Quarterly Progress Report

Te Pou Matakana

Date issued:	30 April 2016	**Issued to:**	Te Puni Kōkiri
Overall project status:	Green	**Issued by:**	Toni Roberts
Period start:	1 January 2016	**Period end:**	31 March 2016

1. Commissioning activity

1.1. Completed activity

Whānau Direct

- There are currently 26 partners who provide Whānau Direct across Te Ika a Māui.
- Whānau Ora ki Tūwharetoa, Whaiora Whānui Trust and Takiri Mai te Ata were offered additional funding for Whānau Direct by way of variation to the existing contract.
- Providers reported the following trends:
    - Retired whānau receiving superannuation cannot afford basic medical and prescription costs. Medical costs also impact on younger whānau cannot afford GP services. Applications to cover these expenses have been approved.
    - Whānau in rental homes struggle to fulfil landlord requirements even when it is outside their tenancy agreement. In order to retain their rental properties whānau have been supported with resources to maintain their gardens, lawns and homes.
    - Whānau have been living with the bare essentials and have applied for drawers, beds, washing machines, fridge freezers and appliances. Feedback from whānau is that purchasing these items has made everyday living easier and increased their confidence.
    - Whānau have been supported with items such as birth certificates, licenses, school fees, uniforms and resources.
- While Kaiārahi continue to advocate and support whānau to access WINZ services, whānau are overwhelmed by the support they receive from Whānau Direct as it is quicker and less paperwork. Whānau report that the process is positive and empowering compared to previous experiences with WINZ where they feel disempowered and embarrassed when walking into WINZ offices, screened by WINZ security on entry then lining up and, sometimes, turned away after waiting for hours for basic support.

Collective Impact for Whānau

- In January 2016, TPM completed face to face visits with 13 collective impact partnerships to determine what support each partnership required to progress their respective projects for year two.
- The face to face meetings also provided an opportunity to explore:
    - Role of each partner in the overall project
    - Collective impact project manager role and support to the project and partners
    - Activities in each of the focus areas of Collective Impact (common agenda, backbone infrastructure, mutually reinforcing activities, shared measurement, continuous communication)
    - The support to priority whānau, and how the achievement of their outcomes are being measured and monitored from quarter to quarter.
- TPM completed a summary of findings report for all 13 visits for future planning and improvement work.
- Based on the findings of the TPM visits, Social Ventures Australia (SVA) followed up with more in-depth reviews of eight of the 13 Collective Impact Partnerships. This included visits to Ngāti Hine Health Trust, Te Kōhao Health, Ngā Mataapuna Oranga, Te Arawa Whānau Ora, Te Tihi o Ruahine Whānau Ora Alliance, Te Taiwhenua o Heretaunga, Te Roopū Awhina ki Porirua and Te Rūnganga o Tūranganui a Kiwa. Those partnerships not visited are discussed below in section 1.2.
- The purpose of the SVA workshops were to:
    - Better understand the capability, achievements and challenges facing Collective Impact initiatives
    - Build the skills, mindset and capacity to collaborate, achieve outcomes for whānau and prove and improve these outcomes over time
    - Draw together key findings and empower Collectives to develop 5-year Action Plans.

Kaiārahi

- TPM completed whānau outcome measurement and reporting workshops to providers including Te Rūnanga o Turanganui a Kiwa, Tū Tama Wahine o Taranaki, Ngā Mataapuna Oranga, Ngāti Rangi, Whaiora Whānui and Te Roopū Awhina Ki Porirua.
- The purpose of the workshops were to provide practical support to providers and Kaiārahi to better understand how to measure and report on outcomes for whānau. The workshops involved a walkthrough of the reporting workbook which captures whānau data on outcomes. These workbooks are submitted to TPM as part of the quarterly reporting process.
- Providers report that they are consolidating Kaiārahi practice, systems and processes. Some providers state that reporting is intense and extensive. We have explained to providers that this is part of the compliance requirements with Te Puni Kōkiri. This will be an iterative process, and data quality will increase over time.
- Internal and external supervision is in place to support Kaiārahi practice.
- Kaiārahi provided the following feedback in regards to supporting whānau:
    - Whānau struggle to meet day to day living costs. There is increased financial stress due to high rental costs, heating, food and transport costs
    - Whānau find it difficult to address other areas of need - clothing, bedding, furniture, healthy kai, medical appointments and dental treatment which impact on whānau health and wellbeing
    - Kaiārahi continue to connect whānau with public services - employment agencies, literacy and numeracy programmes, housing and budgeting services
    - Whānau are connecting with te ao Māori, whakapapa and reo classes to achieve their cultural aspirations
    - Advocacy and support to ensure whānau are receiving full WINZ entitlements is an area that continues to be highlighted
    - Kaiārahi support whānau with tamariki to ensure they get the best start to life. Advocacy and support is an important role with CYFs when whānau receive a “notice of concerns” or children have been uplifted.
- Providers report that the relationship between Kaiārahi and whānau is fundamental in terms of guiding whānau forward to achieve their goals.
- Kaiārahi continue to reinforce the importance of Whānau Direct as a resource to support whānau to achieve their goals.

