Quarterly Progress Report

Te Pou Matakana

Date issued:	31 October 2016	**Issued to:**	Te Puni Kōkiri
Overall project status:	Green	**Issued by:**	Te Pou Matakana
Period start:	1 July 2016	**Period end:**	30 September 2016

1. Commissioning activity

1.1. Completed activity

Whānau Direct

- The Whānau Direct system closed 30 June and re-opened 18 July 2016. This allowed TPM to close out the 2015/16 applications, upload 2016/17 contract funding information, implement system training and undertake enhancements and guideline refinements.
- Partners reported the following trends during this quarter:
    - Whānau continue to seek financial support to clear outstanding debt electricity, council rates and overdue rent. Partners have identified that this is due to low-income earners and/or a lack of employment opportunities.
    - School uniforms and course fees over this quarter have featured due to whānau moving into different areas.
    - Whānau required emergency and routine dental treatment. Whānau report that they have gained self-confidence and been motivated to seek new employment opportunities.
    - Whānau knowledge and engagement in Te Ao Māori have increased through Whānau Direct with support to purchase course resources.
    - Kaumātua have taken up caregiving roles for their mokopuna as a result of CYFS Family Group Conferences. The event of caring for tamariki is often not planned for and Whānau Direct has provided resources for these situations along with wrap around support by Kaiārahi.
    - Over winter months home heating and insulation was resourced through Whānau Direct minimising the risk of winter flu and infection.
    - Health and fitness has seen a positive growth in this quarter with a number of whānau engaging in sporting and recreational activities. Weight-loss and increased confidence have motivated individuals to become health champions for their whānau.
- Providers reported an increase in methamphetamine, which means stronger support is required for kaimahi when visiting whānau. Health and safety systems and processes have been reviewed to manage staff safety.

Collective Impact for Whānau

- The recent Whānau Ora Hui 2016 provided an opportunity for managers and frontline staff to build on methodology that underpins Collective Impact. Keynote speakers provided theory and reflective delivery, while interactive workshops enabled partners to learn more about Collective Impact initiatives.
- Whānau success stories were one of the highlights at the Whānau Ora Hui which highlighted collectives work with whānau.
- Partners have highlighted the following points:
    - Collectives have taken a lead role in developing formal agreements for information sharing with agencies, thus supporting collective projects in their regions.
    - Rangatahi education and employment initiatives have seen positive growth in participation, this is largely attributed to the establishment of Rangatahi Champions.
    - Financial literacy and budgeting initiatives have helped whānau to develop aspirational goals to own their own home with a starting point of learning how to maintain a safe and warm home on a limited budget.
    - The use of social media such as Facebook has become a key promotional tool to enable whānau more awareness of available supports in their community. Collectives continue to use this as means of sharing ideas with their own partners and the larger TPM network.
    - Some collectives have completed strategic planning hui to continue developing and strengthening initiatives.

Kaiārahi

- TPM continue to facilitate outcome measurement and reporting workshops with Kaiārahi which will continue in Q2.
- During July to September 2016, partners reported the following trends:
    - Some rural areas are seeing an influx of whānau returning home due to high living costs in metropolis areas. Unfortunately the living standards are below standard and employment is low.
    - Whānau with negative tenancy history find it near impossible to access private and/or social housing. An increasing number of whānau are living in overcrowded and make shift living situations.
    - Kaiārahi are working with whānau in a number of areas such as truancy, domestic violence and alcohol and drug issues. Linking whānau with appropriate programmes is critical.
    - The need for legal aid services have been highlighted in some areas and the unavailability of services in some rural settings. The need for legal services can be attributed to domestic violence protection orders and, Child Youth & Family care and protection parenting orders.
    - Ease of access to methamphetamine and synthetic cannabis continues to impact negativity on whānau. Drug use along with alcohol abuse, can be a risk for frontline staff. Health and safety systems have been strengthened.
    - Kaiārahi have worked closely with Ministry of Justice, Department of Corrections and NZ Police to manage compliance with police bail orders. This enables whānau plans to be established prior to the order being imposed.
    - Kaiārahi continue to work with whānau to progress their goals and plans. Positive engagement models are identified as the key to moving whānau towards their outcomes. This includes the use of Tikanga Māori principles Manaakitanga and Whanaungatanga, and practices such as Mihi and Karakia.
    - Whānau require access to addictions support, counselling and mental health services. These services are essential for improved health and wellbeing and better whānau knowledge. Partners based in more rural settings are challenged linking whānau to these services.
    - Rangatahi Suicide Prevention initiatives are crucial for many of our partners attributed to the growing numbers in their areas. Kaiārahi are focused on providing education advice and support.
- Partners have been informed about the Diploma in Whānau Ora. The Diploma will be offered to 60 students and is due to begin in October 2016.

