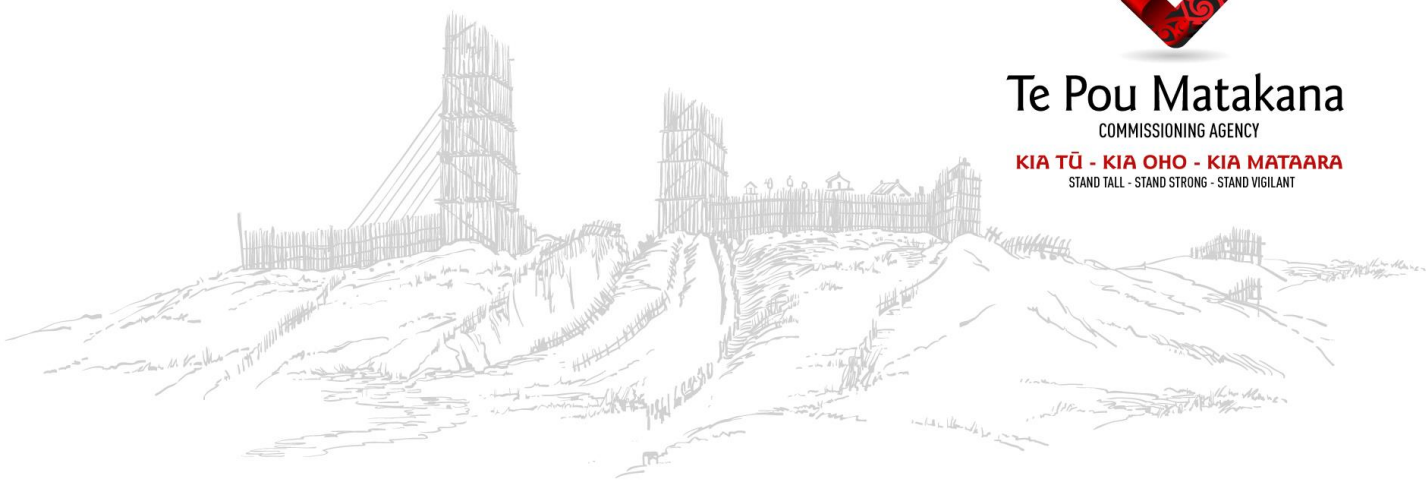


Te Pou Matakana
COMMISSIONING AGENCY
KIA TŪ - KIA OHO - KIA MATAARA
STAND TALL - STAND STRONG - STAND VIGILANT

Quarterly Progress Report

Te Pou Matakana

Date issued:	14 November 2017	**Issued to:**	Te Puni Kōkiri
Overall project status:	Green	**Issued by:**	Te Pou Matakana
Period start:	1 July 2017	**Period end:**	30 September 2017

Executive Summary

Te Pou Matakana (TPM) continues to work with our Whānau Ora partners across Te Ika a Māui to operationalise our commissioning for outcomes policy. This report is the quarter one report for the financial year 2017/2018, and has been refined from previous reporting templates as agreed with Te Puni Kōkiri.

We believe it provides a more comprehensive and enhanced view of the Whānau Ora story and better enables reporting on the impact that our commissioning programmes are having on the lives of whānau throughout Te Ika-a-Māui. Our three key commissioning activities are Whānau Direct, Collective Impact and Kaiārahi, and the below tables outline the high level information across the programmes.

Whānau Direct

- A total of 285 applications were processed this quarter, with the highest volume processed in Te Tai Tokerau (33%) and the lowest volume processed in Ikaroa-Rāwhiti (4%).
- A total of 528 outcomes (an average of 1.9 outcomes per whānau) have been planned so far this financial year with 411 (78%) of these outcomes achieved over quarter one.
- The most common outcomes sought were within the domains of Whānau standards of living (51%), followed by Whānau health (27%) and Whānau participation in the community (9%).

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	93	292
Tāmaki Makaurau	39	119
Hauraki-Waikato	22	63
Waiariki	65	178
Ikaroa-Rāwhiti	10	24
Te Tai Hauāuru	56	152
Total	**285**	**828**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	269	202	75%
Whānau health	145	119	82%
Whānau participation in the community	46	34	74%
Whānau knowledge	36	29	81%
Whānau relationships	26	21	81%
Whānau engagement in Te Ao Māori	6	6	100%
Total	**528**	**411**	**78%**

Collective Impact

- A total of 763 whānau have been engaged through Collective Impact initiatives across Te Ika-a-Māui this quarter.
- A total of 1,218 outcomes (an average of 1.6 outcomes per whānau) have been planned so far this financial year with 120 (10%) of these outcomes achieved over quarter one.
- The most common outcomes were within the domains of Whānau knowledge (32%), followed by Whānau health (30%) and Whānau participation in the community (15%).

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	122	364
Tāmaki Makaurau	261	294
Hauraki-Waikato	34	93
Waiariki	77	77
Ikaroa-Rāwhiti	97	411
Te Tai Hauāuru	172	522
Total	**763**	**1,761**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	384	31	8%
Whānau health	363	28	8%
Whānau participation in the community	186	5	3%
Whānau standards of living	139	48	35%
Whānau relationships	107	6	6%
Whānau engagement in Te Ao Māori	39	2	5%
Total	**1,218**	**120**	**10%**

Kaiārahi

- A total of 2,404 whānau have been engaged through Kaiārahi across Te Ika-a-Māui this quarter.
- A total of 4,026 outcomes (an average of 1.7 outcomes per whānau) have been planned so far this financial year with 778 (19%) of these outcomes achieved over quarter one.
- The most common outcomes were within the domains of Whānau knowledge (24%), followed by Whānau health (24%) and Whānau standards of living (23%).

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	535	1,355
Tāmaki Makaurau	509	1,115
Hauraki-Waikato	261	691
Waiariki	382	1,049
Ikaroa-Rāwhiti	379	925
Te Tai Hauāuru	338	656
Total	**2,404**	**5,791**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	983	200	20%
Whānau health	956	223	23%
Whānau standards of living	938	191	20%
Whānau participation in the community	609	83	14%
Whānau relationships	430	46	11%
Whānau engagement in Te Ao Māori	110	35	32%
Total	**4,026**	**778**	**19%**

1.0 Commissioning Activity

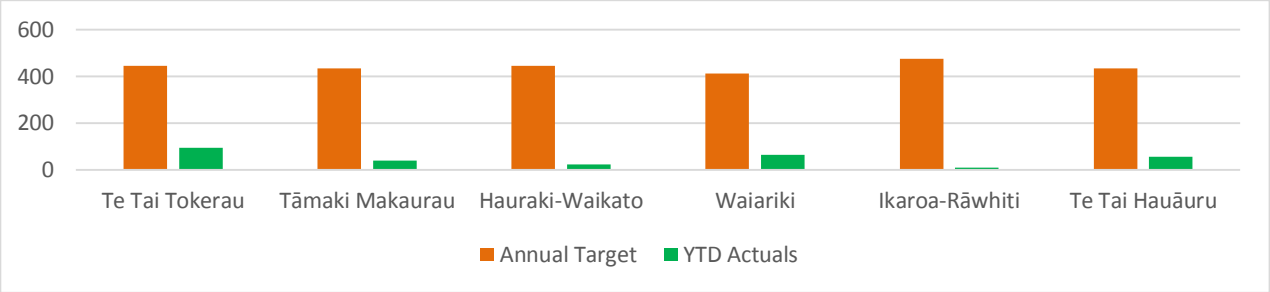
1.1 Commissioning Programmes

1.1.1 Whānau Direct

1.1.1.1 Whānau Engagement

The following table outlines the number of whānau supported by Whānau Direct across the 6 regions, actuals vs targets.

