# Quarterly Progress Report

## Te Pou Matakana

| | | | |
|---|---|---|---|
| **Date issued:** | 30 April 2015 | **Issued to:** | Te Puni Kōkiri |
| **Overall project status:** | Green | **Issued by:** | Shane Taurima |
| **Period start:** | 1 January 2015 | **Period end:** | 31 March 2015 |

# 1. Commissioning activity

## 1.1. Completed activity

**Te Pou Matakana**

- Presentations delivered to the Independent Māori Statutory Board, Māori Health Gains Committee (Auckland/Waitemata DHB), Whānau Ora Partnership Group and Minister Te Ururoa Flavell
- Meetings with the Chief Executives of Ministry of Social Development, Ministry of Health and Ministry of Education
- Te Pou Matakana website updated

**Whānau Direct**

- Support meetings with Whānau Direct partners
- Second internal review of 22 Whānau Direct partners across Te Ika a Māui completed
- Extension of the Whānau Direct pilot to 30 April 2015
- Whānau Direct monthly monitoring reports

**Collective Impact for Whānau**

- Support meetings/teleconference calls with Whānau Ora partnerships
- Completion of contract negotiations and agreements in place with 13 Whānau Ora partnerships to deliver Collective Impact for Whānau across Te Ika a Māui
- Progress report templates distributed to partners

**Research and Evaluation**

- Completion of Whānau Direct independent evaluation
- Revision of the demographic profile: Locality Population Snapshot West Auckland and Locality Population Snapshot South Auckland.

## 1.2. Activity in progress

**Te Pou Matakana**

- Drafting of agreements for Whānau Direct, Collective Impact and Kaiārahi services
- Presentations and meetings with key stakeholders across Te Ika a Māui
- Public inquires via telephone, email and website

**Whānau Direct**

- Implementation of the Whānau Direct refinement project plan including update of IT platform, training for partners and associated resources
- Whānau Direct helpdesk ongoing
- Monthly monitoring reports

**Collective Impact for Whānau**

- Collective Impact monitoring

**Kaiārahi**

- Meetings with Te Puni Kōkiri and other key stakeholders in relation to Kaiārahi services

**Research and evaluation**

- Enhancement of Te Pou Matakana's outcomes framework
- Needs assessment work stream revision to incorporate outcomes measurement.

## 1.3. Progress against Investment Plan

| Key Activity | Quarter | Comments |
|---|---|---|
| Formative evaluation of Whānau Direct pilot | Quarter 2 | Complete |
| Collective Impact contract negotiations | Quarter 2 | Complete |
| Whānau Direct pilot continues (extension period) | Quarter 3 | 30 April 2015 |
| Whānau direct pilot evaluation/contract review complete | Quarter 3 | Complete |
| Revise and design Whānau Direct rollout | Quarter 3 | Complete |
| Commence collective impact contracts | Quarter 3 | Complete |

## 1.4. Activities planned for next quarter

- Official launch of research documents, He Ara Hōu – Frameworks and Practices of Māori Commissioning and Māori Descent Population Profile Te Ika-a-Māui
- Confirmation of new Pou, Sir Mason Durie and Dame Tariana Turia
- Contract negotiations for the provision of Whānau Direct, Collective Impact and Kaiārahi services
- Whānau Direct go live implementation
- Whānau Direct wānanga/training with partners
- Development of a scoping document for the revised needs assessment and outcomes measurement work stream
- Meetings with stakeholders.

## 1.5. Activities / timeframes modified for next quarter

- Extension of the Whānau Direct pilot to 30 April 2015.

# 2. Whānau engagement

## 2.1. Number of whānau engaged through Whānau Direct

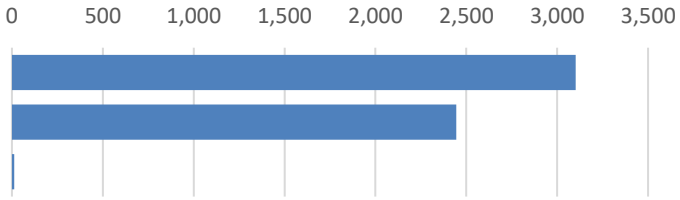
Of the 5,558 individuals who received Whānau Direct support, female recipients represented 56 percent and males 44 percent. In terms of ethnicity, Māori represented over 85.6 percent of recipients, followed by Other at 4.6 percent, NZ European at 3.5 percent and Samoan at 1.8 percent with the remaining 4.5 percent including Cook Island Māori, Niuean, Tongan and Other Pacific Island. Whānau Direct support is targeted towards supporting whānau Māori, but does not exclude other whānau in need.

