 were received on 31 March 2017
- Lead partners continue to work alongside stakeholders across their respective regions
- Sports trusts have been approached to:
  - Socialise Whānau Ora and reinforce the commissioning for outcome approach
  - Formalise relationships between trusts and partners i.e. Memorandum of Understanding
  - Establish governance groups which include partners i.e. Regional Māori Advisory Board
  - Develop a clear regional Māori strategy and action plan
  - Complete a stocktake of regional stakeholder activity
- Pou Hākinakina are engaging whānau for a range of activities:
  - Enrolment in sport and recreational activity
  - Facilitate access to sports academy
  - Facilitate regular exercise and nutrition sessions
  - Facilitate nutrition workshops i.e. maara kai in the kainga
  - Facilitate new activity i.e. taneora leadership forum, workplace initiatives
  - Ongoing support with whanau to keep them motivated.
- Some Pou Hākinakina engaged in communications this quarter including regional events, radio, social media and e-newsletters.

**Data and Outcome Analyst**

- Data Analyst positions worked across partners and kaimahi to reinforce critical knowledge and provide support
- Whānau Tahi version 5 (WTNv5) has been rolled out across some partners. Training to support the roll out has taken place
- Partners are reviewing their internal processes including engagement with whānau, assessment, plans and review templates

- Partners have collated information and resources to support training including the TPM outcomes framework, TPM programme guidelines and other documentation
- Changing some of the language within the system and workbook was identified by partners as an area for further improvement
- Ongoing communications including regular hui, e-newsletters, emails were established
- The TPM helpdesk continues to provide support.

**Communications**

- TPM released the first edition of Whānau Tū, Whānau Ora for partners this quarter. The e-newsletter has a clear focus on Whānau Ora policy and best practice models
- Te Puni Kōkiri (TPK) hosted the three commissioning agencies to provide a communications update, to share resources, discuss media activity and review the final draft Whānau Ora Communications Strategy
- The Communications Strategy was developed by the commissioning agencies and TPK and was signed off by the Minister of Whānau Ora. The Strategy aims to:
    - Enable a stronger partnership between TPK and commissioning agencies
    - Support commissioning agencies and activities
    - Build a better understanding of Whānau Ora including stories for key stakeholders.

**Other Activities**

**Innovation Fund**

- All 13 lead partners accepted the offer and variations to current head agreements are complete.

**Transfer of Ministry of Social Development Contracts**

- Information packs were sent to Ministry of Social Development (MSD) providers on 24 March 2017. The information packs contained correspondence, presentations and the TPM information sheet which confirms our commissioning approach
- TPM encouraged providers to contact MSD to seek out further information regarding future funding opportunities. We also advised them to build relationships with Whānau Ora partners to see how they can work together for whānau
- Please see the attached Ministry of Social Development progress report.

**Ministry of Health Breast and Cervical Screening Support Services**

- Te Arawa Whānau Ora hosted the first screening support services hui in Rotorua on 1 March 2017. The hui was well attended by kaimahi and managers involved in these services from the three lead partners, Te Arawa Whānau Ora, Te Rūnanganui o Ngāti Porou and Te Tihi o Ruahine Whānau Ora Collective. It was an opportunity for partners to provide an update on progress, discuss challenges and outline activities going forward
- The research team delivered a 'Golden Thread' workshop which was the first step in the development of a logic model for screening support services
- TPM submitted the first report for the period 1 November 2016 to 28 February 2017 and the action plan for 2017/18.

## 1.2. Activity in progress

**Whānau Direct**

- Ongoing support from the helpdesk.

**Collective Impact for Whānau**

- TPM and the research team will assess the action plans for 2017/18 and provide feedback to lead partners
- Ongoing monitoring of Collective Impact initiatives.

**Kaiārahi**

- Ongoing monitoring of Kaiārahi progress reports.

**Pou Hākinakina**

- TPM will provide feedback in relation to action plans for 2017/18
- Pou Hākinakina are initiating events including regional Māori sports awards to celebrate success
- Some Pou Hākinakina have requested a face to face hui with roles throughout the North Island to discuss the alignment of strategies for 2017/18.

**Data and Outcome Analyst**

- The helpdesk continues to provide support.