Research and Evaluation

- The independent evaluators completed their progress report for the formative and process evaluation of collective impact. The evaluation assesses the effectiveness and efficiency of the programme, identifies what has been learnt and ascertains good practice for future application.
- The independent evaluators completed their progress report for the process and impact evaluation of Whānau Direct. The evaluation considers the extent to which Whānau Direct has contributed to enhancing whānau capability and whether whānau outcomes are being achieved.

1.2. Activity in progress

Whānau Direct

- Ongoing monitoring of Whānau Direct with quarterly reports now deployed through the Whānau Direct IT system.
- Whānau Direct providers continue to access support regarding applications and queries through the TPM Helpdesk.

Collective Impact for Whānau

- The SVA team will provide a report on key insights from the eight collective impact partnerships' workshops to TPM in April 2016.
- Ongoing monitoring of collective impact initiatives continue, with follow-up visits on action plans for 2016/17.

Kaiārahi

- Monitoring and follow up on reporting of outcomes.

Research and Evaluation

- The final report for the collective impact evaluation will be submitted by 30 June 2016.
- The final report for the Whānau Direct evaluation will be submitted by 30 June 2016.
- In March 2016, TPM contracted Whakauae Research to review our current commissioning model. The purpose is to look at improvements going forward on how to support whānau more effectively and efficiently. This is quite similar to the evaluation that Te Puni Kōkiri is undertaking. It has been agreed that all parties will work together.

Whānau Ora Conference

- The theme of the conference is *Measuring What Matters for Whānau – Kia tina ki runga, kia tāmore ki raro*.
- Planning for the conference is progressing well with all keynote speakers confirmed and the draft programme finalised.
- The temporary registration website is live, and accessible through the Te Pou Matakana main website. Construction of the full website is underway and will go-live by 6 May 2016.
- A number of key stakeholders have been approached for sponsorship. Fuji Xerox and Vodafone NZ have confirmed, while Te Puni Kōkiri and BNZ yet to respond.

Request for Proposal (RFP) for Breast and Cervical Screening

- In December 2015 TPM submitted a RFP for the provision of screening support services, and were shortlisted in March 2016.
- The Ministry of Heath invited TPM to give a 10 minute presentation outlining how the service will be delivered.
- It is important to note, the Ministry were looking for an outcome focus rather than a health promotion focus.
- The presentation was well received by the panel and further negotiations are underway. The Ministry is expected to make a final decision in June 2016 for service planning to commence from July 2016.

1.3. Progress against Investment Plan

Key Activity	Quarter	Comments
Monitor Whānau Direct, Collective Impact and Kaiārahi contracts	Quarter 3	In progress
Test co-production plan	Quarter 3	In progress

Test co-production plan

- The co-production plan is in progress. The following activities are complete or ongoing.
    - A needs assessment scoping document, analysis plan and logic model have been completed.

- A data sharing Memorandum of understanding (MoU) has been signed between the key partners- Te Whānau o Waipareira, East Tamaki Health Care, and Waitemata DHB to allow sharing of data for the purposes of analysis and the ongoing improvement of services at Whānau House.
- Currently data has been shared, linked and the first phase of analysis has been completed.

1.4. Activities planned for next quarter

- Coordination of the Whānau Ora Conference will continue in the lead up to 11 and 12 July 2016 conference dates.
- The TPM Outcomes Roadmap document continues to be refined. As part of this work programme the research team have lead the design of three tools i.e. whānau assessment tool, partnership survey tool and whānau survey tool. A provider workshop will take place in May 2016 to test and receive feedback on the draft tools.
- Drafting of the Annual Investment Plan (AIP) 2016/2017 will commence in April 2016.
- Development of Whānau Ora contracts for FY16/17 and negotiations will take place depending on the outcome of the negotiations with Te Puni Kōkiri of the AIP 2016/2017.

1.5. Activities / timeframes modified for next quarter

- None.

2. Whānau engagement

2.1. Number of whānau engaged

Whānau Direct

Region	Target			Actuals			
	Whānau			Whānau		Whānau Members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	408	102	306	215	479	609	1,356
Tāmaki Makaurau	408	102	306	69	263	227	900
Hauraki-Waikato	408	102	306	65	144	220	481
Waiariki	408	102	306	123	303	446	1,071
Ikaroa-Rāwhiti	408	102	306	28	213	69	616
Te Tai Hauāuru	408	102	306	124	274	437	903
Total	**2,448**	**612**	**1,836**	**624**	**1,676**	**2,008**	**5,327**

Collective Impact for Whānau

Region	Target			Actuals			
	Priority Whānau			Priority Whānau		Whānau Members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	90	68	68	103	103	242	242
Tāmaki Makaurau	90	68	68	55	55	55	55
Hauraki-Waikato	90	68	68	136	136	294	294
Waiariki	90	68	68	119	119	201	201
Ikaroa-Rāwhiti	90	68	68	52	52	120	120
Te Tai Hauāuru	90	68	68	76	76	146	146
Total	**540**	**408**	**408**	**541**	**541**	**1,058**	**1,058**