| Region | Whānau | Individuals |
|---|---|---|
| Te Tai Tokerau | 202 | 658 |
| Tāmaki Makaurau | 388 | 1,404 |
| Waikato Hauraki | 307 | 1,162 |
| Waiariki | 188 | 796 |
| Ikaroa-Rāwhiti | 223 | 632 |
| Te Tai Hauāuru | 280 | 906 |
| **Total** | **1,588** | **5,558** |

## 2.2. Population characteristics for Whānau Direct

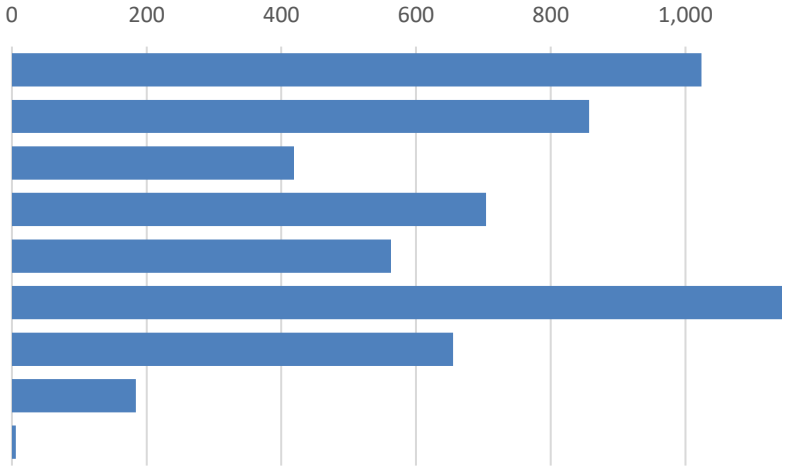
**Individuals by Gender**

| Gender | Count |
|---|---|
| Female | 3,101 |
| Male | 2,444 |
| Data Gap | 13 |
| **Total** | **5,558** |



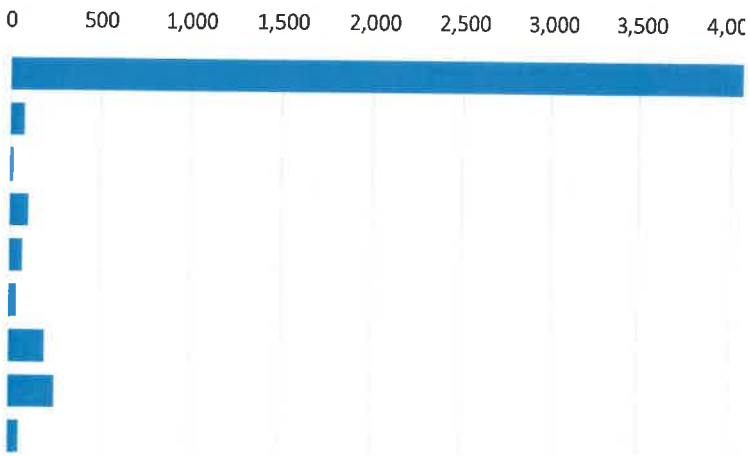

**Individuals by Age**

| Age Band | Count |
|---|---|
| Pēpi (0-4) | 1,024 |
| Tamariki (5-9) | 857 |
| Taitamaariki (10-12) | 419 |
| Rangatahi (13-17) | 704 |
| Mātua (18-24) | 563 |
| Mātua (25-44) | 1,146 |
| Mātua (45-64) | 655 |
| Kaumātua (65+) | 184 |
| Data Gap | 6 |
| **Total** | **5,558** |



**Individuals by Ethnicity**

| Ethnic Group | Count |
|---|---|
| Māori | 4,757 |
| Cook Island Māori | 74 |
| Niuean | 13 |
| Samoan | 102 |
| Tongan | 70 |
| Other Pacific Island | 36 |
| NZ European | 196 |
| Other | 253 |
| Data Gap | 57 |
| **Total** | **5,558** |




## 2.3. Descriptions / narratives

### 2.3.1. Experience of whānau

From the 1,588 whānau engaged in Whānau Direct, a total of 3,883 expected outcome connections were made to at least one of the six Whānau Ora outcomes. The most common expected outcomes were:

- Whānau are living healthy lifestyles (1,178)
- Whānau are self-managing and empowered leaders (877)
- Whānau are participating fully in society (692)
- Whānau are cohesive and resilient (530)
- Whānau are economically secure (464)
- Whānau are confidently participating in te ao Māori (142).