Region	Target			Actuals			
	Whānau			Whānau		Whānau members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	443	111	111	93	93	292	292
Tāmaki Makaurau	432	108	108	39	39	119	119
Hauraki-Waikato	443	111	111	22	22	63	63
Waiariki	411	103	103	65	65	178	178
Ikaroa-Rāwhiti	474	119	119	10	10	24	24
Te Tai Hauāuru	432	108	108	56	56	152	152
Total	**2,635**	**660**	**660**	**285**	**285**	**828**	**828**



There were a total of 285 applications processed this quarter, with the highest volume processed in Te Tai Tokerau (33%) and the lowest volume processed in Ikaroa-Rāwhiti (4%). The first quarter generally provides the opportunity for our partners to review their internal processes and policies around their Whānau Direct investments, and this has contributed to the actual volumes being less than indicative targets across all regions (ranging from 8% to 84% of indicative targets). We are expecting volumes to continue to increase over the following three quarters, as we have observed over the past two years.

Whānau demographics for Whānau Direct are made up of mostly female whānau members (57%) vs male (40%) and reflect our young population with the majority of whānau members being aged 24 years and under (62%).

As anticipated, the main ethnic group that our whānau identify with (allowing up to three responses) is NZ Māori (89%), followed by NZ European / Pakeha (5%) and Pasifika peoples (4%). A breakdown of whānau members receiving support through Whānau Direct this financial year is below:

Gender	Cumulative
Female	475
Male	332
Data Gap	21
Total	**828**

Age Band	Cumulative
0 - 9 years	277
10 - 17 years	172
18 - 24 years	66
25 - 44 years	177
45 - 64 years	95
65+ years	41
Data Gap	0
Total	**828**

Ethnic Group	Cumulative
NZ Māori	737
Pasifika peoples	36
NZ Euro / Pakeha	42
Other	3
Data Gap	10
Total	**828**

1.1.1.2 Whānau Outcomes

The following table outlines outcomes planned and achieved by whānau by outcome domains.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	269	202	75%
Whānau health	145	119	82%
Whānau participation in the community	46	34	74%
Whānau knowledge	36	29	81%
Whānau relationships	26	21	81%
Whānau engagement in Te Ao Māori	6	6	100%
Total	**528**	**411**	**78%**

A total of 528 outcomes (an average of 1.9 outcomes per whānau) have been planned so far this financial year with 411 (78%) of these outcomes achieved over quarter one. The most common outcomes sought were within the domains of Whānau standards of living (51%), followed by Whānau health (27%) and Whānau participation in the community (9%).

We are continuing to work with our Whānau Ora Partners around linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as we refine coding protocols within this framework.

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	Basic furnishings/amenities	101	80	79%
	Housing standards including maintenance	49	36	74%
	Safe transport options	44	35	80%
Whānau health	Physical/Personal health	93	74	79%
	Nutrition	26	22	85%
	Family/Social Health	15	13	87%
Whānau participation in the community	Access to community resources	14	13	93%
	Connection to community networks	12	8	67%
	Participation in sports and recreation	6	5	83%
Whānau knowledge	Education/training	17	15	88%
	Skills/knowledge for employment	14	9	64%
	Numeracy and/or general literacy	2	2	100%
Whānau relationships	Household relationships	11	9	82%
	Wider whānau relationships	6	3	50%
	Relationships with service providers/agencies	5	5	100%
Whānau engagement in Te Ao Māori	Māori lore/knowledge/customs	4	4	100%
	Te reo Māori	1	1	100%
	Knowledge about whenua tupuna	1	1	100%

1.1.1.3 Whānau Resources

The top 15 resource categories funded through Whānau Direct made up 72% of the total investment over the quarter, and the most common resources purchased contributed to over one third of the investment including Adult's clothes/shoes (13%), Household Appliances (11%) and Vehicle repairs and maintenance (10%).

Resource Category	% of Investment
Adult's clothes/shoes	13%
Household Appliances	11%
Vehicle repairs and maintenance	10%
Beds, cots, mattresses and linen	6%
Electricity and Gas	5%
Rent and accommodation expenses	4%
Children's clothes/shoes	4%
Other household contents/items	3%
Dental services/resources	3%
Food and nutritional supplies	3%
Specialist health & social services/resources	2%
Vehicle repayments or fines	2%
Dining and lounge furniture	2%
School/educational resources and supplies	2%
School, education and tuition fees/donations	2%

Partners report that they continue to work with, support and advocate on behalf of whānau who are struggling financially with the basic necessities of life. A large majority of whānau they work with are receiving WINZ assistance through benefits and in most cases they have exhausted their advance entitlements.

Partners state essential household items including furniture and appliances are the main resources that whānau require. However, partners saw an increase in Whānau Direct support for winter related resources, e.g. warm clothing and heating. This seasonal trend was also noted in previous years.

Financial support for whānau with rent and mortgage arrears is increasing with the rising costs of living. As mitigation for the increasing number of whānau seeking financial support, partners report that connecting whānau with budget advice services is critical part of ongoing support.

Whānau in areas with little to no public transport were supported with resources relating to vehicle maintenance and transport so that they can attend important health and social service appointments.

1.1.1.4 Whānau Success Stories

Withheld under section 9(2)(a)

[redacted]

1.1.1.5 Partner and Workforce Development

Managing whānau expectations regarding access to Whānau Direct is a common theme amongst partners. Clear communication with whānau helps to correct misinformation within the community around the purpose, criteria and process of applying for Whānau Direct resource.

Whānau Direct training is ongoing with staff changes across partners and new partners accessing Whānau Direct funding. Partners reported that they review and improve internal Whānau Direct processes including assessment and planning tools to better streamline the process for whānau.

1.1.1.6 Other Performance Measures

The following table outlines the other performance measures targets versus actuals.

