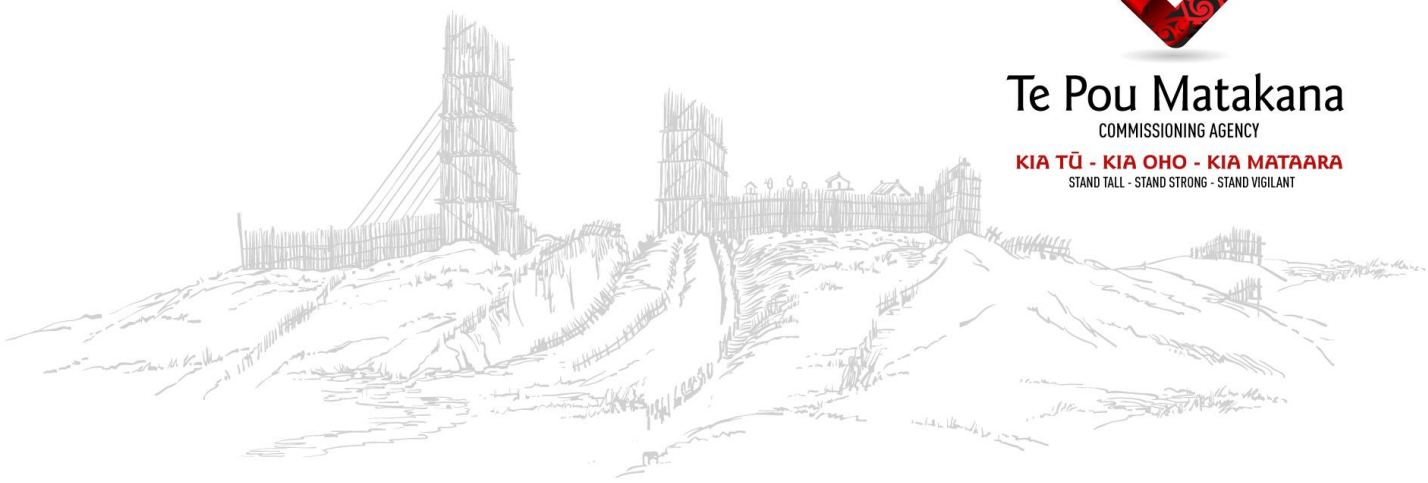


Te Pou Matakana
COMMISSIONING AGENCY
KIA TŪ - KIA OHO - KIA MATAARA
STAND TALL - STAND STRONG - STAND VIGILANT

Quarter Three Progress Report
Te Pou Matakana

Date issued	14 May 2018	**Issued to**	Te Puni Kōkiri
Overall project status	Green	**Issued by**	Te Pou Matakana
Period start	1 January 2018	**Period end**	31 March 2018

Executive Summary

Te Pou Matakana (TPM) continues to work with Whānau Ora partners across Te Ika a Māui to operationalise the commissioning for outcomes policy. This is the quarter three report for the 2017/18 year. This report highlights key information in relation to the three commissioning activities Whānau Direct, Kaiārahi and Collective Impact for Whānau across Te Ika a Māui. It also provides whānau stories on how the activities have changed the lives of vulnerable whānau.

Whānau Direct

- A total of 692 whānau were supported through Whānau Direct this quarter, with 1,668 whānau (including 4,867 whānau members) being supported since 1 July 2017.
- A total of 3,002 outcomes (an average of 1.8 outcomes per whānau) have been planned so far this financial year with 2,266 (75%) of these outcomes achieved.
- The most common outcomes sought were within the domains of whānau standards of living (44%), followed by whānau health (28%) and whānau participation in the community (14%), which was consistent with the last two quarters.
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	306	1,025
Tāmaki Makaurau	257	771
Hauraki-Waikato	216	681
Waiariki	247	717
Ikaroa-Rāwhiti	397	993
Te Tai Hauāuru	245	680
Total	**1,668**	**4,867**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,317	1,006	76%
Whānau health	841	635	75%
Whānau participation in the community	419	300	71%
Whānau knowledge	254	194	76%
Whānau relationships	131	96	73%
Whānau engagement in Te Ao Māori	40	35	88%
Total	**3,002**	**2,266**	**75%**

Kaiārahi

- A total of 3,085 whānau were supported through Kaiārahi this quarter, with 3,772 whānau (including 9,040 whānau members) being supported since 1 July 2017.
- A total of 6,256 outcomes (an average of 1.7 outcomes per whānau) have been planned so far this financial year with 1,567 (25%) of these outcomes achieved.
- The most common outcomes were within the domains of whānau standards of living (26%), followed by whānau knowledge (24%) and whānau health (23%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	824	2,195
Tāmaki Makaurau	638	1,337
Hauraki-Waikato	657	1,606
Waiariki	603	1,620
Ikaroa-Rāwhiti	612	1,508
Te Tai Hauāuru	438	774
Total	**3,772**	**9,040**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,656	442	27%
Whānau knowledge	1,475	349	24%
Whānau health	1,435	402	28%
Whānau participation in the community	788	196	25%
Whānau relationships	645	116	18%
Whānau engagement in Te Ao Māori	257	62	24%
Total	**6,256**	**1,567**	**25%**

Collective Impact for Whānau

- A total of 1,303 whānau were supported through Collective Impact this quarter, with 1,377 whānau (including 3,699 whānau members) being supported since 1 July 2017.
- A total of 2,669 outcomes (an average of 1.9 outcomes per whānau) have been planned so far this financial year with 670 (25%) of these outcomes achieved.
- The most common outcomes were within the domains of whānau knowledge (28%), followed by whānau health (26%) and whānau standards of living (19%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	258	1,039
Tāmaki Makaurau	261	324
Hauraki-Waikato	112	246
Waiariki	288	546
Ikaroa-Rāwhiti	259	917
Te Tai Hauāuru	199	627
Total	**1,377**	**3,699**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	742	169	23%
Whānau health	719	125	17%
Whānau standards of living	498	213	43%
Whānau participation in the community	390	98	25%
Whānau relationships	190	34	18%
Whānau engagement in Te Ao Māori	130	31	24%
Total	**2,669**	**670**	**25%**

