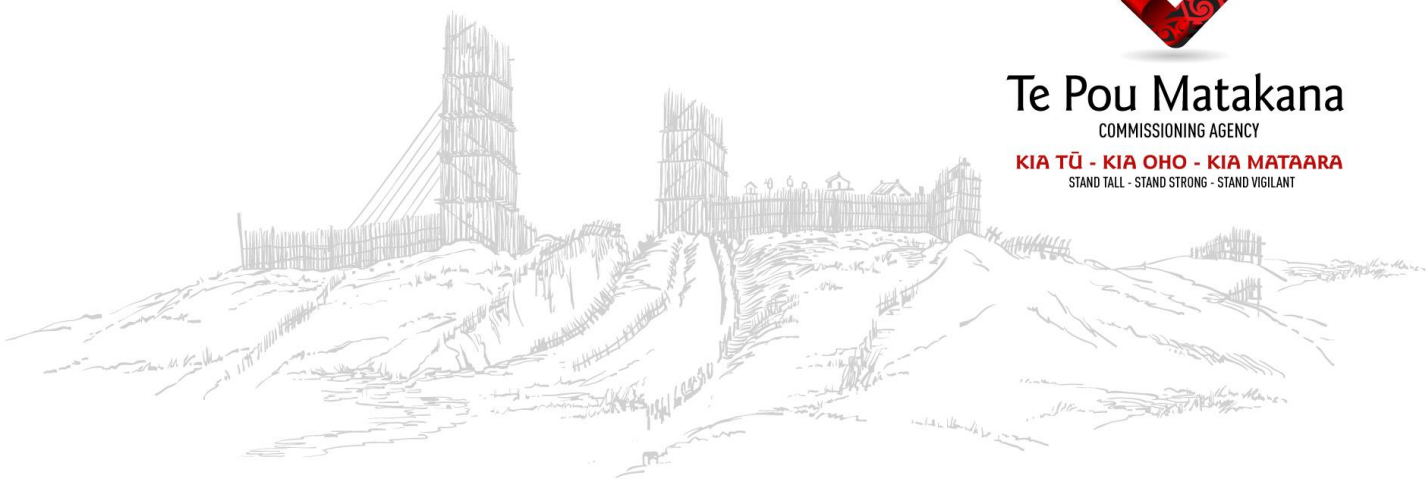


Te Pou Matakana
COMMISSIONING AGENCY
KIA TŪ - KIA OHO - KIA MATAARA
STAND TALL - STAND STRONG - STAND VIGILANT

Quarter Four Progress Report
Te Pou Matakana

Date issued	14 August 2018	**Issued to**	Te Puni Kōkiri
Overall project status	Green	**Issued by**	Te Pou Matakana
Period start	1 April 2018	**Period end**	30 June 2018

Executive Summary

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

Whānau Direct

- A total of 1,588 whānau were supported through Whānau Direct this quarter, with 3,256 whānau (including 9,233 whānau members) being supported since 1 July 2017.
- A total of 5,743 outcomes (an average of 1.8 outcomes per whānau) have been planned so far this financial year with 4,919 (86%) of these outcomes confirmed as achieved through the 'check-in' process.
- The most common outcomes sought (as a percentage of total outcomes planned) were within the domains of whānau standards of living (43%), followed by whānau health (31%) and whānau participation in the community (13%), which was consistent throughout this year.
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	552	1,820
Tāmaki Makaurau	440	1,263
Hauraki-Waikato	430	1,325
Waiariki	503	1,447
Ikaroa-Rāwhiti	733	1,702
Te Tai Hauāuru	598	1,676
Total	**3,256**	**9,233**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	2,461	2,106	86%
Whānau health	1,771	1,539	87%
Whānau participation in the community	737	603	82%
Whānau knowledge	470	406	86%
Whānau relationships	217	183	84%
Whānau engagement in te ao Māori	87	83	95%
Total	**5,743**	**4,920**	**86%**

Kaiārahi

- A total of 4,478 whānau have been engaged by Kaiārahi this quarter and a total of 5,402 whānau (12,576 whānau members) have been engaged since 1 July 2017.
- A total of 12,079 outcomes (an average of 2.2 outcomes per whānau) were planned this financial year with 5,575 (46%) of these outcomes achieved.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (29%), followed by whānau health (24%) and whānau knowledge (21%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	1,021	2,686
Tāmaki Makaurau	848	1,399
Hauraki-Waikato	1,053	2,403
Waiariki	888	2,306
Ikaroa-Rāwhiti	891	2,424
Te Tai Hauāuru	701	1,358
Total	**5,402**	**12,576**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	3,476	1,701	49%
Whānau health	2,893	1,425	49%
Whānau knowledge	2,546	1,124	44%
Whānau participation in the community	1,654	703	43%
Whānau relationships	952	303	32%
Whānau engagement in te ao Māori	558	319	57%
Total	**12,079**	**5,575**	**46%**

Collective Impact for Whānau

- A total of 1,564 whānau have been engaged through Collective Impact initiatives this quarter and a total of 1,666 whānau (4,046 whānau members) have been engaged since 1 July 2017.
- A total of 3,546 outcomes (an average of 2.1 outcomes per whānau) were planned this financial year with 1,248 (35%) of these outcomes achieved since 1 July 2017.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau health (35%), followed by whānau standards of living (22%) and whānau knowledge (21%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	269	933
Tāmaki Makaurau	332	461
Hauraki-Waikato	203	274
Waiariki	307	608
Ikaroa-Rāwhiti	329	1,050
Te Tai Hauāuru	226	720
Total	**1,666**	**4,046**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau health	1,246	662	53%
Whānau standards of living	793	248	31%
Whānau knowledge	734	160	22%
Whānau participation in the community	365	79	22%
Whānau engagement in te ao Māori	227	67	30%
Whānau relationships	181	32	18%
Total	**3,546**	**1,248**	**35%**

Collective Impact Innovation Fund

- A total of 1,870 whānau (2,168 whānau members) have been engaged through innovation funding initiatives this year.
- A total of 2,329 outcomes (an average of 1.2 outcomes per whānau) were planned with 2,005 (86%) of these achieved.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau knowledge (28%), followed by whānau engagement in Te Ao Māori (24%) and whānau health (20%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this year are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	647	752
Tāmaki Makaurau	347	347
Hauraki-Waikato	598	598
Waiariki	55	220
Ikaroa-Rāwhiti	124	152
Te Tai Hauāuru	99	99
Total	**1,870**	**2,168**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	650	591	91%
Whānau engagement in te ao Māori	551	528	96%
Whānau health	469	416	89%
Whānau participation in the community	296	210	71%
Whānau standards of living	284	215	76%
Whānau relationships	79	45	57%
Total	**2,329**	**2,005**	**86%**