Research and Evaluation

- Research supported the Whānau Ora Conference and presented two workshops on outcome indicators.
- Whānau Voices was launched at the conference. The project highlighted a number of whānau success stories and their experience with commissioning products. 10 whānau were interviewed and photographed, of which the narrative and images were compiled into a unique publication. The final phase of the project was returning the publication to the whānau whose stories we shared.

Other Activities

Whānau Ora Conference 2016

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

The Whānau Ora Hui 2016 provided an opportunity for TPM to emphasise whānau being at the centre of its work in delivering, measuring, analysing and communicating social change.

- More than 300 delegates from across Aotearoa came together to acknowledge the journey so far, celebrate success, and create inspirational pathways forward. Delegates included Governance, Senior Management, Partners and frontline kaimahi working directly with whānau. Government departments were also in attendance.
- Keynote speakers included Professor Sir Mason Durie and Dame Tariana Turia as the architects of this kaupapa. Parliamentary representatives such as Minister Responsible for Whanau Ora, Te Ururoa Flavell

and Minister of Finance Bill English acknowledged the great work done by TPM and its Whānau Ora partners. Hankie Ortiz, Deputy Bureau Director-Indian Services, Bureau of Indian Affairs (BIA), Washington, D.C. spoke about the Tīwahe Model, the First Nations comparative to Whānau Ora. International leaders on investing in Social Value and Outcomes Measurement, Jeremy Nicholls (UK), and Ian Learmonth (Australia) also attended.

- TPM focussed its communications strategy for the event, on the design and implementation of future Whānau Ora policy, increased understanding amongst, and direct engagement with, whānau and communities across Te-Ika-a-Maui. Over 75 positive pieces of media were broadcasted through the course of the event.
- Sponsorship was attained from Te Puni Kōkiri, Office Products Direct, Fuji Xerox and Vodafone Digital Mobile.
- The Whānau Voices publication was produced for the event profiling positive success outcomes achieved by whānau through TPM programmes. Whānau videos were also developed and showcased alongside our partner keynote speakers.
- 12 Interactive Workshops were held over the course of two days providing practical and innovative solutions for Shared Measurement and how to get started, Data for Outcomes, Outcomes Indicators, Outcomes Roadmaps and Whānau Engagement through Social Media.
- TPM also hosted a Day 3 Post-Conference Hui in collaboration with Social Value Aotearoa and Whānau Tahi. Whānau Ora Partners and Te Pou Matakana were able to engage on commissioning activities and on the Whānau Ora policy approach. Practical workshops were led by experts from a variety of sectors with the aim of initiating impact measurement in a variety of sectors; and cutting edge technologies for decision makers keen to improve whānau outcomes through the use of integrated software options.

Whānau Ora Contracts 2016/17

- TPM have signed off head agreements with lead Whānau Ora partners.
- The agreements consolidate Whānau Direct, Collective Impact, Kaiārahi, Pou Hākinakina and Data Analysts activity.

Transfer of Ministry of Social Development Contracts

- Please see the attached Ministry of Social Development progress report.

Request for Proposal (RFP) for Breast and Cervical Screening

- TPM has been successful in our proposal to deliver Breast and Cervical Screening Support services with our partners.
- On 1 August 2016, TPM were notified by the Ministry of Health that TPM were successful in its request for proposal to deliver Breast and Cervical Screening Support Services in three District Health Board (DHB) areas:
    - Lakes DHB - Lead Whānau Ora partner: Te Arawa Whānau Ora Collective
    - Tairawhiti DHB - Lead Whānau Ora partner: Te Rūnanganui o Ngāti Porou
    - MidCentral DHB - Lead Whānau Ora partner: Te Tihi o Ruahine Alliance.
- The Ministry of Health and TPM signed an outcome agreement on 9 September 2016 for a three year period.