Kaiārahi

Region	Target			Actuals			
	Priority Whānau			Priority Whānau		Whānau Members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	369	277	277	345	345	746	746
Tāmaki Makaurau	685	514	514	605	605	1,355	1,355
Hauraki-Waikato	353	265	265	277	277	277	277
Waiariki	453	340	340	530	530	1,270	1,270
Ikaroa-Rāwhiti	377	283	283	317	317	893	893
Te Tai Hauāuru	432	324	324	232	232	606	606
Total	**2,669**	**2,003**	**2,003**	**2,306**	**2,306**	**5,147**	**5,147**

Priority Community whānau engagement by Kaiārahi:

Region	Priority Community	Whānau
Te Tai Tokerau	Kaitāia	39
	Whangārei	147
	Kaikohe	79
Tāmaki Makaurau	Glen Innes	53
	Papakura	13
	Māngere	95
	Manukau East	13
Hauraki-Waikato	Hamilton	230
	Ngāruawāhia	6
	Huntly	21
Waiariki	Rotorua	242
	Taupō	39
	Ōpōtiki	32
	Whakatāne	47
	Tūrangi	47
	Kawerau	-
Ikaroa-Rāwhiti	Northern East Coast	46
	Kaitī	35
	Gisborne	49
	Wairoa	17
	Camberley	-
	Flaxmere	-
	Lower Hutt	60
Te Tai Hauāuru	Southern Taranaki	-
	Whanganui	12
	Taumarunui	-
Total		**1,322**

2.2. Population characteristics

Whānau Direct

Gender	Quarter	Cumulative
Female	1,130	2,961
Male	855	2,295
Data Gap	23	71
Total	**2,008**	**5,327**

Age Band	Quarter	Cumulative
0 - 9 years	619	1,624
10 - 17 years	451	1,085
18 - 24 years	178	554
25 - 44 years	407	1,145
45 - 64 years	247	659
65+ years	98	243
Data Gap	8	17
Total	**2,008**	**5,327**

Ethnic Group	Quarter	Cumulative
NZ Maori	1,744	4,722
Pasifika peoples	96	200
NZ Euro / Pakeha	103	236
Other	34	79
Data Gap	31	90
Total	**2,008**	**5,327**

Collective Impact for Whānau

Gender	Quarter	Cumulative
Female	608	608
Male	445	445
Data Gap	5	5
Total	**1,058**	**1,058**

Age Band	Quarter	Cumulative
0 - 9 years	245	245
10 - 17 years	221	221
18 - 24 years	128	128
25 - 44 years	215	215
45 - 64 years	163	163
65+ years	50	50
Data Gap	36	36
Total	**1,058**	**1,058**

Ethnic Group	Quarter	Cumulative
NZ Māori	974	974
Pasifika peoples	22	22
NZ Euro / Pakeha	26	26
Other	17	17
Data Gap	19	19
Total	**1,058**	**1,058**

Kaiārahi

Gender	Quarter	Cumulative
Female	2,864	2,864
Male	2,158	2,158
Gender Diverse	17	17
Data Gap	108	108
Total	**5,147**	**5,147**

Age Band	Quarter	Cumulative
0 - 9 years	1,186	1,186
10 - 17 years	951	951
18 - 24 years	573	573
25 - 44 years	1,174	1,174
45 - 64 years	650	650
65+ years	181	181
Data Gap	432	432
Total	**5,147**	**5,147**

Ethnic Group	Quarter	Cumulative
NZ Maori	4,385	4,385
Pasifika peoples	321	321
NZ Euro / Pakeha	146	146
Other	238	238
Data Gap	57	57
Total	**5,147**	**5,147**

2.3. Descriptions / narratives

2.3.1. Impact on whānau capability

Case Study: Kaiārahi support Rangatahi Success

[redacted]

Withheld under section 9(2)(a)

[redacted]

Withheld under section 9(2)(a)

