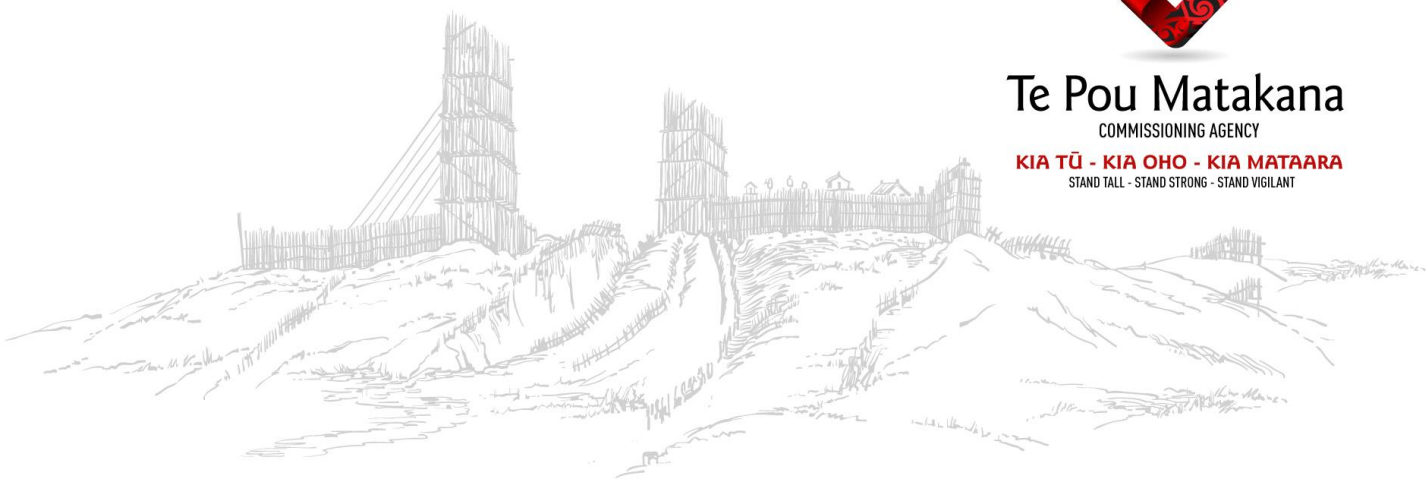


Te Pou Matakana
COMMISSIONING AGENCY
KIA TŪ - KIA OHO - KIA MATAARA
STAND TALL - STAND STRONG - STAND VIGILANT

Quarter Two Progress Report
Te Pou Matakana

Date issued	14 February 2018	**Issued to**	Te Puni Kōkiri
Overall project status	Green	**Issued by**	Te Pou Matakana
Period start	1 October 2017	**Period end**	31 December 2017

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 report is the quarter two report for the financial year 2017/18.

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.

Whānau Direct

- 2,929 whānau members
- A total of 691 whānau were supported through Whānau Direct this quarter (976 since 1 July 2017).
- A total of 1,893 outcomes (an average of 1.9 outcomes per whānau) have been planned so far this financial year with 1,453 (77%) of these outcomes achieved over quarters one and two.
- The most common outcomes sought were within the domains of whānau standards of living (47%), followed by whānau health (29%) and whānau participation in the community (12%), which was consistent with last quarter.
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for the quarter were:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	223	718
Tāmaki Makaurau	194	570
Hauraki-Waikato	151	442
Waiariki	150	455
Ikaroa-Rāwhiti	115	355
Te Tai Hauāuru	143	389
Total	**976**	**2,929**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	890	676	76%
Whānau health	550	425	77%
Whānau participation in the community	219	163	74%
Whānau knowledge	133	104	78%
Whānau relationships	78	66	85%
Whānau engagement in te ao Māori	23	19	83%
Total	**1,893**	**1,453**	**77%**

Kaiārahi

- 7,421 whānau members were supported by Kaiārahi this quarter
- A total of 2,637 whānau have been supported through Kaiārahi this quarter (3,008 since 1 July 2017).
- A total of 5,683 outcomes (an average of 1.9 outcomes per whānau) have been planned so far this financial year with 1,419 (25%) of these outcomes achieved.
- The most common outcomes were within the domains of whānau knowledge (24%), followed by whānau standards of living (24%) and whānau health (23%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for the quarter were:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	643	1,681
Tāmaki Makaurau	615	1,305
Hauraki-Waikato	403	1,002
Waiariki	508	1,516
Ikaroa-Rāwhiti	452	1,211
Te Tai Hauāuru	387	706
Total	**3,008**	**7,421**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	1,375	344	25%
Whānau standards of living	1,353	353	26%
Whānau health	1,327	387	29%
Whānau participation in the community	853	177	21%
Whānau relationships	623	106	17%
Whānau engagement in te ao Māori	152	52	34%
Total	**5,683**	**1,419**	**25%**

Collective Impact for Whānau

- 2,726 whānau members were supported this quarter through Collective Impact
- A total of 918 whānau have been supported through Collective Impact this quarter (952 since 1 July 2017).
- A total of 1,582 outcomes (an average of 1.7 outcomes per whānau) have been planned so far this financial year with 174 (11%) of these outcomes achieved.
- The most common outcomes were within the domains of whānau knowledge (29%), followed by whānau health (27%) and whānau standards of living (19%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for the quarter were:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	170	815
Tāmaki Makaurau	261	294
Hauraki-Waikato	46	125
Waiariki	81	123
Ikaroa-Rāwhiti	208	845
Te Tai Hauāuru	186	524
Total	**952**	**2,726**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	459	37	8%
Whānau health	423	41	10%
Whānau standards of living	293	56	19%
Whānau participation in the community	245	25	10%
Whānau relationships	113	13	12%
Whānau engagement in te ao Māori	49	2	4%
Total	**1,582**	**174**	**11%**