1.0 Commissioning Activity

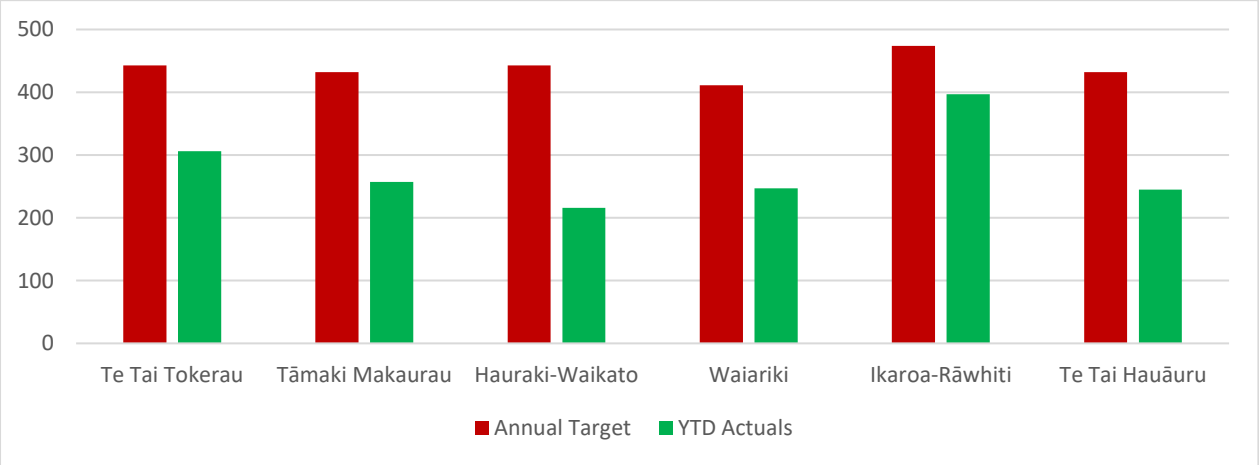
1.1 Commissioning Programmes

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 six regions.

Region	Target			Actuals			
	Whānau			Whānau		Whānau members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	443	111	332	83	306	307	1,025
Tāmaki Makaurau	432	108	324	63	257	201	771
Hauraki-Waikato	443	111	332	65	216	239	681
Waiariki	411	103	308	97	247	262	717
Ikaroa-Rāwhiti	474	119	356	282	397	638	993
Te Tai Hauāuru	432	108	324	102	245	291	680
Total	**2,635**	**660**	**1,976**	**692**	**1,668**	**1,938**	**4,867**



There were a total of 692 applications processed this quarter (1,668 since 1 July 2017), with the highest volume processed in Ikaroa-Rāwhiti (41%) and the lowest volume processed in Tāmaki Makaurau (9%). As in previous years, the number of applications processed tend to increase significantly in quarter 4, and it is expected that this pattern will occur this financial year.

Whānau members supported through Whānau Direct were mostly female (57%) vs male (42%) and reflect a young population with the majority of whānau members being aged 24 years and under (63%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (87%), followed by NZ European/Pākehā (6%) and Pasifika peoples (4%). A breakdown of whānau members receiving support through Whānau Direct this financial year is below:

Gender	Cumulative
Female	2,757
Male	2,035
Data Gap	75
Total	**4,867**

Age Band	Cumulative
0 - 9 years	1,652
10 - 17 years	989
18 - 24 years	440
25 - 44 years	1,082
45 - 64 years	551
65+ years	128
Data Gap	25
Total	**4,867**

Ethnic Group	Cumulative
NZ Māori	4,254
Pasifika peoples	185
NZ Euro/Pākehā	278
Other	65
Data gap	85
Total	**4,867**

1.1.1.2 Whānau Outcomes

The following table outlines the outcomes planned and achieved by whānau by outcome domain for FY17/18.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,317	1,006	76%
Whānau health	841	635	76%
Whānau participation in the community	419	300	72%
Whānau knowledge	254	194	76%
Whānau relationships	131	96	73%
Whānau engagement in Te Ao Māori	40	35	88%
Total	**3,002**	**2,266**	**75%**

A total of 3,002 outcomes (an average of 1.8 outcomes per whānau) have been planned so far this financial year with 2,266 (75%) of these outcomes achieved. The most common outcomes sought were within the domains of whānau standards of living (44%), followed by whānau health (28%) and whānau participation in the community (14%), which was consistent with the last two quarters.

TPM continues to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and expect outcomes may be reclassified at the domain/area level as coding protocols are refined 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	388	324	84%
	Housing standards including maintenance	289	216	75%
	Safe transport options	274	194	71%
Whānau health	Physical/personal health	505	367	73%
	Nutrition	118	99	84%
	Family/social health	110	83	75%
Whānau participation in the community	Access to community resources	119	97	82%
	Connection to community networks	79	49	62%
	Whānau employment	76	57	75%
Whānau knowledge	Education/training	139	106	76%
	Skills/knowledge for employment	66	47	71%
	Numeracy and/or general literacy	20	18	90%
Whānau relationships	Household relationships	56	39	70%
	Wider whānau relationships	29	21	72%
	Parenting knowledge/skills	21	15	71%
Whānau engagement in te ao Māori	Connections to Māori organisations including Kura/Kōhanga	14	13	93%
	Te reo Māori	12	12	100%
	Māori lore/knowledge/customs	8	6	75%

1.1.1.3 Whānau Resources

The top 15 resource categories funded through Whānau Direct made up 66% of the total investment this financial year. The most common resources purchased contributed to just over one quarter of the investment including vehicle repairs and maintenance (11%), household appliances (10%) and adults clothes/shoes (6%).

Resource Category	% of Investment
Vehicle repairs and maintenance	11%
Household appliances	10%
Adult's clothes/shoes	6%
Beds, cots, mattresses and linen	5%
Rent and accommodation expenses	4%
Driver licensing	4%
Dining and lounge furniture	3%
Other household contents/items	3%
School uniforms	3%
Baby supplies/equipment	3%
Household repairs and maintenance including materials	3%
Dental services/resources	3%
Children's clothes/shoes	3%
Electricity and gas	3%
Sports and recreational equipment/gear	2%

Partners report that whānau earn low incomes and struggle to meet day to day living costs including food, accommodation, clothing and transport.

Vehicle repairs in order to gain a registration and warrant of fitness continued this quarter. Legal vehicles allowed whānau to attend work, school, doctor and hospital appointments whilst also relieving stress around having an unregistered/unwarranted vehicle.

Furniture was a priority with the purchase of beds, mattresses, blankets and drawers for clothing. Beds and blankets improved the quality of sleep leading to the improved health and wellbeing of whānau.