3. Performance

3.1. Outputs and results focused performance measures

Whānau Direct

<table>
<tr><th>Indicator</th><th>Baseline</th><th>Target</th><th>Data source</th><th>Data collection</th><th>Results</th></tr>
<tr><td>Funds are distributed within 24-48 hours of TPM's receipt of approved Whānau Direct applications that are complete and accurate</td><td>78%
(based on 2014/15 pilot)</td><td>Funds for 80% of Whānau Direct applications are distributed within 24-48 hours of TPM's receipt of approved applications that are complete and accurate.</td><td>Whānau Direct applications received and TPM records</td><td>Providers will send Whānau Direct approved applications to TPM, which will include an invoice and payment details for the funds requested.
TPM will record details of the receipt of whānau applications and the length of the process time taken to distribute funds.</td><td>Funds for 99.6% of Whānau Direct applications were distributed within 24-48 hours (1 - 2 working days) of TPM's receipt of approved applications that were complete and accurate.
A cumulative number of 1,670 out of 1,676 applications were paid within 24-48 hours (1 - 2 working days).</td></tr>
<tr><td>Number of whānau and families supported by Whānau Direct.</td><td>N/A. The engagement targets have been set based on the Whānau Direct funding allocated to each region.</td><td>At least 2,448 whānau will have been supported by Whānau Direct funding, as follows:
• Tai Tokerau: 408
• Tāmaki Makaurau: 408
• Hauraki-Waikato: 408
• Waiariki: 408
• Te Tai Hauāuru: 408
• Ikaroa-Rāwhiti: 408.</td><td>Whānau Direct applications received and paid.
Whānau Direct providers' reports.</td><td>Providers will submit all approved Whānau Direct applications to TPM. This will include the region where the whānau is based. TPM will record the regional spread of Whānau Direct funding recipients.
For reconciling, providers will also report to TPM on the number of Whānau Direct recipients in their regions.</td><td>Please see section 2.1 for a breakdown of whānau and whānau members, by region.
Please see section 2.2 for the characteristics of whānau members.</td></tr>
<tr><td>Funds are distributed for whānau who seek to achieve at least one of the six Whānau Ora outcomes.</td><td>100%
(based on 2014/15 pilot)</td><td>The intention that 100% of Whānau Direct funds are distributed for whānau seeking to achieve at least one of the six Whānau Ora outcomes.</td><td>Whānau Direct applications received and TPM records.</td><td>Providers will submit all approved Whānau Direct applications to TPM. This will include information about the outcome that each whānau is seeking to achieve.</td><td>100% of Whānau Direct funds were distributed for whānau seeking to achieve at least one of the six Whānau Ora outcomes.
From the 1,676 cumulative whānau engaged in Whānau Direct, a total of 3,930 expected outcome connections were made to one of the six Whānau Ora outcome domains. Below is a breakdown across the six domains:
<table>
<tr><th>TPK Outcome Domain</th><th>Count</th></tr>
<tr><td>Whānau are living healthy lifestyles</td><td>1,363</td></tr>
<tr><td>Whānau are economically secure</td><td>1,354</td></tr>
<tr><td>Whānau are participating fully in society</td><td>518</td></tr>
<tr><td>Whānau are self-managing and empowered leaders</td><td>458</td></tr>
<tr><td>Whānau are cohesive and resilient</td><td>166</td></tr>
<tr><td>Whānau are confidently participating in te ao Māori</td><td>71</td></tr>
<tr><td>Total</td><td>3,930</td></tr>
</table>
The top six category items funded by Whānau Direct were:
• Household contents, bedding and maintenance (11.7 percent)
• Household appliances (9.5 percent)
• Gym, sports and fitness memberships/fees (9.0 percent)
• Household furniture (8.3 percent)
• Vehicle repairs and maintenance (6.1 percent)
• Education and learning expenses (5.8 percent)</td></tr>
<tr><td>Whānau recipients of Whānau Direct identify a positive impact from the intervention.</td><td>80%
(based on 2014/15 pilot)</td><td>80% of whānau who receive Whānau Direct funding for requests with a review date within FY15/16 report a positive impact from funding.</td><td>Whānau Direct reporting on outcomes based on information received from whānau at providers' compulsory check-ins/reviews.</td><td>Through application information, documented follow-up visits by providers and progress reporting on achievement.
Providers/Kaiārahi will follow up with each whānau who receives Whānau Direct funding in line with the results timeframes indicated in the application.</td><td>98.0% of whānau who received Whānau Direct funding reported a positive impact from the funding.
A cumulative number of 1,291 whānau out of 1,318 whānau (that completed a review) reported a positive impact.</td></tr>
</table>

Indicator	Baseline	Target	Data source	Data collection	Results
TPM will measure and report on ex-post indicators measuring the impact on the whānau engaged by Whānau Direct and linked to the outcomes framework.	N/A. TPM will use the information collected over FY14/15-FY15/16 to establish a profile of Whānau Direct applications and the outcomes attributable to Whānau Direct. This will enable TPM to articulate how the Whānau Direct interventions support the achievement of outcomes for whānau.	N/A.	Whānau Direct applications and documented follow-up visits by providers/Kaiārahi.	TPM will aggregate the needs identified/results sought in each Whānau Direct application into results areas that align with the outcomes in the Whānau Ora Results Commissioning Framework. TPM will compare these trends to the surveys collected by providers/Kaiārahi at follow-up visits to determine the impact of the intervention.	TPM will report to TPK on the trends identified through Whānau Direct in its Annual Report.