The top six category items funded by Whānau Direct were:

- Household appliances (21.4 percent)
- Household furniture (13.2 percent)
- Vehicle maintenance (9.5 percent)
- Housing/Property maintenance (5.2 percent)
- Vehicle licensing/registration and WOF (4.8 percent)
- Adults clothing/footwear (4.5 percent).

### 2.3.2. Impact on whānau capability

**Whānau Direct Case Study**

[redacted]

Withheld under section 9(2)(a)

[redacted]

Withheld under section 9(2)(a)

# 3. Performance

## 3.1. Outputs and results focused performance measures

**Whānau Direct**

| Indicator | Baseline | Target | Data source | Data collection | Comments |
|---|---|---|---|---|---|
| Funds are distributed within 24-48 hours of TPM's receipt of approved Whānau Direct applications that are complete and accurate | TPM will establish a baseline for the distribution of funds during 2014-2015 | Funds for 75% 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 Applications to TPM, which will include an invoice and payment details for the funds requested<br>TPM will record details of the receipt of whānau applications and the length of the process taken to distribute funds | Funds for 84% of Whānau Direct applications were distributed within 24-48 hours of TPM's receipt of approved applications that were complete and accurate<br>Out of 548 applications processed, 462 were paid within 24-48 hours<br>The decrease in activity from the previous quarter is due to the Christmas close down period of 4 weeks. |
| Funds are distributed for 'whānau' who seek to achieve at least one of the six Whānau Ora outcomes | TPM will establish a baseline for the distribution of funds to 'whānau' who are seeking to achieve at least one of the six Whānau Ora outcomes | 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 Whānau Direct applications to TPM. This will include information about the outcome that each whānau is seeking to achieve | 100% of applications processed this quarter sought to achieve at least one of the six Whānau Ora outcomes. |
| Whānau recipients of Whānau Direct support identify a positive impact from the intervention | TPM will establish a baseline for whānau-reported positive impacts from grants-based support during 2014-2015 | Whānau who receive Whānau Direct funding for requests with a review date report a positive impact from the 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 | A cumulative number of 2,435 outcomes have been reviewed. Out of this, 2,080 (85%) expected outcomes have been achieved<br>TPM is receiving monthly monitoring reports from providers and information from check-ins/reviews. This information is reporting a positive impact of funding for whānau recipients. |

**Collective Impact for Whānau**

**Whānau are supported by Whānau Ora partners through Commissioning for Collective Impact**

| Indicator | Baseline | Target | Data source | Data collection | Comments |
|---|---|---|---|---|---|
| Number of whānau and families engaged by Whānau Ora partners | Baseline to be established in Year 1 data collection | 1,000 whānau will be engaged by Whānau Ora partners across TPM's six regions by the end of FY14/15, as evidenced by registrations with Whānau Ora partners | All contracted Whānau Ora Partnerships will collect detailed data on:<br>Number of whānau engagements / registrations | In relation to this indicator, Whānau Ora partners will collect and TPM will report on:<br>The aggregate number of whānau engaged and registered in the collective impact initiatives with a Whānau Ora partner across Te Ika a Māui | 517 whānau have been engaged in the collective impact initiatives with a Whānau Ora partner across Te Ika a Māui |

| | | | | | |
|---|---|---|---|---|---|
| Number of priority whānau and families identified and assessed by Whānau Ora partners | Baseline to be established in Year 1 data collection | 300 priority whānau will have been identified and assessed by Whānau Ora partners and will have identified their priority needs, as follows:<br>Tai Tokerau: 50<br>Tāmaki Makaurau: 50<br>Hauraki Waikato: 50<br>Waiariki: 50<br>Te Tai Hauāuru: 50<br>Ikaroa-Rāwhiti: 50 | All contracted Whānau Ora Partnerships will collect detailed data on:<br>Number of priority whānau identified<br>Engagements and assessments of priority whānau<br>The priority outcomes sought by each priority whānau | In relation to this indicator, Whānau Ora partners will collect and TPM will report on:<br>the number of priority whānau identified by Whānau Ora partners on a per region basis<br>the number of priority whānau who have been assessed and have identified their priority needs on a per region basis | Whānau Ora Partners have not yet reported on priority whānau. This is expected in next quarter's reportage. |