There was an increase in applications relating to the new school year. Whānau applied for school fees, uniforms, shoes, electronic devices and stationary. The resources enabled tamariki to fully participate at school and complete their homework.

Whānau applied for support with arrears in rent, power and other household expenses.

Whānau were supported to complete their own assessment, plan and supporting paperwork for applications. Some suppliers did not provide deposit slips, so new suppliers were found.

1.1.1.4 Whānau Success Stories

Withheld under section 9(2)(a)

[redacted]

1.1.1.5 Partner and Workforce Development

TPM completed a review and refresh of the Whānau Direct user manual for partners and kaimahi. The updated manual incorporates key guidelines, updated user instructions and FAQs. The final manual will be distributed in quarter four. Over the

next two quarters we are aiming to develop a video guide to complement the full user manual providing additional support to our partners.

Partners' enhanced training was undertaken to support new Kaiārahi understand the purpose and intent of Whānau Direct. Some new Kaiārahi shadowed experienced kaimahi to complete the Whānau Direct application and check-in process.

Partners have put flags in place to ensure applications are complete and supporting documentation is attached. Flags also remind kaimahi about check-ins within four week timeframe.

1.1.1.6 Other Performance Measures

The following table outlines the other performance measures that were accomplished this quarter (targets vs actuals).

KPI	Indicator	Target	Actual
WD2	Funds are distributed within two working days of TPM's receipt of approved applications	2,370 (90%)	1,659 (99%[1])
WD3	2,100 priority whānau report a positive experience	2,100 (80%)	1,206 (99%[2])
WD4	2,370 priority whānau report that an immediate change has been achieved through Whānau Direct	2,370 (90%)	1,189 (97%[2])
WD5	2,370 priority whānau report a positive impact on the whānau situation as a result of the intervention	2,370 (90%)	1,209 (99%[2])

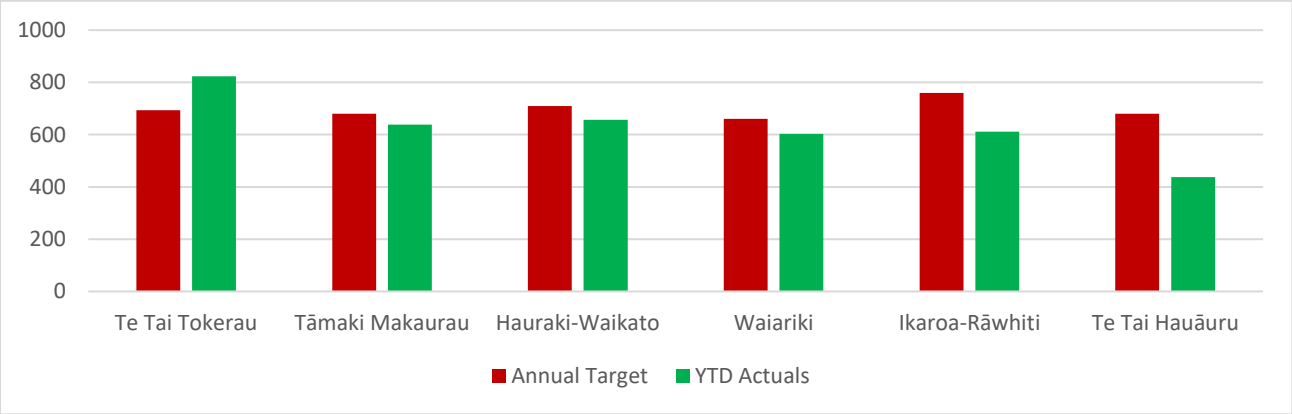
[1] % of actual applications (out of 1,668)
[2] % of check-ins completed (out of 1,222)

1.1.2 Kaiārahi

1.1.2.1 Whānau Engagement

The following table outlines the number of whānau supported by Kaiārahi across the six regions.

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	181	76	682	824	2,195
Tāmaki Makaurau	680	23	61	480	638	1,337
Hauraki-Waikato	710	254	15	625	657	1,606
Waiariki	660	95	42	427	603	1,620
Ikaroa-Rāwhiti	760	160	26	527	612	1,508
Te Tai Hauāuru	680	51	17	344	438	774
Total	**4,184**	**764**	**237**	**3,085**	**3,772**	**9,040**



A total of 3,085 whānau have been engaged by Kaiārahi this quarter and a total of 3,772 whānau (9,040 whānau members) have been engaged since 1 July 2017.

Whānau members supported through Kaiārahi were mostly female (57%) vs male (43%) with the majority of whānau members being aged 24 years and under (54%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (84%), followed by Pasifika peoples (6%) and 'other ethnicities' (6%). A breakdown of whānau members receiving support through Kaiārahi this financial year is below:

Gender	Cumulative
Female	5,169
Male	3,870
Data Gap	1
Total	**9,040**

Age Band	Cumulative
0 - 9 years	2,392
10 - 17 years	1,588
18 - 24 years	944
25 - 44 years	2,315
45 - 64 years	1,351
65+ years	401
Data Gap	49
Total	**9,040**

Ethnic Group	Cumulative
NZ Māori	7,608
Pasifika peoples	513
NZ Euro/Pākehā	374
Other	507
Data Gap	38
Total	**9,040**

Kaiārahi engagement in priority communities

The following table outlines the number of whānau engaged through Kaiārahi since 1 July 2017 across Te Puni Kōkiri defined priority communities, benchmark vs actuals.

Region	Priority Community	Benchmark	Actuals
Te Tai Tokerau	Kaitāia	70	122
	Whangārei	194	189
	Kaikohe	85	149
Region total		**349**	**460**
Tāmaki Makaurau	Glen Innes	14	51
	Papakura	42	34
	Māngere	19	81
	Manukau East	83	70
Region total		**158**	**236**
Hauraki-Waikato	Hamilton	427	277
	Ngāruawāhia	74	41
	Huntly	87	62
Region total		**588**	**380**
Waiariki	Rotorua	191	243
	Taupō	27	2
	Ōpōtiki	39	93
	Whakatāne	50	43
	Tūrangi	25	13
	Kawerau	53	17
Region total		**385**	**411**
Ikaroa-Rāwhiti	Northern East Coast	79	67
	Kaitī	30	42
	Gisborne	8	94
	Wairoa	55	73
	Camberley	21	4
	Flaxmere	29	32
	Lower Hutt	98	49
Region total		**320**	**361**
Te Tai Hauāuru	Southern Taranaki	30	24
	Whanganui	98	90
	Taumarunui	41	22
Region total		**169**	**136**
Total		**1,969**	**1,984**

Whilst TPM policy is permissive and does not confine Kaiārahi engagement to specific locations within each community, Kaiārahi do engage whānau within the above defined priority communities (53% of total whānau engaged) 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 six regions.