1.0 Commissioning Activity

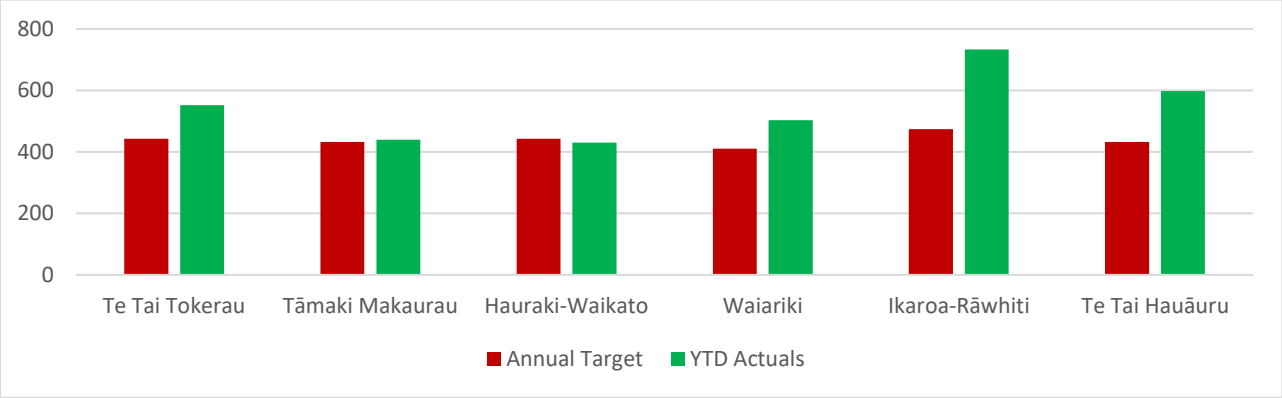
1.1 Commissioning Programmes

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	443	246	552	795	1,820
Tāmaki Makaurau	432	108	432	183	440	492	1,263
Hauraki-Waikato	443	111	443	214	430	644	1,325
Waiariki	411	103	411	256	503	730	1,447
Ikaroa-Rāwhiti	474	119	474	336	733	709	1,702
Te Tai Hauāuru	432	108	432	353	598	996	1,676
Total	**2,635**	**659**	**2,635**	**1,588**	**3,256**	**4,366**	**9,233**



There were a total of 1,588 applications processed this quarter (3,256 since 1 July 2017), with the highest volume processed in Te Tai Hauāuru (22%) and the lowest volume processed in Tāmaki Makaurau (12%).

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 (62%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (88%), followed by NZ European/Pākehā (5%) and Pasifika peoples (4%). A breakdown of whānau members receiving support through Whānau Direct this financial year is below:

Gender	Cumulative
Female	5,221
Male	3,875
Data Gap	137
Total	**9,233**

Age Band	Cumulative
0 - 9 years	2,950
10 - 17 years	1,957
18 - 24 years	839
25 - 44 years	2,009
45 - 64 years	1,108
65+ years	333
Data Gap	37
Total	**9,233**

Ethnic Group	Cumulative
NZ Maori	8,165
Pasifika peoples	353
NZ Euro / Pākehā	454
Other	122
Data Gap	139
Total	**9,233**

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	2,461	2,106	86%
Whānau health	1,771	1,539	87%
Whānau participation in the community	737	603	82%
Whānau knowledge	470	406	86%
Whānau relationships	217	183	84%
Whānau engagement in te ao Māori	87	83	95%
Total	**5,743**	**4,920**	**86%**

A total of 5,743 outcomes (an average of 1.8 outcomes per whānau) have been planned so far this financial year with 4,919 (86%) of these outcomes confirmed as achieved through the 'check-in' process. The most common outcomes (as a percentage of total outcomes planned) sought were within the domains of whānau standards of living (43%), followed by whānau health (31%) and whānau participation in the community (13%), which was consistent throughout this year.

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	701	613	87%
	Housing standards including maintenance	602	528	88%
	Safe transport options	512	443	87%
Whānau health	Physical/personal health	1,169	1,008	86%
	Family/social Health	252	225	89%
	Nutrition	197	174	88%
Whānau participation in the community	Access to community resources	186	163	88%
	Participation in sports and recreation	152	127	84%
	Connection to community networks	145	127	88%
Whānau knowledge	Education/training	253	219	87%
	Skills/knowledge for employment	122	101	83%
	Numeracy and/or general literacy	44	44	100%
Whānau relationships	Household relationships	86	76	88%
	Wider whānau relationships	57	45	79%
	Parenting knowledge/skills	31	27	87%
Whānau engagement in te ao Māori	Māori lore/knowledge/customs	42	40	95%
	Connections to Māori organisations including Kura/Kōhanga	19	18	95%
	Te reo Māori	16	16	100%

1.1.1.3 Whānau Resources

The top 15 resource categories funded through Whānau Direct made up 64% of the total investment this financial year. The most common resources purchased contributed to just over one quarter of the investment including household appliances (11%) vehicle repairs and maintenance (9%), and adults clothes/shoes (6%).

Resource Category	% of Investment
Household appliances	11%
Vehicle repairs and maintenance	9%
Adult's clothes/shoes	6%
Beds, cots, mattresses and linen	5%
Driver licensing	4%
Other household contents/items	3%
School/educational resources and supplies	3%
Dental services/resources	3%
Household repairs and maintenance including materials	3%
Dining and lounge furniture	3%
Baby supplies/equipment	3%
Rent and accommodation expenses	3%
Children's clothes/shoes	3%
School uniforms	3%
Health support services/resources	2%

Housing, unemployment and health continued to be a priority for whānau in Te Ika a Māui. Some whānau utilised their annual WINZ entitlements leaving whānau in desperate need of assistance. Whānau Direct supported whānau to implement their plans and progress towards their desired outcomes. Kaimahi stressed the appreciation whānau have for the Whānau Direct resource in a moment that matters.

During quarter four, whānau accessed resource for home related items to improve the quality of life. Whānau were supported with beds so they no longer are sleeping on the floor, ovens and microwaves so that they can safely cook at home and hot water cylinders were purchased and installed to provide whānau with hot running water.

Whānau Direct partners highlighted the need for warm clothing and bedding during the winter season due to the cold weather. Some whānau were supported to purchase new and second hand clothing and bedding. Tamariki were supported for resource to support school attendance and participation including school and sports fees, sports clothing, shoes and equipment.

Driver licences were reported as a relatively small investment, with a significant impact for whānau. Licenses open up employment opportunities, attendance at school, appointments with health and social services and enabled whānau in rural areas better access to services.

1.1.1.4 Whānau Success

Withheld under section 9(2)(a)

[redacted]

1.1.1.5 Partner and Workforce Development

TPM completed the Whānau Direct user manual for partners and kaimahi. The manual incorporates key guidelines, updated user instructions and FAQs. The manual was finalised and distributed to partners. To support this manual, a video guide has been developed and will be refined over quarter one in the following financial year. Approx. 30 Kaiārahi were trained by the TPM help desk this quarter, and Whānau Direct super user training will take place in 2018/19.