KPI	Indicator	Target	Actual
WD2	Funds are distributed within two working days of TPM's receipt of approved applications.	2,370 (90%)	277 (97%[1])
WD3	2,100 priority whānau report a positive experience.	2,100 (80%)	220 (99%[2])
WD4	2,370 priority whānau report that an immediate change has been achieved through Whānau Direct.	2,370 (90%)	215 (97%[2])
WD5	2,370 priority whānau report a positive impact on the whānau situation as a result of the intervention.	2,370 (90%)	219 (99%[2])

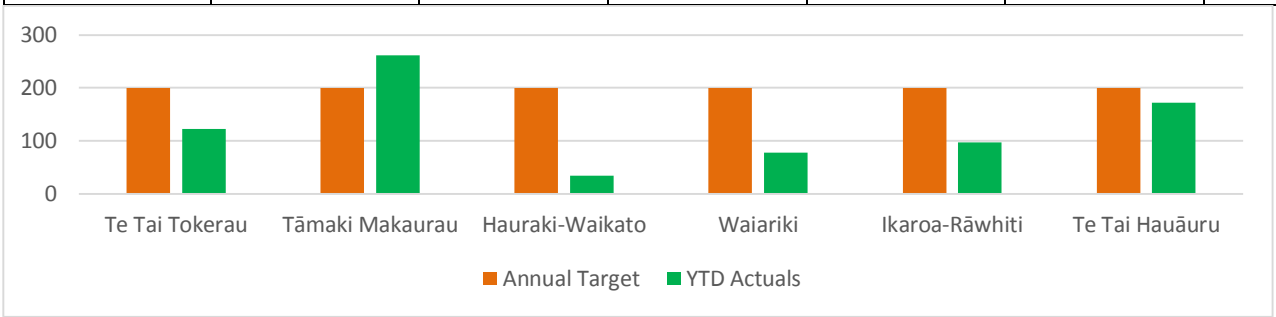
1. % of actual applications (out of 285)
2. % of check-ins completed (out of 221)

1.1.2 Collective Impact

1.1.2.1 Whānau Engagement

The following table outlines the number of whānau supported by Collective Impact across the 6 regions, actuals versus targets.

Region	Target	Actuals				
	Priority whānau	Priority whānau and priority whānau members				
	1,200 priority whānau supported in FY17/18	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2017	# priority whānau members engaged since 1 July 2017
Te Tai Tokerau	200	25	20	122	122	364
Tāmaki Makaurau	200	0	0	261	261	294
Hauraki-Waikato	200	5	1	34	34	93
Waiariki	200	67	0	77	77	77
Ikaroa-Rāwhiti	200	10	2	97	97	411
Te Tai Hauāuru	200	14	11	172	172	522
Total	**1,200**	**121**	**34**	**763**	**763**	**1,761**



A total of 763 whānau have been engaged through Collective Impact initiatives across Te Ika a Māui this quarter. TPM Lead partners in Tāmaki Makaurau and Te Tai Hauāuru continue to engage with their distinct whānau cohorts, working with them to progress longer term outcomes within each Collective Impact Initiative. Partners across the remaining four regions have worked on refining each of their unique Collective Impact Initiatives to better meet the needs of whānau in their communities. It is expected that these partners will enrol new whānau over the next two quarters to complete baseline assessments and support them to plan and achieve their specific goals.

Whānau demographics for Collective Impact are similar to Whānau Direct and are made up of mostly female whānau members (57%) vs male (40%) and reflect our young population with the majority of whānau members being aged 24 years and under (58%).

As anticipated, the main ethnic group that our whānau identify with (allowing up to three responses) is NZ Māori (89%), followed by Pasifika peoples (5%) and Other ethnicities (4%). A breakdown of whānau members receiving support through Collective Impact this financial year is below:

Gender	Cumulative
Female	998
Male	712
Data Gap	51
Total	**1,761**

Age Band	Cumulative
0 - 9 years	566
10 - 17 years	312
18 - 24 years	136
25 - 44 years	388
45 - 64 years	250
65+ years	62
Data Gap	47
Total	**1,761**

Ethnic Group	Cumulative
NZ Māori	1,564
Pasifika peoples	91
NZ Euro / Pakeha	30
Other	67
Data Gap	9
Total	**1,761**

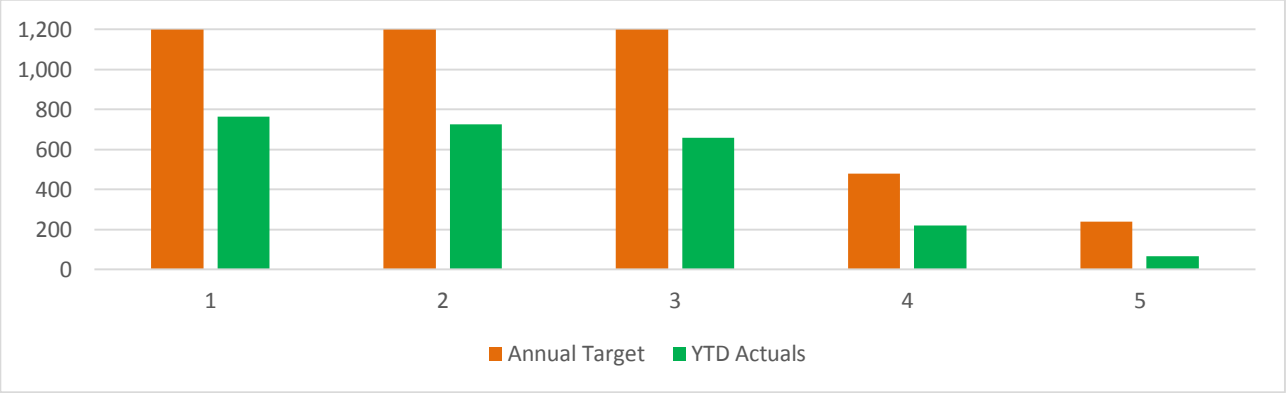
1.1.2.2 Whānau Progress

The following table outlines the unique priority whānau highest end positions by region on the Milestone Indicator Framework:

Region	1	2	3	4	5
Te Tai Tokerau	13	18	75	7	9
Tāmaki Makaurau	0	0	194	60	7
Hauraki-Waikato	0	1	0	0	33
Waiariki	0	0	60	17	0
Ikaroa-Rāwhiti	0	11	47	24	15
Te Tai Hauāuru	26	37	62	44	3
Total unique whānau	**39**	**67**	**438**	**152**	**67**

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	1,200	1,200	1,200	480	240
Year-to-date Actuals	763	724	657	219	67



Of the 763 whānau engaged through Collective Impact this quarter, 724 (95%) have completed assessments to identify their needs and aspirations, and 657 (86%) have developed a plan with goals.

219 whānau (29%) have completed a milestone goal, making significant progress towards their priority outcomes, and of these whānau, 67 (31%) have achieved one or more of their priority outcomes.

