Quarterly Progress Report

Te Pou Matakana

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

1. Commissioning activity

1.1. Completed activity

Whānau Direct

- 26 providers administered Whānau Direct this quarter. The key highlights are below:
    - 2,965 whānau engaged
    - 8,972 whānau members engaged
    - 1,871 whānau prioritised 'whānau are economically secure' as an outcome
    - 1,805 whānau prioritised 'whānau are living healthy lifestyles' as an outcome
    - 812 whānau prioritised 'whānau are participating fully in society' as an outcome
    - 655 whānau prioritised 'whānau are self-managing and empowered leaders' as an outcome
    - 232 whānau prioritised 'whānau are cohesive and resilient' as an outcome
    - 102 whānau prioritised 'whānau are confidently participating in te ao Māori' as an outcome.
- Providers reported the following trends during this quarter:
    - Whānau continue to seek financial support to clear outstanding debt and enable them to become economically secure
    - Providers reported kaumātua accessing Whānau Direct to alleviate financial stress and clear outstanding debts. Lower wage working whānau are struggling with day to day living expenses which have increased whereas salaries and wages have not
    - A high number of whānau accessing Whānau Direct receive Work and Income New Zealand (WINZ) benefits. Many whānau receiving WINZ benefits are using credit to purchase household goods, clothing and other items over and above their basic living items. Whānau have easy access to credit but may not understand the full impact of interest rates on credit balances. Kaimahi continue to encourage whānau to engage with Budgeting Services to assist with financial education and planning
    - There was an increase in applications to repair houses, purchase bedding, warm clothing and heating in preparation for winter. Whānau continue to seek resource to purchase beds, furniture and appliances in order to improve their standards of living
    - Support for whānau with kura requirements including payment of school and sporting fees, purchase of school uniforms and stationery encourage tamariki to participate in the community as well as improve their education and knowledge
    - One provider noted that high risk or vulnerable whānau can become very impatient and difficult to deal with when seeking financial support. Being able to re-assure whānau and de-escalate situations to ease stress levels has been important when dealing with whānau who are feeling 'on edge'.
- Providers reported that they have tightened up on internal processes, streamlined timeframes and improved communication to whānau to manage expectations of whānau in relation to amounts of funding available, repeat applications and what resources can be purchased.
- The Whānau Direct system closed 30 June (re-open 18 July 2016) to allow TPM to close out the 2015/16 applications, upload 2016/17 contract funding information, implement system training and undertake enhancements and guideline refinements.

Collective Impact for Whānau

- 13 providers led out their collective impact project this quarter. The key highlights are below:
    - 2,026 whānau engaged (726 priority whānau supported)
    - 3,631 whānau members engaged (1,497 priority whānau members supported)
    - 71 whānau prioritised 'whānau are economically secure' as an outcome
    - 423 whānau prioritised 'whānau are living healthy lifestyles' as an outcome

    - 142 whānau prioritised 'whānau are participating fully in society' as an outcome
    - 298 whānau prioritised 'whānau are self-managing and empowered leaders' as an outcome
    - 27 whānau prioritised 'whānau are cohesive and resilient' as an outcome
    - 40 whānau prioritised 'whānau are confidently participating in te ao Māori' as an outcome.
- Social Ventures Australia (SVA) completed workshops with eight Collectives and found:
    - Collectives are at different stages in the development of their initiatives
    - Collectives thrive in the area of whānau engagement
    - Most Collectives have a clear understanding of the common agenda and have been able to progress their initiatives with clearly defined activities with the assistance of a dedicated Project Manager
    - Most Collectives require further support with refinement of indicators and outcomes measurement
    - Ongoing communication is required in relation to their initiative across partnerships and with whānau.
- Additional support has been given to four Collectives post-TPM and SVA visits. This support has taken place via face to face, teleconference and telephone interaction.
- Providers have highlighted the following points:
    - Collectives continue to develop their relationships and explore potential new partners in order to enhance their common agenda
    - Dedicated project management roles have ensured partners commitment to the common agenda
    - Collectives have reviewed their systems and processes in order to improve Whānau Ora practice. This includes the development of agreed referral pathways for partners to refer priority whānau
    - Some Collectives have appointed specialist Kaiārahi to engage priority whānau related to their initiative. Project Managers guide these Kaiārahi including support with workbook reporting
    - Communications with partners and whānau is important and ongoing. Some projects are using social media to support this e.g. private Facebook groups
    - Having whānau share their story with governance/project groups highlights the success that can be achieved through working together. Hearing these stories clearly shows the difference partner contribution is having with whānau
    - There is increased trust with whānau. This has increased the demand for some projects with self-referrals from extended whānau and their networks
    - There is increased motivation from whānau who want to lead their plans and check-in with specialist Kaiārahi when they require advice or support.
- Some Collectives have shared their learnings and resources with others to help enhance existing and potential new projects.
- Collectives are using their partners to leverage financial support in the area of healthy homes. Insulation providers recently supported 18 whānau with home insulation. This will be extended in 2016/17.
- New Zealand Transport Authority (NZTA) and Council provided new co-investment for rangatahi requiring their driver license. Ministry of Education (MOE) are funding the same project to support rangatahi achieve National Certificate of Educational Achievement (NCEA) level 2.
- Te Arawa Whānau Ora Collective recently extended their project to lead Ministry of Social Development (MSD), Housing New Zealand (HNZC), rental agencies and other community groups in the establishment of an emergency housing hub at a local marae. The Collective leads coordination of these groups to assist whānau with their urgent accommodation needs.

