



5 June 2024

Tēnā koe

Official Information Act request

Thank you for your email of 7 May 2024, requesting a copy of REP/23/12/943.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Attached please find a copy of the report:

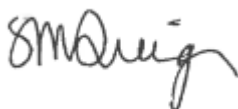
- REP/23/12/943, Report to Minister for Social Development and Employment, *MSD's Communities and Partnerships work*, dated 8 December 2023.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services



Report

Date: 8 December 2023

Security Level: IN CONFIDENCE

To: Hon Louise Upston, Minister for Social Development and Employment

MSD's Communities and Partnerships work

Purpose of the report

- 1 This report is an initial briefing on the Ministry of Social Development's (MSD) Community and Partnerships function, including:
 - how MSD's Community and Partnerships function can support the Government's priorities
 - MSD's current role in funding, commissioning, and contracting services from (NGOs), community providers and iwi
 - community-focused services and initiatives currently in place.

Executive Summary

- 2 MSD funds, commissions and contracts NGOs, community providers and iwi to deliver a broad scope of social services and outcomes-focused community-based activity on behalf of the Government.
- 3 As Minister for Social Development and Employment, you have responsibility for decisions around how this investment is made. Investment via the Community Support Services Multi-Category Appropriation (Communities MCA) currently totals \$376 million.
- 4 In recent years, through time limited investment to meet increased demand for social services following the COVID-19 pandemic and the 2023 North Island Weather Events (NIWE), we saw how NGOs, community providers and iwi could quickly mobilise to support the Government's priorities. Investment in initiatives and infrastructure alongside provider capability and capacity has helped ensure providers can deliver for communities at a larger scale and over a prolonged period of time.

- 5 Community-focused services and initiatives currently in place span a range of areas e.g. Building Financial Capability, Family Violence and Sexual Violence, and Heartland Services. Some programmes target service provision for particular cohorts with high needs e.g. young people, older people, disabled people, former refugees and migrants, rural and isolated communities, Māori or Pacific Peoples, and some provide funding for provider capacity and capability.
- 6 Government funding to support disabled people and people with health conditions to participate in and contribute to the community are provided under the Community Participation Services appropriation, with further information provided in the Disability and Carers Supplementary Briefing.
- 7 MSD has infrastructure and relationships in place that can be leveraged to deliver on government priorities, for example social investment initiatives to achieve better outcomes for families and communities. Iwi and Māori service providers have a strong willingness to partner on programmes and contribute their capacity and local expertise to achieve shared outcomes with the Crown.
- 8 The depth of information available to MSD on the effectiveness of its community investment varies between programmes. Programme design may be informed by national and international evidence, and MSD reviews and evaluates programmes, wherever possible, to better understand their impact. There is more that can be done to evidence effectiveness, and we have identified this as an area for further work.
- 9 Additionally, through Te Pae Tawhiti Transformation Programme, MSD has been targeting improvements to how we commission services and programmes. This includes replacing high-risk systems with a fit-for-purpose solution that supports an effective system for sourcing, contracting, reporting and payments.
- 10 We seek your direction on the use of the Communities and Partnerships function to achieve the Government's priorities. We can provide advice on how MSD's existing programmes could be used or adapted to support you in achieving your outcomes, or options on how to support and partner with NGOs, community providers and iwi to achieve your priorities.
- 11 We will also provide you with detailed information on the Communities MCA as part of the fiscal sustainability work.

Recommended actions

It is recommended that you:

- 1 **agree** to discuss with officials how your priorities can be supported by MSD's Communities and Partnership function, including discussing any further advice you may wish to receive.

AGREE DISAGREE



Mārama Edwards
Deputy Chief Executive
Māori, Communities and Partnerships

8 December 2023

Date



Hon Louise Upston
Minister for Social Development and
Employment

20231215

Date

Community programmes are largely funded through the Communities Multi-Category Appropriation (MCA)

- 12 MSD commissions¹, contracts, and funds the social sector on behalf of the Government to deliver programmes aligned with government priorities. Most of this is:
- authorised through the Community Support Services Multi-Category Appropriation (Communities MCA) and totals \$376 million – **Appendix 1** provides a breakdown of the Communities MCA spend for 2023/2024 as at November 2023¹
 - delivered by non-government organisations (NGOs), who receive contributory² funding from Government – over the past decade, NGOs have often obtained philanthropic or other charitable funding to support service provision and made greater use of volunteering in addition to government funding.
- 13 As Minister for Social Development and Employment, you have responsibility for making decisions regarding how MSD commissions services from NGOs, community providers and iwi. You also have responsibility for decisions relating to ensuring investment is made according to Government priorities.

Recent trends in community-based investment

- 14 From Budget 2018 to Budget 2023, over \$670 million has been invested in funding NGOs, community providers and iwi. While some funding has been time-limited, most investments have provided increases to baseline funding, particularly for building financial capability (BFC), rural and isolated communities, and family and sexual violence response and prevention services.
- 15 This funding has enabled MSD to shift toward funding the actual cost of services, service expansion to address gaps and funding to develop new service approaches and initiatives.
- 16 The Communities MCA baseline over the next few years sees an overall decline in year-on-year funding through the Communities MCA after a period of significant investment into the community welfare response to the COVID-19 pandemic and the 2023 North Island Weather Events (NIWE).

¹ Government funding to support disabled people and people with health conditions to participate in and contribute to the community are provided under the Community Participation Services appropriation, with further information provided in the Disability and Carers Supplementary Briefing.

² This is where MSD invests only a proportion of the known cost to operate and deliver a particular service. This can be due to the impacts of fiscal drag over time, or a deliberate aspect of investment decisions by different governments over time.

- 17 Additional funding was agreed by the previous Government to support NGOs, community providers and iwi to meet increased demand for social services following these events. These time-limited investments were a mix of funding appropriated through Budget and out-of-Budget cycles e.g. funding to support provision of services for people with COVID-19 who were self-isolating under the Care in the Community (CiC) welfare response.
- 18 Inflationary pressures for established programmes are the most consistent cost pressure across the social sector, as annual adjustments are generally not built into provider contracts. Without consideration of the impacts of inflation there is a risk that, over time, there could be an impact on service delivery (access and quality), provider viability or willingness to partner with MSD.
- 19 While recent Budget investments have enabled more sustainable funding for some social services, work continues towards improving the overall sustainability of the community-based social services funded by the Communities MCA.
- 20 Government funding has been provided for employment, participation and inclusion services to support disabled people and people with health conditions to participate in and contribute to the community. These services are funded separately from the Communities MCA and provided under the Community Participation Services appropriation (\$117 million for 2023/2024). Further information about these services is provided in the Disability and Carers Supplementary Briefing.