1.0 Commissioning Activity

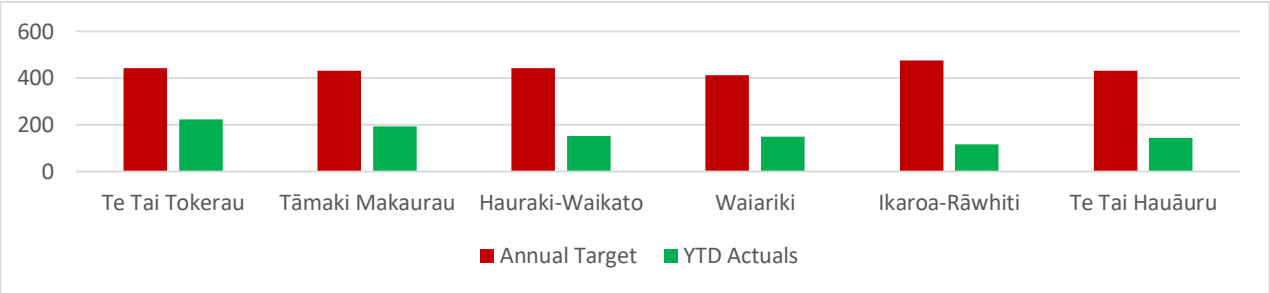
1.1 Commissioning Programmes

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, actuals vs targets to 31 December 2017.

Region	Target			Actuals			
	Whānau			Whānau		Whānau members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	443	111	222	130	223	426	718
Tāmaki Makaurau	432	108	216	155	194	451	570
Hauraki-Waikato	443	111	222	129	151	379	442
Waiariki	411	103	206	85	150	277	455
Ikaroa-Rāwhiti	474	119	237	105	115	331	355
Te Tai Hauāuru	432	108	216	87	143	237	389
Total	**2,635**	**660**	**1,319**	**691**	**976**	**2,101**	**2,929**



There were a total of 691 applications processed this quarter (976 since 1 July 2017), with the highest volume processed in Tāmaki Makaurau (22%) and the lowest volume processed in Waiariki (12%). This represented a significant variation to last quarter where the highest volume was processed in Te Tai Tokerau (33%) and the lowest volume was processed in Ikaroa-Rāwhiti (4%). As reported last quarter, the first few months of the financial year generally provides the opportunity for partners to review their internal processes and policies of Whānau Direct investments, and usually results in a reduced number of applications processed. As expected, this quarter has seen an increase in applications with actual volumes being between 81% and 144% of indicative quarterly targets.

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 (64%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (89%), followed by NZ European/Pākehā (5%) and Pasifika peoples (4%). A breakdown of whānau members receiving support through Whānau Direct this financial year were:

Gender	Cumulative
Female	1,661
Male	1,222
Data Gap	46
Total	**2,929**

Age Band	Cumulative
0 - 9 years	1,026
10 - 17 years	587
18 - 24 years	252
25 - 44 years	615
45 - 64 years	350
65+ years	86
Data Gap	13
Total	**2,929**

Ethnic Group	Cumulative
NZ Māori	2,595
Pasifika peoples	113
NZ Euro/Pākehā	143
Other	32
Data Gap	46
Total	**2,929**

1.1.1.2 Whānau Outcomes

The following table outlines the cumulative outcomes planned and achieved by whānau by outcome domain to 31 December 2017.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	890	676	76%
Whānau health	550	425	77%
Whānau participation in the community	219	163	74%
Whānau knowledge	133	104	78%
Whānau relationships	78	66	85%
Whānau engagement in te ao Māori	23	19	83%
Total	**1,893**	**1,453**	**77%**

A total of 1,893 outcomes (an average of 1.9 outcomes per whānau) have been planned so far this financial year with 1,453 (77%) of these outcomes achieved over quarters one and two. The most common outcomes sought were within the domains of whānau standards of living (47%), followed by whānau health (29%) and whānau participation in the community (12%), which was consistent with last quarter.

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 for the quarter was as follows:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	Basic furnishings/amenities	294	231	79%
	Housing standards including maintenance	196	160	82%
	Safe transport options	155	100	65%
Whānau health	Physical/Personal health	340	272	80%
	Nutrition	86	68	79%
	Family/Social Health	68	52	76%
Whānau participation in the community	Access to community resources	61	49	80%
	Connection to community networks	45	28	62%
	Participation in sports and recreation	37	31	84%
Whānau knowledge	Education/training	68	53	78%
	Skills/knowledge for employment	43	32	74%
	Financial literacy/Budgeting	8	8	100%
Whānau relationships	Household relationships	30	26	87%
	Wider whānau relationships	18	15	83%
	Parenting knowledge/skills	12	10	83%
Whānau engagement in te ao Māori	Connections to Māori organisations including Kohanga/Kura	7	5	71%
	Māori lore/knowledge/customs	6	5	83%
	Te reo Māori	5	5	100%