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	82	0	100	100	146
Tāmaki Makaurau	52	30	0	30	30	30
Hauraki-Waikato	26	18	0	25	25	42
Waiariki	52	33	0	42	42	63
Ikaroa-Rāwhiti	78	0	0	85	85	89
Te Tai Hauāuru	52	2	0	57	57	118
Total	**338**	**165**	**0**	**339**	**339**	**488**

Pou Hākinakina build relationships with key stakeholders including regional sports trusts, community centres, YMCA facilities and sports clubs.

The New Year provided an opportunity to engage and develop plans with whānau to achieve lifestyle changes. Pou Hākinakina linked whānau to a range of activities this quarter including swimming lessons, boot camps, rangatahi touch and basketball.

Tāmaki Makaurau provided a comprehensive research report highlighting hākinakina services available for whānau in West Auckland. Pou Hākinakina worked with the North Harbour trust to test the development of an activity app that enhances connectivity and communications with whānau. This project is ongoing.

Whānau in Tairāwhiti enrolled in the Poupou Pakari Tinana programme. The 16 week programme provides whānau with correct exercise techniques and improves their level of health and wellbeing. The programme covers studies on cardiovascular exercise, resistance training, introduction to nutrition and lifestyle modification strategies. By completing the programme whānau achieve NZQA level 4 certification. Whānau completing the programme also receive 12 months free access to a fully equipped gym.

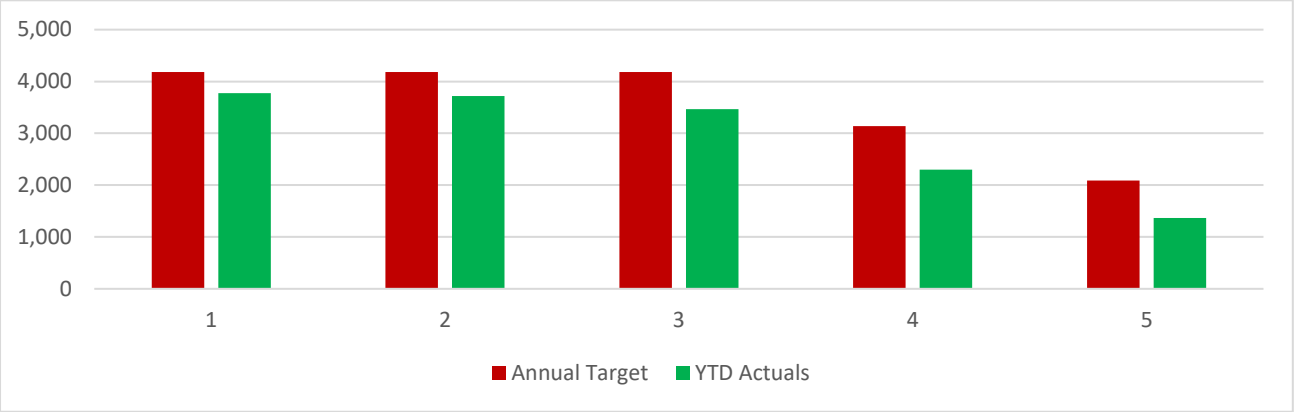
1.1.2.2 Whānau Progress

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	0	0	252	381	191
Tāmaki Makaurau	13	182	182	155	106
Hauraki-Waikato	5	53	27	13	559
Waiariki	3	11	202	149	238
Ikaroa-Rāwhiti	12	5	306	117	172
Te Tai Hauāuru	20	5	195	116	102
Total unique whānau	**53**	**256**	**1,164**	**931**	**1,368**

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	3,772	3,719	3,463	2,299	1,368



Of the 3,772 whānau engaged through Kaiārahi since 1 July 2017, 3,719 (99%) have completed assessments to identify their needs and aspirations, and 3,463 (92%) have developed a plan with goals.

2,299 whānau (61%) have completed a milestone goal, making significant progress towards their priority outcomes, and 1,368 whānau (36%) have achieved one or more of their priority outcomes.

1.1.2.3 Whānau Outcomes[3]

The following table outlines the outcomes planned and achieved by whānau by outcome domain for FY17/18.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,656	442	27%
Whānau knowledge	1,475	349	24%
Whānau health	1,435	402	28%
Whānau participation in the community	788	196	25%
Whānau relationships	645	116	18%
Whānau engagement in Te Ao Māori	257	62	24%
Total	**6,256**	**1,567**	**25%**

A total of 6,256 outcomes (an average of 1.7 outcomes per whānau) have been planned so far this financial year with 1,567 (25%) of these outcomes achieved since 1 July 2017. The most common outcomes were within the domains of whānau standards of living (26%), followed by whānau knowledge (24%) and whānau health (23%).

[3] We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined 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	Housing standards including maintenance	564	159	28%
	Safe transport options	240	59	25%
	Whānau employment	237	40	17%
Whānau knowledge	Education or training	741	133	18%
	Financial literacy or budgeting	301	82	27%
	Skills or knowledge for employment	217	46	21%
Whānau health	Physical/personal health	672	243	36%
	Whānau or social health	375	84	22%
	Mental health	176	44	25%
Whānau participation in the community	Access to community resources	354	96	27%
	Connection to community networks	280	56	20%
	Legal Documents incl birth certificates, passports	71	9	13%
Whānau relationships	Parenting knowledge or skills	195	25	13%
	Whānau or Household relationships	162	29	18%
	Wider whānau relationships	105	18	17%
Whānau engagement in te ao Māori	Whakapapa or whānau connections	94	16	17%
	Connections to Māori organisations incl Kōhanga or Kura	61	29	48%
	Te Reo Māori	61	10	16%

Partners report whānau were living in rental proprieties in poor condition for example problems with running water, rotting bathrooms, bedrooms and leaking roofs. Kaiārahi provided support to access HNZ stock and private rentals.

Kaiārahi facilitated whānau access to WINZ support for household items including, beds, draws, washing machines, heating devices and kitchen appliances. Whānau were also supported with Whānau Direct resource.

Whānau wanted to engage in te ao Māori as part of their plan. Connection to their whakapapa, whenua and te reo featured this quarter.

