Te Pou Matakana

COMMISSIONING AGENCY

KIA TŪ - KIA OHO - KIA MATAARA

STAND TALL - STAND STRONG - STAND VIGILANT

2015/16 Quarter 1 Progress Report

Date issued:	31 October 2015	**Issued to:**	Te Puni Kōkiri
Overall project status:	Green	**Issued by:**	Shane Taurima
Period start:	1 July 2015	**Period end:**	30 September 2015

1. Commissioning

1.1. Whānau Direct

Whānau Direct (WD) is a resource to build whānau capability. It aims to enhance the skills and ability of whānau to grow resilience and respond positively in situations to enable whānau to access resources directly in 'moments that matter'.

In Quarter 1 (Q1), Te Pou Matakana (TPM) further embedded the refined Whānau Direct system and process that was launched on 1 June 2015. The new IT system collects, stores and reports whānau information and whānau outcomes being sought and achieved.

TPM extended the reach of Whānau Direct to new communities and providers including Raukawa Maniapoto Alliance who service Taumarunui, Whānau Ora ki Tūwharetoa who service Tūrangi and Taupō and Ngāti Rangi who service Ohākune. Some of the Whānau Ora Partnerships (WOPs) or regional hubs have offered Whānau Direct to their Collective Impact (CI) partners.

Performance: Outputs and results focused performance measures

<table>
<tr><td colspan="7">Whānau Direct</td></tr>
<tr><td colspan="2">Target</td><td colspan="5">Results</td></tr>
<tr><td>WD 1</td><td>Funds for 80% of WD applications are distributed within 24-48 hours of TPM's receipt of approved applications that are complete and accurate</td><td colspan="5">Funds for 98% of Whānau Direct applications were distributed within 24-48 hours of TPM's receipt of approved applications that were complete and accurate.</td></tr>
<tr><td rowspan="9">WD 2</td><td rowspan="9">At least 2,448 whānau will have been supported by WD funding i.e. 408 per region.</td><td rowspan="2">Region</td><td colspan="2">Targets</td><td colspan="2">Actuals</td></tr>
<tr><td>Annual Whānau</td><td>Q1 Whānau</td><td>Whānau</td><td>Whānau members</td></tr>
<tr><td>Te Tai Tokerau</td><td>408</td><td>102</td><td>128</td><td>279</td></tr>
<tr><td>Tāmaki Makaurau</td><td>408</td><td>102</td><td>141</td><td>501</td></tr>
<tr><td>Hauraki-Waikato</td><td>408</td><td>102</td><td>13</td><td>59</td></tr>
<tr><td>Waiariki</td><td>408</td><td>102</td><td>47</td><td>173</td></tr>
<tr><td>Ikaroa-Rāwhiti</td><td>408</td><td>102</td><td>90</td><td>257</td></tr>
<tr><td>Te Tai Hauāuru</td><td>408</td><td>102</td><td>25</td><td>73</td></tr>
<tr><td>Total</td><td>2,448</td><td>612</td><td>444</td><td>1,342</td></tr>
<tr><td>WD 3</td><td>100% of WD funds are distributed for whānau seeking to achieve at least one of the six Whānau Ora outcomes.</td><td colspan="5">100% of WD funds were distributed for whānau seeking to achieve at least one of the six Whānau Ora outcomes. From the 444 whānau engaged in Whānau Direct, a total number of 1,068 expected outcome connections were made to one of the six Whānau Ora domains as below:
• Whānau health (467, 44%)
• Whānau standards of living (354, 33%)
• Whānau participation in community (148, 14%)
• Whānau relationships (41, 4%)
• Whānau knowledge (32, 3%)
• Whānau engagement with te ao Māori (26, 2%)</td></tr>
<tr><td>WD 4</td><td>80% of whānau who receive WD funding for requests with a review date within FY15/16 report a positive impact from funding.</td><td colspan="5">Out of 369 WD applications reviewed, 363 whānau (98%) reported a positive impact on the whānau situation from the funding.</td></tr>
</table>

WOPs in Hauraki-Waikato, Waiariki, Ikaroa-Rāwhiti and Te Tai Hauāuru spent Q1 delivering training to new providers of Whānau Direct. This explains the relatively small number of whānau applications submitted by them in Q1. TPM expects all regions to be on track with their whānau targets by the end of Q2.