Pay equity settlements are in place to address pay equity disparities

- 21 We are supporting the implementation of pay equity settlements for both social workers (and those in social work roles) and care and support workers employed by relevant MSD-funded services. These pay equity settlements address pay equity disparities and aim to achieve a better paid, more stable and highly trained workforce, leading to higher quality and more consistent care for clients.

MSD currently supports a range of community-focused services and initiatives

- 22 MSD's support for communities spans a range of areas. Funding targeting the needs of specific cohorts are primarily based on known demand but also set by government directive or legislation where appropriate. These supports are provided to people with a specific need e.g. risk of family violence or severe debt or to build community capacity to respond to need. Some of these supports are longer-term or ongoing support, and some are time-limited with transition plans for people to exit.

- 23 Currently, MSD funds programmes which target service provision for cohorts including young people, older people, disabled people, former refugees and migrants, rural and isolated communities, Māori, or Pacific Peoples.

Supporting Community Capability and Resilience

Youth Engagement and Crime Prevention

- 24 MSD works with other agencies to provide wrap-around support for children, young people and their families in response to the rise in youth crime (specifically ram raids, fleeing drivers and other serious offences).
- 25 This includes funding for wrap-around support and fast-track intervention responses for children aged 10-17 years in South and West Auckland through Kotahi te Whakaaro³ and the West Auckland Multi-Disciplinary Cross Agency Team initiatives. These services work collaboratively across government, NGO, community providers and iwi to establish support plans for children or young people and their families in South or West Auckland who are in contact with New Zealand Police. We can provide you with updates on these services as required.

Building Financial Capability (BFC)

- 26 MSD currently funds 140 providers to deliver BFC services and products that help people, families and whānau to improve their financial resilience. The current suite of BFC services and products include financial mentoring, intensive wrap-around support for clients with complex needs, a financial helpline, and microfinance and specialist debt support.
- 27 MSD also funds FinCap, a national non-government organisation which supports the BFC sector by offering workforce development and training, developing sector-wide policies, and providing technology and data support to providers.
- 28 We are currently running an open procurement for BFC core services (financial mentoring and MoneyMates group programme). We expect the current stage of this process to be completed by late February 2024 with respondents being notified of final outcomes in early April 2024. We will keep you informed of this process as it progresses.

³ Kotahi te Whakaaro is South Auckland Social Wellbeing Board's joint agency response to young people involved in crime in South Auckland.

Other programmes

29 MSD also funds providers to deliver:

- **Heartland Services** – MSD funds providers to deliver Heartland Services which improves the access of rural and isolated communities to government and non-government services. There are currently 42 Heartland sites operating across New Zealand.
- **Community Connectors** – originally part of the community welfare response to the COVID-19 pandemic, Community Connectors connect individuals and families with welfare supports, as well as supporting people into employment or training.
- **Food Secure Communities** – originally part of the community welfare response to the COVID-19 pandemic, MSD funds programmes which support community food distribution networks to collect and deliver high volumes of surplus and wholesale food, and to develop long-term approaches to community food security.
- **Provider and Community Capability** – funding which supports providers and community groups to develop and strengthen their workforce, organisational and service capacity, and capability.

Family Violence and Sexual Violence

30 MSD is currently one of ten member agencies that make up the Joint Venture for Family Violence and Sexual Violence - Te Puna Aonui Interdepartmental Executive Board (IEB/ Te Puna Aonui) for the Elimination of Family Violence and Sexual Violence⁴. IEB/Te Puna Aonui was formed in 2018 to improve the whole-of-government approach to eliminate family and sexual violence.

31 As Minister you have the ability to set the strategic direction of MSD's contribution to this cross-government work programme, in collaboration with your relevant Ministerial colleagues. There has previously been a family and sexual violence (FVSV) Ministerial group which met every one to two months. We understand the matter of this group continuing and in what form was raised in a briefing by the IEB Business Unit to Hon. Karen Chhour as Minister for the Prevention of Family and Sexual Violence.

⁴ Alongside the business unit, IEB/Te Puna Aonui is comprised of Chief Executives from MSD, the Department of Corrections, the Ministry of Education, the Ministry of Health - Manatū Hauora, the Ministry of Justice, New Zealand Police, the Ministry for Children - Oranga Tamariki the Ministry of Māori Development - Te Puni Kōkiri. The Chief Executive of the Accident Compensation Corporation is an independent advisor to the IEB. The Ministry for Ethnic Communities, the Ministry for Pacific People, the Ministry for Women and the Department of the Prime Minister and Cabinet are associate agencies.

- 32 As an agency participating in IEB/Te Puna Aonui, MSD currently shares the responsibility for implementing Te Aorerekura – the National Strategy to Eliminate Family and Sexual Violence, which provides an over-arching strategy for a whole-of-government work programme. It has a 25-year focus, while the accompanying Action Plan has a two-year focus (finishing at the end of 2023).
- 33 MSD has been leading five of the 40 actions in the current Action Plan. These actions (along with those MSD supports) currently provide the strategic direction for our family and sexual violence work programme.
- 34 IEB/Te Puna Aonui agencies are currently working on the next version of the Action Plan, with the aim to present it to Cabinet in 2024. We can provide you with updates on this work programme prior to this date.

Delivery of family violence and sexual violence services

- 35 MSD funds a wide range of community-based initiatives and services that prevent and respond to family violence and sexual violence and support the implementation of Te Aorerekura– the National Strategy to Eliminate Family and Sexual Violence. These include:
- **Family violence prevention** work that includes three well-established initiatives (the Campaign for Action on Family Violence, E Tū Whānau, and Pasefika Proud) and three new prevention initiatives for young people, older people, and ethnic communities. Further information on the prevention of elder abuse is provided in the Supporting Older People briefing.
 - **Family violence response services** for people impacted by family violence, including Women’s Refuge, the Child Advocates programme, Family Violence Online Help Tools, and long-term recovery through the Whānau Resilience programme.
 - **Sexual violence response services** for adults impacted by sexual violence, including Sexual Harm Crisis Support Services, Court Support Services for victims/survivors, Male Survivors of Sexual Abuse, Harmful Sexual Behaviour services and Kaupapa Māori specialist sexual violence support focused on long-term recovery.