1.1.2.4 Kaiārahi Whānau Success Indicators[6]

Outcome Domain	Outcome Area	Outcome	Planned Outcomes	Achieved Outcomes	Achieved %
Whānau knowledge	Education/ Training	Improved access to education or training courses/ programmes	191	38	20%
Whānau health	Mental Health	Improved mental health	163	41	25%
	Nutrition	Improved nutrition	11	2	18%
	Physical/ Personal health	Improved physical health	157	28	18%
Whānau participation in the community	Whānau Employment	Improved employment opportunities	17	1	6%
Whānau relationships	Whānau/ Household relationships	Improved whānau or household relationships	149	29	19%
Whānau engagement in te ao Māori	Connections to Māori community organisations	Improved access to Māori community organisations	30	21	70%
Whānau standards of living	Basic furnishings/ amenities/ clothing	Increased basic furnishings, amenities or clothing	170	59	35%
	Safe transport options	Improved access to safe transport options	198	53	27%
	Housing standards including household maintenance	Improved housing standards including household maintenance	479	131	27%

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 - 5,683) are improved housing standards including household maintenance (8%), improved access to safe transport options (3%) and improved access to education or training courses/programmes (3%).

1.1.2.5 Whānau Success Stories

Withheld under section 9(2)(a)

[redacted]

1.1.2.6 Partner and Workforce Development

Supervision was highlighted as an important area to discuss and gain feedback on mahi, gain support for challenges and celebrates successes. Group supervision with the team was reported as being helpful.

[6] 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

Kaimahi reported the importance of ongoing internal reviews related to Whānau Direct processes, assessment and planning tools to streamline the process for whānau.

Partners and Kaiārahi continued to upgrade and migrate to Whānau Tahi Version 5 (WTv5). Kaiārahi reported that the more time they spent on the system the more confident they felt about using the updated system.

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%)	967 (99%[1])
WD3	2,100 priority whānau report a positive experience	2,100 (80%)	720 (97%[2])
WD4	2,370 priority whānau report that an immediate change has been achieved through Whānau Direct	2,370 (90%)	730 (99%[3])
WD5	2,370 priority whānau report a positive impact on the whānau situation as a result of the intervention	2,370 (90%)	737 (99%[4])

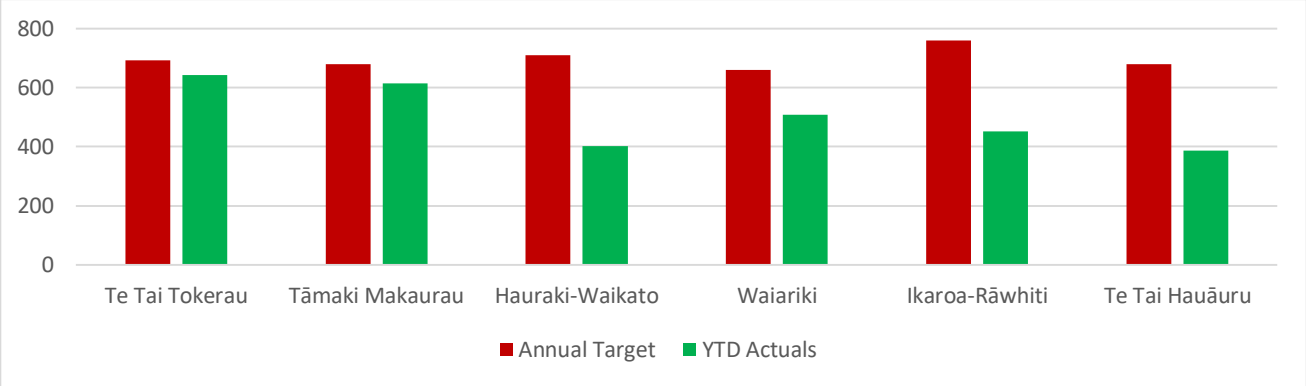
[1] % of actual applications (out of 976)
[2] % of check-ins completed (out of 740)
[3] % of check-ins completed (out of 740)
[4] % of check-ins completed (out of 740)

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, actuals vs targets to 31 December 2017.

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	108	80	581	643	1,681
Tāmaki Makaurau	680	106	82	539	615	1,305
Hauraki-Waikato	710	142	9	380	403	1,002
Waiariki	660	126	62	394	508	1,516
Ikaroa-Rāwhiti	760	73	44	411	452	1,211
Te Tai Hauāuru	680	49	39	332	387	706
Total	**4,184**	**604**	**316**	**2,637**	**3,008**	**7,421**



A total of 2,637 whānau have been engaged by Kaiārahi this quarter and a total of 3,008 whānau (7,421 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 (83%), followed by Pasifika peoples (6%) and Other ethnicities (5%). A breakdown of whānau members receiving support through Kaiārahi this financial year was as follows:

Gender	Cumulative
Female	4,205
Male	3,098
Data Gap	118
Total	**7,421**

Age Band	Cumulative
0 - 9 years	1,935
10 - 17 years	1,250
18 - 24 years	853
25 - 44 years	1,926
45 - 64 years	1,030
65+ years	258
Data Gap	169
Total	**7,421**

Ethnic Group	Cumulative
NZ Māori	6,163
Pasifika peoples	442
NZ Euro/Pākehā	291
Other	394
Data Gap	131
Total	**7,421**

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	107
	Whangārei	194	189
	Kaikohe	85	106
Region total		349	402
Tāmaki Makaurau	Glen Innes	14	35
	Papakura	42	22
	Māngere	19	79
	Manukau East	83	62
Region total		158	198
Hauraki-Waikato	Hamilton	427	162
	Ngāruawāhia	74	16
	Huntly	87	19
Region total		588	197
Waiariki	Rotorua	191	220
	Taupō	27	2
	Ōpōtiki	39	53
	Whakatāne	50	29
	Tūrangi	25	0
	Kawerau	53	17
Region total		385	321
Ikaroa-Rāwhiti	Northern East Coast	79	46
	Kaitī	30	39
	Gisborne	8	86
	Wairoa	55	58
	Camberley	21	2
	Flaxmere	29	11
	Lower Hutt	98	14
Region total		320	256
Te Tai Hauāuru	Southern Taranaki	30	24
	Whanganui	98	64
	Taumarunui	41	17
Region total		169	105
Total		**1,969**	**1,479**

Whilst TPM policy is permissive and does not confine Kaiārahi engagement to specific areas within each community, Kaiārahi do continue to engage whānau within the above defined priority communities 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, actuals vs targets to 31 December 2017.