Kaiārahi

- Over 60 providers and 185.3 FTE Kaiārahi supported whānau this quarter. The key highlights are below:
    - 3,682 whānau engaged
    - 8,187 whānau members engaged
    - 1,181 whānau prioritised 'whānau are economically secure' as an outcome
    - 1,253 whānau prioritised 'whānau are living healthy lifestyles' as an outcome

    - 384 whānau prioritised 'whānau are participating fully in society' as an outcome
    - 838 whānau prioritised 'whānau are self-managing and empowered leaders' as an outcome
    - 467 whānau prioritised 'whānau are cohesive and resilient' as an outcome
    - 82 whānau prioritised 'whānau are confidently participating in te ao Māori' as an outcome.
- TPM continued to facilitate outcome measurement and reporting workshops with Kaiārahi. Kaiārahi require ongoing support with reporting.
- During April to June 2016, providers reported the following trends:
    - Whānau struggle to meet day to day needs. A major theme this quarter is access to good, safe and warm accommodation
    - Whānau are increasingly finding it difficult to find rental accommodation. This is due to the increased demand and rental agencies being able to hand pick tenants. Whānau on the benefit with dependents under 18 years are seen as a risk by rental agencies
    - Kaiārahi refer whānau to budgeting services for advice and support. Some budgeters negotiate repayments with debtors. Group workshops have been facilitated by Kaiārahi so that whānau understand the importance of good budgeting
    - Kaiārahi continue to work with whānau to progress their goals and plans. Meaningful engagement with whānau is the key to success and moving them along the milestones towards milestone 5. This includes listening, reflecting, sharing success stories and setting clear goals within the plan so they have a clear way forward
    - There is a need for Kaiārahi to maintain a positive and mana enhancing relationship with whānau. Some whānau experience extreme challenges and require intensive support in order to progress their goals
    - Kaiārahi who work within a school setting have good relationships with tamariki and their whānau and there is a high demand for their support. Their focus on tamariki allows them to facilitate a range of activities including parenting programmes, brain (child development) workshops, nutrition and physical activity workshops. One provider coordinates driver license courses for parents and caregivers of tamariki
    - One provider develops Whānau Ora plans starting with tamariki within the household. Once there is a trusted relationship Kaiārahi extend the plan to incorporate the whole whānau
    - There is a strong desire by whānau to support their tamariki with better opportunities in education, sport and cultural activities. Whānau require practical parenting support which is not always available throughout the North Island. Kaiārahi have facilitated parenting courses utilising in local health, social services and professionals
    - Tikanga plays an important part of successful engagement with whānau. Facilitating Child Youth Family (CYFS) whānau group conferences within a Māori setting allows karakia, whakawhanaungatanga, mihi and sets the scene for the conference
    - Kaiārahi play a key role in advocating for whānau accessing health and social services. One provider had to contact Ministry of Health, Needs Assessment Service Coordination and home support services for kaumātua requiring support in their home
    - Whānau require access to addictions support, counselling and mental health services. These services are essential for improved health and wellbeing and better whānau knowledge
    - Whānau Direct continues to support whānau with immediate needs and the achievement of short term outcomes.
- Some providers have appointed administration staff to support Kaiārahi with workbook reporting. This allows Kaiārahi to focus on engagement with whānau.
- Providers have reported the importance of ongoing improvement of consistent Whānau Ora practice.
- Kaiārahi have been supported to attend a range of courses including health navigation training (facilitated by Primary Health Organisations), budgeting training, alcohol, drug and addictions training, child and adolescent training.

Research and Evaluation

Whānau Direct

- The formative evaluation of Whānau Direct conducted by Dr Chelsea Grootveld is complete. The evaluation focused on changes made to the programme following the pilot phase in 2014/15. Key findings showed:
    - Whānau Direct has achieved its aim and intent
    - Whānau Direct has made a positive immediate difference
    - There are significant improvements in the system configuration making it easier for whānau to access resources in a timely manner
    - For whānau, Whānau Direct has filled a space where previously there was no financial support
    - Whānau also commented on how they had exhausted all entitlements from other agencies and, if Whānau Direct was not available, they had no other viable options for support.

Collective Impact for Whānau

- A formative and process evaluation was completed by the Hapai research and evaluation unit. The design, development and implementation of Collective Impact were evaluated to ensure that best practice is maintained along with providing quality indicators on how to improve programme quality and efficacy.
- The evaluation showed that Collective Impact core activities have been developed and are being implemented. Additionally, the evaluation established that the common agenda and 'theory of change' has been clearly defined and is evidence based, and partner organisations have been commissioned based on a broad range of key social and health issues that impact on whānau. The evaluation showed that partners had developed shared indicators and a data management system and made effective use of web-based technology.

Social Calculator

As part of TPM's commitment to proving that commissioning for outcomes represents "value for money", we have been developing and refining a social calculator that computes a cost comparisons of the Whānau Direct interventions versus Government interventions for whānau. In the 2014/15 year we developed an initial model of a social calculator and over the 2015/16 year we have reviewed that initial model and made recommendations for its further improvement over the 2016/17 year.

- A review of the Social Calculator has been completed. The review briefly laid out both the limitations of the current Social Calculators methodology and the underpinning assumptions made by the model.
- In doing so, the review makes the assertion that for the Social Calculator tool to be considered more applicable, some matters would need be rectified and the validity of some measure improved. The following three recommendations were made:
    1. TPM should establish better links with Government departments and work collaboratively with them to ascertain more accurate calculations of the cost of Government interventions
    2. Cost comparisons of Whānau Direct interventions versus Government interventions for whānau should be done on a case by case basis and should use the actual figure for Whānau Direct spending. The cost of any Government intervention provided such as a benefit, grant, loan etc. will need to be estimated
    3. A recalculation of costs will need to be done for the Social Calculator utilising revised probabilities.
- A timeline for implementing these recommendations has been proposed.

Outcomes Roadmap

- Further amendments to the internal and external Roadmaps were completed. These amendments included timeline adjustments to allow more time for the roll-out of TPM outcomes measurement framework.
- These timelines allow for additional training and support to cater to the different levels of provider capacity and readiness. The Roadmap document will be continuously refined over time.

Other Activities

Post-Budget Breakfast

The Minister for Māori Development hosted a post-Budget breakfast on 27 May 2016 in Tāmaki-Makaurau. TPM played a key feature in the programme showcasing its commissioning approach for Whānau Ora programmes.

The event was well attended by more than 100 people including whānau, Whānau Ora partners, community groups, Government officials and iwi leaders from Tāmaki-Makaurau. The event was widely covered by mainstream and Māori media.

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.