MSD has infrastructure and relationships in place that can be leveraged to support communities and achieve Government priorities

- 36 Funding services and partnering with NGOs, community providers and iwi are important ways in which the Government can achieve its social outcomes.

- 37 We provide advice on the Government's priorities for how to support and partner with NGOs, community providers and iwi to improve community resilience and social wellbeing.

We have established relationships with NGOs, community providers and iwi on behalf of the Government

- 38 MSD works with partners across the social sector on behalf of the Government, with whom we have strong established relationships. This includes:
- investing in community groups and providers who deliver services that promote family, whānau and community wellbeing and support social and economic development.
 - working closely with Regional Public Service Commissioners and other government agencies to ensure funding is going to NGOs, community providers and iwi partners who have demonstrated experience in delivering and maximising outcomes for funding.
- 39 At a local level, NGOs, community providers and iwi have networks and a skilled workforce to deliver programmes and services. They provide support on the ground and can deliver programmes and services in a tailored way that meets the needs of their communities.
- 40 Government funding has been invested in:
- initiatives and infrastructure which ensure that communities are more resilient and better able to respond to crises.
 - provider capability and capacity to enable communities to respond to emerging needs early, including to adverse events such as the COVID-19 pandemic, NIWE, the Whakaari eruption and the terrorist attacks on Christchurch masjidain.
- 41 MSD's NGOs, community providers and iwi partners have proven they can mobilise quickly to support the Government's priorities. For example, during the response to the NIWE, the Government leveraged community and iwi providers to distribute support to affected communities. Māori service providers and iwi have a strong willingness to partner on programmes and contribute their capacity and local expertise to achieve shared outcomes with the Crown.

Working with cross-agency and iwi partners has been important to deliver on government priorities

- 42 As part of the Treaty of Waitangi / Te Tiriti o Waitangi settlement process, MSD can enter into relationship agreements with Iwi alongside other Crown agencies.

- 43 MSD currently leads three Iwi-Crown accords through which those relationships are strengthened and shared outcomes are pursued.
- 44 MSD also works with the National Iwi Chairs Forum and is the lead agency for the Pou Tangata portfolio – the skills and employment priority.
- 45 These relationships are a mechanism through which you could work with Iwi to achieve your Ministerial objectives.
- 46 Note that there are several other Iwi relationship agreements in place, which are led by other agencies (e.g. Te Puni Kōkiri and Te Arawhiti), where MSD has a supporting role. There are also a number of upcoming Iwi relationship agreements that may be developed as part of the settlement negotiation process.
- 47 Further information on these relationship agreements is provided in the Iwi relationship agreements and accords briefing [REP/23/11/898 refers].

Investment in communities aims to improve social outcomes and resilience

- 48 Wherever possible, MSD uses international and New Zealand-based evidence when designing and implementing longer-term programmes to meet the outcomes that the Government is seeking to achieve.
- 49 Examples of outcomes we seek through our investment are:
 - increased sense of personal and community safety and security
 - communities taking action to grow and safeguard their health and wellbeing
 - increased community confidence and self-agency
 - growth in community leadership and capability
 - strengthened community social cohesion and cultural connections.

Prevention and community resilience initiatives can prevent future harm

- 50 In the context of youth offending, research shows investment in community programmes which target determinants of future offending is correlated with reducing future offending. Community programmes can enable faster wrap-around support for young people who offend, and can increase participation

in education, improve education and employment outcomes, reduce deprivation, family harm and youth crime and increase social cohesion⁵.

- 51 Examples of prevention initiatives currently in place are wrap-around fast-track intervention responses for children (paragraph 22 refers) and family violence prevention initiatives (the Campaign for Action on Family Violence, E Tū Whānau, and Pasefika Proud).

MSD is working to better understand the impact of programmes and services currently in place

- 52 We understand that you will be looking for measurable outcomes, value for money and return on investment. The depth of information available on MSD's community investment varies between programmes.
- 53 The outcomes of community investment are often broad. The full extent of the impact of our investment in communities can be broadly spread across a large number of New Zealanders, hard to measure in the short-term, and can be limited in attribution to a particular intervention.
- 54 Currently there is no standard approach to assessing the effectiveness of MSD's community investment programmes, like there is for employment effectiveness which uses individual client level data.
- 55 There has been limited evaluation undertaken to establish that a programme results in benefits to participants that they would not have otherwise experienced, using an evaluation methodology that assesses the performance of a programme against a counterfactual. Such an approach may also not be suited to programmes that seek to improve community-wide, intergenerational outcomes.
- 56 In the absence of evaluations based on a counterfactual methodology, other ways to assess the effectiveness include assessing programmes against the relevant literature.
- 57 A thorough assessment of whether the evidence base supports a programme would require investigating the extent to which elements of a programme (such as the theory of change, design, or implementation features) conform to evidence from the national or international research literature (where this exists) on what is effective and, developing an approach for assessing the quality of the evidence on each programme.

⁵ Advice from Social Wellbeing Agency and Chief Science Advisor - swa.govt.nz/assets/Documents/Youth-and-child-cohorts-and-service-access-FINAL-FOR-RELEASE.pdf, swa.govt.nz/assets/Proactive-Release-Oral-Item-8-June.pdf, www.borrinfoundation.nz/report-how-we-fail-children/

- 58 In the past we have tried to address these limitations through the collection of individual client level data. This received significant feedback from the public, NGOs and community providers. This is most significant across the family and sexual violence sector due to concerns around privacy and access to sensitive personal information.
- 59 We have taken every opportunity to utilise other methods (as outlined above), however to date this has been limited by investment for research and evaluation.
- 60 Noting the gaps in the evidence of effectiveness, we have identified this as an area to discuss with you for further work.

Work is currently underway to improve how MSD commissions services and programmes

- 61 Through Te Pae Tawhiti Transformation Programme, MSD has been targeting improvements through a service change called Kotahitanga – Partnering for Greater Impact. The Kotahitanga service change is MSD’s vehicle for ensuring that we meet our commitments under the Social Sector Commissioning Action Plan, endorsed by the previous Government in 2022 to promote a relational approach to commissioning across government-funded social sector services.
- 62 The current plans under Kotahitanga service change include replacing high-risk contract management and reporting systems⁶ with a fit-for-purpose solution that is integrated and supports an effective system for sourcing, contracting, reporting and payments. Where possible, this approach has aimed to leverage existing Government investment (especially in the new MSD Corporate financial management system) to social service provider’s experiences and ability to better support those in need.
- 63 We have also been progressing work to improve MSD’s commissioning practices, including:
- designing and testing changes to commissioning with a small group of partners
 - options to modify funding models and information approaches with partners to improve how we commission and achieve impact from Government investment.