Withheld under section 9(2)(a)

Case study: Taking the first step

[redacted]

Case study: The difference a good bed makes

[redacted]

Case study: A little help goes a long way

[redacted]

1.2. Collective Impact for Whānau

Partnerships engaged with more than 2,000 whānau in 2014/15 with the aim of building their capacity and capability and to also identify the priority needs of their respective communities. In Q1, this work helped inform and drive the focus of their CI initiatives. The following are examples of initiatives.

- Rangatahi to Rangatira: Working to advance the education, income and health of our neighbourhoods and communities to ensure every child succeeds every step of the way, from "Cradle to Career". (Te Taiwhenua o Heretaunga)
- Supporting whānau in their pursuit of whānau mātauranga: To increase engagement in education, from ECE to tertiary. (Ngāti Hine Health Trust)
- All whānau are healthy: Supporting whānau to improve their health by increasing health, literacy and integrating health service delivery. (Te Whānau o Waipareira)

- Whānau proudly living in safe, warm homes: Bringing people together to address sub-standard housing conditions. (Whānau Ora ki Tūwharetoa, Te Tihi o Ruahine, Ngāti Rangi)
- Tū Ka Ora: Supporting economic independence and wealth creation across our community. (Te Kōhao Health, Tū Tama Wahine)

TPM is working with Partnerships to help refine these focuses and to develop specific targets for their initiatives. Some of the draft and yet to be confirmed targets are:

- To increase household disposable income by 20% for priority whānau living in Hauraki-Waikato
- To increase health literacy by 50% for priority whānau living in West Auckland
- To reduce the Māori ASH rate by 25% for priority whānau living in Masterton
- To increase by 20% the number of rangatahi in priority whānau engaged in education, training or employment

Performance: Outputs and results focused performance measures

Collective Impact						
Target		Result				
C1 1	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.		Targets		Q1 Actuals	
		Region	Annual Whānau	Q1 Whānau	Whānau	Whānau members
		Te Tai Tokerau	300	75	71	101
		Tāmaki Makaurau	300	75	-	-
		Hauraki-Waikato	300	75	81	94
		Waiariki	300	75	64	86
		Ikaroa-Rāwhiti	300	75	31	31
		Te Tai Hauāuru	300	75	60	69
		Total	1,800	450	307	381
CI 2	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.		**Targets**		**Q1 Actuals**	
		Region	Annual	Q1	Priority Whānau	
		Te Tai Tokerau	90	15	-	
		Tāmaki Makaurau	90	15	-	
		Hauraki-Waikato	90	15	39	
		Waiariki	90	15	30	
		Ikaroa-Rāwhiti	90	15	11	
		Te Tai Hauāuru	90	15	37	
		Total	540	90	117	

Collective Impact Partnerships achieved 68% of their target whānau engagements in Q1. The Partnership in Tāmaki Makaurau spent Q1 building capacity and capability within the initiative and with partners. TPM expects that Partnerships will be on track to meet their whānau engagement and assessment targets by the end of Q2.

TPM has reported against the 2015/16 AIP in respect of KPIs 1 and 2 (whānau engagements and priority whānau), but have not reported against the new reporting framework (progression of whānau along milestone indicators/KPI's to track whānau achievement), as this was only confirmed by TPM and Te Puni Kōkiri (TPK) at the end of Q1.

1.3. Kaiārahi

TPM has been working with providers in Q1 to deploy Kaiārahi positions to work with priority whānau in high priority communities across the North Island. Kaiārahi work alongside whānau to achieve outcomes aligned to the TPM Outcomes Framework. Phase 1 of Whānau Ora under TPK focused on planning and implementation. Phase 2 of Whānau Ora under TPM is focused more on supporting whānau to achieve their priority outcomes and measuring change.

For 2015/16 there is $14.4m available to support a Kaiārahi workforce of 177.7 FTEs. There are two groups of Kaiārahi funded as follows:

- 45 FTEs funded at $99,644 (inclusive of 20% operating costs)
- 132.7 FTEs funded at $75,006 (inclusive of 20% operating costs).