Other Activities

Data and Outcomes Measurement Resource

- Ongoing training and support of Data and Outcomes Measurement Resources through TPM Help Desk.

Whānau Ora Conference

Measuring what matters – Kia tina ki runga, kia tāmore ki raro

- Planning for the conference is underway.
- Registrations opened on 2 May and have been fully subscribed with 280 people. A waitlist has been developed and will be reviewed in July.
- All keynote speakers and workshop facilitators have been confirmed along with their accommodation and travel arrangements. Briefing packs for keynotes will be distributed next month.
- The conference venue, accommodation, technology and logistics are finalised.
- Conference materials including delegate packs are in production.
- All sponsorship for the hui is confirmed.
- A communications strategy has been developed to support the event. This will ensure all activities are coordinated. The strategy has been developed with a focus on promoting and supporting Whānau Ora, our partners and sharing whānau success stories.
- A key focus for the conference is media and social media to support the event.
- Both Maori and mainstream media have been confirmed at the conference.
- TPM have worked on the alignment of key messaging and promoting key Whānau Ora spokespeople. Key spokespeople include the Board, Chief Executive and Whānau Ora partners.

Request for Proposal (RFP) for Breast and Cervical Screening

- Discussion with the Ministry of Health (MOH) in relation to the RFP is ongoing.
- Additional information at the regional level has been provided to MOH.
- A revised budget for respective regions has also been provided.
- MOH is expected to announce successful providers by the end of July 2016.

Whānau Ora Contracts 2016/17

- In line with TPM's investment approach to work with Whānau Ora Partners to achieve outcomes for whānau, TPM will consolidate all commissioning activities into one head agreement in 2016/17.
- Through the six Māori electoral regions, TPM will contract with 13 Lead Whānau Ora Partners across Te Ika a Māui to deliver all commissioning activities, Collective Impact, Kaiārahi, Whānau Direct, Pou Hākinakina and Data Analysts via a head agreement.
- Each Lead Partner will sub-contract with other Whānau Ora Partners to ensure that commissioning activities reach and support whānau within their region and communities. A subcontract agreement will be available when contracting with other Partners.
- The head agreements have been drafted and will be provided to Lead Partners when the Annual Investment Plan (AIP) 2016/17 is agreed.

Transfer of Ministry of Social Development Contracts

- On 11 May 2016, TPM were informed that the Ministry of Social Development (MSD) would transfer funding and programmes to Whānau Ora Commissioning agencies to support Whānau Ora. A number of MSD providers were identified for transfer of current programmes to TPM with expectation to continue to contract with them for the 2016/17.
- On 17 May 2016, TPM contacted by phone providers with MSD contracts identified for transfer to TPM. Letters and background information about TPM were emailed to these providers. Providers were also notified that we would invite them to a face to face meeting in June.
- In late May 2016, TPM met with MSD to discuss the detail of the transfer of MSD funding and programmes.
- On 20 June 2016, TPM invited all MSD providers at a face to face hui. This hui was an opportunity for providers to hear about TPM's commissioning approach and ask any questions. Contracts were also issued to the MSD providers for 2016/17 with no expectation of continued funding beyond 30 June 2017.

1.3. Progress against Investment Plan

Key Activity	Quarter	Comments
Review Whānau Direct contract implementation	Quarter 4	To be completed 1-15 July
Monitor Whānau Direct, Collective Impact and Kaiārahi contracts	Quarter 4	Complete
Further refine the Social Calculator	Quarter 4	Complete

1.4. Activities planned for next quarter

- The Whānau Ora Conference will take place 11-12 July, with a follow-up workshop on 13 July.
- Ongoing negotiation of the Annual Investment Plan (AIP) 2016/17 (reporting framework and quality assurance).
- Sign off head agreements with Lead Partners for 2016/17.

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	408	30	509	141	1,497
Tāmaki Makaurau	408	102	408	196	459	608	1,508
Hauraki-Waikato	408	102	408	260	404	792	1,273
Waiariki	408	102	408	200	503	598	1,669
Ikaroa-Rāwhiti	408	102	408	374	587	788	1,404
Te Tai Hauāuru	408	102	408	229	503	718	1,621
Total	**2,448**	**612**	**2,448**	**1,289**	**2,965**	**3,645**	**8,972**

Collective Impact for Whānau

Region	Target			Actuals			
	Priority Whānau			Priority Whānau		Whānau Members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	90	90	90	86	102	250	313
Tāmaki Makaurau	90	90	90	177	177	198	198
Hauraki-Waikato	90	90	90	113	115	193	196
Waiariki	90	90	90	88	92	157	165
Ikaroa-Rāwhiti	90	90	90	105	107	348	350
Te Tai Hauāuru	90	90	90	108	133	230	275
Total	**540**	**540**	**540**	**677**	**726**	**1,376**	**1,497**

Kaiārahi

Region	Target			Actuals			
	Priority Whānau			Priority Whānau		Whānau Members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	369	369	369	560	768	1,057	1,212
Tāmaki Makaurau	685	685	685	533	771	1,454	2,419
Hauraki-Waikato	353	353	353	379	480	448	467
Waiariki	453	453	453	499	580	1,412	1,612
Ikaroa-Rāwhiti	377	377	377	665	676	1,395	1,429
Te Tai Hauāuru	432	432	432	398	407	1,005	1,048
Total	**2,669**	**2,669**	**2,669**	**3,034**	**3,682**	**6,771**	**8,187**

Priority Community whānau engagement by Kaiārahi:

Region	Priority Community	Whānau
Te Tai Tokerau	Kaitāia	68
	Whangārei	124
	Kaikohe	155
Tāmaki Makaurau	Glen Innes	72
	Papakura	246
	Māngere	195
	Manukau East	74
Hauraki-Waikato	Hamilton	255
	Ngāruawāhia	4
	Huntly	13
Waiariki	Rotorua	322
	Taupō	-
	Ōpōtiki	66
	Whakatāne	57
	Tūrangi	-
	Kawerau	1
Ikaroa-Rāwhiti	Northern East Coast	61
	Kaitī	43
	Gisborne	137
	Wairoa	17
	Camberley	50
	Flaxmere	232
	Lower Hutt	82
Te Tai Hauāuru	Southern Taranaki	1
	Whanganui	60
	Taumarunui	23
Total		**2,358**