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	18	0	18	18	21
Tāmaki Makaurau	52	0	0	0	0	0
Hauraki-Waikato	26	2	0	7	7	15
Waiariki	52	5	0	9	9	9
Ikaroa-Rāwhiti	78	64	0	85	85	89
Te Tai Hauāuru	52	33	0	55	55	111
Total	**338**	**122**	**0**	**174**	**174**	**245**

Relationships with regional sports trusts is ongoing. In the Bay of Plenty, the Pou Hākinakina has a position on the Regional Māori Advisory Group who are in the process of developing a strategic plan for Māori communities. While in Hauraki-Waikato the Te Ngira Collective is formalising a relationship with Sport Waikato.

Engagement with whānau is progressing well. The Hauora Wero programme is run in collaboration with Kaiti School, Ngāti Porou Hauora, Tūranga Health and Sport Gisborne. During this quarter 13 whānau successfully completed the six-week physical activity and nutrition programme. A second programme is due to take place in quarter three.

Sport Hawkes Bay and Te Whare Maire (Kahungungu Executive) are using a collective approach to plan and design a programme that is tailor-made for whānau to support their whakapakari tinana aspirations.

The Tāne Ora Alliance programme in Fielding facilitated by the Pou Hākinakina provided a nutrition seminar and healthy cooking kai class. The programme saw 15 whānau achieve at least one priority outcome.

Mananui Collective lead by Te Taiwhenua o Heretaunga continues to meet regularly and collaborate to engage whānau in healthy activities and nutrition. The collective is delivering a national pilot programme 'Mobility Action Plan'.

The Whānau Ora partners in Tāmaki Makaurau continue to develop relationships with sports organisations and the community to design and develop programmes to meet whānau needs around sports and recreation. Whānau will be engaged over the remaining two quarters.

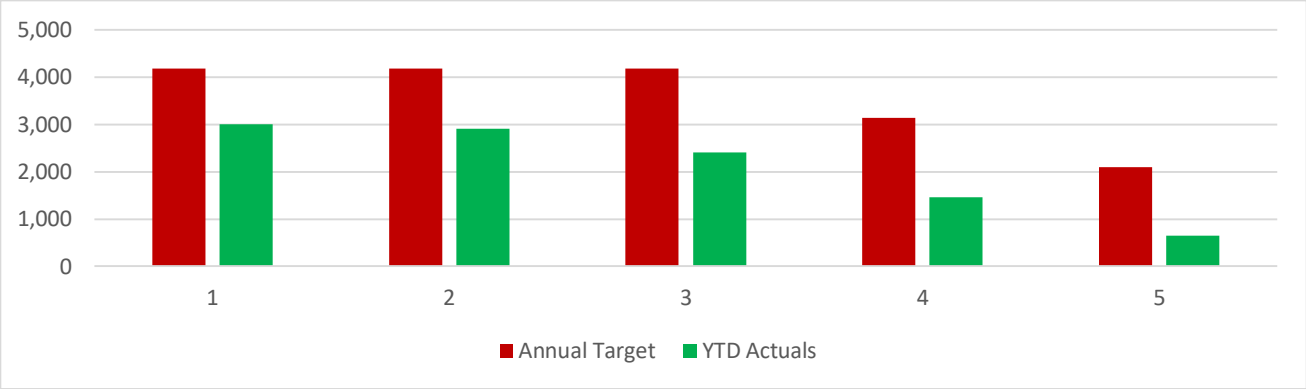
1.1.2.2 Whānau Progress

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	37	236	287	83
Tāmaki Makaurau	43	319	111	92	50
Hauraki-Waikato	4	5	54	12	328
Waiariki	18	46	173	157	114
Ikaroa-Rāwhiti	11	16	255	141	29
Te Tai Hauāuru	29	75	113	126	44
Total unique whānau	**105**	**498**	**942**	**815**	**648**

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	3,008	2,903	2,405	1,463	648



Of the 3,008 whānau engaged by Kaiārahi since 1 July 2017, 2,903 (97%) have completed assessments to identify their needs and aspirations, and 2,405 (80%) have developed a plan with goals.

1,463 whānau (49%) have completed a milestone goal, making significant progress towards their priority outcomes, and of these whānau, 648 (44%) have achieved one or more of their priority outcomes.

1.1.2.3 Whānau Outcomes[5]

The following table outlines outcomes planned and achieved by whānau by outcome domain.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	1,375	344	25%
Whānau standards of living	1,353	353	26%
Whānau health	1,327	387	29%
Whānau participation in the community	853	177	21%
Whānau relationships	623	106	17%
Whānau engagement in te ao Māori	152	52	34%
Total	**5,683**	**1,419**	**25%**

A total of 5,683 outcomes (an average of 1.9 outcomes per whānau) have been planned so far this financial year with 1,419 (25%) of these outcomes achieved since 1 July 2017. The most common outcomes were within the domains of whānau knowledge (24%), followed by whānau standards of living (24%) and whānau health (23%).