⁶ Conquest, FAC (Funding and Contracting), Cognos, and RDA (Resource Directory Approvals)

There are a number of initiatives in place that you may like to consider further

- 64 Noting Government commitments, you may wish to consider how your objectives could be achieved by working with NGOs, community providers and iwi.
- 65 We can provide advice on how MSD's existing programmes could be used or adapted to support you in achieving your outcomes. You may be interested in exploring how to utilise a social investment approach to advance social sector policies and programmes in line with your objectives.
- 66 Some examples of current programmes and initiatives on which you may wish to seek additional advice are set out below.

Combatting youth offending

- 67 Manifesto commitments set out an intention to fund community organisations to break cycles of offending.
- 68 MSD currently contracts providers to provide wrap-around community support to child and youth ram raid offenders. You may wish to request further advice relating to how MSD can contribute to the Government's objectives in this area, including how existing models of community support can assist young offenders into education, employment and training.

Supporting sustainable employment

- 69 We will provide advice on the Traffic Light system (building on Welfare that Works for young jobseekers) by March 2024 [REP/23/11/893 refers]. Many services which are currently funded through the Community Support Services MCA (such as Community Connectors) connect individuals and families with welfare supports and support people into employment or training.
- 70 MSD also currently funds 140 providers in the financial capability sector to help people, families and whānau improve their financial resilience. Services and products include financial mentoring, intensive support for people with complex needs and support to address debt.

Contracting with community groups

- 71 The Minister for the Public Service holds the Ministerial responsibility for the Government Rules of Sourcing. When considering contracting arrangements, for example, contracting arrangements with gangs or people with gang affiliations, we would expect policy work to be led by The Public Service Commission and the Ministry of Business, Innovation and Employment as the Government Procurement Lead.

72 We would input into this work and would update you on the impacts for MSD as it progresses.

Next steps

73 Officials are available to discuss the contents of this briefing with you. We will work with your office to work through:

- the approach for any discussion
- additional information you may want about the Communities and Partnerships function.

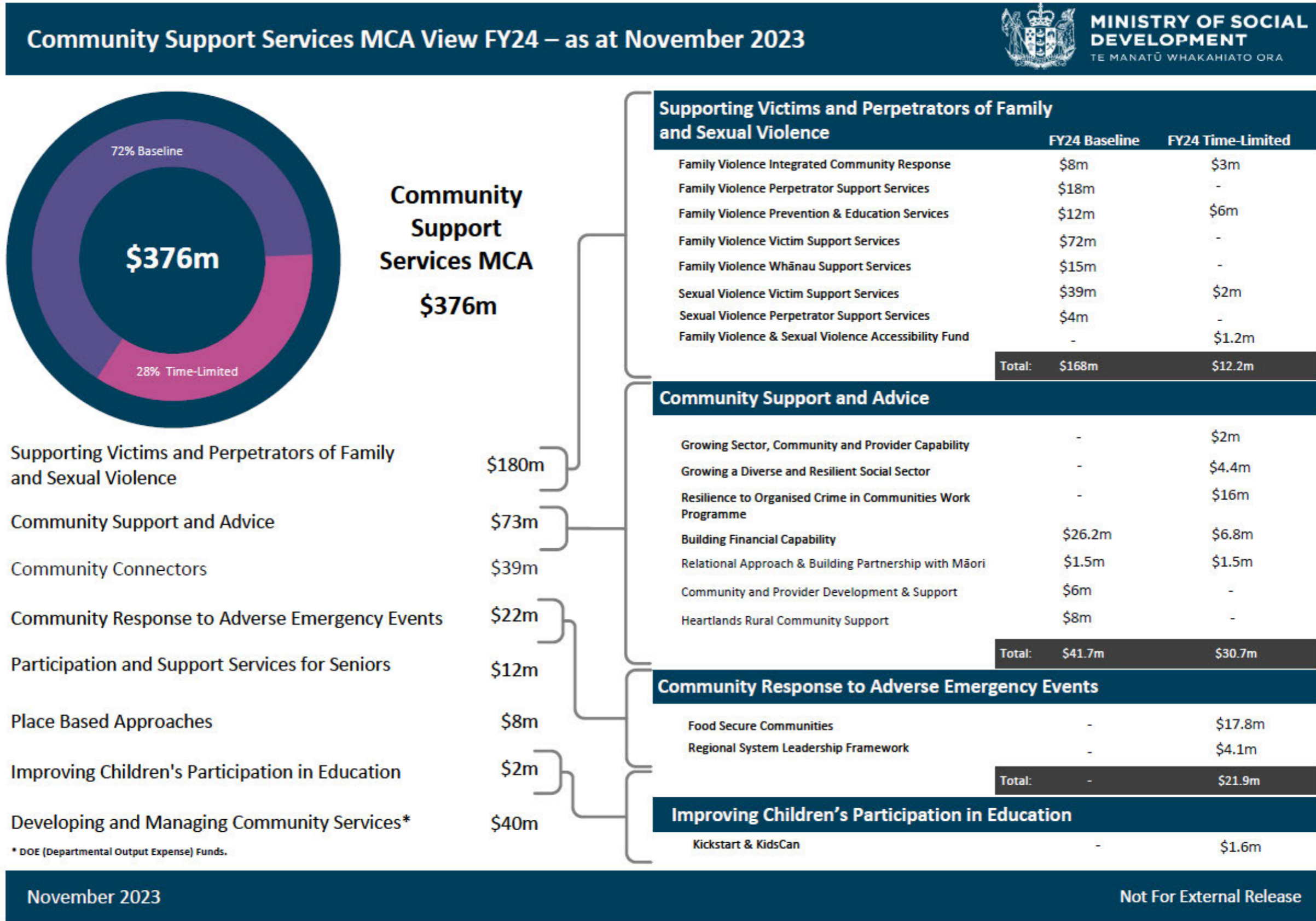
Appendix

74 Appendix 1: Overview of the Communities MCA.

75 Appendix: Evidence of effectiveness for MSD's community investment

File ref: REP/23/12/943

Appendix 1: Overview of the Communities MCA



Appendix 2: Evidence of effectiveness for MSD's community investment

- 1 This appendix provides an outline of information available to MSD relating to the effectiveness of MSD's community investment.
- 2 The following table briefly:
 - summarises, where available, any recent evidence available on the outcomes, impact, return on investment or value for money of MSD's community investment programmes
 - notes work planned or under way to gain further evidence of outcomes, impact, return on investment or value for money
 - indicates performance of services against performance measures for 2022/23, where applicable
 - provides some other programme-specific evidence (note this is not exhaustive)
 - includes some other relevant national or international evidence that supports programme design (note this is not exhaustive).
- 3 The programmes included reflects the scope of this briefing. Only standalone services are included. Examples of exclusions are funds such as the Community Innovation Fund.