**Whānau are more self- managing and empowered**

| Indicator | Baseline | Target | Data source | Data collection | Comments |
|---|---|---|---|---|---|
| Number of whānau and families engaged by Whānau Ora partners who report improvements in skills to achieve their goals | Baseline to be established in Year 1 data collection | 30% of all priority whānau and families engaged by Whānau Ora partners with outcomes relating to "Whānau are more self- managing and empowered" will report improvements in skills to achieve their goals, as evidenced by participation in training courses and other capability building activities | All contracted Whānau Ora Partnerships will collect detailed data on:<br>Whānau assessments<br>Priority whānau and their priority outcome areas<br>Whānau activities / engagements, including attendance at training courses and other capability building activities<br>Whānau Outcomes | In relation to this indicator, Whānau Ora partners will collect and TPM will report on:<br>the number of priority whānau who have identified "Whānau are more self- managing and empowered" as a priority outcome<br>the percentage of those priority whānau who have attended training courses or other capability building activities and reported improvements in skills | Whānau Ora Partners have not yet reported on priority whānau. This is expected in next quarter's reportage. |

**The wellbeing of whānau and families is enhanced by these initiatives and services**

| Indicator | Baseline | Target | Data source | Data collection | Comments |
|---|---|---|---|---|---|
| Number of whānau and families engaged by Whānau Ora partners who report improvements in their awareness and/or knowledge in managing their health or disability issue | Baseline to be established in Year 1 data collection | 30% of all priority whānau and families engaged by Whānau Ora partners with outcomes relating to "Whānau wellbeing is enhanced" will report improvements in their awareness and/or knowledge in managing their health or disability issue, as evidenced by engaging with or accessing support from a health service provider | All contracted Whānau Ora Partnerships will collect detailed data on:<br>Whānau Assessments<br>Priority whānau and their priority outcome areas<br>Whānau activities / engagements, including engagements with a health service provider<br>Whānau Outcomes | In relation to this indicator, Whānau Ora partners will collect and TPM will report on:<br>the number of priority whānau who have identified "Whānau wellbeing is enhanced" as a priority outcome<br>the percentage of those priority whānau who have engaged with or accessed support from a health service provider and reported improvements in their awareness and/or knowledge in managing their health or disability issue | Whānau Ora Partners have not yet reported on priority whānau. This is expected in next quarter's reportage. |

**Whānau and families are better connected to society and its institutions**

| Indicator | Baseline | Target | Data source | Data collection | Comments |
|---|---|---|---|---|---|
| Number of whānau and families engaged by Whānau Ora partners who are taking steps to keep whānau and family members' safe | Baseline to be established in Year 1 data collection | 30% of all priority whānau and families engaged by Whānau Ora partners with outcomes relating to "Whānau are more cohesive and connected" will report that they are taking steps to keep whānau and family members safe, as evidenced by participation in family violence programmes, parenting programmes or similar initiatives | All contracted Whānau Ora Partnerships will collect detailed data on:<br>Whānau Assessments<br>Priority whānau and their priority outcome areas<br>Whānau activities / engagements, including participation in family violence programmes, parenting programmes or similar initiatives<br>Whānau Outcomes | In relation to this indicator, Whānau Ora partners will collect and TPM will report on:<br>the number of priority whānau who have identified "Whānau are more cohesive and connected" as a priority outcome<br>the percentage of those priority whānau who have participated in family violence programmes, parenting programmes or similar initiatives | Whānau Ora Partners have not yet reported on priority whānau. This is expected in next quarter's reportage. |

**Whānau have acquired knowledge that will better enable them to flourish**

| Indicator | Baseline | Target | Data source | Data collection | Comments |
|---|---|---|---|---|---|
| Number of whānau and families engaged by Whānau Ora partners who report improvements in education and training | Baseline to be established in Year 1 data collection | 30% of all priority whānau and families engaged by Whānau Ora partners with outcomes relating to "Whānau have acquired knowledge that will better enable them to enhance their lives" will report they have experienced improvements in education and training outcomes as evidenced by new enrolments, attendance and/or completions in relevant institutions / programmes | All contracted Whānau Ora Partnerships will collect detailed data on:<br>Whānau Assessments<br>Priority whānau and their priority outcome areas<br>Whānau activities / engagements, including the enrolment of whānau members in education and training institutions/ programmes who were not previously enrolled<br>Whānau Outcomes | In relation to this indicator, Whānau Ora partners will collect and TPM will report on:<br>the number of priority whānau who have identified "Whānau have acquired knowledge that will better enable them to enhance their lives" as a priority outcome<br>the percentage of those priority whānau who have enrolled members in education and training institutions/ programmes who were not previously enrolled | Whānau Ora Partners have not yet reported on priority whānau. This is expected in next quarter's reportage. |