[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 breakdown of the most common outcome areas prioritised by whānau within each outcome domain for the quarter was as follows:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	Education or training	734	133	18%
	Financial literacy or Budgeting	254	82	32%
	Skills or knowledge for employment	208	39	19%
Whānau standards of living	Housing standards including maintenance	479	131	27%
	Safe transport options	198	53	27%
	Whānau or household income	184	45	24%
Whānau health	Physical/Personal health	629	232	37%
	Whānau or Social Health	398	83	21%
	Mental health	163	41	25%
Whānau participation in the community	Connection to community networks	521	56	11%
	Access to community resources	231	76	33%
	Participation in sports and recreation	47	28	60%
Whānau relationships	Parenting knowledge or skills	231	18	8%
	Whānau or Household relationships	149	29	19%
	Relationships with service providers including government departments	83	29	35%
Whānau engagement in te ao Māori	Connections to Māori organisations including Kōhanga/Kura	47	22	47%
	Whakapapa or whānau connections	41	16	39%
	Te reo Māori	38	10	26%

The relationship between Kaiārahi and whānau remains one of the key success factors of the programme. The practice of whanaungatanga builds rapport, trust and assists whānau into action towards achieving goals outlined in their Whānau Ora plans.

Some intensive mahi with whānau over this quarter related to education and support to understand social service processes including benefits, housing, health and budgeting services. Whānau find the processes complex, difficult to understand and continuously changing. Kaiārahi use simple language and a step by step guide to help whānau understand the pathway and what they need to do in order to access the right services.

Access to general practitioner services and referral to the appropriate hospital services, specialist services and counselling was reported as a priority area. Kaiārahi provide advocacy and follow up on referrals to specialist services. Support to comply with medications was also required.

Kaiārahi continue to advocate for whānau who are living in poor conditions with large numbers of whānau. The issues associated with poor housing impact the daily lives of whānau, and can be detrimental to any progress being made in their plans. Housing New Zealand policies and criteria are stringent and can create issues for whānau requiring housing. Kaiārahi educate whānau to know their rights and be informed about the process in order to achieve a successful outcome.

1.1.2.4 Kaiārahi Whānau Success Indicators[6]

Outcome Domain	Outcome Area	Outcome	Planned Outcomes	Achieved Outcomes	Achieved %
Whānau knowledge	Education/ Training	Improved access to education or training courses/ programmes	191	38	20%
Whānau health	Mental Health	Improved mental health	163	41	25%
	Nutrition	Improved nutrition	11	2	18%
	Physical/ Personal health	Improved physical health	157	28	18%
Whānau participation in the community	Whānau Employment	Improved employment opportunities	17	1	6%
Whānau relationships	Whānau/ Household relationships	Improved whānau or household relationships	149	29	19%
Whānau engagement in te ao Māori	Connections to Māori community organisations	Improved access to Māori community organisations	30	21	70%
Whānau standards of living	Basic furnishings/ amenities/ clothing	Increased basic furnishings, amenities or clothing	170	59	35%
	Safe transport options	Improved access to safe transport options	198	53	27%
	Housing standards including household maintenance	Improved housing standards including household maintenance	479	131	27%

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 - 5,683) are improved housing standards including household maintenance (8%), improved access to safe transport options (3%) and improved access to education or training courses/programmes (3%).

1.1.2.5 Whānau Success Stories

Withheld under section 9(2)(a)

[redacted]

1.1.2.6 Partner and Workforce Development

Supervision was highlighted as an important area to discuss and gain feedback on mahi, gain support for challenges and celebrates successes. Group supervision with the team was reported as being helpful.

[6] 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

Whānau Ora partners continue to enforce the importance of health and safety. Kaiārahi engage whānau in a range of settings including offices, marae, work places and the home. Policies and procedures in relation to health and safety continue to be reinforced within partner organisations.

Partners received training as part of the roll out of WTv5 across Te Ika a Māui. Training assisted Kaiārahi to understand the changes and improvements that have been implemented in version 5. Overall Kaiārahi provided positive feedback regarding the upgraded system.

Kaiārahi enrolled with the Whānau Ora Diploma are preparing to complete the final modules and are on track for completion in July 2018.

1.1.2.7 Data Analysts

Data and outcome analysts continue to support Whānau Ora partners, Kaiārahi and other Whānau Ora workforce on understanding and managing whānau data on outcomes, and we have seen an improvement on the 'coding' of outcomes within our outcomes framework using the outcomes menu.

Data Analysts continue to deliver a mix of training and support programmes to suit the needs of Kaiārahi and other frontline kaimahi via group sessions, 1:1 sessions, online tutorials and phone support, and have reported that any training around data collection processes and the system needs to be underpinned and aligned to frontline practices and processes.

Data Analysts have had positive feedback through the training evaluations:

> "Good style of delivery, made sense to work backwards from goals to identify outcome"
> "Enjoyed working in groups, sharing best practice and why/how the data needs to be collected"

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

Data Analysts continue to support the roll out of WTv5 across our partners and have completed various advanced training with Whānau Tahi.