Collective Impact for Whānau

Indicator	Baseline	Target	Data source	Data collection	Results
Number of whānau and families engaged by Whānau Ora Partners	1,000 whānau engaged in 2014/15	1,800 whānau will be engaged by Whānau Ora Partners across TPM's six regions by the end of 2015/16, as evidenced by registrations with Whānau Ora Partners over 2014/15 and 2015/16	All contracted Whānau Ora Partnerships will collect detailed data on: • Number of whānau engagements / registrations • Number of whānau members in each whānau (i.e. number of individuals engaged) • Number and characteristics of priority whānau identified • Engagements and assessments of priority whānau The priority outcomes sought by each priority whānau	In relation to these indicators, Whānau Ora Partners will collect and TPM will report quarterly on: • the quarterly and cumulative number of whānau and whānau members engaged and registered in the Collective Impact initiatives with a Whānau Ora Partner across Te Ika a Māui and on a per region basis • the characteristics that constitute priority whānau on a per region (or per Partnership, if more appropriate) basis as determined by each Partnership the quarterly and cumulative number of priority whānau and whānau members who have been assessed and have identified their priority needs on a per region basis	
Number of priority whānau and families identified and assessed by Whānau Ora Partners	300 existing priority whānau in 2014/15	Of the 1,800 whānau engaged, 540 priority whānau will have been identified and assessed by Whānau Ora Partners and will have identified their priority needs by the end of 2015/16 , as follows: • Tai Tokerau: 90 • Tāmaki Makaurau: 90 • Hauraki-Waikato: 90 • Waiariki: 90 • Te Tai Hauāuru: 90 • Ikaroa-Rāwhiti: 90			Please see section 2.1 for a breakdown of priority whānau (engaged and assessed) and whānau members, by region. Please see section 2.2 for the characteristics of whānau members.

Region	Target		Actuals	
	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	225	225	211	211
Tāmaki Makaurau	225	225	224	224
Hauraki-Waikato	225	225	383	383
Waiariki	225	225	119	119
Ikaroa-Rāwhiti	225	225	174	174
Te Tai Hauāuru	225	225	89	89
Total	**1,350**	**1,350**	**1,200**	**1,200**

Progression of whānau along a spectrum of milestone indicators per region:

Whānau Ora region	# of whānau engaged (cumulative)	# of whānau who have experienced a positive shift of 2+ (cumulative)	# of whānau who have experienced a positive shift of 1+ (cumulative)	# of whānau who have not experienced a shift (cumulative)
Te Tai Tokerau	103	100	102	1
Tāmaki Makaurau	55	2	2	53
Hauraki-Waikato	136	135	136	0
Waiariki	119	84	118	1
Ikaroa-Rāwhiti	52	50	50	2
Te Tai Hauāuru	76	61	65	11
Total	**541**	**432**	**473**	**68**

Progression of whānau along a spectrum of milestone indicators per outcome area:

Aggregate

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	293	210	289	4
Whānau are living healthy life-styles	402	287	346	56
Whānau are cohesive, resilient and nurturing	31	22	31	0
Whānau are participating fully in society	152	136	149	3
Whānau are confidently participating in te ao Māori	34	25	34	0
Whānau are economically secure	236	177	236	0

Te Tai Tokerau

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	76	71	75	1
Whānau are living healthy life-styles	30	30	30	0
Whānau are cohesive, resilient and nurturing	0	0	0	0
Whānau are participating fully in society	0	0	0	0
Whānau are confidently participating in te ao Māori	0	0	0	0
Whānau are economically secure	0	0	0	0

Tāmaki Makaurau

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	0	0	0	0
Whānau are living healthy life-styles	55	2	2	53
Whānau are cohesive, resilient and nurturing	0	0	0	0
Whānau are participating fully in society	0	0	0	0
Whānau are confidently participating in te ao Māori	0	0	0	0
Whānau are economically secure	0	0	0	0

Hauraki-Waikato

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	41	34	41	0
Whānau are living healthy life-styles	150	117	150	0
Whānau are cohesive, resilient and nurturing	9	6	9	0
Whānau are participating fully in society	68	62	68	0
Whānau are confidently participating in te ao Māori	18	12	18	0
Whānau are economically secure	133	108	133	0

Waiariki

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	87	40	86	1
Whānau are living healthy life-styles	73	63	73	0
Whānau are cohesive, resilient and nurturing	4	3	4	0
Whānau are participating fully in society	23	17	22	1
Whānau are confidently participating in te ao Māori	1	0	1	0
Whānau are economically secure	84	57	84	0

Ikaroa-Rāwhiti

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	52	34	50	2
Whānau are living healthy life-styles	51	40	49	2
Whānau are cohesive, resilient and nurturing	0	0	0	0
Whānau are participating fully in society	41	39	39	2
Whānau are confidently participating in te ao Māori	0	0	0	0
Whānau are economically secure	0	0	0	0

Te Tai Hauāuru

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	37	31	37	0
Whānau are living healthy life-styles	43	35	42	1
Whānau are cohesive, resilient and nurturing	18	13	18	0
Whānau are participating fully in society	20	18	20	0
Whānau are confidently participating in te ao Māori	15	13	15	0
Whānau are economically secure	19	12	19	0

Aggregated view of shifts along the milestone indicator frameworks by whānau outcome (cumulative shifts):

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	4	289	210	162	35	3
Whānau are living healthy life-styles	56	346	287	262	6	1
Whānau are cohesive, resilient and nurturing	0	31	22	10	3	1
Whānau are participating fully in society	3	149	136	100	9	3
Whānau are confidently participating in te ao Māori	0	34	25	18	7	0
Whānau are economically secure	0	236	177	160	37	4