1.1.2.3 Whānau Outcomes

The following table outlines outcomes planned and achieved by whānau by outcome domain.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	384	31	8%
Whānau health	363	28	8%
Whānau participation in the community	186	5	3%
Whānau standards of living	139	48	35%
Whānau relationships	107	6	6%
Whānau engagement in Te Ao Māori	39	2	5%
Total	**1,218**	**120**	**10%**

A total of 1,218 outcomes (an average of 1.6 outcomes per whānau) have been planned so far this financial year with 120 (10%) of these outcomes achieved over quarter one. The most common outcomes were within the domains of Whānau knowledge (32%), followed by Whānau health (30%) and Whānau participation in the community (15%).

We are continuing to work with our Whānau Ora Partners around linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as we refine coding protocols within this framework.

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	Education or training	176	14	8%
	Health literacy	150	7	5%
	Skills or knowledge for employment	29	3	10%
Whānau health	Personal health	164	2	1%
	Physical health	83	17	20%
	Nutrition	56	1	2%
Whānau participation in the community	Access to community resources	110	1	1%
	Connection to community networks	72	4	6%
	Legal Doc's (incl Birth Certificates, Drivers Licences)	3	0	0%
Whānau standards of living	Whānau employment	36	28	78%
	Housing standards including maintenance	33	10	30%
	Basic furnishings or amenities or clothing	18	1	6%
Whānau relationships	Relationships with Māori networks	52	0	0%
	Whānau or Household relationships	19	3	16%
	Parenting knowledge or skills	16	1	6%
Whānau engagement in Te Ao Māori	Te Reo Māori	22	2	9%
	Māori lore or knowledge or customs	14	0	0%
	Whakapapa or whānau connections	2	0	0%

1.1.2.4 Collective Impact Whānau Success Indicators

The following table outlines the additional "better off" measures for Collective Impact:

Collective Impact Partner	Engagement	#	Progress Milestone	# / %	Outcomes Achieved	# / %
Ngāti Hine	# of whānau engaged who have prioritised improved attendance at school	11	# / % of whānau engaged who have prioritised improved attendance at school that have completed their milestone goal	3 27%	# / % of whānau engaged who have evidenced improved attendance at school	3 27%
Te Whānau o Waipareira	# of whānau engaged who have prioritised increased physical activity and/or improved diet	84	# / % of whānau engaged who have prioritised increased physical activity and/or improved diet that have completed their milestone goal	24 29%	# / % of whānau engaged who have evidenced increased physical activity and/or improved diet	18 21%
Te Kōhao Health	# of whānau engaged who have prioritised employment that are unemployed at the initial engagement	25	# / % of whānau engaged who have prioritised employment that are unemployed at the initial engagement that have completed their milestone goal	25 100%	# / % of whānau engaged who were previously unemployed become employed (either part-time or full time)	22 88%
Ngāti Rangi	# of whānau engaged who have prioritised improved housing standards through better insulation	2	# / % of whānau engaged who have prioritised improved housing standards through better insulation that have completed their milestone goal	2 100%	# / % of whānau engaged who have evidenced improved housing standards through better insulation	0 0%
We are currently working with the following TPM Partners to confirm their specific outcomes and indicators to report against from 1st January 2018 – 30 June 2018: ▪ Te Tihi o Ruahine Whānau Ora Alliance ▪ Te Taiwhenua o Heretaunga ▪ Whaiora Whānui						

Ngāti Hine Health

Tai Tokerau Whānau Ora Collective Impact initiative aims to strengthen whānau relationships to improve learning opportunities for tamariki. Priority whānau are identified as single parent whānau with school aged tamariki 6 – 14 years of age. The Collective Impact initiative focuses on building positive whānau relationships as a catalyst to drive improved learning opportunities for tamariki.

During this quarter, the initiative has focused on stabilising support for priority whānau i.e. solo parents with children 6 – 14 to improve attendance at school. 11 whānau prioritised improved attendance at school with 3 whānau achieving their outcome.

Te Whānau o Waipareira

Nga Pou o Te Whare o Waipareira #Tatou initiative aims to address metabolic disorders with a focus on obesity. The objectives include support for whānau to achieve and maintain a healthy lifestyle and to improve collaboration and health literacy across all Collective Impact partners based in Te Whānau o Waipareira's Whānau Centre in Henderson. This is to enable a more integrated seamless service to whānau.

During quarter 1, 18 of the 84 whānau who had prioritised increased physical activity and/or improved diet achieved this outcome.

Te Kōhao Health

Te Ngira's vision is 'Whakanuia ake te oranga me te manahau o te whānau' - Maximising the well-being and resilience of whānau. Their common agenda is to increase household income of priority whānau through education and employment.

For quarter 1, 25 whānau who were previously unemployed planned for employment (either part or full time) with 22 whānau achieving this outcome. Te Kōhao Health suggest that these positive employment outcomes are attributed to employment coordinators being embedded in their role since the previous financial year and have developed relationships with whānau.

Ngati Rangi Trust

Ngāti Rangi Trust's common agenda is Ruapehu whānau proudly living in safe, warm homes. For quarter 1, 2 whānau prioritised improved housing standards through better insulation and have now completed their milestone goal, making significant process towards achieving their priority outcomes.

1.1.2.5 Whānau Success Stories

Withheld under section 9(2)(a)

[redacted]

1.1.2.6 Partner and Workforce Development

There are a number of lead partners are refining their initiatives to better meet the needs of whānau this financial year. Partners report the importance of sharing the learnings of their Collective Impact initiative journey with other partners. A number of lead partners continue to build capacity and capability of regional partners to enable them to implement new Collective Impact initiatives across their communities.

Whānau Tahi Version 5 (WTv5) is being rolled out across partners to accurately track and report on whānau progress towards achievement of outcomes.

1.1.2.7 Collective Impact Innovation Fund

TPM continued to work with partners to finalise their Collective Impact Innovation Fund action plans this quarter. Whilst a majority of partners were able to finalise their plan to commence initiatives from 1 September 2017, the remainder are expected to commence initiatives from quarter 2.