2.2. Population characteristics

Whānau Direct

Gender	Quarter	Cumulative
Female	2,002	4,963
Male	1,585	3,880
Data Gap	58	129
Total	**3,645**	**8,972**

Age Band	Quarter	Cumulative
0 - 9 years	1,058	2,682
10 - 17 years	923	2,008
18 - 24 years	389	943
25 - 44 years	696	1,841
45 - 64 years	412	1,071
65+ years	156	399
Data Gap	11	28
Total	**3,645**	**8,972**

Ethnic Group	Quarter	Cumulative
NZ Maori	3,143	7,865
Pasifika peoples	200	400
NZ Euro / Pakeha	163	399
Other	200	279
Data Gap	-61	29
Total	**3,645**	**8,972**

Collective Impact for Whānau

Gender	Quarter	Cumulative
Female	789	853
Male	575	632
Data Gap	12	12
Total	**1,376**	**1,497**

Age Band	Quarter	Cumulative
0 - 9 years	295	343
10 - 17 years	274	284
18 - 24 years	153	168
25 - 44 years	342	368
45 - 64 years	225	238
65+ years	48	50
Data Gap	39	46
Total	**1,376**	**1,497**

Ethnic Group	Quarter	Cumulative
NZ Māori	1,227	1,335
Pasifika peoples	41	48
NZ Euro / Pakeha	70	73
Other	33	36
Data Gap	5	5
Total	**1,376**	**1,497**

Kaiārahi

Gender	Quarter	Cumulative
Female	3,715	4,492
Male	2,901	3,530
Data Gap	155	165
Total	**6,771**	**8,187**

Age Band	Quarter	Cumulative
0 - 9 years	1,747	2,079
10 - 17 years	1,279	1,539
18 - 24 years	837	1,079
25 - 44 years	1,553	1,891
45 - 64 years	826	1,014
65+ years	257	287
Data Gap	272	298
Total	**6,771**	**8,187**

Ethnic Group	Quarter	Cumulative
NZ Maori	5,725	6,846
Pasifika peoples	373	540
NZ Euro / Pakeha	217	257
Other	455	543
Data Gap	1	1
Total	**6,771**	**8,187**

2.3. Descriptions / narratives

2.3.1. Impact on whānau capability

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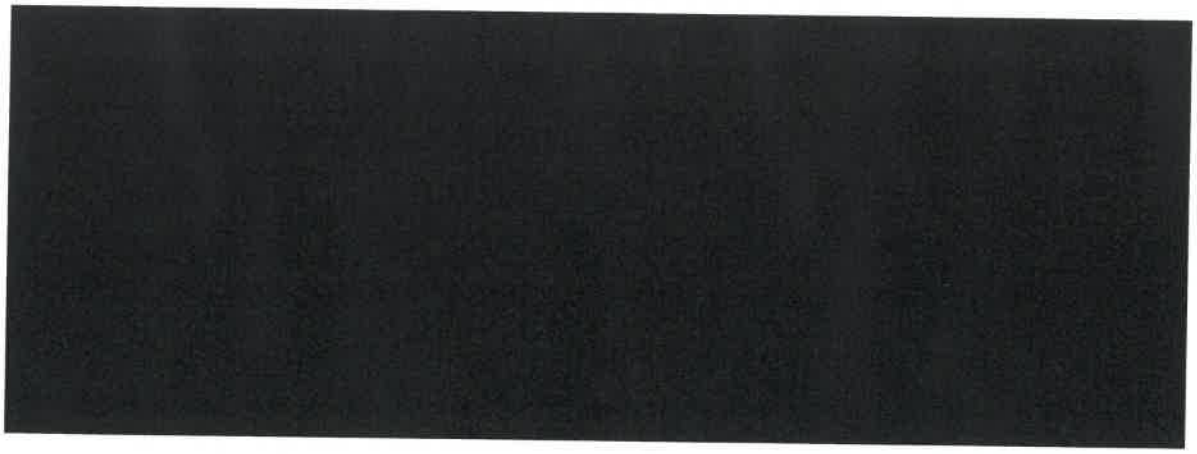
Withheld under section 9(2)(a)



Whānau Direct Trends 2015/16

Trends and impact of interventions through Whānau Direct for 2015/16:

- Whiteware and appliances accounted for the highest percentage of total Whānau Direct funds distributed to whānau (9.6%). Whānau supported to attain household essentials provided feedback that purchasing these items had a positive impact on their situation including improvements in their health, their living standards and their engagement in the community. Examples of the impact included improved diets, improved food safety and storage, improved hygiene/health of the home, reduction in dirt and dust, improved asthma, improved mental wellbeing and improved sense of pride and self-worth
- The second highest category, vehicle repairs and maintenance, represented 7.5% of total Whānau Direct funds distributed to whānau. Provision of these resources resulted in vehicles that are safe, roadworthy and legal with improved transport options for whānau to get to work, school and sporting activities, and enabled whānau to access health, education and social services when required. These same outcomes were also achieved through the provision of driver licensing (including training) representing 3.7%
- Bedding and linen accounted for 7.1% of the total Whānau Direct funds. Whānau reported an improvement in health and standards of living with the provision of these basic necessities
- Sports, fitness and recreational activities accounted for 5.6% of the total Whānau Direct funds. This provided whānau access to gyms and fitness centres and provided children and youth access to sporting initiatives, to achieve their health and wellbeing goals. Naturally, some whānau also reported improvements in community participation
- The provision of children's clothing and shoes (5.2%) and adult's clothing and shoes (3.2%) is reported to have improved participation in the community and sports for whānau, and improved health and wellbeing in the winter months. In addition, the provision of school uniforms (4.1%) and school fees (including school activities) (3.1%) has assisted children's participation at school and improved self-esteem and confidence
- Dental treatment work (4.0%) achieved improved health outcomes whilst also improving self-esteem and confidence for whānau who have received this intervention
- Laptops and computers for school, training and employment account for 3.7% of total Whānau Direct funds. Whānau sought these resources to improve whānau knowledge, increase computer skills, participate in and continue learning and education and increase employment opportunities
- Rent and accommodation resources (3.4%) e.g. rent arrears averted crisis and whānau able to remain in their homes with reduced financial stress. Debts/arrears, accounts for 2.0% of the total Whānau Direct funds distributed to whānau. Whānau have reported an improved financial status which has improved their standard of living, reduced stress, improved mood and improved health
- House repairs/maintenance (2.4%), home heating/ventilation (1.8%) and other household essentials (2.0%) contributed to improved standards of living. Some whānau surveyed around the impact of these resources reported a warmer and healthier home, decreased cost of heating and improved health.