Aggregated view of whānau positions on the milestone indicator framework by whānau outcome (positions at the end of the quarter):

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	4	79	48	127	32	3
Whānau are living healthy life-styles	56	59	25	256	5	1
Whānau are cohesive, resilient and nurturing	0	9	12	7	2	1
Whānau are participating fully in society	3	13	36	91	6	3
Whānau are confidently participating in te ao Māori	0	9	7	11	7	0
Whānau are economically secure	0	59	17	123	33	4

Aggregated view of whānau baseline positions on the milestone indicator framework by whānau outcome (initial position):

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	293					
Whānau are living healthy life-styles	402					
Whānau are cohesive, resilient and nurturing	31					
Whānau are participating fully in society	152					
Whānau are confidently participating in te ao Māori	34					
Whānau are economically secure	236					

Additional Key Performance Indicators

Indicator	Baseline	Target	Results
No. of tamariki in priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised whānau are self-managing who were not enrolled at the initial engagement who are now enrolled and attend an education institution (ECE, primary or kura) by the end of 2015/16	N/A	N/A	2 (0.4%) reported
No. of rangatahi in priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised education achieve NCEA at the typical level[1] or above by the end of 2015/16	N/A	N/A	11 (2.0%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised whānau are self-managing report that one or more whānau members achieve the relevant certification in an education/training programme by the end of 2015/16	N/A	N/A	5 (0.9%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised health who were not enrolled with a GP or up to date with immunisations at the initial engagement who are now enrolled with a GP and all whānau members are up to date on immunisations by the end of 2015/16	N/A	N/A	14 (2.6%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised housing report that they are living in a fully insulated home by the end of 2015/16	N/A	N/A	59 (10.9%) reported *
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised whānaungatanga who identified domestic violence as a concern at the initial engagement who report a reduction in domestic violence/violent offences by the end of 2015/16	N/A	N/A	10 (1.8%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised improving whānaungatanga with members under the age of 18 at risk of being removed from the home at the initial engagement who are no longer at risk of being removed by the end of 2015/16	N/A	N/A	2 (0.4%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised community participation who report they are linked in to community networks	N/A	N/A	257 (47.5%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised community participation who participate in organised sport and recreation activities	N/A	N/A	140 (25.9%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised improving their cultural knowledge who report improvements in their confidence with speaking te reo Māori by the end of 2015/16	N/A	N/A	25 (4.6%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised improving their cultural knowledge know their iwi and hapū by the end of 2015/16	N/A	N/A	269 (49.7%) reported
No. of individuals in priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised employment and who are unemployed at the initial engagement who secure employment of any type by the end of 2015/16	N/A	N/A	5 (0.9%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who receive the job seekers benefit at the time of initial engagement and who have prioritised employment come off the job seekers benefit by the end of 2015/16	N/A	N/A	4 (0.7%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised financial literacy and who have developed a financial plan or budget and report consistently using the budget to make decisions by the end of 2015/16	N/A	N/A	24 (4.4%) reported

* Number of whānau reporting living in a fully insulated home. TPM will complete further analysis with Whānau Ora partners to identify number of whānau living in a fully insulated home as a result of the intervention.

Kaiārahi

Indicator	Baseline	Target	Data source	Data collection	Results
Number of priority whānau engaged by Kaiārahi	900 whānau (20 per FTE x 45 FTE) 2,654 whānau (20 per FTE x 132.7 FTE)	2,669 priority whānau will be engaged by Kaiārahi across TPM's six regions by the end of FY15/16, as evidenced by new registr ations with Kaiārahi	All contracted Kaiārahi will collect detailed data on: • Number of priority whānau engagements/registrations	In relation to this indicator, Kaiārahi will collect and TPM will report on: • the quarterly and cumulative number of priority whānau engaged by Kaiārahi of Whānau Ora Partners across Te Ika a Māui, including the total whānau members supported This will be reported on a total, per region and per priority community basis.	Please see section 2.1 for a breakdown of priority whānau engaged, whānau engaged in priority communities, and whānau members, by region. Please see section 2.2 for the characteristics of whānau members.
Number of priority whānau assessments completed by Kaiārahi	900 whānau assessments (20 per FTE x 45 FTE) 2,654 whānau assessments (20 per FTE x 132.7 FTE)	2,669 priority whānau assessments identifying whānau priority outcomes will be completed by the end of FY15/16 by Kaiārahi	All contracted Kaiārahi will collect detailed data on: • Number of priority whānau assessments • The priority outcomes sought by each priority whānau	In relation to this indicator, Kaiārahi will collect and TPM will report on: • the quarterly and cumulative number of priority whānau assessments completed by Kaiārahi • the number of priority outcomes identified by each whānau This will be reported on a total, per region and per priority community basis.	

