Quarterly Progress Report

Te Pou Matakana

Date issued:	31 January 2017	**Issued to:**	Te Puni Kōkiri
Overall project status:	Green	**Issued by:**	Te Pou Matakana
Period start:	1 October 2016	**Period end:**	31 December 2016

1. Commissioning activity

1.1. Completed activity

Whānau Direct

- Whānau Direct closed on 16 December 2016 and re-opened on 16 January 2017.
- Partners reported the following trends during Q2:
    - An increased volume of applications were received in this period. The spike was due to the end of year close down and financial support required by whānau leading up to the Christmas period.
    - Low income, lack of education and intergenerational unemployment attribute to the issues and challenges that whānau face.
    - Whānau live week to week with little or no savings due to low income jobs.
    - Whānau feel overwhelmed heading into the festive season, wanting to buy Christmas presents for their tamāriki.
    - Some whānau have insufficient leave entitlements resulting in less income over the Christmas period.
    - Some Whānau Ora partners are offering budget management support coupled with Whānau Direct in preparation of the holiday period.
    - Whānau continue to seek financial support to clear outstanding debt including electricity, council rates and overdue rent.
    - Whānau Direct has been able to support whānau to purchase household items in the way of furniture and appliances, these items are often linked to health and standard of living outcomes.
    - Whānau Direct supported a number of whānau to successfully complete driver-licensing programmes. For some whānau this led to employment opportunities.
    - Whānau Direct continues to remove 'roadblocks' for whānau that have prevented them from moving ahead and helps kaimahi to build positive relationships with whānau.
- Partners continue to develop clear processes and training for kaimahi. Robust whānau assessments and plans coupled with home visits provide kaimahi with a full picture and appreciation of the whānau situation.
- As Whānau Direct becomes more widely known across Te Ika a Māui, partners continue to manage expectations of whānau. Some partners now require whānau to be engaged in programmes/services for a minimum of three months before they can access Whānau Direct.

Collective Impact for Whānau

- Lead partners have highlighted the following points:
    - Partnerships continue to meet regularly to develop their Collective Impact initiatives. Ongoing reflection and learning is vital in terms of progressing initiatives.
    - Partnerships are sharing opportunities to further support whānau. One initiative meets fortnightly to discuss whānau and the opportunities to link with wider community support services.
    - Collectives continue to build and strengthen their relationships. Some Collectives have invited new partners who have a common agenda and commitment to whānau.
    - Oranga Mounga, Oranga Tangata reconnects rangatahi and their whānau with their history, culture, language and environment. Champions have been appointed to engage rangatahi, who have provided positive feedback in terms of the initiative contributing to their health and wellbeing.
    - Kāinga Whānau Ora which has a focus on healthy homes, secured additional funding this quarter. The funding will support the expansion of the project by appointing two additional Navigators to support whānau.

- Takitimu Ora supports rangatahi not in employment, education or training. Many rangatahi have successfully completed their driver license programme. The Collective is now exploring further opportunities with community champions, work readiness programmes and job opportunities. Two additional collective impact projects are being developed in the areas of smokefree and pou hakinakina.
- Some Collective Impact initiatives have been interviewed and reported in community newspapers.
- Some Collectives are using feedback from whānau surveys to inform and refine their initiatives.
- Some Collectives have identified that a shared learning opportunity with other collectives will assist capacity building.

Kaiārahi

- TPM continues to facilitate outcome measurement and reporting workshops with Kaiārahi.

Kaiārahi reported the following trends:

- Kaiārahi continue to support and advocate on behalf of whānau who are struggling financially, suffer poor living situations and struggle on a daily basis with basic necessities. This includes good food, housing, health, education, mental health, drug and alcohol dependency and general standards of living.
- Whānau are supported to build resilience and develop healthy relationships. This includes reconnecting with their extended whakapapa.
- With support from Kaiārahi whānau are offered tools and resources for anger management. Motivation is often higher for those engaged with Child Youth and Family (CYF).
- Domestic violence increased over this period due to the stress of Christmas. Counselling coupled with Kaiārahi support is important during this time.
- Some Kaiārahi deliver support sessions both one to one and with groups. This often occurs in the whānau home.
- Whānau continue to experience housing shortages. Housing New Zealand (HNZ) have little or no homes available with extremely long waitlists. Whānau are often unsuccessful with private rental applications due to negative credit history.
- Whānau with homes are often over-crowded as a result of a limited availability. Substandard housing conditions are common within many of our priority communities.
- Kaiārahi continue to achieve great work in the community with limited resources. Whānau assessments and plans provide a strong structure for whānau.
- Feedback from Kaiārahi is important as they are often the facilitators of change for whānau. They have relationships with whānau and are able to investigate deeper to determine the support required in order to support change.
- Whānau Ora partners continue to foster relationships with local services and government agencies committed to supporting whānau aspirations.