Kaiārahi trends 2015/16

Kaiārahi worked with whānau to complete assessments to identify their needs, and supported them to develop plans and goals to progress towards achieving their priority outcomes. The below includes the most common goals and activities undertaken by whānau this year:

- Whānau Standards of living
    - Completing applications for housing and attending relevant hui
    - Attending home and land ownership education programmes/sessions
    - Obtain heating, insulation and ventilation. Install safety resources (eg. fire alarms, safety gates)
    - Enrolling in housing programmes and initiatives
    - Enrolment and meetings with Housing New Zealand and WINZ, ensuring all entitlements in place
    - Completing housing repairs and maintenance
    - Attending driver education programmes/sessions
    - Booking and passing driver license tests
    - Enrolling in employment programmes, completing work experience and securing a job
    - Completing career planning sessions
    - Developing a CV and applying for jobs
    - Ensuring resources in place to apply for and participate in employment
    - Completing financial/budgeting and debt management initiatives
    - Developing and implementing a whānau/household budget
    - Arranging emergency benefits to ensure whānau wellbeing is maintained
    - Ensuring household essential items are in place for the whānau
    - Ensuring whānau have access to safe transport options, completing repairs and maintenance and getting vehicle WOF and registration
    - Connecting to telecommunication resources – phone and internet.
- Whānau Health
    - Accessing food banks and arranging food parcels to ensure whānau is fed.
    - Enrolling with a GP and other specialist health services
    - Attending health consults and treatment sessions
    - Completing health checks, health screens and assessments
    - Getting whānau up to date with immunisations
    - Enrolling in Mental Health programmes and completing counselling sessions
    - Enrolling in smoking cessation programmes and completing journey to quit smoking
    - Enrolling and attending alcohol and drug programmes
    - Accessing sport and recreational programmes and facilities, and joining sports teams/clubs
    - Completing health literacy programmes, nutrition workshops and other health education sessions
    - Learning how to manage health conditions and medication
    - Learning new ways of cooking, healthy kai options and new recipes
    - Registering and training for iron māori
    - Joining or creating support groups (both in the community and online e.g. social media)
    - Acquiring sports and fitness equipment/resources to increase participation in physical activities.
- Whānau Participation in the Community
    - Joining community groups and engaging with community networks
    - Accessing sport and recreational programmes and facilities, and joining sports teams/clubs
    - Attending school and training courses
    - Participating in kapahaka and dance initiatives
    - Developing plans around court sentences and fines

    - Completing restorative justice programmes
    - Completing remedial actions for offences (e.g. formal apology letters, repairs)
    - Participating in marae activities and attending wananga
    - Sorting transport and clothing essentials to improve self-confidence
    - Acquiring personal identification to enable access to community services.
- Whānau Knowledge
    - Enrolment and attendance in ECE
    - Enrolment and attendance at primary, secondary and tertiary institutions
    - Taking specific steps towards attaining NCEA and ensuring resources are in place to achieve this
    - Attending graduation ceremonies
    - Enrolling and attending child and youth mentoring programmes
    - Completing financial literacy programmes and enrolling in budgeting programmes
    - Enrolling in employment programmes, completing training on job interviews and entering the workforce
    - Learning how to create a CV and apply for jobs. Gaining an understanding of where to access relevant information and where/how to apply for roles.
    - Completing education and training programmes to increase skills for employment
    - Completing self-development programmes
    - Enrolment with WINZ and arranging appointments, ensuring all entitlements are received.
- Whānau Relationships
    - Enrolling and attending parenting programmes
    - Engaging and meetings with CYFS to get children back
    - Ensuring positive and safe home environment, reducing stress and improving wairua in the home
    - Developing safety plans
    - Completing anger management programmes
    - Re-engaging with whānau and extended whānau
    - Enrolling and attending alcohol and drug programmes
    - Enrolling in Mental Health programmes and completing counselling sessions
    - Completing domestic violence programmes
    - Accessing legal advice and services
    - Attending iwi/whānau wananga
    - Completing mentoring programmes.
- Whānau engagement in te ao Māori
    - Enrolling in te reo Māori and tikanga Māori programmes and courses
    - Enrolling and attending mirimiri sessions
    - Participating in marae activities and attending wananga
    - Registering with iwi and attending iwi hui
    - Participating in cultural activities including waka ama and kapa haka
    - Obtaining information and learning about their whakapapa
    - Learning karakia and waiata
    - Completing mentoring programmes (tuakana/teina kaupapa)
    - Registering and training for iron Māori.

2.3.2. Building data analysis and outcomes measurement capacity/capability of Whānau Ora Partners

TPM contracted 7.4 FTE to provide data analysis and outcomes measurement training and support this quarter. All resources completed a train the trainer programme delivered by TPM before providing training and support to Whānau Ora partners around Te-Ika-a-Māui.

A total of 51 providers were engaged within this training programme and approx. 94% of these providers reported improvements in their knowledge and understanding relating to outcomes measurement.

Further training will take place 2016/2017.

Some of the feedback on what worked well in the workshops is summarised below:

- Linking the data, outcomes measurement and reporting requirements to practice helped kaimahi understanding
- Appreciated the hands-on, face to face training session
- Good facilitation, easy to understand with clear working examples
- Simple language used for a complex data and reporting requirements
- Informative, Interactive and engaging. Good understanding of how it applied to mahi on the ground
- Better understanding of how and why we need to collect this data to demonstrate what we are achieving for whānau
- Appreciated the additional 1:1 sessions
- Getting a clear understanding of the different terminology used was really helpful
- The support materials provided were very useful and will support accurate data collection going forward
- Able to answer all our questions that were specific to each organisation.