Region	Target		Actuals	
	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	277	277	338	338
Tāmaki Makaurau	514	514	604	604
Hauraki-Waikato	265	265	277	277
Waiariki	340	340	492	492
Ikaroa-Rāwhiti	283	283	270	270
Te Tai Hauāuru	324	324	208	208
Total	**2,003**	**2,003**	**2,189**	**2,189**

Indicator	Baseline	Target	Data source	Data collection	Results
Number of priority whānau plans developed	900 priority whānau plans developed (20 per FTE x 45 FTE) 2,654 priority whānau plans (20 per FTE x 132.7 FTE)	2,669 priority whānau plans developed by the end of FY15/16 by Kaiārahi	All contracted Kaiārahi will collect detailed data on: • Number of priority whānau plans developed • The goals for action by each priority whānau	In relation to this indicator, Kaiārahi will collect and TPM will report on: • the number of priority whānau plans developed by Kaiārahi on a quarterly and cumulative basis • the number of goals for action by each priority whānau This will be reported on a total, per region and per priority community basis.	

Region	Target		Actuals	
	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	277	277	336	336
Tāmaki Makaurau	514	514	534	534
Hauraki-Waikato	265	265	117	117
Waiariki	340	340	379	379
Ikaroa-Rāwhiti	283	283	259	259
Te Tai Hauāuru	324	324	145	145
Total	**2,003**	**2,003**	**1,770**	**1,770**

Indicator	Baseline	Target	Data source	Data collection	Results
Number of priority whānau who have developed plans who complete the activities specified by the end of FY15/16	Baseline to be established in FY15/16 data collection	2,669 priority whānau who have developed plans who complete the activities specified by the end of FY15/16	All contracted Kaiārahi will collect detailed data on: • Activities undertaken by whānau to implement their whānau plans • Number of whānau who complete all activities specified for FY15/16	In relation to this indicator, Kaiārahi will collect and TPM will report on: • the number of whānau who have completed the activities identified in the whānau plan for FY15/16, including an aggregated report on the types of activities undertaken	TPM will report to TPK on this indicator in its Annual Report.
Number of priority whānau working with Kaiārahi who report the initiative has identified and responded to their specifics priorities and needs	Baseline to be established in FY15/16 data collection	2,488 priority whānau working with Kaiārahi who report the initiative has identified and responded to their specific priorities and needs	All contracted Kaiārahi will collect detailed data on: • the number of priority whānau working with Kaiārahi • the number of those whānau who report the initiative has identified and responded to their specific priorities and needs	In relation to this indicator, Kaiārahi will collect and TPM will report on: • the number of priority whānau working with Kaiārahi who report the initiative has identified and responded to their specifics priorities and needs	TPM will report to TPK on this indicator in its Annual Report.

Progression of whānau along a spectrum of milestone indicators per region:

Whānau Ora region	# of whānau engaged (cumulative)	# of whānau who have experienced a positive shift of 2+ (cumulative)	# of whānau who have experienced a positive shift of 1+ (cumulative)	# of whānau who have not experienced a shift (cumulative)
Te Tai Tokerau	345	309	336	9
Tāmaki Makaurau	605	337	534	71
Hauraki-Waikato	277	112	117	160
Waiariki	530	262	379	151
Ikaroa-Rāwhiti	317	160	259	58
Te Tai Hauāuru	232	93	145	87
Total	**2,306**	**1,273**	**1,770**	**536**

Progression of whānau along a spectrum of milestone indicators per outcome area:

Aggregate

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	598	404	595	3
Whānau are living healthy life-styles	1,035	689	1,034	1
Whānau are cohesive, resilient and nurturing	475	376	473	2
Whānau are participating fully in society	366	241	364	2
Whānau are confidently participating in te ao Māori	115	95	115	0
Whānau are economically secure	1,087	660	1,087	0

Te Tai Tokerau

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	95	92	95	0
Whānau are living healthy life-styles	107	103	107	0
Whānau are cohesive, resilient and nurturing	153	149	153	0
Whānau are participating fully in society	72	71	72	0
Whānau are confidently participating in te ao Māori	42	41	42	0
Whānau are economically secure	137	131	137	0

Tāmaki Makaurau

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	156	80	156	0
Whānau are living healthy life-styles	417	234	417	0
Whānau are cohesive, resilient and nurturing	170	107	170	0
Whānau are participating fully in society	88	47	88	0
Whānau are confidently participating in te ao Māori	13	9	13	0
Whānau are economically secure	405	206	405	0

Hauraki-Waikato

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	38	31	38	0
Whānau are living healthy life-styles	106	77	106	0
Whānau are cohesive, resilient and nurturing	7	4	7	0
Whānau are participating fully in society	52	46	52	0
Whānau are confidently participating in te ao Māori	17	11	17	0
Whānau are economically secure	124	99	124	0

Waiariki

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	173	90	171	2
Whānau are living healthy life-styles	152	84	152	0
Whānau are cohesive, resilient and nurturing	32	18	31	1
Whānau are participating fully in society	97	31	97	0
Whānau are confidently participating in te ao Māori	11	4	11	0
Whānau are economically secure	264	124	264	0