Some whānau had no budget in place and increasing debt causing major stress. Financial literacy and budgeting support services increased as whānau worked towards reducing debt, taking control of their bills and managing their budget.

Kaiārahi reported that Oranga Tamariki is complex and difficult for whānau to understand and navigate. Kaiārahi provided advocacy for fathers that had been excluded from Family Group Conferences (FGC) and contact with their tamariki. Some fathers now have access to their tamariki.

Whānau requested support for alcohol and drug, mental health and domestic violence

1.1.2.4 Kaiārahi Whānau Success Indicators[4]

Outcome Domain	Outcome Area	Outcome	Planned Outcomes	Achieved Outcomes	Achieved %
Whānau knowledge	Education/ training	Improved access to education or training courses/ programmes	214	43	20%
Whānau health	Mental health	Improved mental health	176	44	25%
	Nutrition	Improved nutrition	23	4	17%
	Physical/ personal health	Improved physical health	204	44	22%
Whānau participation in the community	Whānau employment	Improved employment opportunities	29	3	10%
Whānau relationships	Whānau/ household relationships	Improved whānau or household relationships	162	29	18%
Whānau engagement in Te Ao Māori	Connections to Māori community organisations	Improved access to Māori community organisations	55	21	38%
Whānau standards of living	Basic furnishings/ amenities/ clothing	Increased basic furnishings, amenities or clothing	224	99	44%
	Safe transport options	Improved access to safe transport options	240	59	25%
	Housing standards including household maintenance	Improved housing standards including household maintenance	564	159	28%

TPM agreed to report against the most common outcomes prioritised in FY15/16 (based on Whānau Direct FY15/16 data). The most common outcomes in the table above (as a percentage of total outcomes planned; 6,256) are improved housing standards including household maintenance (9%), improved access to safe transport options (4%) and increased basic furnishings, amenities or clothing (4%).

1.1.2.5 Whānau Success Stories

Withheld under section 9(2)(a)

[redacted]

1.1.2.6 Partner and Workforce Development

Kaiārahi look forward to the completion of the Whānau Ora Diploma, planned next quarter.

Workplace first aid and Whānau Tahi training was completed this quarter. Kaimahi received peer supervision and external supervision.

[4] We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined within this framework

Partners continued to work with kaimahi to ensure safe practice when working with whānau in distress both in and out of the office.

1.1.2.7 Data Analysts

Data analysts continue to work closely with the TPM Data & Performance Team and Whānau Tahi team to ensure their level of knowledge is sufficient to meet the training needs of frontline kaimahi, as well as the need of the organisation to meet reporting and data compliance requirements, and they continue to support the rollout of Whānau Tahi within their rohe.

Data analysts continue to deliver a suite of training and support programmes based on the requirements and learning styles of Kaiārahi and other frontline kaimahi. A part of this is the need to acknowledge the geographical implications of rolling out training – this is represented by an increase of correspondence type training and follow-up support (e.g. phone, email, video conference). To ensure trainings are effective and continue to evolve to meet learner's needs, data analysts complete training evaluations, with reported feedback generally very positive. One lead partner, for example, has delivered training to over 50 kaimahi this quarter with the following evaluation results:

The standard practice for Kaimahi needing additional training, is to provide further 1:1 support, which was reported by the above partner also.

The TPM helpdesk and the wider Data & Performance team provide expert support to data analysts and managers across the Whānau Ora Partners to ensure outcomes data is collected and reported accurately and on time.

A data advisory group has been established this quarter, with members representing Whānau Tahi, data & performance, data insights and outcomes measurement. A high level terms of reference is in place and as this group becomes more established, it will author policy and practice around data and outcomes measurement within Whānau Ora.

1.1.2.8 Other Performance Measures

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

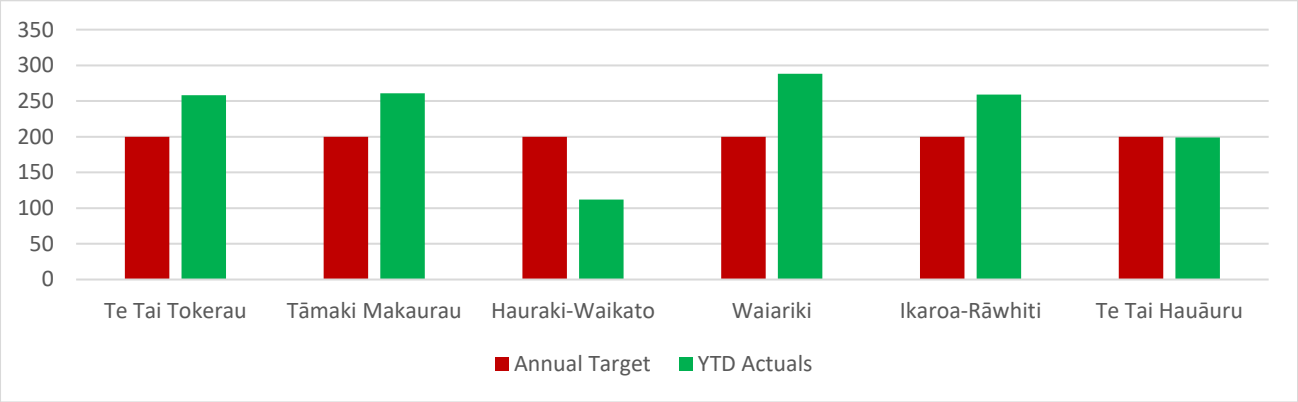
KPI	Indicator	Target	Actual
Kaiārahi			
K4	Priority whānau have been referred to relevant services/programmes.	4,184	2,491 (60%)
K9	Priority whānau report that the initiative has identified and responded to their priorities and needs.	837	701 (84%)
K10	Priority whānau report a positive experience.	732	672 (92%)
K14	Priority whānau report improvements in ability to plan and achieve goals.	837	687 (82%)
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	1,158 (79%)
Pou Hākinakina			
K11	Priority whānau report that the initiative regarding whakapakari tinana has identified and responded to their priorities and needs.	68	71 (104%)
K12	Priority whānau report a positive experience through the engagement regarding whakapakari tinana.	59	58 (98%)
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	13 (100%)
Data Analysts			
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	68 (113%)
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	62 (138%)
K18	Whānau Ora partners report improvements in their knowledge and understanding of outcomes measurement, data collection and reporting.	45	62 (138%)

1.1.3 Collective Impact for Whānau

1.1.3.1 Whānau Engagement

The following table outlines the number of whānau supported by Collective Impact across the six regions.