TPK approved the allocation model for the 45 FTEs in May 2015 (Phase 1). After the announcement of additional funding for 132.7 FTEs in late May (Phase 2), TPM worked with TPK to develop a second allocation model. This model was approved by TPK in late July and was based on TPK's assessment of anticipated levels of whānau engagement in priority communities driven by Māori deprivation and population.

Kaiārahi Timeline

The table below provides a timeline of key events leading up to the deployment of Kaiārahi.

Timeframe	Activities
May 2015	• Minister of Whānau Ora announced that new funding would be made available to support Whānau Ora Navigators, Kaitoko and Oranga Whānau. • The announcement said that the funding would be negotiated between the 3 commissioning agencies and Te Puni Kōkiri, and that it would be distributed to those areas and people in most need. • The Minister and TPK also said at the time that there was no guarantee that those individuals who were on those contracts at the time would be offered new contracts.
May-June 2015	• TPM worked with TPK on how the funding could be distributed across the North Island. All inquiries regarding the funding were referred to TPK.
July 2015	• The Minister requested that the funding be targeted to high priority communities based on deprivation and Māori population. • These high priority communities were identified by Te Puni Kōkiri and include Kaitāia, Whangārei, Kaikohe, Glen Innes, Papakura, Māngere, Manukau East, Hamilton, Ngāruawāhia, Huntly, Rotorua, Taupō, Opōtiki, Whakatāne, Tūrangi, Kawerau, Southern Taranaki, Whanganui, Taumarunui, Northern East Coast, Kaīti, Gisborne, Wairoa, Camberley, Flaxmere and Lower Hutt. • In late July, the funding allocation for the 177.7 FTEs was approved by TPK.
August 2015	• TPM hosted several meetings including 3 regional hui in Wellington, Rotorua & Auckland to engage with 54 providers, existing and new, to discuss Kaiārahi funding model and reporting expectations. • Due diligence is carried out on new providers. • Contracts are offered to preferred providers. Contract negotiations take place.
September 2015	• All Kaiārahi contracts are accepted, signed and returned to TPM by the end of September. • Providers start Kaiārahi recruitment process.

While this report covers the period from 01 July to 30 September 2015, it is important to note that a substantial amount of work was carried out by TPM and providers in the month of October 2015. This included the design and development of the interim Kaiārahi and Collective Impact reporting framework. The framework was developed by TPM and providers at a wānanga held on 30 September and approved by TPK

shortly after. The final framework was presented to a North Island wānanga held on 14 October. TPM anticipates distributing a final reporting package to providers in early November.

Whānau Engagement

The timing of Kaiārahi funding as explained earlier in this section delayed TPM's commissioning of Kaiārahi during Q1 of 2015/16. The table below shows that 476 whānau were engaged by Kaiārahi in Q1. This was only possible because some providers were able to retain some of their Kaiārahi workforce between 1 July and 30 September to work alongside whānau.

Region	Whānau	Whānau Members
Te Tai Tokerau	41	64
Tāmaki Makaurau	139	311
Hauraki-Waikato	44	87
Waiariki	87	199
Ikaroa-Rāwhiti	58	142
Te Tai Hauāuru	107	316
Total	**476**	**1,119**

It is important to note that while Kaiārahi Phase 1 (45 FTEs) was signed off by TPK in May 2015, it was agreed by TPK and TPM in July that the deployment of the 45 FTEs would be delayed until the allocation model for the 132.7 FTEs (Phase 2) was approved by TPK. The Phase 2 allocation model was approved by TPK in late July. The deployment of the total 177.7 FTEs took place in August and September.

All Kaiārahi agreements offered by TPM to providers for Phase 1 and 2 were accepted in September. In order to standardise the whānau engagement targets, we have used the end of Q1 being 30 September 2015 as the effective date for FTE recruitment.