Some of the feedback on improvements or further training requirements included:

- Follow up workshops and 1:1 sessions
- Regular training sessions
- More time allocated to the training workshop and case studies/working examples
- Further training on Whānau Tahi.

3. Performance

3.1. Outputs and results focused performance measures

Whānau Direct

Indicator	Baseline	Target	Data source	Data collection	Results
Funds are distributed within 24-48 hours of TPM's receipt of approved Whānau Direct applications that are complete and accurate	78% (based on 2014/15 pilot)	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.	Whānau Direct applications received and TPM records	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.	Funds for 95.9% of Whānau Direct applications were distributed within 24-48 hours of TPM's receipt of approved applications that were complete and accurate. A cumulative number of 2,842 out of 2,965 applications were paid within 24-48 hours.
Number of whānau and families supported by Whānau Direct.	N/A. The engagement targets have been set based on the Whānau Direct funding allocated to each region.	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.	Whānau Direct applications received and paid. Whānau Direct providers' reports.	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.	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.
Funds are distributed for whānau who seek to achieve at least one of the six Whānau Ora outcomes.	100% (based on 2014/15 pilot)	The intention that 100% of Whānau Direct funds are distributed for whānau seeking to achieve at least one of the six Whānau Ora outcomes.	Whānau Direct applications received and TPM records.	Providers will submit all approved Whānau Direct applications to TPM. This will include information about the outcome that each whānau is seeking to achieve.	100% of Whānau Direct funds were distributed for whānau seeking to achieve at least one of the six Whānau Ora outcomes. From the 2,965 cumulative whānau engaged in Whānau Direct, a total of 5,476 immediate to short term outcomes were linked to one of the six Whānau Ora outcome domains. Below is a breakdown across the six domains: **TPK Outcome Domain** — **Count** Whānau are economically secure — 1,871 Whānau are living healthy lifestyles — 1,805 Whānau are participating fully in society — 812 Whānau are self-managing and empowered leaders — 655 Whānau are cohesive and resilient — 232 Whānau are confidently participating in te ao Māori — 102 **Total** — **5,476** The top 10 resources by category funded by Whānau Direct were: • Household appliances (9.6 percent) • Vehicle repairs and maintenance (7.5 percent) • Bedding and Linen (7.1 percent) • Sports, fitness and recreational activities (5.6 percent) • Children's clothing and shoes (5.2 percent) • School Uniforms (4.1 percent) • Dental treatments and supplies (4.0 percent) • Laptops and Computers (3.7 percent) • Driver licensing (3.7 percent) • Rent and Accommodation (3.4 percent)

Indicator	Baseline	Target	Data source	Data collection	Results
Whānau recipients of Whānau Direct identify a positive impact from the intervention.	80% (based on 2014/15 pilot)	**80**% of whānau who receive Whānau Direct funding for requests with a review date within FY15/16 report a positive impact from funding.	Whānau Direct reporting on outcomes based on information received from whānau at providers' compulsory check-ins/reviews.	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.	97.8% of whānau who received Whānau Direct funding reported a positive impact from the funding. A cumulative number of 2,137 whānau out of 2,186 whānau reported a positive impact. **Note:** TPM will continue to work with providers to complete check-ins with whānau and record results of the review. Whilst the volume of whānau reporting results will increase, we expect the percentage reporting a positive impact will be similar to the above. An updated report regarding this indicator and Incentive Payment KPI #1 will be provided in September once all relevant check-ins have been completed and entered.
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.	Please see KPI WD 3 above for the needs of whānau linked to the Whānau Ora Results Commissioning Framework. Please also see section 2.3.1 for the trends of Whānau Direct interventions.

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	Whānau		Whānau Members	
	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	96	113	295	367
Tāmaki Makaurau	240	464	265	489
Hauraki-Waikato	473	491	832	876
Waiariki	120	124	201	209
Ikaroa-Rāwhiti	597	600	1,207	1,220
Te Tai Hauāuru	184	234	387	470
Total	**1,710**	**2,026**	**3,187**	**3,631**

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

Whānau Ora region	# of whānau engaged (cumulative)	# of whānau who have not experienced a shift (cumulative)	# of whānau who have experienced a positive shift of 1+ (cumulative)	# of whānau who have experienced a positive shift of 2+ (cumulative)	# of whānau who have experienced a positive shift of 3+ (cumulative)	# of whānau who have experienced a positive shift of 4+ (cumulative)
Te Tai Tokerau	102	-	102	93	67	13
Tāmaki Makaurau	177	-	177	170	168	163
Hauraki-Waikato	115	-	115	90	53	20
Waiariki	92	-	92	53	39	-
Ikaroa-Rāwhiti	107	-	107	107	102	26
Te Tai Hauāuru	133	-	133	133	55	1
Total	**726**	**-**	**726**	**646**	**484**	**223**

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

Aggregate

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	298	275	298	-
Whānau are living healthy life-styles	423	384	423	-
Whānau are cohesive, resilient and nurturing	27	24	27	-
Whānau are participating fully in society	142	129	142	-
Whānau are confidently participating in te ao Māori	40	39	40	-
Whānau are economically secure	71	59	71	-

Te Tai Tokerau

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	102	93	102	-
Whānau are living healthy life-styles	-	-	-	-
Whānau are cohesive, resilient and nurturing	-	-	-	-
Whānau are participating fully in society	-	-	-	-
Whānau are confidently participating in te ao Māori	-	-	-	-
Whānau are economically secure	-	-	-	-

Tāmaki Makaurau

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	1	1	1	-
Whānau are living healthy life-styles	177	170	177	-
Whānau are cohesive, resilient and nurturing	-	-	-	-
Whānau are participating fully in society	10	10	10	-
Whānau are confidently participating in te ao Māori	2	2	2	-
Whānau are economically secure	-	-	-	-