1.1.2.8 Other Performance Measures

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

KPI	Indicator	Target	Actual
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	628 (75%)
K10	Priority whānau report a positive experience.	732	588 (80%)
K14	Priority whānau report improvements in ability to plan and achieve goals.	837	612 (73%)
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	753 (51%)
K11	Priority whānau report that the initiative regarding whakapakari tinana has identified and responded to their priorities and needs.	68	22 (32%)
K12	Priority whānau report a positive experience through the engagement regarding whakapakari tinana.	59	8 (14%)
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	7 (54%)
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	51 (85%)
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	41 (91%)

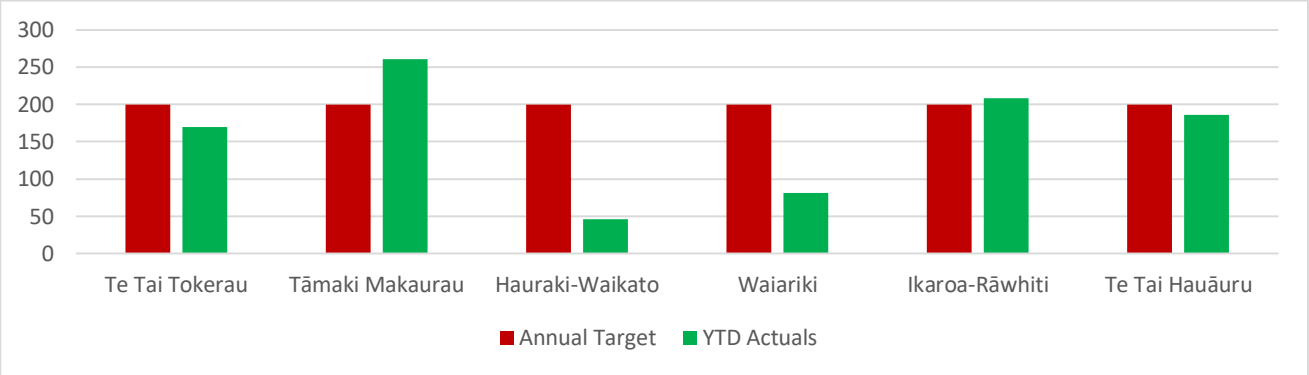
KPI	Indicator	Target	Actual
K18	Whānau Ora partners report improvements in their knowledge and understanding of outcomes measurement, data collection and reporting.	45	41 (91%)

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, actuals vs targets.

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	48	21	150	170	815
Tāmaki Makaurau	200	0	0	261	261	294
Hauraki-Waikato	200	12	1	45	46	125
Waiariki	200	4	1	81	81	123
Ikaroa-Rāwhiti	200	111	5	206	208	845
Te Tai Hauāuru	200	14	12	175	186	524
Total	**1,200**	**189**	**40**	**918**	**952**	**2,726**



A total of 918 whānau have been engaged through Collective Impact initiatives this quarter and a total of 952 whānau (2,726 whānau members) have been engaged since 1 July 2017.

As reported last quarter, the majority of lead partners have worked on refining their unique Collective Impact Initiatives to better meet the needs of whānau in their communities, and we have now seen a high volume of new enrolments across Te Tai Tokerau and Ikaroa-Rāwhiti over quarter two as a natural progression in activity.

Whānau members supported through Collective Impact were mostly female (57%) vs male (41%) with the majority of whānau members being aged 24 years and under (63%). The main ethnic group that our whānau identify with (allowing up to three responses) is NZ Māori (86%), followed by Other ethnicities (7%) and Pasifika peoples (4%). A breakdown of whānau members receiving support through Kaiārahi this financial year is below:

Gender	Cumulative
Female	1,560
Male	1,109
Data Gap	57
Total	**2,726**

Age Band	Cumulative
0 - 9 years	980
10 - 17 years	533
18 - 24 years	213
25 - 44 years	568
45 - 64 years	317
65+ years	69
Data Gap	46
Total	**2,726**

Ethnic Group	Cumulative
NZ Māori	2,341
Pasifika peoples	117
NZ Euro/Pākehā	55
Other	199
Data Gap	14
Total	**2,726**

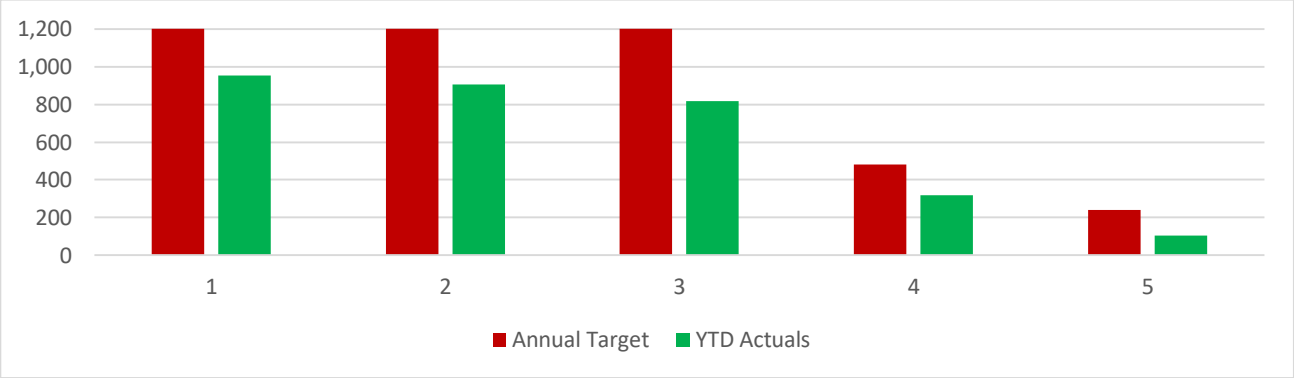
1.1.3.2 Whānau Progress

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	39	87	21	10
Tāmaki Makaurau	0	0	157	92	12
Hauraki-Waikato	3	0	10	0	33
Waiariki	3	1	60	17	0
Ikaroa-Rāwhiti	0	21	104	40	43
Te Tai Hauāuru	26	29	79	46	6
Total unique whānau	**45**	**90**	**497**	**216**	**104**

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	952	907	817	320	104



Of the 952 whānau engaged through Collective Impact since 1 July 2017, 907 (95%) have completed assessments to identify their needs and aspirations, and 817 (86%) have developed a plan with goals.