A summary of CI Innovation Fund initiatives is provided below

Region	Summary of CI Innovation Fund initiatives
Tai Tokerau	Programme design and delivery to achieve the following outcomes: • Improved personal learning in leadership and governance • Improved skills and confidence to engage with education providers • Improved relationships with education providers
Tāmaki Makaurau	Community commissioning, programme design and delivery, information technology and workforce development to achieve the following outcomes: • Increased community participation through projects • Improved shared measurement capabilities through Whānau Tahi Navigator • Improved outcomes management capacity & capability
Hauraki Waikato	Programme design and delivery, community commissioning and information technology to achieve the following outcomes: • Increased whānau employment • Increased knowledge and skills for employment • Improved shared measurement capabilities through Whānau Tahi Navigator

Region	Summary of CI Innovation Fund initiatives
Waiariki	Programme design and delivery and information technology to achieve the following outcomes: • Improved living conditions for whānau • Improved knowledge regarding home maintenance for whānau • Improved shared measurement capabilities through Whānau Tahi Connected Care
Ikaroa Rāwhiti	Programme design and delivery and information technology to achieve the following outcomes: • Increased employment opportunities for rangatahi • Improved education outcomes for rangatahi • Improved shared measurement capabilities through Whānau Tahi Navigator
Te Tai Hauāuru	Programme design and delivery and information technology to achieve the following outcomes: • Improved literacy regarding home maintenance • Improved education outcomes for rangatahi • Improved access to technology for rangatahi • Improved shared measurement capabilities through Whānau Tahi Navigator

Forecasted activity for quarter two includes the remaining initiatives are to be agreed and implemented with ongoing monitoring of implementation of all initiatives. In addition, planning will commence on Collective Impact Innovation Fund tranche 2. This will be expensed from quarter 2.

1.1.2.8 Other Performance Measures

The following table outlines the other performance measures, targets versus actuals.

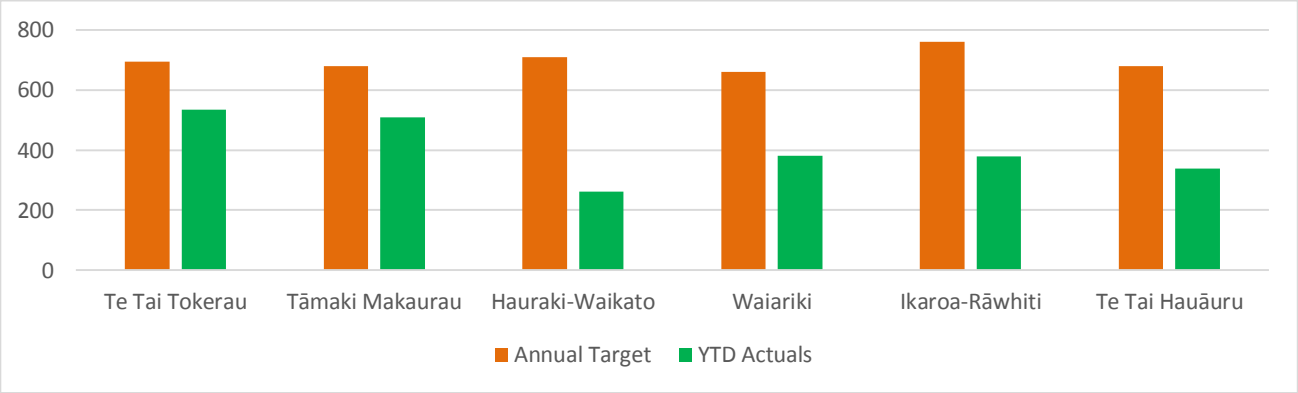
KPI	Indicator	Target	Actual
CI4	Priority whānau have been referred to relevant services/programmes.	1,200	378 (32%)
CI5	Priority whānau report that the initiative has identified and responded to their priorities and needs.	240	*Report six-monthly*
CI6	Priority whānau report a positive experience.	210	*Report six-monthly*
CI7	CI partnerships have built upon existing activities and improved Whānau Ora practices of partner organisations to support priority whānau.	13	*Report annually*
CI8	Priority whānau report improvements in ability to plan and achieve goals.	240	*Report six-monthly*
CI11	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	120	*Report six-monthly*

1.1.3 Kaiārahi

1.1.3.1 Whānau Engagement

The following table outlines the number of whānau supported by Kaiārahi across the 6 regions, actuals vs targets.

Region	Target	Actuals				
	Priority whānau	Priority whānau and whānau members				
	4,184 priority whānau supported in FY17/18	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2017	# priority whānau members engaged since 1 July 2017
Te Tai Tokerau	694	121	62	535	535	1,355
Tāmaki Makaurau	680	178	76	509	509	1,115
Hauraki-Waikato	710	41	23	261	261	691
Waiariki	660	134	114	382	382	1,049
Ikaroa-Rāwhiti	760	102	41	379	379	925
Te Tai Hauāuru	680	141	55	338	338	656
Total	**4,184**	**717**	**371**	**2,404**	**2,404**	**5,791**



A total of 2,404 whānau have been engaged through Kaiārahi across Te Ika a Māui this quarter. The demographic make-up of whānau engaged are reflective of the other two commissioning programmes with mostly female whānau members (59%) vs male (41%) and with a main ethnic group (allowing up to three responses) of NZ Māori (82%), followed by Other ethnicities (8%) and Pasifika peoples (6%). The age band distribution between 24 years and under and 25 years and over is more evenly spread within Kaiārahi engagement, however, the majority of whānau members are still aged 24 years and under (52%).

A breakdown of whānau members receiving support through Kaiārahi this financial year is below:

Gender	Cumulative
Female	3,441
Male	2,347
Data Gap	3
Total	**5,791**

Age Band	Cumulative
0 - 9 years	1,363
10 - 17 years	922
18 - 24 years	701
25 - 44 years	1,730
45 - 64 years	836
65+ years	225
Data Gap	14
Total	**5,791**

Ethnic Group	Cumulative
NZ Māori	4,769
Pasifika peoples	320
NZ Euro / Pakeha	265
Other	437
Data Gap	0
Total	**5,791**

Kaiārahi engagement in priority communities

The following table outlines the number of whānau engaged with Kaiārahi across the Te Puni Kōkiri defined priority communities, benchmark versus actuals.

Region	Priority Community	Benchmark	Actuals
Te Tai Tokerau	Kaitāia	70	89
	Whangārei	194	169
	Kaikohe	85	106
Tāmaki Makaurau	Glen Innes	14	17
	Papakura	42	21
	Māngere	19	43
	Manukau East	83	37
Hauraki-Waikato	Hamilton	427	141
	Ngāruawāhia	74	9
	Huntly	87	10
Waiariki	Rotorua	191	188
	Taupō	27	0
	Ōpōtiki	39	31
	Whakatāne	50	19
	Tūrangi	25	0
	Kawerau	53	16
Ikaroa-Rāwhiti	Northern East Coast	79	26
	Kaitī	30	35
	Gisborne	8	73
	Wairoa	55	49
	Camberley	21	2
	Flaxmere	29	11
	Lower Hutt	98	14
Te Tai Hauāuru	Southern Taranaki	30	23
	Whanganui	98	64
	Taumarunui	41	8
Total		**1,969**	**1,201**

Whilst our policy is permissive, and does not confine Kaiārahi engagement to specific area's within each community, Kaiārahi do continue to engage whānau within the above defined priority communities across Te Ika a Māui.

Kaiārahi priority whānau engagement re: whakapakari tinana

The following table outlines the number of whānau supported by Pou Hākinakina across the 6 regions, actuals vs targets.