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	88	3	217	258	1,039
Tāmaki Makaurau	200	0	0	261	261	324
Hauraki-Waikato	200	66	0	110	112	246
Waiariki	200	207	1	287	288	546
Ikaroa-Rāwhiti	200	51	9	252	259	917
Te Tai Hauāuru	200	13	15	176	199	627
Total	**1,200**	**425**	**28**	**1,303**	**1,377**	**3,699**



A total of 1,303 whānau have been engaged through Collective Impact initiatives this quarter and a total of 1,377 whānau (3,699 whānau members) have been engaged since 1 July 2017.

As reported in previous quarters, the majority of lead partners have worked on refining their unique Collective Impact Initiatives to better meet the needs of whānau in their communities. As such, we have seen a significant level of new enrolments across Waiariki, with continued enrolments across all other regions, except for Tāmaki Makaurau, where the initiative continues to work with the same cohort of whānau.

Whānau members supported through Collective Impact were mostly female (57%) vs male (40%) with the majority of whānau members being aged 24 years and under (60%). The main ethnic group that our whānau identify with (allowing up to three responses) is NZ Māori (81%), followed by other ethnicities (11%) and Pasifika peoples (4%). A breakdown of whānau members receiving support through Collective Impact this financial year is below:

Gender	Cumulative
Female	2,122
Male	1,478
Data Gap	99
Total	**3,699**

Age Band	Cumulative
0 - 9 years	1,138
10 - 17 years	791
18 - 24 years	298
25 - 44 years	803
45 - 64 years	464
65+ years	119
Data Gap	86
Total	**3,699**

Ethnic Group	Cumulative
NZ Māori	3,014
Pasifika peoples	151
NZ Euro/Pākehā	88
Other	422
Data Gap	24
Total	**3,699**

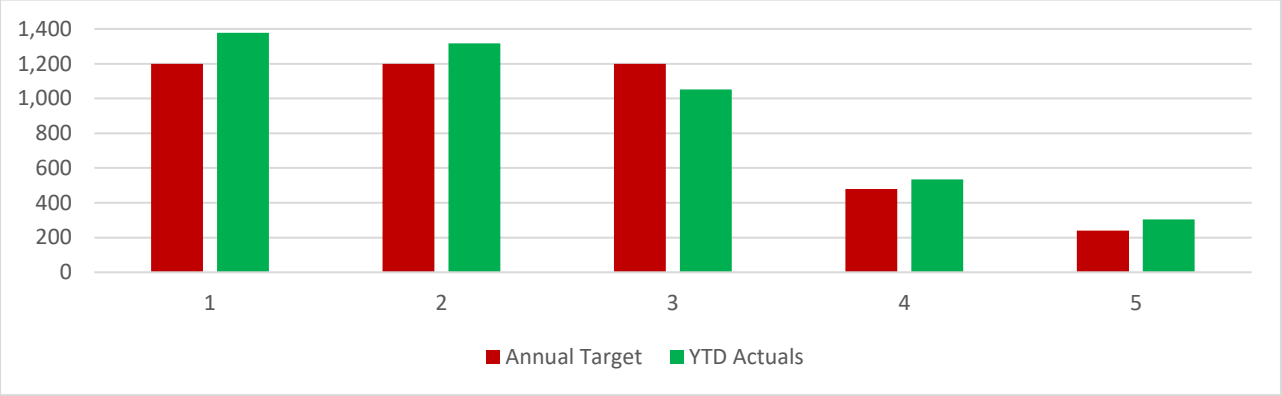
1.1.3.2 Whānau Progress

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	13	108	88	30	19
Tāmaki Makaurau	9	1	144	52	55
Hauraki-Waikato	0	3	2	0	107
Waiariki	14	89	104	78	3
Ikaroa-Rāwhiti	4	26	119	31	79
Te Tai Hauāuru	20	38	61	39	41
Total unique whānau	**60**	**265**	**518**	**230**	**304**

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	1,377	1,317	1,052	534	304



Of the 1,377 whānau engaged through Collective Impact since 1 July 2017, 1,317 (96%) have completed assessments to identify their needs and aspirations, and 1,052 (76%) have developed a plan with goals.

534 whānau (39%) have completed a milestone goal, making significant progress towards their priority outcomes, and 304 whānau (22%) have achieved one or more of their priority outcomes.

1.1.3.3 Whānau Outcomes[5]

The following table outlines outcomes planned and achieved by whānau by outcome domain for FY17/18.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	742	169	23%
Whānau health	719	125	17%
Whānau standards of living	498	213	43%
Whānau participation in the community	390	98	25%
Whānau relationships	190	34	18%
Whānau engagement in Te Ao Māori	130	31	24%
Total	**2,669**	**670**	**25%**

[5] We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined within this framework

A total of 2,669 outcomes (an average of 1.9 outcomes per whānau) have been planned so far this financial year with 670 (25%) of these outcomes achieved since 1 July 2017. The most common outcomes were within the domains of whānau knowledge (28%), followed by whānau health (26%) and whānau standards of living (19%).

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	395	90	23%
	Health literacy	163	27	17%
	Skills or knowledge for employment	99	28	28%
Whānau health	Physical/personal health	495	76	15%
	Whanau or social health	95	20	21%
	Nutrition	75	23	31%
Whānau standards of living	Housing standards including maintenance	196	41	21%
	Whānau employment	74	62	84%
	Safe transport options	70	36	51%
Whānau participation in the community	Access to community resources	226	50	22%
	Connection to community networks	132	36	27%
	Legal documents incl birth certificates, drivers licences	11	2	18%
Whānau relationships	Relationships with Māori networks	86	5	6%
	Parenting knowledge or skills	31	7	23%
	Whānau or household relationships	29	9	31%
Whānau engagement in te ao Māori	Whakapapa or whānau connections	57	2	4%
	Te Reo Māori	28	12	43%
	Connections to Māori organisations incl Kōhanga/Kura	18	16	89%

1.1.3.4 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 Health	# of whānau engaged who have prioritised improved attendance at school	14	# / % of whānau engaged who have prioritised improved attendance at school that have completed their milestone goal	3 21%	# / % of whānau engaged who have evidenced improved attendance at school	3 21%
Te Whānau o Waipareira	# of whānau engaged who have prioritised increased physical activity and/or improved diet	116	# / % of whānau engaged who have prioritised increased physical activity and/or improved diet that have completed their milestone goal	44 38%	# / % of whānau engaged who have evidenced increased physical activity and/or improved diet	31 27%
Te Kōhao Health	# of whānau engaged who have prioritised employment that are unemployed at the initial engagement	54	# / % of whānau engaged who have prioritised employment that are unemployed at the initial engagement that have completed their milestone goal	39 72%	# / % of whānau engaged who were previously unemployed become employed (either part-time or full time)	35 65%