- Over 60 Kaiārahi are engaged in the Diploma in Whānau Ora. The first module is due to be completed in Q3.

Pou Hākinakina

- Lead partners are at different stages in developing and/or maintaining relationships with regional sports trusts. Some lead partners have existing relationships with sports trusts because they are actively working together while some are at the building or consolidation stage. Some partners report that they are working to understand the trusts' approach in engaging Māori in their regions.
- Regional sports trusts include:
  - Sport Northland

    - Aktive –Auckland Sport and Recreation (includes Sport North Harbour, Sport Waitakere, Sport Auckland and Sport Counties Manukau)
    - Sport Bay of Plenty
    - Sport Waikato
    - Sport Taranaki
    - Sport Manawatu
    - Sport Hawke's Bay
    - Sport Wellington
- Lead partners are progressing relationships with other key stakeholders in sports and recreation. These relationships are important to identify sports and recreation initiatives and opportunities for whānau within their rohe. Stakeholders include sports clubs, councils, district health boards and other community organisations.
- Whānau engagement this quarter increased as Pou Hākinakina were established. Some lead partners prioritised establishing effective relationships with key stakeholders this quarter and it is expected whānau engagement will continue to increase.
- Partners identified cost as a factor with whānau participation in physical activity, especially for rangatahi. One partner reported that rangatahi disengage in sports when costs for fees and sporting equipment become too expensive for whānau. Pou Hākinakina work with whānau to open pathways to engage positive pursuits such as sports.

Research and Evaluation

- The Whānau Ora Hui 2016 publication is complete. The publication provides a full account of conference proceedings.
- The research team submitted a best practice article on Collective Impact to The Stanford Review. This article is based on findings from the formative evaluation of Collective Impact and exploring the improvement of these initiatives through better alignment with best practice principals.

Other Activities

Transfer of Ministry of Social Development Contracts

- Please see the attached Ministry of Social Development progress report.

1.2. Activity in progress

Whānau Direct

- Ongoing support from the TPM Helpdesk.

Collective Impact for Whānau

- Ongoing monitoring of Collective Impact initiatives.

Kaiārahi

- Ongoing monitoring of Kaiārahi progress reports.

Pou Hākinakina

- Ongoing support with partners

Data and Outcome Analyst

- Data Analysts are in place across most lead partners.
- The positions continue to support Whānau Ora partners.

- One to one and group training sessions have been completed. This training will continue in Q3.
- The TPM helpdesk provides ongoing support.

Research and Evaluation

- A literature review, data collection and interviews for the Kaiārahi review have commenced. Kaiārahi across Te Ika a Māui participated in one on one interviews this quarter.
- Whakauae Iwi Research Centre together with the research team have completed a media survey report and initial literature scoping document. This is the precursor to the literature review.
- The outcomes measurement survey across TPM partners and whānau is complete. The rollout will take place during the next quarter.
- The outcomes measurement training programme will commence in Q3

Other Activities

Innovation Fund

- The Innovation fund is available to each Whānau Ora partnership (13 Collective Impact partnerships) to develop innovative approaches to meet whānau needs and support whānau to achieve one or more of the six TPM outcomes taking a collective impact approach:
- Each Whānau Ora partnership will receive development funding to enable them to come together, agree and scope out the proposed initiative to achieve whānau outcomes.
- A letter of offer outlining the requirements of the fund was sent to lead partners on 16 December 2016.
- If accepted, variations to current head agreements will completed at the beginning of Q3.

Whānau Tahi Rollout

- Whānau Tahi Navigator Version 5 (WTNv5) is being tested with a lead partner.
- WTNv5 has been enhanced based on feedback from partners and end users across Te Ika a Māui. It is also aligned to the TPM Outcomes Framework.
- WTNv5 is a system solution for the capture of data and outcomes measurement.
- The rollout programme will continue over Q3 and Q4 and extend into next financial year.

1.3. Progress against Investment Plan

Key Activity	Quarter	Comments
Monitor Whānau Direct, Collective Impact, Kaiārahi, Innovation Fund, MSD services	Q2	In progress
Commence Collective Impact process review	Q2	In progress
Commence outcomes measurement training programme for Whānau Ora Partners	Q2	Extension of timeframe to Q3
Commence pilot for Whānau Tahi rollout	Q2	In progress

1.4. Activities planned for next quarter

Compliance with Vulnerable Children Act 2014 and Health and Safety at Work Act 2015

- Specific clauses requiring compliance with the above Acts are included in the head agreement with lead partners. These clauses are mirrored in sub-contracts between leads and their partners.
- Confirmation to be sought from lead partners in Q3 that the policies and processes are in place across their partnerships.

1.5. Activities/timeframes modified for next quarter

- Commencement of outcomes measurement training will take place in Q3.

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 **31 January 2017**