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%)	3,237 (99%[1])
WD3	2,100 priority whānau report a positive experience	2,100 (80%)	2,821 (99%[2])
WD4	2,370 priority whānau report that an immediate change has been achieved through Whānau Direct	2,370 (90%)	2,789 (98%[2])
WD5	2,370 priority whānau report a positive impact on the whānau situation as a result of the intervention	2,370 (90%)	2,818 (99%[2])

[1] % of actual applications (out of 3,256)
[2] % of check-ins completed (out of 2,857)

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	197	67	803	1,021	2,686
Tāmaki Makaurau	680	210	109	629	848	1,399
Hauraki-Waikato	710	396	37	1,006	1,053	2,403
Waiariki	660	285	78	670	888	2,306
Ikaroa-Rāwhiti	760	279	57	780	891	2,424
Te Tai Hauāuru	680	263	60	590	701	1,358
Total	**4,184**	**1,630**	**408**	**4,478**	**5,402**	**12,576**

A total of 4,478 whānau have been engaged by Kaiārahi this quarter and a total of 5,402 whānau (12,576 whānau members) have been engaged since 1 July 2017.

Whānau members supported through Kaiārahi were mostly female (57%) vs male (42%) 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 (86%), followed by Pasifika peoples (5%) and NZ European / Pākehā (5%). A breakdown of whānau members receiving support through Kaiārahi this financial year is below:

Gender	Cumulative
Female	7,188
Male	5,297
Data Gap	91
Total	**12,576**

Age Band	Cumulative
0 - 9 years	3,269
10 - 17 years	2,174
18 - 24 years	1,320
25 - 44 years	3,265
45 - 64 years	1,889
65+ years	553
Data Gap	106
Total	**12,576**

Ethnic Group	Cumulative
NZ Māori	10,771
Pasifika peoples	620
NZ Euro / Pākehā	587
Other	475
Data Gap	123
Total	**12,576**

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	165
	Whangārei	194	251
	Kaikohe	85	195
Region total		**349**	**611**
Tāmaki Makaurau	Glen Innes	14	72
	Papakura	42	46
	Māngere	19	160
	Manukau East	83	98
Region total		**158**	**376**
Hauraki-Waikato	Hamilton	427	396
	Ngāruawāhia	74	82
	Huntly	87	131
Region total		**588**	**609**
Waiariki	Rotorua	191	491
	Taupō	27	3
	Ōpōtiki	39	77
	Whakatāne	50	59
	Tūrangi	25	31
	Kawerau	53	19
Region total		**385**	**680**
Ikaroa-Rāwhiti	Northern East Coast	79	100
	Kaitī	30	67
	Gisborne	8	158
	Wairoa	55	126
	Camberley	21	3
	Flaxmere	29	28
	Lower Hutt	98	90
Region total		**320**	**572**
Te Tai Hauāuru	Southern Taranaki	30	22
	Whanganui	98	157
	Taumarunui	41	33
Region total		**169**	**212**
Total		**1,969**	**3,060**

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 (56.6% of total whānau engaged) across Te Ika a Māui.
Due to our policy, there will be communities where whānau engagement does not reach benchmark levels, as per the above table. An example of this is Camberley, where our lead partner in this community has engaged with whānau in other communities such as Maraenui, Mārewa and Onekawa.

As part of the ongoing work by Data Analysts to ensure accurate data is maintained within Whānau Tahi, we have seen a number of partners reclassify the community that whānau reside in, resulting in a reduction from quarter three to quarter four. This is relevant for Ōpōtiki, Camberley and Flaxmere.

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	7	0	107	107	153
Tāmaki Makaurau	52	31	0	61	61	61
Hauraki-Waikato	26	4	0	29	29	42
Waiariki	52	23	0	65	65	158
Ikaroa-Rāwhiti	78	17	0	102	102	106
Te Tai Hauāuru	52	2	0	59	59	160
Total	**338**	**84**	**0**	**423**	**423**	**680**

Pou Hākinakina continued to develop relationships with Regional Sports Trusts and work with other key stakeholders in order to deliver healthy lifestyle initiatives with whānau. One Pou Hākinakina was successful in securing Moving the Māori Nation funding which provided starter packs (water bottle, training towel, journal and sports bag) for whānau. Another Pou Hākinakina was appointed to the Māori Advisory Board of the regional sports trust.

There was a range of programmes delivered to whānau including:

- Delivery of a six week programme to rangatahi. The holistic health and wellbeing programme involves noho wānanga, whakawhanaunatanga and regular physical activity sessions
- Korikori Tinana provides a fortnightly session with 10-15 kaumātua. The sessions increase strength, flexibility and mobility through chair yoga, chair exercises and resistance bands to the beat of Māori waiata
- Some partners are working with stakeholders to provide facilities and equipment for exercise and cooking workshops. F45 offered whānau a health and fitness package aimed to get whānau moving, being more active, thinking about proper food habits and having fun while training together in a safe and motivating environment
- Ongoing relationships with Green Prescription who administer discount cards to whānau, improved whānau transition between providers and improved whānau education on access to community programmes
- A nine week intensive programme for Māmā and Pēpi was developed and implemented in the Hauraki-Waikato. The wānanga programme allowed māmā, pēpi and tamariki to attend the programme which offered games, exercise, education and learning initiatives based in te ao Māori
- Pou Hākinakina worked with the Tauawhi Men's Centre to design and deliver physical and recreational activities to improve levels of health and fitness, to build stronger social interaction and make better lifestyle choices for tāne and whānau. Health and fitness assessments have been completed and the programme will be delivered in 2018/19.

Whānau Success

Withheld under section 9(2)(a)

[redacted]

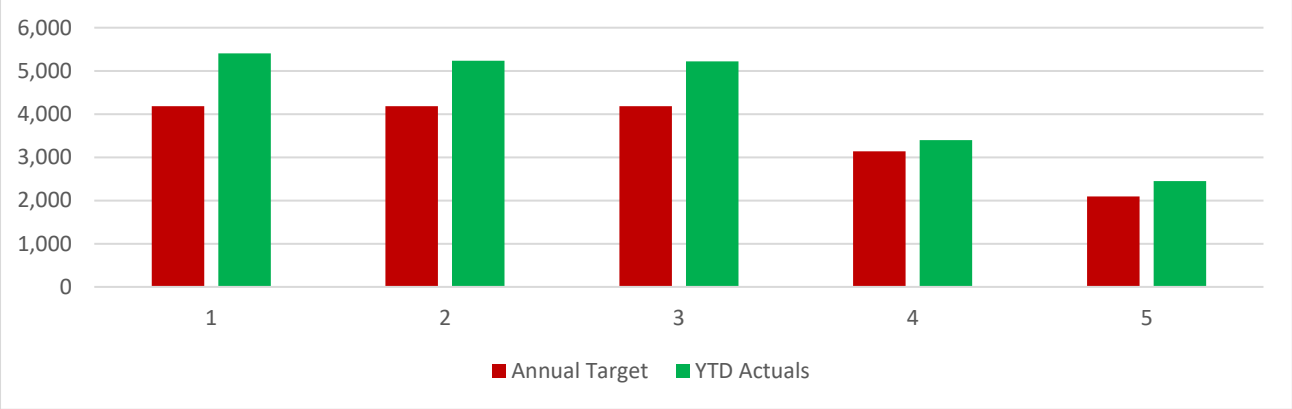
1.1.2.2 Whānau Progress

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	58	0	381	328	254
Tāmaki Makaurau	22	1	278	167	380
Hauraki-Waikato	0	0	83	12	958
Waiariki	3	0	374	139	372
Ikaroa-Rāwhiti	34	3	397	119	338
Te Tai Hauāuru	47	10	310	183	151
Total unique whānau	**164**	**14**	**1,823**	**948**	**2,453**