Collective Impact Partner	Engagement	#	Progress Milestone	# / %	Outcomes Achieved	# / %
Ngāti Rangi	# of whānau engaged who have prioritised improved housing standards through better insulation	9	# / % of whānau engaged who have prioritised improved housing standards through better insulation that have completed their milestone goal	3 33%	# / % of whānau engaged who have evidenced improved housing standards through better insulation	3 33%
Te Tihi o Ruahine Whānau Ora Alliance	# of whānau engaged who have prioritised having a warmer house	65	# / % of whānau engaged who have prioritised having a warmer house that have completed their milestone goal	33 51%	# / % of whānau engaged who have evidenced having a warmer house	33 51%
Te Taiwhenua o Heretaunga	# of whānau engaged who have prioritised improved skills/knowledge for employment	10	# / % of whānau engaged who have prioritised improved skills/knowledge for employment that have completed their milestone goal	0 0%	# of whānau engaged who have evidence improved skills/knowledge for employment	0 0%
Whaiora Whānui	# of whānau engaged who have prioritised improved oral health management	46	# / % of whānau engaged who have prioritised improved oral health management that have completed their milestone goal	6 13%	# / % of whānau engaged who have evidenced improved oral management	0 0%

Ngāti Hine Health

The 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 initiative provided a range of workshops with whānau this quarter. Aronui Limited, a research and innovative solutions development company with expertise in education, social science research with Māori. Aronui facilitated workshops to support whānau to self-reflect and identify goals for themselves and their tamariki. The workshops explored outcomes for tamariki and steps stones to achieve the outcomes. Some whānau have been more involved with kura and their community.

[redacted]

Withheld under section 9(2)(a)

As at the end of quarter three, 14 whānau prioritised improved attendance at school with 3 whānau achieving their outcome. Whilst there has been no change in achievement of this outcome from quarter 2, whānau are making other positive changes.

Te Whānau o Waipareira

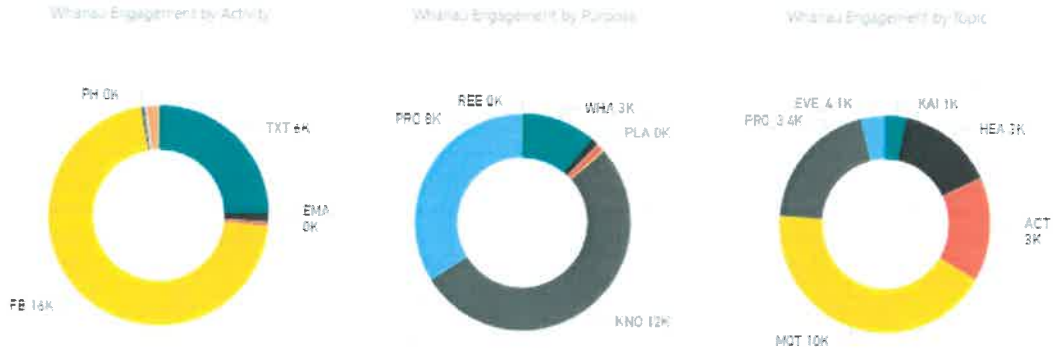
Ngā Pou o Te Whare o Waipareira #Tātou initiative aims to address metabolic disorders with a focus on obesity. The objectives include support for whānau to achieve and maintain a healthy lifestyle and to improve collaboration and health literacy across all Collective Impact partners based in Te Whānau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

Ngā Hua o #tātou was produced this quarter. The publication supports kaimahi working within Collective Impact and a Whānau Ora environment. The publication is based on learnings over the course of #tātou with different lenses - whānau, workforce, partners and community. The learnings were shared with Whānau Ora partners at the Hui Whakapakari - Strengthening Collective Impact.

This quarter the Data Analyst developed a practitioner focused dashboard within Whānau Tahi and Power BI. The dashboard better reflects #tātou practice including:

- Centralisation of whānau outcomes, "what, how, and why" strategies
- Tracking the progress of whānau over time
- Streamline data entry to support practice.

The dashboards will continue to be tested and refined.



One area of focus has been whānau with diabetes. With support of the partnership group, Kaiārahi developed a toolkit to support losing weight gradually and safely. Kits were developed and tested with whānau and included personal activity statements, food groups and serving sizes, how to read labels, how to eat less saturated fat, sugars and salt, moderate muscle strengthening activities and life size pictures of the ideal balanced meal. The kits received positive feedback and whānau who reported the reduction of high fat, sugar and salty foods.

Withheld under section 9(2)(a)

[redacted]

As at the end of quarter three, 31 whānau who had prioritised increased physical activity and/or improved diet achieved this outcome.

Ngāti Rangi Trust

Ngāti Rangi Trust's initiative aims to support Ruapehu whānau into safe and warm homes. As at the end of quarter three, three whānau prioritised improved housing standards through better insulation and have now completed their milestone goal.

[redacted]

1.1.3.5 Whānau Success Stories

Withheld under section 9(2)(a)

[redacted].

Withheld under section 9(2)(a)

[redacted]

1.1.3.6 Partner and Workforce Development

Kaimahi attended the Hui Whakapakari - Strengthening Collective Impact this quarter. TPM and research continue to support lead partners refine their initiatives. This training will continue next quarter leading towards contracts for the 2018/19 year.

1.1.3.7 Collective Impact Innovation Fund

Whānau Ora partners continued the Innovation Fund initiatives. The final Innovation Fund reports will be received as part of quarter four reporting. A summary of the initiatives is as follows:

Region	Summary of 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
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

Innovation Fund Initiative

The Innovation Fund supported a number of initiatives this quarter including Pitch Local and Kreate Enterprises Tautoko Enterprises.

Pitch Local, a local initiative making a positive impact on communities and whānau. Anyone with a creative idea for making a change in their community had the opportunity to pitch their idea to a 'Dragons Den' style panel of judges this quarter. $100,000 was up for grabs to invest in around 30 of the best local innovative initiatives. People in the community with an idea for a programme, but who didn't have the resources to do it, was invited to participate.