Whilst the numbers reported under Kaiārahi is reflective of whānau engagement in Q1, it must be noted that not all information will have been collected and/or recorded by providers to meet the new reporting requirements, due to only being confirmed with TPK at the end of Q1. This means that whilst the level of whānau engagement appears in advance of our expectations, we acknowledge that providers will need to re-engage with whānau and possibly complete a re-assessment/planning exercise with whānau to identify and record the information required under the new reporting framework.

Withheld under section 9(2)(a)

Case study: Making connections through Kaiārahi

[redacted]

Kaiārahi Allocation

The table below outlines the providers that we have engaged to deliver Kaiārahi services, on a region by region basis. TPM has taken reasonable steps to provide adequate coverage for whānau in the six regions.

Region	Partners
Te Tai Tokerau	Ngāti Hine Health Trust, Whakawhiti Ora Pai, Te Hauora O Te Hiku O Te Ika, Te Rūnanga O Te Rarawa, Ki A Ora Ngāti Wai, He Iwi Kotahi Tātou Trust, Te Hau Āwhiowhio o Ōtangarei, Te Hauora O Ngāpuhi, Te Puna Hauora
Tāmaki Makaurau	Te Whānau o Waipareira, Hoani Waititi Marae, Manukau Urban Māori Authority, Ruapōtaka Marae Society Incorporated, Ngāti Whātua o Orākei, Te Kōtahitanga Collective – Papakura Marae, Turuki Healthcare, Te Kaha o te Rangatahi, Manurewa Marae
Hauraki-Waikato	Te Kōhao Health, Ngā Miro Health Trust, Te Rūnanga O Kirikiriroa Rauawaawa Kaumātua Charitable Trust, Te Korowai Hauora o Hauraki, Raukura Hauora o Tainui, Waahi Whaanui
Waiariki	Ngā Mataapuna Oranga, Te Ao Hou Trust, Te Puna Ora O Mataatua Te Whānau a Apanui Health Social Services, Te Arawa Whānau Ora Collective, Korowai Aroha Trust, Te Rūnanga o Ngāti Pikiao Trust, Te Roopū a Iwi O Te Arawa Charitable Trust, Whānau Ora ki Tūwharetoa
Te Tai Hauāuru	Ngāti Rangi Trust, Te Oranganui Iwi Health Authority, Te Roopu Āwhina ki Porirua, Takiri Mai Te Ata, Te Rūnanga O Toa Rangatira, Tū Tama Wahine o Taranaki, Tui Ora, Te Tihi o Ruahine Whānau Ora Alliance, Best Care (Whakapai Hauora), Central Primary Health Organisation, Rangitāne o Tamaki Nui a Rua Incorporated, Raukawa Maniapoto Alliance
Ikaroa-Rāwhiti	Whaiora Whānui, Te Taiwhenua o Heretaunga, Te Kupenga Hauora Ahuriri, Te Rūnanga o Tūranganui a Kiwa, Ngāti Porou, Kaitī School Te Kura Reo Rua O Waikirikiri, Te Aitanga a Hauiti Centre of Excellence

The following table provides a summary of the number of FTEs that have been allocated to the six regions, the number of FTEs that have been recruited as at 30 September 2015, the whānau engagement targets for those FTEs, the remaining FTEs to be recruited by 30 November 2015 and their respective whānau engagement targets.

FTE Allocation			As at 30/09/15		As at 30/11/15		Total for 2015/16
Region	TPK	TPM	FTEs recruited	Whānau engagement targets	FTEs to be recruited	Balance of whānau engagement targets	Anticipated total whānau engagement targets
Te Tai Tokerau	26	26	19	285	7	84	369
Tāmaki Makaurau	46.1	46.1	31	465	15.1	181	646
Hauraki-Waikato	23.6	23.6	19	285	4.6	55	340
Waiariki	30	30	22.5	337	7.5	90	427
Te Tai Hauāuru	27	27	21	315	6	72	387
Ikaroa-Rāwhiti	25	25	20	300	4	60	360
Total	177.7	177.7	132.5	1,987	45.2	542	2,529