Region	Target	Actuals				
	Priority whānau	Priority whānau and whānau members				
	338 priority whānau supported in FY17/18	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2017	# priority whānau members engaged since 1 July 2017
Te Tai Tokerau	78	0	0	0	0	0
Tāmaki Makaurau	52	0	0	0	0	0
Hauraki-Waikato	26	5	0	5	5	13
Waiariki	52	4	0	4	4	4
Ikaroa-Rāwhiti	78	21	0	21	21	70
Te Tai Hauāuru	52	22	0	22	22	22
Total	**338**	**52**	**0**	**52**	**52**	**109**

Pou Hākinakina continued to develop relationships with regional sports trusts across Te Ika a Māui. Some continue to consolidate relationships with regional sports trusts i.e. in the Bay of Plenty and Manawatū where Pou Hākinakina collaborate with the sports trusts and other organisations across some initiatives. However in other regions, Pou Hākinakina note the reluctance of regional sports trusts to engage in discussions around ongoing collaboration.

Strategic relationships with other regional partners around sports and recreation continue to develop. For example, in Waiariki the Pou Hākinakina worked with Healthy Families and Toi Tangata to co-design an approach to the Physical Activity and Nutrition National Hui in 2018.

Partners report that the Pou Hākinakina role remains strengths based as it then has the ability to engage whānau positively towards their hauora goals such as whānau-led activities. Ideally, the kaupapa around whakapakari tinana will integrate across organisations to create a wider reach and greater sustainability.

In Ikaroa-Rāwhiti, Pou Hākinakina maintain regular engagement with whānau who are happy to improve their health and wellbeing through whakapakari tinana. Through survey and evaluation it has been identified that those whānau who have maintained regular engagement have been those who have access to a gym facility and equipment. Thus, the Pou Hākinakina has managed to form a relationship with a local gym whereby whānau can temporarily use the gym with the Pou Hākinakina for free with the idea that they would eventually sign up should they decide to continue on their own accord at a reduced or subsidised rate. The idea of the evaluation is how to maximise the potential for whānau to achieve their goals by removing barriers that exist (such as the gym) where engagement has been high.

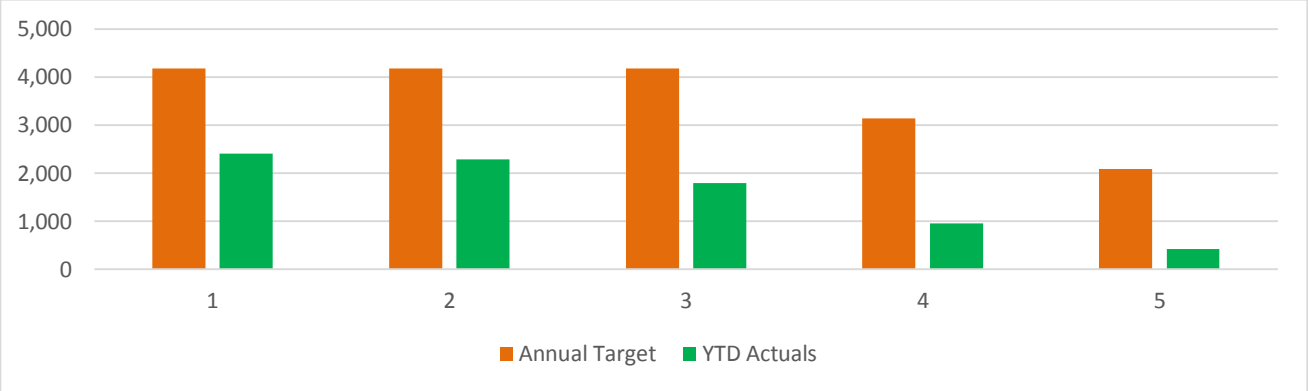
1.1.3.2 Whānau Progress

The following table outlines the unique priority whānau highest end positions by region on the Milestone Indicator Framework:

Region	1	2	3	4	5
Te Tai Tokerau	0	32	247	174	82
Tāmaki Makaurau	41	317	89	59	3
Hauraki-Waikato	4	0	25	10	222
Waiariki	4	65	153	79	81
Ikaroa-Rāwhiti	5	5	235	109	25
Te Tai Hauāuru	68	64	93	99	14
Total unique whānau	**122**	**483**	**842**	**530**	**427**

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	4,184	4,184	4,184	3,138	2,092
Year-to-date Actuals	2,404	2,282	1,799	957	427



Of the 2,404 whānau engaged by Kaiārahi this quarter, 2,282 (95%) have completed assessments to identify their needs and aspirations, and 1,799 (75%) have developed a plan with goals.
957 whānau (40%) have completed a milestone goal, making significant progress towards their priority outcomes, and of these whānau, 427 (45%) have achieved one or more of their priority outcomes.

1.1.3.3 Whānau Outcomes

The following table outlines outcomes planned and achieved by whānau by outcome domain.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	983	200	20%
Whānau health	956	223	23%
Whānau standards of living	938	191	20%
Whānau participation in the community	609	83	14%
Whānau relationships	430	46	11%
Whānau engagement in Te Ao Māori	110	35	32%
Total	**4,026**	**778**	**19%**

A total of 4,026 outcomes (an average of 1.7 outcomes per whānau) have been planned so far this financial year with 778 (19%) of these outcomes achieved over quarter one. The most common outcomes were within the domains of Whānau knowledge (24%), followed by Whānau health (24%) and Whānau standards of living (23%).

We are continuing to work with our Whānau Ora Partners around linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as we refine coding protocols within this framework.

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	Education or training	558	67	12%
	Financial literacy or Budgeting	156	42	27%
	Skills or knowledge for employment	153	19	12%
Whānau health	Personal health	462	144	31%
	Whānau or Social Health	311	49	16%
	Mental health	92	17	18%
Whānau standards of living	Housing standards including maintenance	333	78	23%
	Whānau or household income	156	25	16%
	Safe transport options	146	22	15%
Whānau participation in the community	Connection to community networks	416	28	7%
	Access to community resources	130	28	22%
	Participation in sports and recreation	37	17	46%
Whānau relationships	Parenting knowledge or skills	142	3	2%
	Whānau or Household relationships	123	21	17%
	Wider whānau relationships	59	5	8%
Whānau engagement in Te Ao Māori	Connections to Māori community organisations	33	17	52%
	Te Reo Māori	27	5	19%
	Whakapapa or whānau connections	26	10	38%

Partners report that helping whānau to obtain their driver's licence is one of the most popular programmes across the Te Ika a Māui, which not only builds confidence but provides a pathway to employment opportunities. Partners state that steps to

obtaining the relevant driver's licence is a common goal sought by whānau as often having a valid driver's licence is viewed by whānau as an essential step toward obtaining employment.