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	5,402	5,238	5,224	3,401	2,453



Of the 5,402 whānau engaged through Kaiārahi since 1 July 2017, 5,238 (97%) have completed assessments to identify their needs and aspirations, and 5,224 (97%) have developed a plan with goals.

3,401 whānau (63%) have completed a milestone goal, making significant progress towards their priority outcomes, and 2,453 whānau (45%) 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	3,476	1,701	49%
Whānau health	2,893	1,425	49%
Whānau knowledge	2,546	1,124	44%
Whānau participation in the community	1,654	703	43%
Whānau relationships	952	303	32%
Whānau engagement in te ao Māori	558	319	57%
Total	**12,079**	**5,575**	**46%**

A total of 12,079 outcomes (an average of 2.2 outcomes per whānau) were planned this financial year with 5,575 (46%) of these outcomes achieved since 1 July 2017. The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (29%), followed by whānau health (24%) and whānau knowledge (21%).

[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 household maintenance	1,184	583	49%
	Basic furnishings or amenities or clothing	495	285	58%
	Whānau employment	464	181	39%
Whānau health	Physical/personal health	1,251	669	53%
	Whānau or social health	689	310	45%
	Mental health	304	112	37%
Whānau knowledge	Education or training	1,271	514	40%
	Financial literacy or budgeting	596	283	47%
	Skills or knowledge for employment	417	212	51%
Whānau participation in the community	Access to community resources	691	385	56%
	Connection to community networks	499	179	36%
	Legal Documents incl birth certificates, passports	322	70	22%
Whānau relationships	Parenting knowledge or skills	287	98	34%
	Whānau or Household relationships	221	56	25%
	Wider whānau relationships	185	50	27%
Whānau engagement in te ao Māori	Whakapapa or whānau connections	180	66	37%
	Te Reo Māori	152	96	63%
	Connections to Māori organisations incl Kōhanga or Kura	136	102	75%

Housing continued to be a priority for whānau. Some whānau moved home from other parts of the country and were referred to the crisis team at Work and Income. Kaiārahi provided advocacy for whānau to explore housing options with Work and Income and Housing New Zealand. Some whānau accepted emergency housing until permanent housing became available.

Some whānau outcomes and goals shifted from whānau managing crisis to planning for their future. Kaiārahi reported that whānau identified and enrolled in study to support their career aspirations.

Isolation was a risk for whānau in rural areas. Many have to travel vast distances and as a result whānau were not attending appointments due to lack of transport. Kaiārahi worked with key stakeholders to provide support in this area.

Kaiārahi reported an increase of whānau seeking support with improving their health and wellbeing. Whānau joined local gyms while others joined community boot camps.

Partners reported an increase in whānau with two incomes seeking support from Whānau Ora. Although the whānau receive two incomes they struggled to make ends meet. There was a need for financial advice, food grants and basic resources for the home.

Whānau continued to request advocacy support when they deal with government agencies and providers. Whānau lacked confidence in articulating their concerns and the support required. Advocacy provided whānau with support and confidence accessing services.

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	448	192	43%
Whānau health	Mental health	Improved mental health	304	112	37%
	Nutrition	Improved nutrition	75	61	81%
	Physical/ personal health	Improved physical health	493	227	46%
Whānau participation in the community	Whānau employment	Improved employment opportunities	87	49	56%
Whānau relationships	Whānau/ household relationships	Improved whānau or household relationships	221	56	25%
Whānau engagement in te ao Māori	Connections to Māori community organisations	Improved access to Māori community organisations	136	102	75%
Whānau standards of living	Basic furnishings/ amenities/ clothing	Increased basic furnishings, amenities or clothing	495	285	58%
	Safe transport options	Improved access to safe transport options	421	220	52%
	Housing standards including household maintenance	Improved housing standards including household maintenance	1,184	583	49%

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: 12,079) are improved housing standards including household maintenance (10%), increased basic furnishings, amenities or clothing (4%) and improved physical health (4%).

1.1.2.5 Whānau Success

Withheld under section 9(2)(a)

[redacted]

1.1.2.6 Partner and Workforce Development

Kaiārahi continue to attend training programmes with their respective Data Analysts to improve data collection and outcomes management practices, and to improve proficiency with Whānau Tahi

Partners continue to review outcomes measurement tools and practices and use both shared learning hui and individual/peer supervision as a mechanism to support ongoing quality improvement of Whānau Ora practices.

[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

1.1.2.7 Data Analysts

Data Analysts continue to work closely with TPM and Whānau Tahi to ensure TPM's outcomes management policy and outcomes management system are successfully rolled out, whilst continuing to meet data collection and reporting requirements. TPM helpdesk and the wider TPM Data & Performance team continue to provide expert advice and support across the Whānau Ora Partners to ensure outcomes data is collected and reported accurately and on time.

Data Analysts continue to deliver a mix of training from one hour refresher sessions on specific modules to full day training programmes. These are delivered in a group setting or one on one setting, and are normally followed up with a one on one session if required. Evaluations are generally positive and Data Analysts continue to review feedback to improve training content and/or deliver methods to better meet Kaimahi needs. Kaimahi have also highlighted and re-confirmed the need for ongoing training and support from their Data Analysts, particularly around reporting periods, where Data Analysts are providing on-call and on-hand support. TPM has also acknowledged this ongoing need and has continued to invest in this critical resource in 2018/19.

One of the key challenges that Data Analysts have faced this year (and will face going forward) is the expectations of Kaimahi around the time and effort involved in data collection, outcomes measurement and reporting. In order to ensure that we are collecting robust outcomes based data to evidence and report on the impact of our programmes, there will need to be a positive shift towards dedicating the time and focus needed to enable this as part of their daily practices. Our partners are also needing to change the expectations of funders, particularly around volumes, for the same reason.

A data advisory group was established last quarter, with members representing Whānau Tahi, data & performance, data insights and outcomes measurement, and the group has met three times this quarter to establish an indicative programme of action leading up to 2020. A draft logic model has been developed, and will be finalised over quarter one of 2018/19.