Limitations

- 4 This is not a comprehensive review of programme effectiveness or performance. Specifically, we note the following limitations:
 - The depth of information available to MSD on the effectiveness of its community investment varies between programmes.
 - The main focus of this appendix has been on identifying any evidence available to MSD on the impact, return on investment or value of money of programmes.
 - There is no standard approach to assessing the effectiveness of MSD's community investment programmes, like there is for employment effectiveness. There has been limited evaluation undertaken to assess the performance programmes against a counterfactual. Such an approach may also not be suited to programmes that seek to improve community-wide, intergenerational outcomes. Therefore, the impact information included here is generally based on evaluations using other methods.
 - Other ways to assess the effectiveness or performance of a programme are to consider programmes in relation to the relevant literature. For the purposes of this document, we have tried to note where we have clear and recent documentation that the design of a programme was explicitly informed by national or international evidence, or where clear national or international evidence exists that is relevant to a programme. However, this was not a comprehensive assessment and it is possible some

programmes are still to be included. Further, this provides only a limited view of the extent to which programmes are supported by national/international evidence.

- Contract monitoring and reporting data has not been included.

Possible further work

- 5 A thorough assessment of whether the evidence base supports a programme would require investigating the extent to which elements of a programme (such as the theory of change, design, or implementation features) conform to evidence from the national or international research literature on what is effective, and developing an approach for assessing the quality of the evidence on each programme.
- 6 Further work to assess specific services in this way could be undertaken as required. This may require the re-prioritisation of internal expertise or investment. We could also consider looking at other sources of data, such as contract monitoring data that includes outcomes information.

Name of service	Recent evidence of impact on outcomes / return on investment / value for money	Further evidence work planned or underway	2022/23 Performance Measure (where applicable from Annual Report)	Other programme-specific evidence (<u>not</u> exhaustive)	International impact evidence that supports programme design (<u>not</u> exhaustive)
Crisis					
Refuge family violence support service		MSD and the National Collective of Independent Women's Refuges (NCIWR) recently signed a Partnership Agreement, which contains a reporting suite. NCIWR measure client outcomes utilising a client-focused outcomes measurement tool called the 'Empowerment Start'. This tool has several outcomes areas to measure a woman's journey of change and the effectiveness of the Women's Refuge service.	<p>The number of people accessing Community Support services will be no less than 84,100. In FY23 we met this measure with 138,780.</p> <p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The number of people accessing family and sexual violence services will be no less than 30,500. In FY23 we met this measure with 56,627.</p>		
Family violence support service helplines and Help Portal			<p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p>	<p>An unpublished 2023 evaluation of the In Your Hands website, which surveyed the public, found that responses to the website were broadly positive (although awareness was low), and that there were some areas for improvement.⁷</p> <p>An unpublished 2022 evaluation of the Revised Are You Ok website also used a survey methodology to gather public feedback. Are You Ok had a very positive response from the general public and showed a strong preference for the revised website over the previous version.⁸</p>	
Sexual violence crisis support	<p>A Baseline Survey of the impact of Budget 2019 on sexual violence services and the sector was undertaken using semi-structured interviews with the sexual violence support agencies and national bodies funded by Budget 2019, as well as their local contract managers. Participants reported that increased funding had already had a positive impact on workforce expansion and capability.</p> <p>impact-of-budget-19-baseline-survey-report-september2021.pdf (msd.govt.nz)</p>	<p>A four-year research and evaluation programme has been developed to evaluate the impact of the uplift in funding, through the Budget 2019 investment, in building the capacity, capability and integration of the sexual violence sector, and to increase understanding of how best to support people affected by sexual violence.</p> <p>The programme in its entirety is due to be completed in mid-2024, including service specific evaluations of Crisis Support services, Peer Support for Male Survivors of Sexual Abuse services, Harmful Sexual Behaviours and Concerning Sexual Ideation services, and the Court Support service. A synthesis report will also be produced, which will include findings from the service specific evaluations and an evaluation of the 'Safe to talk' national helpline.</p>	<p>The number of people accessing Community Support services will be no less than 84,100. In FY23 we met this measure with 138,780.</p> <p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The number of people accessing family and sexual violence services will be no less than 30,500. In FY23 we met this measure with 56,627.</p> <p>The percentage of victims of violence who reported they received the support they needed, when they needed it will be no less than 80%. In FY23 we met this measure with 91.4%.</p>		
Services for male survivors of sexual violence					
Sexual Violence helpline					
Child advocates	An evaluation undertaken by the National Collective of Independent Women's Refuges in 2021 was based on children's insights. It found	Work to further determine effectiveness is at its early stages of development.			

⁷ Kantar Public, 2023, Evaluation of the In Your hands website (unpublished).

⁸ Kantar Public, 2022, Evaluation of the Family Violence Help Portal (unpublished).

Name of service	Recent evidence of impact on outcomes / return on investment / value for money	Further evidence work planned or underway	2022/23 Performance Measure (where applicable from Annual Report)	Other programme-specific evidence (<u>not</u> exhaustive)	International impact evidence that supports programme design (<u>not</u> exhaustive)
	<p>that the risk to children was reduced, and safety increased, as a result of the programme.</p> <p>Women's Refuge Evaluation of Kōkihi ngā Rito Womens Refuge</p>				
Elder abuse services		<p>Work is underway to trial new ways to collect information from providers and measure the outcomes of services. This is expected to provide more information about how well these services are working for older people.</p>	<p>The number of people accessing Community Support services will be no less than 84,100. In FY23 we met this measure with 138,780.</p> <p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The number of people accessing family and sexual violence services will be no less than 30,500. In FY23 we met this measure with 56,627.</p> <p>The percentage of clients who indicate they have greater control over their lives after receiving the Elder Abuse Response service will be no less than 80%. In FY23 we did not meet this measure with 77.4%.</p>		
Elder Abuse helpline			<p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p>		
FVSV other services					
Family violence perpetrator support services	<p>An unpublished evaluation of SafeMan SafeFamily, which uses a peer-led and professionally supported approach, used a methodology that included participation in SafeMan SafeFamily meetings, and interviews and surveys with peers, peer-leaders, family and professionals.⁹ It included comparing the views of men and families on how things were immediately prior to participation in the programme with how things were at the time of the study.</p> <p>On average, peers and whānau reported improvements in participants' behaviour since participating in the programme, and survey results suggest the programme is effective at helping men become safe.</p> <p>Amongst other things, the evaluation found that:</p> <ul style="list-style-type: none"> peers are key to delivering positive outcomes for men the Uncover, Discover, Recover intervention model prepares men for, and supports them through, change 		<p>The number of people accessing Community Support services will be no less than 84,100. In FY23 we met this measure with 138,780.</p> <p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The number of people accessing family and sexual violence services will be no less than 30,500. In FY23 we met this measure with 56,627.</p>		