Te Pae Herenga o Tāmaki, a group of Whānau Ora partners, wanted to grow new local solutions that make a positive impact in communities and with whānau. Initiatives that were funded included:

- Sharing Mātauranga Māori through the use of a native nursery as a safe place to heal the damage caused by addictions and to connect whānau to the whenua and te taiao. Learning about maramataka (planting by the moon), karakia used in harvesting medicinal native plants, their uses and the vital role they play in our natural environment
- Using māra kai as a vehicle to teach people about coming together to learn and grow food to feed their communities
- A marae-based rangatahi forum for youth to connect with each other and their culture. To discuss their dreams and challenges they face. To connect youth to sectors and agencies so they can hear their voice and help in finding solutions to their issues
- Fight training as a way to lose weight, channel energy positively and improve confidence and wellbeing.

Grounded in the Tākitimu Ora Collective Impact approach and related strategy, Kreate Enterprise Tautoko Entrepreneurs (KETE) is an initiative which supports the identification and creation of social and whānau enterprises, joint ventures and partnerships. KETE delivered workshops to engage rangatahi and whānau, create aspirational plans that support education, employment and business ownership and identify leaders to mentor rangatahi and whānau.

KETE facilitated two workshops with over 50 rangatahi and whānau this quarter. Participants pitched a number of ideas including:

- Lower cost uber-like services for rangatahi and whānau throughout the region
- Development of an app for rangatahi and whānau to practice and sit their driver's license
- Development of a new game app with a focus on youth competing in a range of sports.

1.1.3.8 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	1,009 (84%)
CI5	Priority whānau report that the initiative has identified and responded to their priorities and needs.	240	338 (141%)
CI6	Priority whānau report a positive experience.	210	321 (153%)

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	339 (141%)
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	221 (184%)

1.2 Other Commissioning Activities

1.2.1 Research and Evaluation

Pēperekōutanga: Kaumātua Wellbeing Report

The Kaumātua Wellbeing report looking at the needs, wishes and aspirations of our Kuia and Kaumātua is ongoing. Online surveys that were developed and distributed to Whānau Ora partners, 66 partners completed the survey and the results have been analysed. Interviews with over 35 whānau have been completed and thematically analysed. The final report will be produced by 30 June.

Ngā Tini Whetū

The first phase of interviews have been completed, with the second phase of interviews due for completion in May 2018. The report is on track for completion in quarter four.

Managing to Outcomes

Managing to outcomes work stream focuses on the continuous development of 'best practice' modules to support workforce capacity for TPM programmes and commissioning approaches. The modules relate to Adaptive Leadership 101, Outcomes 101 and Collective Impact 101. All modules have been developed, tested and further refined. The remaining modules including SROI (Social Return on Investment) snapshot will be complete 30 June 2018.

Whānau Direct Outcomes Report

Whānau Direct outcomes data for 2016/17 have been cleaned, coded and analysed and summary tables have been produced. The final report will be produced next quarter.

1.2.2 Workforce Development

The Whānau Ora Diploma team continue to support students complete the final modules this quarter. Planning is in progress for the Diploma graduation for the first cohort of students in July 2018.

Recruitment of students for the second cohort is in progress. Recruitment included email and information packs, follow up phone calls and face to face visits with partners, promotion via Facebook and discussion at recent partner engagement hui. The team are on track to have the full cohort enrolled by 30 April 2018.

1.2.3 Whānau Tahi

The Whānau Tahi Navigator Version 5 (WTv5) upgrade has now been deployed to 12 lead partners across Te Ika a Māui, and Whānau Tahi have a scheduled update planned over the next two months with further enhancements. There is one lead partner that is still using version 4 whom has completed their readiness assessment, and determining when to migrate to version 5.

As reported last quarter, TPM facilitated a hui to establish a Whānau Tahi User Group. Two hui have occurred this quarter, with providers identifying two key focus areas:

1. Communications around planned enhancements, testing and updates
2. Provider input into future enhancements.

Whānau Tahi have provided their first quarterly update in April accompanied with release notes to test against, and have refined the continuous improvement process to include a mechanism for provider input.

TPM have also worked closely with Whānau Tahi to refine the report extract tool to support provider reporting to TPM, and will look to deploy an update over next quarter. Whānau Tahi continue to offer advanced training for data analysts, and have had three partners attend over this quarter.

TPM continues to work closely with Whānau Tahi around the SROI software accreditation, and we are in the final stages of development for full testing.

1.2.4 Whānau Ora Accreditation Framework

Following feedback from Whānau Ora partners and government agencies, the framework was sent to Social Value International (SVI) and their international community networks for review. SVI endorsed the framework in principle, with sign off due at the next SVI board meeting in April 2018.

The next step will require Whānau Ora partners to complete a self-assessment against the framework to assess their current status and identify areas requiring further support.

1.2.5 Whānau Ora Hui 2018

The theme *Whānau Eke Panuku - Affirming Whānau Aspiration* brings us to the next chapter of our journey as we create positive intergenerational change for, by and with whānau. Building collaborative and strategic partnerships both here and abroad is important. Such partnerships will in effect provide strength and sustainability to our policy and approach.

Whānau Eke Panuku will showcase excellent national and international speakers, practical workshops and provide great networking opportunities. You will hear first-hand whānau success stories through inspirational whānau voices, and gain a greater understanding of the vital work Whānau Ora partners are doing in our communities. Development of the hui is well underway and a programme will be available in quarter four.

1.3 Progress against Investment Plan

1.3.1 Activities completed this quarter

Key Activity	Quarter	Comment
Monitor Whānau Direct, Kaiārahi, Collective Impact for Whānau and Collective Impact Innovation initiatives	Quarter 3	In progress

1.3.2 Activities planned next quarter

Activities planned for next quarter is noted above at 1.3.1

1.3.3 Activities/timeframes modified for next quarter

No activities have been modified for next quarter.

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 ($605,516) - Whānau Direct partners have been directed to have a plan in place to fully apply their 20117/18 allocations. As a result of the plans, partners are on track to spend their allocation on, or before 30 June 2018. Based on previous years, spend will increase in quarter four.

- Collective Impact for Whānau ($2,403,878) - TPM continued to finalise Collective Impact Innovation Fund tranche two plans with lead partners during quarter 3. Contracts not finalised in quarter 3 are to be finalised in quarter four. TPM continues to work with lead partners to refine their Collective Impact initiatives with any additional funding to be committed in quarter four.

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]					

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 **Shane Taurima**

Date **14 May 2018**