**Research and Evaluation**

**Kaiārahi Review**

- Over 25 Kaiārahi and priority whānau have been interviewed this quarter. The interviews are being analysed and the findings written up
- The final report will be complete in quarter 4.

**Collective Impact for Whānau Review**

- A 'best practice' toolkit is being developed for partnerships. The toolkit will contain three distinct booklets that will further assist partners with the implementation and management of their initiatives
- The booklets will be complete by 30 June 2017.

**Commissioning Partnership Project Whakauae Iwi Research Centre**

- The literature review and media review have been completed for the 'Commissioning for Change – an examination of an Indigenous commissioning model in Aotearoa' research project
- The interview schedules have been complete with key experts and stakeholders. Interviews will take place next quarter.

**Outcomes Measurement Surveys**

- The Collective Impact partner survey and whānau survey were issued to partners this quarter. Surveys are due to be returned during quarter 4.

**Other Activities**

**Data Performance Story**

- TPK invited TPM to submit a proposal for one off funding related to a positive data performance story. A proposal is due on 6 April 2017.

**Innovation Fund**

- Draft plans of the proposed initiative are required to be submitted by 10 May 2017.

**Collective Impact for Whānau Shared Learnings Hui**

- TPM will host a shared learning hui on 3 - 4 April 2017 at the Holiday Inn, Auckland Airport.

- The purpose of the hui is:
    - To facilitate Collective Impact partnerships starting to develop their own shared Collective Impact learning forum amongst each other.
    - To share examples across in Collective Impact partnerships of best practice in different regions.
    - To re-gear Collective Impact partnerships thinking on what they need to do differently and the actions they need to focus on moving forward.
- The hui will include presentations from each initiative and workshops to focus on key areas of Collective Impact
- TPM will facilitate a training session in relation to outcomes measurement programme.

**Whānau Tahi Rollout**

- Whānau Tahi version 5 (WTNv5) testing was completed with the lead partner
- WTNv5 was installed at two lead partners as new deployments
- Three partners have received WTNv5 upgrades and are at various stages of implementation
- Training to support the roll out has taken place
- WTNv5 upgrade project plans have been confirmed for three additional partners
- Additional partners will agree to upgrade project plans during the final quarter.

**Vulnerable Children Act 2014 and Health and Safety at Work Act 2015**

- Ongoing confirmation of compliance across all partners in relation to policies and processes in place for both Vulnerable Children Act 2014 and Health and Safety at Work Act 2015.

## 1.3. Progress against Investment Plan

| Key Activity | Quarter | Comments |
|---|---|---|
| Commence outcomes measurement training programme for Whānau Ora Partners | Q3 | In progress |
| Monitor Whānau Direct, Collective Impact, Kaiārahi, Innovation Fund, MSD services | Q3 | In progress |
| Confirm full Whānau Tahi rollout plan | Q3 | In progress |

## 1.4. Activities planned for next quarter

- No activities or timeframes modified for next quarter.

## 1.5. Activities/timeframes modified for next quarter

- No activities or timeframes modified for next quarter.

# 2. Whānau engagement

- Please see the attached Whānau Engagement report.

## 2.1. Descriptions / narratives

### 2.1.1. Impact on whānau capability

Withheld under section 9(2)(a)

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

# 3. Performance

- Please see the attached Whānau Engagement report.

# 4. Spending profile

## 4.1. Operating costs and commissioning funds

- Please see the attached Financial report.

## 4.2. Cost escalation / underspend issues

- Please see the attached Financial report for any underspend or cost escalation.

# 5. Key risks / issues

## 5.1. Key risks

Withheld under section 9(2)(b)(ii) and 9(2)(ba)(i)

| Description | Impact | Likelihood | Mitigation | Status |
|---|---|---|---|---|
| [redacted] | | | | |

## 5.2. Expected delays

- There are no delays this quarter.

# 6. Operating policies

| | |
|---|---|
| **By checking this box, I confirm that the operating policies in place satisfy the principles and mandatory requirements as set out in Clause 4 of Appendix 11 to the Outcome Agreement.** | Y |

## Acknowledgement

**By signing below, I confirm that the information contained in this report is true and correct to the best of my knowledge.**

**Signed** **Debbie Cairns**

**Date** **30 April 2017**