⁹ Point & Associates and Awa & associates, 2023, Uncover, discover, recover: the peer-led journey to redemption for men who have used violence. Evaluation final report, unpublished.

Name of service	Recent evidence of impact on outcomes / return on investment / value for money	Further evidence work planned or underway	2022/23 Performance Measure (where applicable from Annual Report)	Other programme-specific evidence (<u>not</u> exhaustive)	International impact evidence that supports programme design (<u>not</u> exhaustive)
	<ul style="list-style-type: none"> SafeMan SafeFamily benefits a diverse range of men and families the programme is evidence-based. 				
Family Violence Perpetrator Support Services Housing	<p>An evaluation of the GhandiNivas early intervention, community-led collaboration found that the number of non-offenders increased, and the proportion of re-offenders declined following intervention.</p> <p>Gandhi-Nivas-Massey-report-2020-v2.pdf (gandhinivas.nz)</p>				
Family Violence Whānau Support Services			<p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The number of people accessing family and sexual violence services will be no less than 30,500. In FY23 we met this measure with 56,627.</p> <p>The percentage of victims of family violence who reported they are satisfied or very satisfied with family violence response services will be no less than 80%. In FY23 we met this measure with 96.6%.</p>	<p>A kaupapa Māori evaluation on the procurement and co-design of the Whānau resilience programme (2021) showed that it represented a considerable shift in how MSD procures and designs services, with benefits to how MSD works with the sector and for the sector itself.</p> <p>Evaluation report on the procurement and co-design of the Whānau Resilience programme - Ministry of Social Development (msd.govt.nz)</p>	
Sexual Violence Perpetrator support services – Harmful Sexual Behaviour	<p>A Baseline Survey of the impact of Budget 2019 on sexual violence services and the sector was undertaken using semi-structured interviews with the sexual violence support agencies and national bodies funded by Budget 2019, as well as their local contract managers. Participants reported that increased funding had already had a positive impact on workforce expansion and capability.</p> <p>impact-of-budget-19-baseline-survey-report-september2021.pdf (msd.govt.nz)</p>	<p>A four-year research and evaluation programme has been developed to evaluate the impact of the uplift in funding, through the Budget 2019 investment, in building the capacity, capability and integration of the sexual violence sector, and to increase understanding of how best to support people affected by sexual violence.</p> <p>The programme in its entirety is due to be completed in mid-2024, including service specific evaluations of Crisis Support services, Peer Support for Male Survivors of Sexual Abuse services, Harmful Sexual Behaviours and Concerning Sexual Ideation services, and the Court Support service. A synthesis report will also be produced, which will include findings from the service specific evaluations and an evaluation of the 'Safe to talk' national helpline.</p> <p>Research on the Stand Strong, Walk Tall initiative is currently underway.</p>	<p>The number of people accessing Community Support services will be no less than 84,100. In FY23 we met this measure with 138,780.</p> <p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The number of people accessing family and sexual violence services will be no less than 30,500. In FY23 we met this measure with 56,627.</p> <p>The percentage of non-mandated harmful sexual behaviour clients who show a decrease in risk factors will be no less than 80%. In FY23 we met this measure with 97%.</p>		
Sexual violence perpetrator support services – concerning sexual ideation					
Sexual violence victim support court support service					
Sexual Violence victim support Kaupapa Māori Service					
Sexual Violence victim support long term recovery		<p>An evaluation of the Continued Care pilot is currently in the early stages of development. The evaluation is likely to be completed by December 2024.</p>			

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Family and Sexual Violence service accessibility for disabled people				We are engaging with MSD-funded FVSV providers to understand the current state of their physical and digital accessibility. We are also developing an accessibility self-assessment tool for providers which will inform our current state analysis.	
Sector capability and support					
Building Financial Capability Sector Support	<p>An unpublished evaluation of the Generator programme noted that a survey of 157 clients found that:</p> <ul style="list-style-type: none"> 90% had improved knowledge and awareness of skills, talents and enterprise 88% had improved wellbeing, including attitude, confidence and self-belief 35% had a changed benefit status (48% moved off benefit and 15% on a reduced benefit). <p>The evaluation noted that the programme mainly aligns with the evidence base, and concluded that the programme resulted in positive change in the lives of participants, and that "it offers people on low income, particularly Māori and Pacific people, a pathway to start or grow sustainable business".¹⁰</p> <p>An unpublished evaluation estimated that MoneyTalks has a positive Return on Investment of \$1.90 for every \$1 spent, mostly through improvements in clients' mental health, reduced debt burdens, reduction in emergency benefit payments and reduction in risky behaviours.¹¹</p>				
Family Violence Sector Support			<p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The percentage of member agencies who report that they are better able to deliver their services as a result of the support offered by the umbrella organisation will be no less than 90%. In FY23 we met this measure with 97.7%.</p>		
Family Violence Integrated Community response			The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.		

¹⁰ Unpublished, 2022.

¹¹ Unpublished, 2022.