1.1.2.8 Other Performance Measures

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

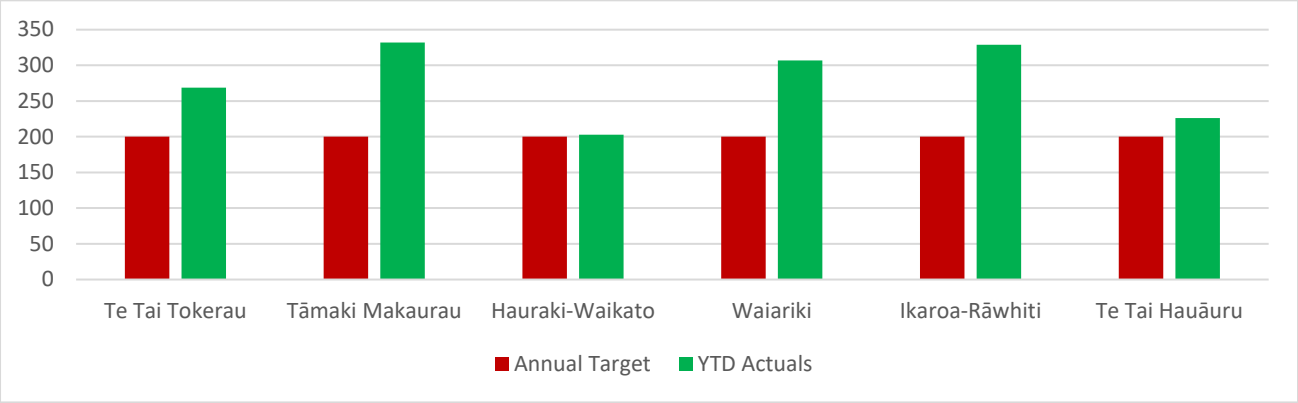
KPI	Indicator	Target	Actual
Kaiārahi			
K4	Priority whānau have been referred to relevant services/programmes.	4,184	4,723 (113%)
K9	Priority whānau report that the initiative has identified and responded to their priorities and needs.	837	1,637 (196%)
K10	Priority whānau report a positive experience.	732	1,542 (211%)
K14	Priority whānau report improvements in ability to plan and achieve goals.	837	1,592 (190%)
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	1,616 (110%)
Pou Hākinakina			
K11	Priority whānau report that the initiative regarding whakapakari tinana has identified and responded to their priorities and needs.	68	116 (171%)
K12	Priority whānau report a positive experience through the engagement regarding whakapakari tinana.	59	112 (190%)
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	11	50	225	269	933
Tāmaki Makaurau	200	71	18	332	332	461
Hauraki-Waikato	200	91	0	201	203	274
Waiariki	200	19	113	305	307	608
Ikaroa-Rāwhiti	200	70	38	313	329	1,050
Te Tai Hauāuru	200	27	8	188	226	720
Total	**1,200**	**289**	**227**	**1,564**	**1,666**	**4,046**



A total of 1,564 whānau have been engaged through Collective Impact initiatives this quarter and a total of 1,666 whānau (4,046 whānau members) have been engaged since 1 July 2017.

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 (58%). The main ethnic group that our whānau identify with (allowing up to three responses) is NZ Māori (87%), followed by Pasifika peoples (5%) and other ethnicities (5%). A breakdown of whānau members receiving support through Collective Impact this financial year is below:

Gender	Cumulative
Female	2,325
Male	1,625
Data Gap	96
Total	**4,046**

Age Band	Cumulative
0 - 9 years	1,097
10 - 17 years	915
18 - 24 years	332
25 - 44 years	847
45 - 64 years	516
65+ years	150
Data Gap	189
Total	**4,046**

Ethnic Group	Cumulative
NZ Māori	3,522
Pasifika peoples	191
NZ Euro/Pākehā	108
Other	190
Data Gap	35
Total	**4,046**

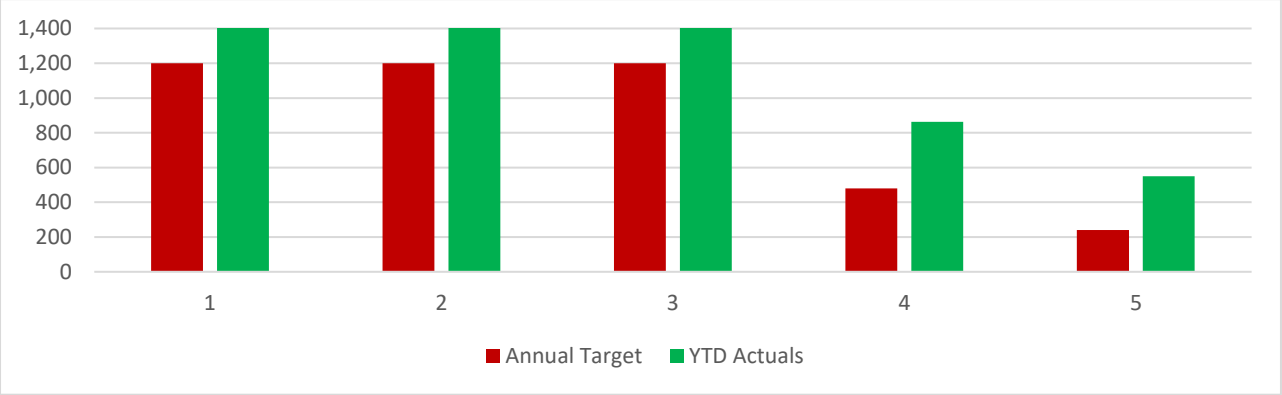
1.1.3.2 Whānau Progress

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	42	145	36	33
Tāmaki Makaurau	0	0	98	50	184
Hauraki-Waikato	0	3	2	64	134
Waiariki	29	52	125	74	27
Ikaroa-Rāwhiti	13	40	119	32	125
Te Tai Hauāuru	8	32	82	58	46
Total unique whānau	**63**	**169**	**571**	**314**	**549**

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	1,666	1,603	1,434	863	549



Of the 1,666 whānau engaged through Collective Impact since 1 July 2017, 1,603 (96%) have completed assessments to identify their needs and aspirations, and 1,434 (86%) have developed a plan with goals.

863 whānau (52%) have completed a milestone goal, making significant progress towards their priority outcomes, and 549 whānau (33%) 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 health	1,246	662	53%
Whānau standards of living	793	248	31%
Whānau knowledge	734	160	22%
Whānau participation in the community	365	79	22%
Whānau engagement in te ao Māori	227	67	30%
Whānau relationships	181	32	18%
Total	**3,546**	**1,248**	**35%**

[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 3,546 outcomes (an average of 2.1 outcomes per whānau) were planned this financial year with 1,248 (35%) of these outcomes achieved since 1 July 2017. This was a decrease from last financial year (45%), due to the number of planned outcomes increasing by over 1,100. The actual number of outcomes achieved, however, has increased by 14% from 1,092 last year.