Hauraki-Waikato

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	20	15	20	-
Whānau are living healthy life-styles	60	49	60	-
Whānau are cohesive, resilient and nurturing	1	1	1	-
Whānau are participating fully in society	18	12	18	-
Whānau are confidently participating in te ao Māori	7	7	7	-
Whānau are economically secure	29	24	29	-

Waiariki

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	54	45	54	-
Whānau are living healthy life-styles	24	3	24	-
Whānau are cohesive, resilient and nurturing	3	-	3	-
Whānau are participating fully in society	10	3	10	-
Whānau are confidently participating in te ao Māori	1	-	1	-
Whānau are economically secure	12	5	12	-

Ikaroa-Rāwhiti

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	85	85	85	-
Whānau are living healthy life-styles	85	85	85	-
Whānau are cohesive, resilient and nurturing	9	9	9	-
Whānau are participating fully in society	66	66	66	-
Whānau are confidently participating in te ao Māori	7	7	7	-
Whānau are economically secure	10	10	10	-

Te Tai Hauāuru

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	36	36	36	-
Whānau are living healthy life-styles	77	77	77	-
Whānau are cohesive, resilient and nurturing	14	14	14	-
Whānau are participating fully in society	38	38	38	-
Whānau are confidently participating in te ao Māori	23	23	23	-
Whānau are economically secure	20	20	20	-

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

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	-	298	275	221	26	-
Whānau are living healthy life-styles	-	423	384	318	187	-
Whānau are cohesive, resilient and nurturing	-	27	24	9	1	-
Whānau are participating fully in society	-	142	129	93	18	-
Whānau are confidently participating in te ao Māori	-	40	39	11	3	-
Whānau are economically secure	-	71	59	31	9	-

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

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	-	23	54	195	26	-
Whānau are living healthy life-styles	-	39	66	131	187	-
Whānau are cohesive, resilient and nurturing	-	3	15	8	1	-
Whānau are participating fully in society	-	13	36	75	18	-
Whānau are confidently participating in te ao Māori	-	1	28	8	3	-
Whānau are economically secure	-	12	28	22	9	-

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

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	298					
Whānau are living healthy life-styles	423					
Whānau are cohesive, resilient and nurturing	27					
Whānau are participating fully in society	142					
Whānau are confidently participating in te ao Māori	40					
Whānau are economically secure	71					

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	16 out of 37 (43%)
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	37 out of 58 (64%)
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	64 out of 80 (80%)
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	Enrolled with GP - 18 out of 31 (58%) Immunisations up to date - 15 out of 20 (75%) 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	342 out of 567 (60%) *
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	99 out of 147 (67%)
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	38 out of 57 (67%)
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	987 out of 1,051 (94%)
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	361 out of 552 (65%)
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	196 out of 317 (62%)
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	687 out of 729 (94%)
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	48 out of 303 (16%)
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	27 out of 318 (9%)
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	136 out of 301 (45%)

* 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	Actuals	
	Quarter	Cumulative
Te Tai Tokerau	198	768
Tāmaki Makaurau	199	771
Hauraki-Waikato	151	480
Waiariki	170	580
Ikaroa-Rāwhiti	482	676
Te Tai Hauāuru	155	407
Total	**1,355**	**3,682**

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	Actuals	
	Quarter	Cumulative
Te Tai Tokerau	198	712
Tāmaki Makaurau	146	635
Hauraki-Waikato	124	416
Waiariki	158	534
Ikaroa-Rāwhiti	418	612
Te Tai Hauāuru	111	329
Total	**1,155**	**3,238**

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	1,334 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	1,809 priority whānau completed activities (goals) specified. Please see section 2.3.1 for the common types of goals/activities that whānau undertook in FY15/16.
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	1,868 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	Out of 1,846 priority whānau surveyed, 1,502 (81%) reported that the initiative has identified and responded to their specific priorities and needs.

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

Whānau Ora region	# of whānau engaged (cumulative)	# of whānau who have not experienced a shift (cumulative)	# of whānau who have experienced a positive shift of 1+ (cumulative)	# of whānau who have experienced a positive shift of 2+ (cumulative)	# of whānau who have experienced a positive shift of 3+ (cumulative)	# of whānau who have experienced a positive shift of 4+ (cumulative)
Te Tai Tokerau	768	56	712	672	442	228
Tāmaki Makaurau	771	136	635	574	350	236
Hauraki-Waikato	480	64	416	394	362	115
Waiariki	580	46	534	354	226	81
Ikaroa-Rāwhiti	676	64	612	298	226	77
Te Tai Hauāuru	407	78	329	275	186	82
Total	**3,682**	**444**	**3,238**	**2,567**	**1,792**	**819**

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

Aggregate

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	838	610	838	-
Whānau are living healthy life-styles	1,253	1,000	1,253	-
Whānau are cohesive, resilient and nurturing	467	411	467	-
Whānau are participating fully in society	384	293	384	-
Whānau are confidently participating in te ao Māori	82	62	82	-
Whānau are economically secure	1,181	960	1,181	-

Te Tai Tokerau

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	161	154	161	-
Whānau are living healthy life-styles	240	219	240	-
Whānau are cohesive, resilient and nurturing	170	166	170	-
Whānau are participating fully in society	66	62	66	-
Whānau are confidently participating in te ao Māori	13	13	13	-
Whānau are economically secure	187	175	187	-

Tāmaki Makaurau

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	142	116	142	-
Whānau are living healthy life-styles	319	301	319	-
Whānau are cohesive, resilient and nurturing	123	121	123	-
Whānau are participating fully in society	85	79	85	-
Whānau are confidently participating in te ao Māori	19	11	19	-
Whānau are economically secure	276	241	276	-

Hauraki-Waikato

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	84	82	84	-
Whānau are living healthy life-styles	89	83	89	-
Whānau are cohesive, resilient and nurturing	8	6	8	-
Whānau are participating fully in society	50	45	50	-
Whānau are confidently participating in te ao Māori	9	9	9	-
Whānau are economically secure	210	199	210	-

Waiariki

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	185	103	185	-
Whānau are living healthy life-styles	187	121	187	-
Whānau are cohesive, resilient and nurturing	31	18	31	-
Whānau are participating fully in society	100	44	100	-
Whānau are confidently participating in te ao Māori	11	2	11	-
Whānau are economically secure	199	136	199	-