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governance participation					
Prevention, education and engagement					
Sexual Violence Prevention Support			<p>The number of people accessing Community Support services will be no less than 84,100. In FY23 we met this measure with 138,780.</p> <p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The number of people accessing family and sexual violence services will be no less than 30,500. In FY23 we met this measure with 56,627.</p>		
Pasefika Proud Family Violence Prevention and Education Services		<p>Real-time evaluation of current funded prevention initiatives is underway.</p> <p>'Celebrating Pasefika Proud – 10 Years On' is an outcomes-focused evaluation starting in January 2024. The evaluation should inform the Pasefika Proud outcomes framework and the ongoing evaluation framework and work programme.</p>	<p>Deliverables of contracted prevention programmes and initiatives have achieved or exceeded the target by 95%.</p> <p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p>		
Youth Campaign (Love Better)		<p>The Love Better youth campaign has an evaluation framework that is based on its theory of change and includes data and metrics from social media alongside more in-depth qualitative and quantitative data. It will be used to measure both Love Better (as a campaign platform) and 'Own the Feels' (the first phase).</p> <p>Quantitative data will be measured through a Youth Pulse survey, the results of which will be measured against a benchmarking survey (1,000 participants) conducted before the campaign went live. Quantitative evaluation results measuring shifts in behaviours and attitudes will be available in early 2024.</p>		<p>Analytics to date have been positive with high engagement rates. The data also indicates that the Love Better content has been reaching the target audience (16–24-year-olds).</p> <p>Early qualitative findings from the evaluation framework show the campaign has been well received and is well liked and appreciated by young people. Campaign content is prompting reflection around hurtful situations and harmful behaviours, with no discernible differences in relation to awareness and reception across gender, ethnicity, or orientation.</p>	<p>This initiative was informed by findings from:</p> <ul style="list-style-type: none"> a literature review on what was already known about young people and their intimate relationship, including what they know about the spectrum of harmful and violent behaviours sense-making and qualitative research with young people to better understand their relationship experiences, expectations, behaviours, boundaries, as well as what they would really like from relationships.
Campaign for Action on Family Violence (including It's Not Okay) Prevention and Education Services	<p>Evaluation of My Fathers Barbers Barber Wānanga undertook exploratory research based on semi-structured interviews and surveys. The research found that the barber wānanga had positive impacts for the barbers who attended, and that the healing and learning led to behavioural change.</p> <p>MFB+Report+2+Sept.pdf (squarespace.com)</p>				
E Tū Whānau Refugee and Migrant		<p>Partnerships with NFACT and ALAC (Buen Vivir) are currently under (formative) evaluation, as part of Te Aorerekura B22 effectiveness evaluation.</p>	<p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted</p>	<p>An internal research report on Muslim community engagement found the E Tū Whānau approach</p>	

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			measure will be no less than 75%. In FY23 we met this measure with 75.8%.	to be uniquely successful in comparison with other approaches in Anglo-American contexts.	
Ethnic communities violence prevention		<p>A theory of change and a monitoring, evaluation, research, and learning (MERL) framework is under development to build on the evidence base for violence and prevention and understand/measure the emerging impacts of:</p> <ul style="list-style-type: none"> community-led, government-enabled violence prevention trials with South Asian ethnic communities in Auckland community-led violence prevention initiatives for ethnic communities funded by the innovation grant fund. 		Litmus evaluated the initial community engagement phase of the work programme and 90% of participants found the process useful or very useful and 86% of participants felt confident discussing the needs of ethnic communities. ¹²	<p>This initiative, which focuses on building the evidence-base for violence prevention policy, was informed by findings from:</p> <ul style="list-style-type: none"> a review of international literature on what works for community engagement and primary prevention of violence in ethnic communities a comprehensive map of existing New Zealand data and evidence on violence and prevention in ethnic communities.
E Tū Whānau Family Violence Prevention and Education Services	Evidence synthesis ¹³ of research and evaluation outputs for E Tū Whānau between 2016 and 2020 concluded that E Tū Whānau is contributing to mobilising communities on short- and long-term outcomes and triggering positive journeys of change to end violence for whānau.	<p>A mixed methods theory-based outcome evaluation of E Tū Whānau is underway to provide evidence of impact as part of the Budget 2022 investment in primary prevention initiatives.</p> <p>E Tū Whānau is also in the advanced stages of Mōhiotanga – the digital transformation of funding and contracting process to improve partner experience, create efficiencies, and generate actionable insights on inputs, outputs and outcomes from administrative data.</p> <p>Tikanga Rangahau (E Tū Whānau research instrument) is nearing completion, which is a toolkit for capturing data on the most significant changes brought about in communities.</p>	The percentage of all the contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.		<p>The E Tū Whānau Framework for Change (2018) is based on national and international evidence, including official survey and administrative data on prevalence:</p> <ul style="list-style-type: none"> A literature review on violence in whānau¹⁴ found that kaupapa Māori models are critical to making change. The strengths-based, whānau-centred framework is based on Kaupapa Māori wellbeing framework: The basis for whānau violence prevention and intervention¹⁵ and Transforming Whānau Violence¹⁶, and supported by Te Puawaitanga o Ngā Whānau¹⁷ – a synthesis of kaupapa Māori research on whānau wellbeing. The framework is based on a growing international evidence base about what works in violence prevention. Community mobilisation has been evaluated as effective for preventing violence internationally. This is supported by a global evidence review.¹⁸

¹² Unpublished, 2023.

¹³ Unpublished, 2020.

¹⁴ Pihama, 2008, Literature Review for Family Violence: Māori Research Agenda: Te Puni Kōkiri.

¹⁵ Dobbs, T. & Eruera, M. (2014). Kaupapa Māori wellbeing framework: The basis for whānau violence prevention and intervention. Auckland, New Zealand: New Zealand Family Violence Clearinghouse, University of Auckland.

¹⁶ Kruger et al, 2014, Transforming Whānau Violence – a conceptual framework. An updated version of the report from the former Second Māori Taskforce on Whānau Violence.

¹⁷ Kingi et al, 2014, Te Puawaitanga o ngā whānau: six markers of flourishing whānau: a discussion document. Office of Assistant Vice Chancellor, Māori and Pasifika, Massey University.

¹⁸ Kerr-Wilson, A.; Gibbs, A.; McAslan Fraser E.; Ramsoomar, L.; Parke, A.; Khuwaja, HMA.; and Jewkes, R. (2020). A rigorous global evidence review of interventions to prevent violence against women and girls, What Works to Prevent Violence Against Women and Girls Global Programme, Pretoria, South Africa.