1.2. Activity in progress

Whānau Direct

- Ongoing relationship management with partners
- Ongoing support from the TPM Helpdesk.

Collective Impact for Whānau

- Ongoing monitoring of Collective Impact initiatives.

Kaiārahi

- Ongoing monitoring of Kaiārahi progress reports.

Pou Hākinakina

- Pou Hākinakina resource has been deployed.
- Lead partners have been meeting with regional sports trusts and other key stakeholders. Some partners are in the process of formalising their relationship with trusts.
- Pou Hākinakina are conducting a stocktake of key organisations and activities in the community. The stocktake will inform their action plans.
- Initial meetings indicate some sports trusts lack clear strategy and coordination, resource and relationships with whānau.
- Involving the voluntary sector has been identified as an area of opportunity with some sports trusts.
- Pou Hākinakina positions are linking with Kaiārahi and whānau.
- Whānau have requested plans for low cost nutrition and free physical activity.
- One lead partner has adopted Collective Impact for their approach within their region.
- Pou Hākinakina roles are required to be flexible and work with stakeholders at all levels i.e. managers, funders, policy makers, kaimahi and whānau.

Data and Outcome Analyst

- Data and outcome resource has been deployed.
- Data Analysts are being recruited and/or orientated within lead partners.
- Some kaimahi have been trained. Ongoing training and support has been identified as a priority. Kaimahi require group as well as one on one sessions.
- Some lead partners have noted an improvement in data collection and reporting.

Research and Evaluation

- Research is in the final design stages of the conference proceedings publication of the Whānau Ora Conference 2016.
- The Kaiārahi review is in progress. This is an opportunity to review the models in place and opportunities to build on best practice.
- Further refinement was made to the outcomes measurement survey tools. They include Tool C: the whānau surveys for Whānau Direct and Kaiārahi and Tool D: the Collective Impact partner survey. The tools have been implemented and tested within survey monkey and will be rolled out next quarter.
- Wai Research have drafted a best practice article on Collective Impact which is to be submitted to an international journal in October 2016.
- As per the MOU with Whakauae iwi research centre, Wai Research have been conducting an internal, national and international literature search on the evidence around Whānau Ora commissioning and the decision making process.

Other Activities

- The Annual Investment Plan (AIP) 2016/17 is near completion with sign off due in Q2.

1.3. Progress against Investment Plan

Key Activity	Quarter	Comments
Collective Impact Partnerships, Whānau Direct, Kaiārahi and MSD contracts commence	Q1	Complete

Key Activity	Quarter	Comments
Commence review of Kaiārahi services	Q1	In progress
Commence implementation of Outcomes Roadmap	Q1	In progress
Commence procurement for the Innovation Fund	Q1	Extension of timeline to Q2
Monitor Whānau Direct, Collective Impact and Kaiārahi services	Q1	In progress
Co-design and co-produce outcomes measurement training programme with Whānau Ora Partners	Q1	In progress
Commence development and testing of Whānau Tahi with alignment to the Outcomes Roadmap	Q1	In progress

1.4. Activities planned for next quarter

- Te Puni Kōkiri verification for 2015/16.
- Finalisation of the TPM Annual Report 2015/16.
- Launch of the Whānau Ora Diploma in October 2016.
- Scope of the workforce development plan which reflects our outcomes framework, products, data and outcomes measurement.

1.5. Activities / timeframes modified for next quarter

- Commencement of procurement for the Innovation Fund will take place in Q2.

2. Whānau engagement

- Please see the attached Whānau Engagement report.

2.1. Descriptions / narratives

2.1.1. Impact on whānau capability

Withheld under section 9(2)(a)

[redacted]

[redacted]

3. Performance

- Please see the attached Whānau Engagement report.

4. Spending profile

4.1. Operating costs and commissioning funds

- Please see the attached Financial report.

4.2. Cost escalation / underspend issues

- Please see the attached Financial report for any underspend or cost escalation.

5. Key risks / issues

5.1. Key risks

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

Description	Impact	Likelihood	Mitigation	Status
[redacted]				

5.2. Expected delays

- Commencement of procurement for the Innovation Fund will be extended to Q2.

6. 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 **Debbie Cairns**

Date **31 October 2016**