The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau health (35%), followed by whānau standards of living (22%) and whānau knowledge (21%).

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 health	Physical/personal health	685	329	48%
	Nutrition	214	181	85%
	Whānau or Social Health	160	23	14%
Whānau standards of living	Housing standards including maintenance	399	61	15%
	Whānau employment	105	82	78%
	Financial provisions for the future incl. savings or investments	88	17	19%
Whānau knowledge	Education or training	433	93	21%
	Health literacy	114	24	21%
	Skills or knowledge for employment	94	17	18%
Whānau participation in the community	Access to community resources	119	19	16%
	Legal documents incl birth certificates, drivers licences	111	27	24%
	Connection to community networks	84	24	29%
Whānau engagement in te ao Māori	Māori lore or knowledge or customs	78	2	3%
	Knowledge about whenua tupuna	64	20	31%
	Connections to Māori organisations incl Kōhanga/Kura	48	33	69%
Whānau relationships	Relationships with Māori networks	87	7	8%
	Parenting knowledge or skills	29	7	24%
	Whānau or Household relationships	24	7	29%

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	32	# / % of whānau engaged who have prioritised improved attendance at school that have completed their milestone goal	10 31%	# / % of whānau engaged who have evidenced improved attendance at school	10 31%
Te Whānau o Waipareira	# of whānau engaged who have prioritised increased physical activity and/or improved diet	152	# / % of whānau engaged who have prioritised increased physical activity and/or improved diet that have completed their milestone goal	128 84%	# / % of whānau engaged who have evidenced increased physical activity and/or improved diet	108 71%
Te Kōhao Health	# of whānau engaged who have prioritised employment that are	68	# / % of whānau engaged who have prioritised employment	68 100%	# / % of whānau engaged who were previously unemployed	68 100%

Collective Impact Partner	Engagement	#	Progress Milestone	# / %	Outcomes Achieved	# / %
	unemployed at the initial engagement		that are unemployed at the initial engagement that have completed their milestone goal		become employed (either part-time or full time)	
Ngāti Rangi	# of whānau engaged who have prioritised improved housing standards through better insulation	42	# / % of whānau engaged who have prioritised improved housing standards through better insulation that have completed their milestone goal	14 33%	# / % of whānau engaged who have evidenced improved housing standards through better insulation	14 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	6 60%	# of whānau engaged who have evidence improved skills/knowledge for employment	6 60%
Whaiora Whānui	# of whānau engaged who have prioritised improved oral health management	55	# / % of whānau engaged who have prioritised improved oral health management that have completed their milestone goal	49 89%	# / % of whānau engaged who have evidenced improved oral management	47 85%

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 Collective continued refinement of the common agenda whilst continuing to work alongside priority whānau. As part of the refinement a number of new partners were identified to support tamariki and their whānau:

- Support whānau with tamariki that have been truant and/or long term absent return to school
- Deliver a home based programme that supports parents lay the foundation for the success of their tamariki at school and later life
- Provide mediation between schools and whānau, finding positive solutions for tamariki.

Whānau Success Withheld under section 9(2)(a)

[redacted]

Te Kōhao Health

Te Ngira Collective aims to improve whānau economic outcomes through education, employment and training. The initiative is delivered throughout Hauraki-Waikato.

Collective Impact continued to develop relationships with key stakeholders and support whanau with:

- Funding options for Land Based Training who provide better employment opportunities including a ten week programme designed to fit the training needs of whānau e.g. driver licences, industry specific learnings
- A range of roles were offered to whānau by a new employer to the region. They offered comprehensive orientation and training
- Another employer offered two whānau positions and level one ConstructSafe training.

Te Tihi o Ruahine Whānau Ora Alliance

Kāinga Whānau Ora aims to improve the living standards of whānau by supporting whānau into safe, warm and healthy homes or making improvements to their home to be safe, warm and healthy.

On completion of the first year of implementation of Kāinga Whānau Ora, the Collective have reviewed and consolidated their activities to inform their Action Plan 2018/19. They have identified areas for improvement and are building on shared successes. Early outcomes reported are indicative of strengthened cross sector/agency partnerships (Housing New Zealand, New Zealand Police, Oranga Tamariki, and the Ministry of Social Development) to ensure whānau access services that are responsive and relevant to their needs. This has resulted in improved housing conditions, improved standards of living, improved health, and positive family functioning.

Te Tihi o Ruahine are also working in partnership with the Social Investment Agency and Synergy to develop an Impact Evaluation Framework to effectively monitor and measure success. They will also carry out a second whānau survey[6] in quarter one of 2018/19 to capture and measure actual gains and progress made by whānau participating in year one.

Whānau Success Withheld under section 9(2)(a)

[redacted]

1.1.3.5 Partner and Workforce Development

Following the Hui Whakapakari, TPM along with support from Wai-Atamai facilitated "Getting to the Common Agenda" workshops. The workshops supported partnerships to refine and confirm their shared vision, mission and common agenda.

Partnerships submitted mini plans that outlined work required prior to 30 June 2018, which then informed the Action Plans for 2018/19. The key areas of focus were refinement of the common agenda, confirmation of the role and function of the backbone organisation and confirmation of priority whānau and long-term goals. The team produced a user guide to support Partnerships with the steps required to get the work done, and more recently undertook a range of face to face visits to work with lead partners to finalise Action Plans for 2018/19.

TPM continues to work closely with partnerships through face to face hui, zoom sessions and teleconference calls.

[6] The first survey at commencement, was to establish baseline

1.1.3.6 Collective Impact Innovation Fund

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

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	647	752
Tāmaki Makaurau	347	347
Hauraki-Waikato	598	598
Waiariki	55	220
Ikaroa-Rāwhiti	124	152
Te Tai Hauāuru	99	99
Total	**1,870**	**2,168**

A total of 1,870 whānau (2,168 whānau members) were engaged through innovation funding initiatives this year.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	650	591	91%
Whānau engagement in tea o Māori	551	528	96%
Whānau health	469	416	89%
Whānau participation in the community	296	210	71%
Whānau standards of living	284	215	76%
Whānau relationships	79	45	57%
Total	**2,329**	**2,005**	**86%**

A total of 2,329 outcomes have been planned (an average of 1.2 outcomes per whānau) with 2,005 (86%) outcomes being achieved this year.

The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau knowledge (28%), followed by whānau engagement in te ao Māori (24%) and whānau health (20%). The following table outlines outcomes planned and achieved by whānau this year.