Name of service	Recent evidence of impact on outcomes / return on investment / value for money	Further evidence work planned or underway	2022/23 Performance Measure (where applicable from Annual Report)	Other programme-specific evidence (<u>not</u> exhaustive)	International impact evidence that supports programme design (<u>not</u> exhaustive)
Community support and advice					
Building Financial Capability Core	<p>Evidence from provider reporting data through FinCap's Client Voices system shows in 2021/22, on average, clients reported that the Building Financial Capability support they received helped them to stabilise their budget within their available finances, allowed them to implement strategies to decrease spending, or start savings plans.</p> <p>Clients who exited a Building Financial Capability (BFC) service in 2021/22, on average, retired \$3,127 of their debt with an average reduction in weekly debt repayments of \$123.</p> <p>Using the above client outcomes, independent assessments of two BFC providers (Tauranga Budget Advisory Services; Paeroa Budgeting Service)¹⁹ estimate a positive Return on Investment of \$1.70 for every \$1 spent, including through improved mental health outcomes, reduced client debt, reduction in emergency benefit payments by government and reduction in risky behaviours, such as smoking and gambling.</p>	<p>A client-led outcomes tool has been developed to help assess whether the service is making a difference in people's lives.</p> <p>bfc-client-led-outcomes-background-and-technical-guide-june-2021.pdf (msd.govt.nz)</p>	<p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The percentage of clients who report progress towards achieving their financial capability goals will be no less than 80%. In FY23 we met this measure with 94.4%.</p>		
Building Financial Capability Plus		<p>An internal review of BFC Plus is underway, and is intended to include interviews with 12-20 BFC Plus clients in total to ensure an adequate and varied sample.</p>	<p>The number of people accessing Community Support services will be no less than 84,100. In FY23 we met this measure with 138,780.</p>		
Building Financial Capability Community Finance	<p>Malatest International Outcomes Evaluation of the Community Finance Initiative showed participants were very positive about the effect of the loans on their employment situations, often as a result of better access to transport. Amongst clients the proportion employed increased significantly from 30 percent to 40 percent.²⁰</p> <p>Ngā Tāngata Microfinance Good Change Learnings and Action Report²¹ also shows that microfinance services add to clients' overall well-being and help build good habits and money skills. For example, most of those using a microfinance provider were found to not borrow more, reported being comfortable with their remaining debt levels, and spent more time considering options before making financial decisions.</p> <p>An independent review of Ngā Tāngata Microfinance²² found that the Return on</p>		<p>The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.</p> <p>The percentage of loans approved during the reporting period will be no less than 25%. In FY23 we met this measure with 65%.</p>		

¹⁹ Unpublished, 2022.

²⁰ Unpublished, 2018.

²¹ Unpublished, 2022.

²² Unpublished, 2020.

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	Investment is \$3.70 for every \$1 spent, as a result of improved mental health, a reduction in emergency benefits, family violence and unmanageable debt.				
Building Financial Capability Debt Solution Services	<p>A 2022 review of effectiveness of Debt Solution Services (DSS) was undertaken using a qualitative approach involving review of official documents, regular provider reporting, additional provider data, and conversational interviews with MSD staff, provider management and frontline staff, a selection of DSS clients and independent financial mentors. It found that DSS products are highly effective in reducing debt servicing costs and improving client experiences.</p> <p>debt.solutions/reviewsensepartners.pdf (msd.govt.nz)</p> <p>An independent evaluation of one of the DSS providers in 2020²³ found clients were typically debt free within 18 months as a result of a combination of financial mentoring, repayment and negotiation with creditors, and insolvency procedures. This was estimated to achieve a Return on Investment of \$4.90 for every \$1 invested, resulting from improved mental health, a reduction in emergency benefits, family violence and unmanageable debt.</p>				
Food Secure Communities	<p>In 2022, MSD published the results of the Real-Time Evaluation, which included the Community Connectors. This included the food secure funding.</p> <p>This evaluation also includes the community, provider and sector capability fund. Methods included online and face-to-face interviews, and found that individuals, families and whānau reported they would have struggled to cope without welfare support. It is noted that findings cannot be used to draw conclusions about effectiveness, efficacy, or value for money.</p> <p>Real-Time Evaluation of the Care in the Community Welfare Response - Ministry of Social Development (msd.govt.nz)</p>	<p>An outcomes-focused evaluation of the Care in the Community welfare response is underway and due to be completed in early 2024. The evaluation will review the implementation, outcomes achieved, and lessons learned during the welfare response. This will include lessons for MSD's broader service and partnership plans for future work with communities. The role of food providers and Community Connectors in supporting households will be specifically examined.</p> <p>Recent updates to Community Connector reporting will enable the capture of information on outcomes of households who receive support (from the perspective of Connectors).</p>	<p>The performance measure for the Food Secure Communities programmes is: The number of providers supported to participate in building food secure communities will be no less than 85.</p> <p>The number of providers invested in in F22-23 was 401 and the number for Q1 of FY23-24 was 226.</p>		<p>A Social Return on Investment (SROI) study found that the food rescue sector has a SROI of 4.50:1 i.e. for every dollar invested, there is a social impact worth \$4.50.</p> <p>22.08.22-AFRA-SROI-Report-Final.pdf (socialvalueuk.org)</p> <p>International research, including advice from the United Nations Food and Agriculture Organisation, support community food rescue and resilience initiatives to help address food insecurity. Most OECD countries have invested in community food distribution infrastructure with some countries legislating limits to food waste. Research identified a well-established community food sector as a key dependency for the success of these programmes.</p>
Community Connection Service			Measure to be set for FY24.		

²³ Unpublished, 2020.

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			225,732 households have been supported by Community Connectors since 3 December 2021. 8,643 of these households were primarily affected by severe weather events.		
Heartlands Information, Advice and Advocacy Services		An Outcomes and Measurement Framework for the service is currently under development, aimed at helping improve reporting on the outcomes of Heartlands, including more robust mechanisms to collect and analyse data and improve reporting measures.	The percentage of all contracted services that achieved or exceeded the target for their primary contracted measure will be no less than 75%. In FY23 we met this measure with 75.8%.		
Iwi partnerships					
Te Hiku	In 2022, Te Hiku Iwi Development Trust (THIDT) independently commissioned BERL to complete a high-level Economic Impact Assessment (EIA) ²⁴ to understand the economic benefit to the Far North, from their investments and activities. The EIA showed over a three-year period (2020, 2021, 2022) THIDT's expenditure on projects was \$44.6m, which contributed to \$26.9m of value add (GDP) to the Far North economy and 104 full-time jobs per annum. (Unpublished)		Measures have not been set for this funding.		
Tūhoe		In April 2022, the Authorising Environment Committee (DCE group in He Tapuae) agreed to evaluate the contribution of He Tapuae towards the Tūhoe Village concept. This work has not yet begun.	Measures have not been set for this funding.		

²⁴ Unpublished.