Quarterly Progress Report

Te Pou Matakana

Date issued:	21-11-2014	**Issued to:**	Te Puni Kōkiri
Overall project status:	Green	**Issued by:**	Toni Roberts
Period start:	01-07-2014	**Period end:**	30-09-2014

1. Commissioning activity

1.1. Completed activity

Whānau Direct

- Development of Whānau Direct pilot criteria which was based on results of Whānau Direct Test for Board approval
- Whānau Direct pilot provider criteria developed for Board approval
- Determination of Whānau Direct pilot funding allocation for providers
- Development of Collective Impact EOI documentation for Board approval
- Preparation for Whānau Direct Pilot Customer Support Approach
- Development of Whānau Direct Pilot contract and support materials for 22 providers across Te Ika a Maui
- Confirmation of Whānau Direct outcomes for Whānau
- Preparation and execution of Whānau Direct Pilot roadshows

Research and Evaluation

- Commencement of needs assessment and outcome framework

1.2. Activity in progress

TPM Launch

- Te Pou Matakana Launch and Whānau Ora Conference completed
- Te Pou Matakana Media Launch completed

Whānau Direct

- Whānau Direct Test review completed
- Communication Plan completed
- Whānau Direct North Island regional hui completed
- Whānau Direct pilot contract template finalised
- Whānau Direct pilot system configuration completed
- Whānau Direct pilot Customer Support Approach design drafted
- Whānau Direct pilot goes live

TPM Establishment

- Appointment of two Whānau Direct Relationship Managers.

Research and evaluation

- Appointment of Independent Evaluator for Whānau Direct Pilot
- Completion of Needs Assessment of Māori, component one, profile of Māori in North Island

Collective Impact

- Regional hui on collect impact for whānau throughout North Island
- Procurement documents prepared for collective impact for whānau
- Communication strategy for release of collective impact procurement documents

1.3. Progress against Investment Plan

Key Activity	Timeframe	Status
Needs assessment activities	30-Sep-14	**Complete**

Key Activity	Timeframe	Status
Develop outcomes (but more defined outcomes to be developed over quarters two and three as more information from communities becomes available)	30-Sep-14	**Complete**
Whānau direct test review	31-Aug-14	**Complete**
Commence procurement for collective impact for whānau	30-Sep-14	**Complete**
Whānau direct pilot live	Quarter 2	**Complete (1-Sep-14)**

1.4. Activities planned for next quarter

- Continue procurement activities for collective impact for whānau
- Commence independent formative evaluation of Whānau Direct pilot

1.5. Activities / timeframes modified for next quarter

None.

2. Whānau and family engagement

2.1. Number of whānau and families engaged

For **Whānau Direct**, the whānau and families engaged during quarter one are as follows:

Phase	Whānau	Individuals
Test	58	233
Pilot (1 Sep – 30 Sep)	6	28
Total	**64**	**261**

2.2. Population characteristics

Individuals by Gender:

Gender	Test	Pilot	Total
Female	128	13	141
Male	99	15	114
Data Gap	6	-	6
Total	**233**	**28**	**261**

Individuals by Age Band:

Age Band	Test	Pilot	Total
0-4	58	4	62
5-14	63	9	72
15-19	27	1	28
20-24	10	1	11
25-59	57	11	68
60+	3	1	4
Data Gap	15	1	16
Total	**233**	**28**	**261**

Individuals by Ethnicity:

Ethnicity	Test	Pilot	Total
Cook Island Māori	1	-	1
Niuean	1	-	1
NZ European	5	-	5
NZ Māori	211	28	239
Samoan	4	-	4
Tongan	1	-	1
Data Gap	10	-	10
Total	**233**	**28**	**261**

Individuals by Region:

Gender	Test	Pilot	Total
Tāmaki Makaurau	233	11	244
Waikato Hauraki		4	4
Waiariki		6	6
Te Tai Hauāuru		5	5
Ikaroa-Rāwhiti		2	2
Total	**233**	**28**	**261**

2.3. Descriptions / narratives

2.3.1. Experience of whānau and families

Whānau Direct Test

Feedback was sought from whānau through the two test provider sites of the Whānau Direct programme. Feedback included positive impacts on whānau through:

- Access to a resource to support employment (driver licenses)
- Ability to warm the house through the purchase of heating options
- Support to access accommodation options for whānau
- Support to access exercise options
- Support to access pre-employment training options.

Whānau Direct Pilot

The pilot only commenced 1 September 2014, and only six whānau were assisted during this period as all providers used this time to set up internal policies and procedures for the rollout of the Whānau Direct pilot programme. Feedback included:

- Whānau are positive about being able to access a resource that will support them to achieve their goals
- Whānau able to access transport options through the use of Whānau Direct including support to access the doctors and get to work.

2.3.2. Impact on whānau and family capability

Whānau feedback during the Whānau Direct test was very positive including:

- Whānau able to actively seek work, and participate in the workforce
- Tamariki being able to confidently participate at school (through the purchase of school supplies and uniforms)
- Whānau having accommodation
- Whānau having warm accommodation.

3. Performance

3.1. Outputs and results focused performance measures

None confirmed until quarter three

3.2. Incentive payment measures

None confirmed until quarter three

4. Spending profile

4.1. Operating costs and commissioning funds

	Current Period: Actual Costs $	Cummulative to date: Actual cost $	Total Budget	Expected for year	Variance Explanation
Commissioning funds					
Whanau Direct	36,009	36,009	3,850,000	3,846,009	Delay in receive WD claims for test phase
Commissioning	25,000	25,000	6,023,164	6,023,164	
Research and Evaluation	250,000	250,000	1,000,000	1,000,000	
Outcomes Incentive Payment	-	87,500	350,000	350,000	
Total Commissioning Funds	**311,009**	**398,509**	**11,223,164**	11,219,173	
Personnel Costs	318,018	318,018	1,272,072	1,272,072	
Goverance	21,618	21,618	309,000	253,368	Delays in Panels
Office Expenses	36,207	36,207	136,416	138,519	
Professional Services	220,059	220,059	668,164	721,183	More services were brought-in to support the speedy roll-out
Travel	23,030	23,030	102,000	102,000	
Communications and Promotions	299	299	83,500	83,500	
Other operating expsenses	46,685	46,685	26,796	66,780	
TOTAL OPERATING COSTS	**665,917**	**665,917**	**2,597,948**	**2,637,423**	
Grand Total	**665,917**	**665,917**	**2,597,948**	**2,637,423**	

4.2. Cost escalation / underspend issues

The reasons for any cost escalations or underspend is set out above.

5. Key risks / issues

5.1. Key risks

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

Description	Impact	Likelihood	Mitigation
[redacted]			

5.2. Expected delays

- EOI was to be released 30 September 2014, but not released until 6 October 2014, due to preparation and timing of communication with communities via radio, TV, newspaper, website, helpdesk and regional hui. TPM prepared the notification, however with negotiations with TV, radio and newspaper, the actual release was delayed by one week
- Appointment of Independent Evaluation Panel for Collective Impact not yet appointed due to timing of release of EOI. TPM did not want to release to manage potential conflict of interests with members.

5.3. 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	**Toni Roberts**
Position	**Commissioning Manager**
Date	**21 November 2014**