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	251	230	92%
	Skills or knowledge for employment	114	114	100%
	Information Communication and Technology literacy	99	82	83%
Whānau engagement in te ao Māori	Māori lore or knowledge or customs	391	387	99%
	Whakapapa or whānau connections	70	69	99%
	Te Reo Māori	51	50	98%
Whānau health	Physical/Personal health	397	367	92%
	Nutrition	25	24	96%
	Drug use	24	22	92%
Whānau participation in the community	Connection to community networks	123	123	100%
	Access to community resources	103	70	68%
	Participation in sports and recreation	16	16	100%
Whānau standards of living	Financial provisions for the future incl. savings or investments	160	160	100%
	Housing standards including maintenance	86	37	43%
	Safe transport options	18	15	83%
Whānau relationships	Wider whānau relationships	47	26	55%
	Relationships with Māori networks	12	12	100%
	Relationships with service providers (incl. Govt. Departments)	7	7	100%

Whānau Ora partners continued the Innovation Fund initiatives. A summary of key activities is outlined below.

Region	Summary of Initiatives	Key Activities
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	• To support refinement of the Collective Impact initiative, 30 whānau engaged in a range of workshops delivered at community halls and marae in the Whangaroa and Kaitāia districts • Workshops encouraged social interaction, provided structured learning, capability building and delivered key messages. They focused on parents and caregivers as 'first teachers', educators, leaders and role models for tamariki • 12 whānau for the first time, would like to be a board member at their local school. Whānau reported that they have more knowledge and are more informed about their role as parents/caregivers of tamariki. Whānau that live in isolated areas appreciated the opportunity to network with other parents. Some whānau have remained in contact via social media • Feedback and evaluation measures of the workshops was overwhelmingly positive and encouraging with requests for additional workshops to support whānau build capacity to improve their engagement with the learning of tamariki • The remaining workshops will take place in quarter one of 2018/19
Tāmaki Makaurau	Community commissioning, programme design and delivery, information	• Pitch Local enabled the collective to commission 26 community grass roots solutions across the region. Funding supported whānau and community groups the

Region	Summary of Initiatives	Key Activities
	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	opportunity to design and deliver a range of projects to achieve short term goals and outcomes • #Youngatira showcased films by rangatahi with an audience of over 200 people including the Whānau Ora Minister, rangatahi, peers and whānau. #Youngatira participants were mentored by industry experts and professionals through the design, development and production of their films • Tuakana Teina is a leadership programme for 12-14 year olds that creates a platform for rangatahi to become champions of empowering change within a space where rangatahi can express themselves freely. The group participated in the #Youngatira film festival and won a film making award at the festival • Workforce Development progressed well with the delivery of workshops that focused on Logic Modelling and Adaptive Leadership to Te Pae Herenga o Tāmaki partners, managers and kaimahi • The development and delivery of the Kiwa Digital programme, a customised programme of training that enabled kaimahi to be trained in the latest digital publishing technology and enhance capability to build interactive apps • Implementation of Whānau Tahi to design and build dashboards using Power BI. Power BI enhances report information to kaimahi and managers to support practice and performance
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	• One partner facilitated sewing and creativity workshops. Whānau feedback was positive not only in relation to creating goods but the positive social interaction with the community. All items were offered for sale at Whare Aroha Opportunity Shop • Over 25 students attended the Youth Summit (Design Change) hosted for rangatahi from local high schools. The purpose of the summit was to understand and identify key issues that affect the community, deepen critical thinking, communication and design thinking skills, learn strategies for how to positively influence their own lives and the community around them and start-up social enterprise • A carving course was delivered to 68 whānau. The course offered education specific to hapū/iwi affiliations, drawing of hapū/iwi patterns, choosing rākau/bone, carving and finishing of the rākau/bone. Whānau reported the discovery of their Māori identity, overall improved confidence, health and wellbeing • Employment Coordinators (Kaiārahi) were deployed to extend the reach to whānau of education, training and employment • The enhancement of technology to support ongoing analysis, packages and programmes, responding to whānau needs
Waiariki	Programme design and delivery and information technology to achieve the following outcomes: • Improved living conditions for whānau	• Whare Oranga engaged whānau in the home, completed whare assessments, gathered quotes, completed repair/maintenance plans and provided subsidised insulation for whānau • Five DIY mātauranga workshops were delivered to 68 whānau members. The workshops were interactive,

Region	Summary of Initiatives	Key Activities
	• Improved knowledge regarding home maintenance for whānau • Improved shared measurement capabilities through Whānau Tahi Connected Care	with practical demonstrations, using affordable resources to provide housing solutions and knowledge to support whānau maintain a healthy whare • Design of Connected Care which is real-time electronic communication between whānau, provider including telehealth, remote patient monitoring, and secure email communication between clinicians and whānau. Roll out across the region and partners has been extended to 2018/19 • Tūāoma provides whānau pathways, training and development that supports Whānau Ora practice. The training received positive feedback from kaimahi in relation to engagement of whānau, reflection of practice and enhanced reportage on outcomes for whānau
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	• Partners, local kura and whānau facilitated workshops with rangatahi requiring extra support with academic subjects. As a result rangatahi have improved academic results and have improved school attendance rates • The recruitment of a Lead Outcome Champions that focused on te ao Māori and assisting whānau with connecting to their taha Māori. Positive feedback from whānau reflected in the number of outcomes whānau are aspiring to achieve within te ao Māori • Rollout of Whānau Tahi enabled successful migration of 300 whānau records and the first workbook for reporting purposes
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	• Through a series of co-design workshops, partners worked with whānau and communities to facilitate the creation of ideas and prototypes that they want to see to improve their communities. The programme is building capacity through the facilitation design thinking workshops that show innovative ways to engage with whānau and how to deliver their programme to suit the needs of their community. • Six week home ownership programme for whānau wanting to purchase their own home. The provision of home ownership and financial management programmes has assisted in reducing social disengagement, increased reach within the wider community and improved standards of living • Fusion has been launched within four geographical areas. The programme has provided rangatahi with a pathway and is having a positive effect on rangatahi and their education

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

[redacted]

Withheld under section 9(2)(a)

[redacted]

[redacted]

1.1.3.7 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	1,317 (110%)
CI5	Priority whānau report that the initiative has identified and responded to their priorities and needs.	240	443 (185%)
CI6	Priority whānau report a positive experience.	210	379 (180%)
CI7	CI partnerships have built upon existing activities and improved Whānau Ora practices of partner organisations to support priority whānau.	13	13 (100%)
CI8	Priority whānau report improvements in ability to plan and achieve goals.	240	441 (184%)
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	408 (340%)

1.2 Other Commissioning Activities

1.2.1 Research and Evaluation

Commissioning for Change

This project was completed in partnership with Whakauae Research. The research explored the model of Te Pou Matakana commissioning as a particular model for purchasing services, how it has fared in terms of delivering for Whānau Ora. The paper provided a brief history of Māori health provider development, as a means of establishing the roots of the Te Pou Matakana commissioning approach.

The paper concluded that in the New Zealand context commissioning, as a purchasing model, has benefited from alignment with Whānau Ora principles, to the extent that an indigenous model of commissioning is apparent in the Te Pou Matakana commissioning approach.

The article "Commissioning for Change", based on the research conducted with the Te Pou Matakana model of commissioning, was published by Te Mauri International Journal of Indigenous Wellbeing in June 2018.