320 whānau (34%) have completed a milestone goal, making significant progress towards their priority outcomes, and of these whānau, 104 (33%) have achieved one or more of their priority outcomes.

1.1.3.3 Whānau Outcomes[7]

The following table outlines outcomes planned and achieved by whānau by outcome domain.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	459	37	8%
Whānau health	423	41	10%
Whānau standards of living	293	56	19%
Whānau participation in the community	245	25	10%
Whānau relationships	113	13	12%
Whānau engagement in te ao Māori	49	2	4%
Total	**1,582**	**174**	**11%**

[7] 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 1,582 outcomes (an average of 1.7 outcomes per whānau) have been planned so far this financial year with 174 (11%) of these outcomes achieved since 1 July 2017. The most common outcomes were within the domains of whānau knowledge (29%), followed by whānau health (27%) 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	205	18	9%
	Health literacy	164	14	9%
	Skills or knowledge for employment	46	5	11%
Whānau health	Physical/Personal health	250	26	10%
	Nutrition	75	5	7%
	Whānau or Social Health	58	9	16%
Whānau standards of living	Housing standards including maintenance	95	13	14%
	Whānau employment	52	28	54%
	Basic furnishings or amenities or clothing	51	8	16%
Whānau participation in the community	Access to community resources	139	12	9%
	Connection to community networks	91	12	13%
	Legal Doc's (including Birth Certificates, Drivers Licences)	7	1	14%
Whānau relationships	Relationships with Māori networks	54	0	0%
	Whānau or Household relationships	20	3	15%
	Parenting knowledge or skills	16	1	6%
Whānau engagement in te ao Māori	Te reo Māori	25	2	8%
	Māori lore or knowledge or customs	15	0	0%
	Connections to Māori organisations including Kōhanga/Kura	5	0	0%

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	# 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	101	# / % of whānau engaged who have prioritised increased physical activity and/or improved diet that have completed their milestone goal	30 30%	# / % of whānau engaged who have evidenced increased physical activity and/or improved diet	18 18%
Te Kōhao Health	# of whānau engaged who have prioritised employment that are unemployed at the initial engagement	33	# / % of whānau engaged who have prioritised employment that are unemployed at the initial engagement that have completed their milestone goal	25 76%	# / % of whānau engaged who were previously unemployed become employed (either part-time or full time)	22 67%

Collective Impact Partner	Engagement	#	Progress Milestone	# / %	Outcomes Achieved	# / %
Ngāti Rangi	# of whānau engaged who have prioritised improved housing standards through better insulation	2	# / % of whānau engaged who have prioritised improved housing standards through better insulation that have completed their milestone goal	2 100%	# / % of whānau engaged who have evidenced improved housing standards through better insulation	0 0%
TPM continue to work with lead partners to confirm their outcomes and indicators.						

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 collaborated with Te Wānanga o Aotearoa in quarter 2 to provide home based learning for single parents. The course targets whānau who have left school with few or no qualifications. It helps develop learning skills, goal setting skills, communication skills and basic numeracy and literacy skills. At the end of the 9-month course, whānau will produce a plan that outlines their personal and whānau career goals.

As at the end of quarter 2, 14 whānau prioritised improved attendance at school with 3 whānau achieving their outcome.

Te Whānau o Waipareira
Nga Pou o Te Whare o Waipareira #Tatou 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. This is to enable a more integrated seamless service to whānau.

One of the key activities completed in quarter 2 was the October Step Challenge. The challenge targeted whānau and staff within Whānau House to increase physical activity through walking. Whānau had small teams and tracked their daily, weekly and monthly progress. The Step Challenge helped raise awareness amongst whānau about physical health and wellbeing. It helped whānau identify new health and wellbeing goals which have been incorporated in their whānau plans.

As at the end of quarter 2, 18 whānau who had prioritised increased physical activity and/or improved diet achieved this outcome.

Te Kōhao Health
Te Ngira's vision is 'Whakanuia ake te oranga me te manahau o te whānau' - Maximising the well-being and resilience of whānau. Their common agenda is to increase household income of priority whānau through education and employment.

Specialist employment Kaiārahi facilitated access for whānau to the National Personnel Limited (NLP) training programme. The programme offers school leavers or people with no prior experience six-week training in a range of areas including Heavy Machine Operator (HMO) training i.e. excavators, bulldozers and dump trucks. On completion of the training NLP offer whānau employment opportunities throughout Te Ika a Māui.

As at the end of quarter 2, 22 whānau who were previously unemployed became employed (either part or full time).

Ngāti Rangi Trust
Ngāti Rangi Trust's initiative aims to support Ruapehu whānau into safe and warm homes. As at the end of quarter 2, 2 whānau prioritised improved housing standards through better insulation and have now completed their milestone goal.

While the initiative focuses on the immediate and short-term needs and aspirations for whānau housing, the long-term goal is to support whānau into home ownership. One of the key barriers to home ownership for whānau is lack of savings and lack of financial knowledge around the principles of money management.