Another ongoing goal evident across all partners are educational aspirations to better whānau circumstances. Adults and rangatahi are wanting to explore employment and career pathways. Whānau engaging in study at certificate or diploma levels to improve employment opportunities. Advocacy continues to be a significant aspect of engagement with whānau who are unaware of the services available to them including benefit entitlements and support with Housing New Zealand.

In relation to personal health, whānau seek support from Kaiārahi as resources and support for methamphetamine and synthetic cannabis users is limited. A number of partners have identified drug use such as methamphetamine and synthetic cannabis use continues to grow particularly with the younger generations.

In relation to housing, Kaiārahi report that whānau continue to seek support around housing across Te Ika a Māui. Kaiārahi provide advocacy for whānau with both Housing New Zealand and private real estate agencies when applying for rental accommodation.

1.1.3.4 Kaiārahi Whānau Success Indicators

Outcome Domain	Outcome Area	Outcome	Planned Outcomes	Achieved Outcomes	Achieved %
Whānau knowledge	Education/ Training	Improved access to education or training courses/ programmes			
Whānau health	Mental Health	Improved mental health			
	Nutrition	Improved nutrition			
	Physical/ Personal health	Improved physical health			
Whānau participation in the community	Whānau Employment	Improved employment opportunities			
Whānau relationships	Whānau/ Household relationships	Improved whānau or household relationships			
Whānau engagement in Te Ao Māori	Connections to Māori community organisations	Improved access to Māori community organisations			
Whānau standards of living	Basic furnishings/ amenities/ clothing	Increased basic furnishings, amenities or clothing			
	Safe transport options	Improved access to safe transport options			
	Housing standards including household maintenance	Improved housing standards incl household maintenance			

Report six-monthly

We are continuing to work with our Whānau Ora Partners around linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect to be in a position to report against this table six-monthly from quarter two as agreed.

1.1.3.5 Whānau Success Stories

Story 1

[redacted]

Story 2 Withheld under section 9(2)(a)

[redacted]

[redacted]

1.1.3.6 Partner and Workforce Development

Partners report professional training and development continued this quarter with local workshops for Kaiārahi that include training in family violence and safety in the home. Partners confirmed that Kaiārahi networking internally and externally is critical to their ongoing practice in order to have a large 'kete of knowledge' regarding community services and resources that may benefit whānau.

One partner state that all Kaiārahi completed budgeting workshops and are now certified and registered budgeters. This was to better equip Kaiārahi to support whānau with budget setting which would otherwise take two weeks before an appointment was available.

Kaiārahi enrolled in the Whānau Ora Diploma course reported improved confidence including confidence in practicing tikanga, manaakitanga and wairuatanga when engaging with whānau.

1.1.3.7 Data Analyst

Data and Outcome Analysts continue to support Whānau Ora partners, Kaiārahi and other Whānau Ora workforce around understanding and capture of whānau data on outcomes.
Data and Outcome Analysts were integral in the verification process for the incentive payment mechanism to ensure streamlined processes. Analysts attended a data wānanga at the end of August to confirm common understandings of approach and requirements and remained the key point of contact for the lead Whānau Ora partner during the verification process. Whānau Tahi Version 5 (WTv5) continues to be rolled out across partners with Data and Outcome Analysts being integral in supporting partners during this process.

1.1.3.8 Other Performance Measures

The following table outlines the other performance measures for Kaiārahi, targets versus actuals.

KPI	Indicator	Target	Actual
K4	Priority whānau have been referred to relevant services/programmes.	4,184	1,383 (33%)
K9	Priority whānau report that the initiative has identified and responded to their priorities and needs.	837	*Report six-monthly*
K10	Priority whānau report a positive experience.	732	*Report six-monthly*
K14	Priority whānau report improvements in ability to plan and achieve goals.	837	*Report six-monthly*
K17	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	1,464	*Report six-monthly*
K11	Priority whānau report that the initiative regarding whakapakari tinana has identified and responded to their priorities and needs.	68	*Report six-monthly*
K12	Priority whānau report a positive experience through the engagement regarding whakapakari tinana.	732	*Report six-monthly*
K6	TPM Lead partners have established relationships and are working collaboratively with 10 of the Regional Sports Trusts and/or other sports and recreational institutions to enable the implementation of whakapakari tinana initiatives across the six regions.	13	*Report six-monthly*
K7	15.0 FTE data and outcomes measurement resources are deployed across Te Ika a Māui.	15	15 (100%)
K8	Whānau Ora partners have been engaged in training workshops (including ongoing guidance) to continue to build outcomes measurement capacity and capability in priority communities in Te Ika a Māui, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	60	42
K13	Whānau Ora partners engaged in the training workshops report that the training material was easy to understand and that the training workshops were good quality, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	45	*Report six-monthly*
K18	Whānau Ora partners report improvements in their knowledge and understanding of outcomes measurement, data collection and reporting.	45	*Report six-monthly*

1.2 Other Commissioning Activities

1.2.1 Research and Evaluation

Commissioning for Change

Wai-Research in partnership with Whakauae Research have been commissioned by TPM to conduct a study which will explore the evolution of commissioning in Aotearoa, within the background of the development of the Whānau Ora framework of Māori service provision.
TPM will be analysed as a case study to investigate the impact that it has commissioning nationally and within the international indigenous commissioning context.
This quarter, the study moved into the write up phase of the final report of which the final draft is projected to be completed by the end of November 2017.

A separate report is being written alongside the technical report which is specifically to be presented to the TPM Board members in December 2017.

Pēperekōutanga: Kaumātua Wellbeing report

TPM is running a twelve-month research project looking into the needs, wishes and aspirations of our Kuia and Kaumātua.
This research project will help TPM to identify the needs, issues and current gaps in regards to Kaumātua across Te Ika a Māui.
The research also aims to highlight diversities within the vastly different areas in which TPM is currently responsible for commissioning activities, so as to be able to incorporate this new knowledge into commissioning the best services possible for whānau.
This quarter, the research team have put together a steering group to oversee the design and delivery of the study. This includes shaping the interview and survey questionnaires and the methodology. The research team have sent a panui to TPM partners across Te Ika a Māui to recruit potential participants for the study.

Ngā Tini Whetū pilot evaluation

This evaluation plan describes the process evaluation for the pilot implementation of the Ngā Tini Whetū, a TPM funded programme which focuses on the transformation of self-sufficient whānau to flourishing whānau (as opposed to languishing) (Durie, M. 2017).
Through this evaluation, Wai-Research firstly hopes to learn more about how the programme is being implemented across three distinct Māori partners in order to determine and interpret the transferability of the Ngā Tini Whetū programme.
Secondly the findings will help to inform decisions about possible expansion of the programme throughout Te Ika a Māui.
This quarter, TPM:

- finalised an evaluation plan for three separate pilot sites
- met with three pilot sites to establish steering groups, discuss evaluation plan and assist with their programme plans

In quarter 2, TPM will commence phase 2 around evaluation interviews.