Ikaroa-Rāwhiti

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	62	53	62	0
Whānau are living healthy life-styles	196	144	195	1
Whānau are cohesive, resilient and nurturing	68	63	67	1
Whānau are participating fully in society	7	7	7	0
Whānau are confidently participating in te ao Māori	19	19	19	0
Whānau are economically secure	90	62	90	0

Te Tai Hauāuru

Priority Outcome Domain	# of whānau outcomes prioritised (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 2+ (cumulative)	# of whānau outcomes where whānau have experienced a positive shift of 1+ (cumulative)	# of whānau outcomes where whānau have not experienced a positive shift (cumulative)
Whānau are self-managing	74	58	73	1
Whānau are living healthy life-styles	57	47	57	0
Whānau are cohesive, resilient and nurturing	45	35	45	0
Whānau are participating fully in society	50	39	48	2
Whānau are confidently participating in te ao Māori	13	11	13	0
Whānau are economically secure	67	38	67	0

Aggregated view of shifts along the milestone indicator frameworks by whānau outcome (cumulative shifts):

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	3	595	404	281	137	33
Whānau are living healthy life-styles	1	1,034	689	491	246	66
Whānau are cohesive, resilient and nurturing	2	473	376	207	109	26
Whānau are participating fully in society	2	364	241	182	77	22
Whānau are confidently participating in te ao Māori	0	115	95	72	22	4
Whānau are economically secure	0	1,087	660	498	261	71

Aggregated view of whānau positions on the milestone indicator framework by whānau outcome (positions at the end of the quarter):

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	3	191	123	144	104	33
Whānau are living healthy life-styles	1	345	198	245	180	66
Whānau are cohesive, resilient and nurturing	2	97	169	98	83	26
Whānau are participating fully in society	2	123	59	105	55	22
Whānau are confidently participating in te ao Māori	0	20	23	50	18	4
Whānau are economically secure	0	427	162	237	190	71

Aggregated view of whānau baseline positions on the milestone indicator framework by whānau outcome (initial position):

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	598					
Whānau are living healthy life-styles	1,035					
Whānau are cohesive, resilient and nurturing	475					
Whānau are participating fully in society	366					
Whānau are confidently participating in te ao Māori	115					
Whānau are economically secure	1,087					

Additional Key Performance Indicators

Indicator	Baseline	Target	Results
No. of tamariki in priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised whānau are self-managing who were not enrolled at the initial engagement who are now enrolled and attend an education institution (ECE, primary or kura) by the end of 2015/16	N/A	N/A	13 (0.6%) reported
No. of rangatahi in priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised education achieve NCEA at the typical level[1] or above by the end of 2015/16	N/A	N/A	13 (0.6%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised whānau are self-managing report that one or more whānau members achieve the relevant certification in an education/training programme by the end of 2015/16	N/A	N/A	22 (1.0%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised health who were not enrolled with a GP or up to date with immunisations at the initial engagement who are now enrolled with a GP and all whānau members are up to date on immunisations by the end of 2015/16	N/A	N/A	40 (1.7%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised housing report that they are living in a fully insulated home by the end of 2015/16	N/A	N/A	167 (7.2%) reported *
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised whānaungatanga who identified domestic violence as a concern at the initial engagement who report a reduction in domestic violence/violent offences by the end of 2015/16	N/A	N/A	46 (2.0%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised improving whānaungatanga with members under the age of 18 at risk of being removed from the home at the initial engagement who are no longer at risk of being removed by the end of 2015/16	N/A	N/A	18 (0.8%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised community participation who report they are linked in to community networks	N/A	N/A	545 (23.6%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised community participation who participate in organised sport and recreation activities	N/A	N/A	276 (12.0%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised improving their cultural knowledge who report improvements in their confidence with speaking te reo Māori by the end of 2015/16	N/A	N/A	63 (2.7%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised improving their cultural knowledge know their iwi and hapū by the end of 2015/16	N/A	N/A	714 (31.0%) reported
No. of individuals in priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised employment and who are unemployed at the initial engagement who secure employment of any type by the end of 2015/16	N/A	N/A	14 (0.6%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who receive the job seekers benefit at the time of initial engagement and who have prioritised employment come off the job seekers benefit by the end of 2015/16	N/A	N/A	7 (0.3%) reported
No. of priority whānau working with Whānau Ora Partners / Kaiārahi who have prioritised financial literacy and who have developed a financial plan or budget and report consistently using the budget to make decisions by the end of 2015/16	N/A	N/A	73 (3.2%) reported

* Number of whānau reporting living in a fully insulated home. TPM will complete further analysis with Whānau Ora partners to identify number of whānau living in a fully insulated home as a result of the intervention.

3.2. Incentive payment measures

- As outlined above

4. Spending profile

4.1. Operating costs and commissioning funds

- Please see attached financial report.

4.2. Cost escalation / underspend issues

- Please see 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

- None.

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**

Date **30 April 2016**