Priority whānau attended money management workshops in quarter 2 to develop effective money management skills. The fun and interactive workshops covered a range of topics to support whānau manage their money. Topics included spending plans and budgeting, savings plans, exploring ways of paying for things and making money go further.

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

[redacted]

1.1.3.6 Partner and Workforce Development

TPM continue to have a plan in place to support lead partners to refine their initiatives to better meet the needs of whānau. This is will continue in quarters three and four.

1.1.3.7 Collective Impact Innovation Fund

Whānau Ora partners commenced the Collective Impact Innovation Fund initiatives this quarter. 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

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	580 (48%)
CI5	Priority whānau report that the initiative has identified and responded to their priorities and needs.	240	167 (70%)
CI6	Priority whānau report a positive experience.	210	146 (70%)
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	157 (65%)
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	167 (139%)

1.2 Other Commissioning Activities

1.2.1 Research and Evaluation

Commissioning for Change

Wai-Research in partnership with Whakauae Research completed the final report on the evolution of commissioning in Aotearoa. A separate journal article based on the commissioning for change research is being written and will be submitted to the International Journal of Indigenous Wellbeing in quarter three.

Pēperekōutanga: Kaumātua Wellbeing Report

The 12-month research project looking into the needs, wishes and aspirations of our Kuia and Kaumātua is underway. Internal ethics for the project was approved and online surveys developed and distributed to Whānau Ora partners in December. One on one interviews are being held with kaumatua on their service experience and service needs across Te Ika a Māui.

Ngā Tini Whetū

Ngā Tini Whetū focuses on the transformation of self-sufficient whānau to flourishing whānau. Wai-Research have finalised the evaluation questionnaires and have begun scheduling whānau and Whānau Ora partner interviews. The interviews will be conducted with the three sites throughout the test. The final report is on track to be completed in quarter four.

Outcomes Roadmap and Outcomes Framework

The review and refinement of TPM's commissioning logic model was complete this quarter. The design of separate logic models for commissioning programmes and activities was also complete. The new draft logic models will be distributed to partners for their feedback and confirmed by June 2018.

1.2.2 Contracting for financial year 2017/2018

Head agreements are in place with lead Whānau Ora partners for Whānau Ora commissioning activities 2017/18 and beyond. The length of the agreement term is either one year or three years depending on the progress of their Collective Impact activities. Sub-contract agreements are in place between lead Whānau Ora partners and their partner network for Whānau Ora commissioning activities.

1.2.3 Workforce Development

The Whānau Ora Diploma course continues to support 55 Kaiārahi across 12 lead Whānau Ora partners. The Diploma team is in the process of planning a three day wānanga for all students to complete a number of modules in Rotorua in February 2018. The course is on track for completion in July 2018.

1.2.4 Whānau Tahi

The Whānau Tahi Navigator Version 5 (WTv5) upgrade has been deployed to nine lead partners across Te Ika a Māui. Two lead partners are currently working with Whānau Tahi to implement their WTNv5 upgrades, and are scheduled to 'go live' next quarter. The final two lead partners are currently using WTNv4 and are completing readiness assessments to determine the best time to migrate to version 5.

TPM facilitated a hui to get feedback from our Whānau Ora partners on how the WTNv5 rollout was going and asked for any suggestions on how anything could be improved to better enable the use of the system to support frontline kaimahi. A suggestion was to establish a Whānau Tahi User Group as a forum to discuss new enhancements and any issues, training and/or support requirements. This first hui is scheduled to take place in February 2018.

TPM will continue to work with lead partners to enable successful implementation and operation of Whānau Tahi. TPM continues to work closely with Whānau Tahi, and has provided support for the software to be accredited under Social Value International.

1.2.5 Whānau Ora Accreditation Framework

The draft accreditation framework is a broad, generic and permissive document for existing partners while also providing an outline of Whānau Ora best practice for those who are wanting to become Whānau Ora partners. The framework was circulated to Whānau Ora partners and government agencies. Feedback has been received and will be reviewed by an internal steering group before recommendations are made regarding any changes to the final version of the framework.

TPM has sought feedback on this framework from Te Puni Kōkiri.

1.3 Progress against Investment Plan

1.3.1 Activities completed this quarter

Key Activity	Quarter	Comment
Review of the Outcomes Policy (Outcomes Framework and Outcomes Roadmap, including the outcomes measurement tools)	Quarter 2	In progress
Monitor Whānau Direct, Kaiārahi, Collective Impact for Whānau and Collective Impact Innovation initiatives	Quarter 2	In progress
Monitor Whānau Direct, Kaiārahi, Collective Impact for Whānau and Collective Impact Innovation initiatives	Quarter 3	Not started

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 ($624,399) - Whānau Direct spend is slow for the second quarter due to close down during the holiday period. Spend will pick up in quarters three and four. A plan is in place to ensure partners manage and apply their allocation before 30 June 2018.
- Collective Impact ($2,114,744) - This includes underspend in 2016/17 which has been allocated to the Collective Impact Innovation Fund Tranche 2. Whānau Ora partners were invited to submit plans in quarter two for review and agreement from quarter three. A plan is in place on how TPM will work with lead partners who have had to refine their Collective Impact initiatives to better meet the needs of whānau.
- Kaiārahi (including Pou Hākinakina and Data Analyst) ($269,375) - Additional resource will be allocated during this financial year as new partners join Whānau Ora partnerships or where Kaiārahi service gaps are identified.

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 **Debbie Cairns**

Date **14 February 2018**