Investment Programme evaluations

This quarter, Whānau Direct Outcomes data for 2015/16 was analysed and the results were used to construct a draft outcomes menu. This outcomes menu is implemented across Kaiārahi and Whānau Direct programmes.

In addition, TPM commenced the data review and coding of Whānau Direct Outcomes data for 2016/17 which will continue into the quarter 2.

Implementation of the Outcomes Roadmap

Outcomes Roadmap and Outcomes Framework

Analysis of the data from the Collective Impact partner surveys and Whānau Surveys from 2016/17 is complete. A first draft of the summary findings is being developed for next quarter.

1.2.2 Contracting for financial year 2017/2018

Head agreements are in place with lead Whānau Ora partners for Whānau Ora commissioning activities 2017-18 and beyond. The length of the agreement term is either one year or three years depending on the progress of their Collective Impact activities. Sub-contract agreements are in place between lead Whānau Ora partners and their partner network for Whānau Ora commissioning activities.

Variations not completed for Collective Impact Innovation Fund prior to the end of September 2017 will be completed once plans agreed in quarter 2. Planning will also commence on Collective Impact Innovation Fund tranche 2. This will be expensed from quarter 2.

1.2.3 Workforce Development

The Whānau Ora Diploma course continues to support 55 Kaiārahi across 12 lead Whānau Ora partners with graduation on track for July 2018. As at end of quarter 1, 50% (9/18) of the unit standards of the Diploma had been completed. Face to face learning is most productive and successful however on-line learning and engagement also works to maximise teaching times with individuals and small groups. Below is a kaimahi story.

Rangatahi Ora

Withheld under section 9(2)(a)

[redacted]

In quarter 1, TPM commenced the design and development of training modules to support organisational change management including the areas of managing outcomes, leadership, stakeholder engagement. These modules are currently being piloted with a TPM partner and will be further refined over the financial year.

1.2.4 Whānau Tahi

The Whānau Tahi version 5 upgrade has been deployed to seven lead partners across Te Ika a Māui. Four lead partners are currently working with Whānau Tahi to implement their WTv5 upgrades, and these are due for completion in Quarter 3 2017/18. One of our lead partners have had initial discussions with Whānau Tahi and are currently reviewing timeframes for implementation.

TPM will continue to work with our lead partners to enable successful implementation and operation of Whānau Tahi. TPM continues to work closely with Whānau Tahi, and has provided support for the software to be accredited under Social Value International.

1.2.5 Whānau Ora Accreditation Framework

In 2016 the Minister of Whānau Ora approached TPM Board of Directors to put some thought into the design and development of an accreditation process for Whānau Ora Partners defining what underpinned the Whānau Ora philosophy. In addition, TPM received enquiries from existing Whānau Ora partners voicing the need to have some form of accreditation framework unique to Whānau Ora.

TPM progressed the thinking to a co-designed draft Accreditation Framework as broad, generic and permissive for existing partners while also providing an outline of Whānau Ora best practice for those who are wanting to become Whānau Ora partners.

The Whānau Ora Accreditation Framework draft will be circulated for partner feedback in quarter 2. A draft copy is also attached for your feedback.

1.2.6 Ministry of Health Breast and Cervical Screening Support Services

TPM submitted the six monthly report to the Ministry of Health on 31 July. The three lead Whānau Ora partners continue to make good progress and produce good results especially in the area of breast screening support services. An ongoing focus for partners is developing relationships across primary care to improve processes to identify and support priority women to cervical screening. Some key highlights are below:

Te Arawa Whānau Ora

- Number of priority women who had a cervical smear 70 women were screened (target of 224)
- Number of priority group women contacted who had a mammogram 683 women contacted had a mammogram (target of 56)

Te Tihi o Ruahine

- Number of priority women who had a cervical smear 68 women were screened (target of 190)
- Number of priority women contacted who had a mammogram 50 women contacted had a mammogram (target of 34)

Te Rūnanganui o Ngāti Porou

- Number of priority women who had a cervical smear 229 women were screened (target of 167)
- Number of priority group women contacted who had a mammogram 780 women contacted had a mammogram (target of 34)

The next face to face hui of all partners is in Gisborne on 1 December 2017

1.3 Progress against Investment Plan

1.3.1 Activities completed this quarter

Key Activity	Quarter	Comments
Contracts for Whānau Direct, Kaiārahi, Collective Impact and Collective Impact Innovation commence	Quarter 1	Collective Impact Innovation contracts ongoing. Other contracts commenced
Monitor Whānau Direct, Kaiārahi, Collective Impact and Collective Impact Innovation initiatives	Quarter 1	In progress
Design and implement workforce development including 'best practice' modules alongside Whānau Tahi rollout	Quarter 1	In progress
Commence Research, Strategy and Innovation workstream projects	Quarter 1	In progress
Review of the Outcomes Policy (Outcomes Framework and Outcomes Roadmap, including the outcomes measurement tools).	Quarter 2	
Monitor Whānau Direct, Kaiārahi, Collective Impact and Collective Impact Innovation initiatives	Quarter 2	Not started

1.3.2 Activities planned next quarter

Activities planned for next quarter as noted above at 1.3.1

1.3.3 Activities/timeframes modified for next quarter

Collective Impact Innovation contracts ongoing. Other contracts commenced

2.0 Spending Profile

2.1 Operating costs and commissioning funds

Please see the attached Financial report.

2.2 Cost escalation / underspend issues

The following is a brief explanation regarding variances in the financial report.

- Whānau Direct ($445,408) - Traditionally there is a delay in spend of Whānau Direct in the first quarter due to sign-off of contracts, confirmation of allocations within partnerships, new system set-ups. Spend will pick up from quarter 2.
- Collective Impact for Whānau ($1,047,372) – TPM continues to work with a number of lead partners with identified performance issues. Further investment will be available to these lead partners during the financial year when they are able to evidence improvement in performance.
- Kaiārahi incl Pou Hākinakina and Data Analyst ($180,000) – Additional resource will be allocated during this financial year as new partners join Whānau Ora partnerships or where gaps are identified.
- CI Innovation Fund ($736,250) – Not all Collective Impact Innovation Fund action plans were agreed for implementation during quarter 1. Action plans not agreed in quarter 1 are expected to be agreed and implemented from quarter 2. Planning will commence around tranche 2 of Collective Impact Innovation Fund. This will be expensed from quarter 2.

3.0 Key Risks / Issues

3.1 Key Risks

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

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

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

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

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

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

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

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

3.2 Expected delays

There are no delays this quarter.

4.0 Operating Policies

Vulnerable Children Act 2014 and Health and Safety at Work Act 2015
Confirmation of compliance received from all partners in relation to policies and processes in place for both Vulnerable Children Act 2014 and Health and Safety at Work Act 2015.

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

Date **14 November 2017**