**Whānau have improved access to cultural institutions and services**

| Indicator | Baseline | Target | Data source | Data collection | Comments |
|---|---|---|---|---|---|
| Number of whānau and families engaged by Whānau Ora partners who report improvements in their confidence and/or knowledge of Tikanga Māori, Te Reo Māori and/or their whakapapa | Baseline to be established in Year 1 data collection | 30% of all priority whānau and families engaged by Whānau Ora partners with outcomes relating to "Whānau are able to embrace te ao Māori" will report improvements in their confidence and/or knowledge of Tikanga Māori, Te Reo Māori and/or their whakapapa, as evidenced by participation in Māori language programmes or other relevant initiatives | All contracted Whānau Ora Partnerships will collect detailed data on:<br>Whānau Assessments<br>Priority whānau and their priority outcome areas<br>Whānau activities / engagements, including attendance of Māori language programmes or other relevant initiatives<br>Whānau Outcomes | In relation to this indicator, Whānau Ora partners will collect and TPM will report on:<br>the number of priority whānau who have identified "Whānau are able to embrace te ao Māori" as a priority outcome<br>the percentage of those priority whānau who have participated in Māori language programmes or other relevant initiatives and reported improvements in their confidence and/or knowledge of Tikanga Māori, Te Reo Māori and/or their whakapapa | Whānau Ora Partners have not yet reported on priority whānau. This is expected in next quarter's reportage. |

**Whānau are more economically secure, are better able to manage their finances and explore economic opportunities**

| Indicator | Baseline | Target | Data source | Data collection | Comments |
|---|---|---|---|---|---|
| Number of whānau and families engaged by Whānau Ora partners who report improvements in their financial literacy | Baseline to be established in Year 1 data collection | 30% of all priority whānau and families engaged by Whānau Ora partners with outcomes relating to "Whānau are more economically secure" will report improvements in financial literacy, as evidenced by participation in financial literacy programmes or other similar programmes | All contracted Whānau Ora Partnerships will collect detailed data on:<br>Whānau Assessments<br>Priority whānau and their priority outcome areas<br>Whānau activities / engagements, including attendance at financial literacy programmes or other relevant programmes<br>Whānau Outcomes | In relation to this indicator, Whānau Ora partners will collect and TPM will report on:<br>the number of priority whānau who have identified "Whānau are more economically secure" as a priority outcome<br>the percentage of those priority whānau who have participated in financial literacy programmes and reported improvements in their financial literacy | Whānau Ora Partners have not yet reported on priority whānau. This is expected in next quarter's reportage. |

## 3.2. Incentive payment measures

- None as at 31 March 2015.

# 4. Spending profile

## 4.1. Operating costs and commissioning funds

| Programme/activity/cost items | Current Period: Actual costs $ | Cumulative to date: Actual costs $ | Total: Budget $ | Expected for the year | Variance Explanation |
|---|---|---|---|---|---|
| **Commissioning Funds** | | | | | |
| Whānau Direct | 929,840 | 2,011,310 | 3,850,000 | 3,850,000 | |
| Collective Impact for Whānau | 2,314,181 | 2,514,181 | 6,023,164 | 6,023,164 | Timing different in the distribution of funding |
| Research and Evaluation | 250,000 | 750,000 | 1,000,000 | 1,000,000 | |
| **Total Commissioning Funds** | **3,494,021** | **5,275,491** | **10,873,164** | **10,873,164** | |
| **Operation Funds** | | | | | |
| Personal Costs | 318,018 | 954,054 | 1,272,072 | 1,272,072 | |
| Governance | 38,211 | 156,040 | 309,000 | 200,000 | No further meetings required by the Independent Evaluation Panel |
| Office Expenses | 36,684 | 109,118 | 136,416 | 136,416 | |
| Professional Services | 282,877 | 747,359 | 668,164 | 800,000 | Additional support for Whānau Direct and Collective Impact |
| Travel and Accommodation | 14,054 | 45,044 | 102,000 | 60,000 | |
| Communication and Promotion | 15,030 | 29,432 | 83,500 | 50,000 | |
| Other Operation Expenses | 19,788 | 102,345 | 26,796 | 122,000 | Additional resource for Whānau Direct and Collective Impact |
| **Total Operation Funds** | **724,662** | **2,143,392** | **2,597,948** | **2,640,488** | |

## 4.2. Cost escalation / underspend issues

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

# 5. Key risks / issues

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

## 5.1. Key risks

| Description | Impact | Likelihood | Mitigation | Status |
|---|---|---|---|---|
| [redacted] | | | | |

## 5.2. Expected delays

- There are no expected delays.

## 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** | **Shane Taurima** |
| **Position** | **Relationship Manager** |
| **Date** | **30 April 2014** |