Ikaroa-Rāwhiti

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	176	80	176	-
Whānau are living healthy life-styles	292	174	292	-
Whānau are cohesive, resilient and nurturing	78	53	78	-
Whānau are participating fully in society	38	29	38	-
Whānau are confidently participating in te ao Māori	18	16	18	-
Whānau are economically secure	183	101	183	-

Te Tai Hauāuru

Priority Outcome Domain	# of whānau prioritised (cumulative)	# of whānau experiencing a positive shift of 2+ (cumulative)	# of whānau experiencing a positive shift of 1+ (cumulative)	# of whānau not experiencing a positive shift (cumulative)
Whānau are self-managing	90	75	90	-
Whānau are living healthy life-styles	126	102	126	-
Whānau are cohesive, resilient and nurturing	57	47	57	-
Whānau are participating fully in society	45	34	45	-
Whānau are confidently participating in te ao Māori	12	11	12	-
Whānau are economically secure	126	108	126	-

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

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	-	838	610	379	184	-
Whānau are living healthy life-styles	-	1,253	1,000	720	390	-
Whānau are cohesive, resilient and nurturing	-	467	411	276	207	-
Whānau are participating fully in society	-	384	293	201	110	-
Whānau are confidently participating in te ao Māori	-	82	62	28	14	-
Whānau are economically secure	-	1,181	960	739	322	-

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

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	-	228	231	195	184	-
Whānau are living healthy life-styles	-	253	280	330	390	-
Whānau are cohesive, resilient and nurturing	-	56	135	69	207	-
Whānau are participating fully in society	-	91	92	91	110	-
Whānau are confidently participating in te ao Māori	-	20	34	14	14	-
Whānau are economically secure	-	221	221	417	322	-

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

Priority outcome area	0	1	2	3	4	5
Whānau are self-managing	838					
Whānau are living healthy life-styles	1,253					
Whānau are cohesive, resilient and nurturing	467					
Whānau are participating fully in society	384					
Whānau are confidently participating in te ao Māori	82					
Whānau are economically secure	1,181					

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	44 out of 78 (56%)
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	53 out of 101 (52%)
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	248 out of 373 (66%)
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	Enrolled with GP - 101 out of 164 (62%) Immunisations up to date - 52 out of 66 (79%)
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	713 out of 1,227 (58%) *
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	370 out of 523 (71%)
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	108 out of 288 (38%)
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	2,039 out of 2,216 (92%)
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	865 out of 1,370 (63%)
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	660 out of 1,028 (64%)
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	1,899 out of 2,006 (95%)
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	105 out of 882 (12%)
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	76 out of 888 (9%)
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	575 out of 957 (60%)

* 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.

Data and Outcomes Measurement Resource

Indicator	Baseline	Target	Data source	Data collection	Results
Number of data and outcomes measurement resources deployed across the six regions of Te Ika a Māui.	N/A	7.4 FTE data collection and outcomes measurement resources deployed as below: ▪ Te Tai Tokerau 1.0 ▪ Tāmaki Makaurau 2.0 ▪ Waiariki 1.2 ▪ Hauraki-Waikato 1.0 ▪ Ikaroa-Rāwhiti 1.0 ▪ Te Tai Hauāuru 1.2	Whānau Ora partners and/or TPM will collect detailed data on: • Number and type of FTE resource deployed by region • Number of partners reporting improvements in skills and knowledge relating to outcomes measurement through TPM's evaluation tool.	In relation to this indicator TPM will collect and report on: ▪ Number and type of FTE resource deployed by region Number of partners reporting improvements in outcomes measurement through TPM's evaluation tool.	7.4 FTE data collection and outcomes measurement resources deployed across Te-Ika-a-Māui as below: ▪ Te Tai Tokerau 1.0 ▪ Tāmaki Makaurau 2.0 ▪ Waiariki 1.2 ▪ Hauraki-Waikato 1.0 ▪ Ikaroa-Rāwhiti 1.0 ▪ Te Tai Hauāuru 1.2 Please see section 2.3.2 for a summary of the feedback from the training workshops delivered.
Number of Whānau Ora partners reporting improvements in skills and knowledge relating to outcomes measurement as a result of the workshops and 1:1 sessions.	N/A	45 Whānau Ora partners report improvements in skills and knowledge relating to outcomes measurement.			48 out of 51 Whānau Ora partners reported improvements in knowledge and understanding relating to outcomes measurement.
Number of partners reporting improvements in capacity and/or capability regarding data collection and outcomes measurement.	N/A	45 Whānau Ora partners report improvements in capacity and/or capability regarding data collection and outcomes measurement	Whānau Ora partners and/or TPM will collect detailed data on: ▪ Number of partners reporting improvements in capacity and/or capability regarding data collection and outcomes measurement. ▪ Number of Whānau Ora partners reporting improvements in engagement, assessment, measurement and reporting of whānau and whānau priority outcomes. Number of partners providing improved reporting to TPM	In relation to this indicator TPM will collect and report on: ▪ Number of partners reporting improvements in capacity and/or capability regarding data collection and outcomes measurement. ▪ Number of Whānau Ora partners reporting improvements in engagement, assessment, measurement and reporting of whānau and whānau priority outcomes. Number of partners providing improved reporting to TPM.	43 out of 51 Whānau Ora partners reported improvements in capacity and/or capability regarding data collection and outcomes measurement
Number of Whānau Ora partners reporting improvements in engagement, assessment, measurement and reporting of whānau and whānau priority outcomes	N/A	45 Whānau Ora partners report improvements in engagement, assessment, measurement and reporting of whānau and whānau priority outcomes			48 out of 51 Whānau Ora partners reported improvements in engagement, assessment, measurement and reporting of whānau data and whānau priority outcomes
Number of partners providing improved reporting to TPM	N/A	45 Whānau Ora partners provide improved reporting to TPM			53 out of 70 Whānau Ora partners provided improved reporting to TPM in Q4 compared with Q3.

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 **31 July 2016**