Pēperekōutanga: Kaumātua Wellbeing Report

Pēperekōutanga was designed to bridge a significant research gap by profiling the needs, realities, and aspirations of older Māori. It explored access to services and support, levels of interaction with others and their community, their capacity to plan for the future, to embrace the lives they hope to live in their later years.

The findings from this research will help Te Pou Matakana plan for the kind of commissioning provisions that will ensure the best outcomes when planning for kaumātua wellbeing. There is the potential to move from scoping research to a more in-depth analysis of kaumātua wellbeing and to engage other funders to grow the research including the National Science Challenge fund. The final report is complete and ready for distribution.

Ngā Tini Whetū

The evaluation focused on the test of a long-term commissioning product, Ngā Tini Whetū, a model for inspiring aspirational long term planning and whānau self-determination. The findings from the evaluation will inform Te Pou Matakana on strategic future directions for this commissioning product.

Key recommendations included the need to specify ideal partner characteristics, a collaborative funding and contracting approach, pre-delivery programme for the establishment phase, timely and structured provision of information and/or training, the development of Ngā Tini Whetū partner guide and provision of generic resourcing. The final report will be disseminated to partners.

Whānau Direct Outcomes Report 2016/17

Whānau Direct outcomes data for 2016/17 was cleaned, coded, analysed and summary tables produced. The report has been drafted, peer reviewed and is now complete.

Collective Impact for Whānau

The Collective Impact Toolkit was designed to offer a number of self-evaluation tools, best practice indicators and measures, a learnings framework and guide, to be used by partners that are running Collective Impact initiatives. The toolkit was provided to Te Pou Matakana to inform the work programme, improve Collective Impact capabilities and promote best practice.

Outcomes Framework and Roadmap

Review and refinement of the commissioning logic model and programme logic models is complete.

The annual whānau survey and Collective Impact partner survey data is finished. The online and paper survey data will be collated and analysed in quarter one of 2018/19 and a draft report produced.

The whānau outcome menu was refined over 2017/18 and implemented across programmes to record whānau outcomes as per the Outcomes Roadmap.

Managing to Outcomes

Managing to outcomes focused on the continuous development of 'best practice' modules to support workforce capacity needed for Te Pou Matakana programmes and commissioning approaches. The following modules are complete.

- Whānau Ora 101
- Outcomes 101
- Social Return on Investment Snapshot
- Stakeholder Engagement Survey 101
- Stakeholder Engagement Tools 101
- Adaptive Leadership 101
- Collective Impact 101
- Data Analysis 101
- Social Media 101.

1.2.2 Workforce Development

Kaimahi are in the final stages of completing modules for the Whānau Ora Diploma. Preparation and planning is complete for the Diploma graduation on 3 August 2018.

Recruitment of students for the second cohort is complete. The second cohort of students have been invited to attend an orientation wānanga on 20 July in Rotorua.

1.2.3 Whānau Tahi

The Whānau Tahi Navigator Version 5 (WTv5) upgrade has been deployed to 12 lead partners across Te Ika a Māui, with one lead partner still using version 4. It is anticipated that this partner will undertake the upgrade in FY18/19, however, is still determining the best time to migrate to version 5.

Whānau Tahi have developed further enhancements this quarter, implementing address lookup functionality within the system. This enables our partners with address validation and geocoding within Whānau Tahi, providing improved ability to:

- Physically locate whānau to provide care and support
- Postal delivery of mail advising of appointments, results, invitation to participate in programmes, follow-up, recall etc
- Management of population programmes ie coverage rates etc
- Geographical population analysis and research enabling planning and targeting of services
- Mapping of geographic elements of need (key indicators) including trends and patterns
- Mapping of provider and facility locations for public accessibility and analysis of utilisation.

This will be another key feature to enable better whānau engagement and outcomes management for our partners.

The Whānau Tahi User Group has been well established with providers continuing to share their learnings and best practice around data collection, outcomes management and Whānau Tahi. A key work stream has been established as a result of these hui, which is to implement a dedicated training programme for Power BI to enable Data Analysts and other kaimahi to provide improved reporting and insights to a range of stakeholders.

Whānau Tahi have received very good feedback regarding the advance training programme delivered this quarter, and have scheduled another one in September 2018, which many of the Data Analysts will be attending.

TPM and key lead partners have been working closely with Whānau Tahi to develop a fully integrated mobile application, which will allow kaimahi to have key functions within WTN at their fingertips when out in the community working with whānau. This enables improved data collection practices as well as improved whānau engagement and outcomes management for our partners. The long term plan is to leverage of this application to give whānau the ability to interact with the system, supporting our Whānau Ora policy around ensuring whānau are in the driver's seat.

TPM continues to work closely with Whānau Tahi around the SROI software accreditation. The full testing has now been complete and Whānau Tahi are now completing final configurations before engaging with Social Value International for software accreditation.

1.2.4 Whānau Ora Accreditation Framework

Following endorsement of the Whānau Ora Accreditation Framework by Social Value International (SVI) a full time Project Manager has been appointed to develop and implement a project plan. The project plan will include key activities and timeframes for roll out of the framework with Whānau Ora partners which will commence in quarter one of 2018/19. At the same time the Whānau Ora Practitioner Model will be developed with Kaimahi.

1.2.5 Whānau Ora Hui 2018

Planning for the Whānau Ora Hui continued this quarter. Logistics, key note speakers and workshop facilitators have been confirmed for the hui on 10-12 September 2018 at Holiday Inn, Tāmaki Makaurau.

An outline of the programme is below and will be confirmed closer to the event.

- Te Piringa: "Creating a global network by, for and with whānau", Hear from distinguished influencers, international contributors, indigenous future makers and government leaders
- Te Huritaotanga: "Looking back to the future", Recognising what we've achieved to enable the reality of the next phase for Whānau Ora. Two days of informative presentations and practical workshops
- Te Puāwaitanga: "Generating whānau futures", Understanding the challenges for resilient and flourishing whānau in a changing world. We continue with informative presentations and practical workshops.

1.3 Progress against Investment Plan

1.3.1 Activities completed this quarter

Key Activity	Quarter	Comment
Refinement and implementation of the Outcomes Roadmap	Quarter four	Complete
Refinement of outcome measurement tools	Quarter four	Complete
Monitor Whānau Direct, Kaiārahi, Collective Impact and Collective Impact Innovation initiatives	Quarter four	Complete
Complete Research, Innovation and Strategy workstream projects	Quarter four	Complete
Planning and negotiations for 2018/19 contracts	Quarter four	Complete

1.3.2 Activities planned next quarter

Activities planned for next quarter are outlined in the Investment Plan for 2018/19.

1.3.3 Activities/timeframes modified for next quarter

Activities planned for next quarter are outlined in the Investment Plan for 2018/19.

2.0 Spending Profile

2.1 Operating costs and commissioning funds

Please see the attached financial report.

2.2 Cost escalation / underspend issues

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

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 August 2018**