- FTEs recruited as at 30/09/15 – To standardise the targets we have used the end of Q1 being 30 September 2015 as the effective date for FTE recruitment. The whānau engagement targets for these FTEs has been calculated accordingly i.e. FTE x 20 whānau x 75% (which reflects the remaining 9 months of the year).
- The total number of FTEs recruited as at 30 September 2015 is 132.5 which represents 75% of the overall funded Kaiārahi workforce for 2015/16.
- The 132.5 Kaiārahi FTEs will engage and assess a total of at least 1,987 whānau.
- FTEs recruited by 30/11/15 – We anticipate that all FTEs will be recruited by 30 November 2015. To standardise the targets we have used this date as the effective date for final FTE recruitment. The whānau engagement targets for these FTEs has been calculated accordingly i.e. FTE balance x 20 whānau x 60% (which reflects the remaining 7 months of the year).
- TPM and Providers aim to have 100% of the Kaiārahi workforce recruited by 30 November 2015. The recruitment of Kaiārahi is managed by providers, but all reasonable steps will be taken by TPM to support Providers to achieve this target.
- The 45.2 Kaiārahi FTEs will engage and assess a total of at least 542 whānau.
- A minimum of 2,529 whānau will be engaged and assessed by Kaiārahi in 2015/16.

1.4. Research & Evaluation

TPM completed 3 key streams of work in research and evaluation in Q1:

- The positioning paper, *A shared outcomes framework for whānau* was released for public consultation. The paper promotes a whānau centred outcomes framework – for Māori, by Māori with Māori.
- The draft *Outcomes Roadmap* which outlines a set of practical steps that TPM can take to refine and improve its outcomes framework was released for consultation. The Roadmap has received support by government ministers and agencies including the Minister of Finance.
- *Aligning Innovation to Whānau Success,* a publication that captures the 2014 Whānau Ora conference proceedings including the history, learnings, and current thinking behind Whānau Ora, and the objectives behind TPM's commissioning approach.

1.5. Progress against Investment Plan

Key Activity	Quarter	Comments
Year two Collective Impact Partnerships, Whānau Direct and Kaiārahi contracts commence	Quarter 1	Complete
Commence Collective Impact formative evaluation (internal)	Quarter 1	In progress
Monitor Whānau Direct, Collective Impact and Kaiārahi contracts	Quarter 1	In progress

1.6. Activities / timeframes modified for next quarter

No timeframes have been modified.

2. Spending profile

2.1. Operating costs and commissioning funds

	Actual costs: Q1	Cumulative to date: Actual costs	Total AIP budget: Q1	Variance to AIP budget	Variation explanation
Commissioning					
Whānau Direct	262,957	262,957	612,179	- 349,222	Delay due to provider uptake of Whānau Direct. Will pick up in Q2 and Q3
Collective impact	767,500	767,500	1,250,502	- 483,002	Delay due to commissioning Collective Impact. Will pick up in Q2
Kaiārahi	3,697,500	3,697,500	2,890,500	807,000	Deployment of 45 FTE Kaiārahi positions. Providers paid 50% in advance
Research and evaluation	250,000	250,000	250,000	-	
Total	**4,977,957**	**4,977,957**	**5,003,181**	**- 25,224**	
Operating					
Personnel	737,035	737,035	803,469	- 66,434	Delay due to the negotiation process for additional 177.7 FTE Kaiārahi positions
Governance	52,694	52,694	83,457	- 30,763	Less travel in Q1
Office expenses	35,551	35,551	36,116	- 565	
Professional services	25,270	25,270	77,742	- 52,472	
Technology and Training Costs	55,712	55,712	188,700	- 132,988	Reporting requirements to be confirmed. Commissioning activities, system build and training will be pick up in Q2 and Q3
Communications / promotions	4,112	4,112	101,250	- 97,138	
Other operating expenses	44,291	44,291	77,587	- 33,296	
Total	**954,665**	**954,665**	**1,368,321**	**- 413,656**	
Grand total	**5,932,622**	**5,932,622**	**6,371,502**	**- 438,880**	

2.2. Cost escalation / underspend issues

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

3. Key risks / issues

3.1. Key risks

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

Description	Impact	Likelihood	Mitigation	Status
[redacted]				

3.2. Expected delays

- There are no expected delays

3.3. 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	Chief Operating Officer
Date	31 October 2015