



- Unemployment benefit showed the greatest change over time influenced by the impact of recession and business closures. A change in policy and process for Work and Income and people moving into work, either locally or outside the area, has seen a slight reduction across most benefit types.
- The recorded family violence offence rate rose each year influenced by public's changing attitude to reporting and changing propensity of Police to classify and record an offence as 'family violence'. Community report the lack of prevention programmes and a Women's Refuge hinder sustainable outcomes.
- More students have attained qualifications under NCEA and efforts have been made to reduce early leaving exemptions. In 2009 almost 97% of school leavers left with formal attainment.

- The impact of recession, business closures and higher living costs have contributed to an increase of people applying for emergency assistance. Around 70% of special needs applications are for food assistance. Food banks and budget services report an impact on service delivery over the same period.
- A small percentage of emergency assistance applications were declined each financial year. Policies and processes, including assessment of client entitlements contribute directly to this number. The recent introduction of the Hardship Assistance policy has contributed to the reduction in applications for emergency assistance.

Our Story, Our focus

The CHB Community Plan proposes the implementation of the Central Hawkes Bay Social Services Transformation Model to harness and co-ordinate resources across social services and ensure that service delivery is more joined up and responsive to the needs of the community, while being cost efficient. Furthermore it is the intention to develop a 'community of care' for Central Hawke's Bay by providing seamless support to families/whanau and children in a way that sees the community developing a philosophy of care underpinned by principles and values that delivers support from a 'heart space' within a professional framework.

The CHB Leadership Group has been established to work with the CRM Forum to shape recommendations and begin the development of the CHB Social Services Transformation Project.

Community stakeholders through the engagement phase alongside existing research and reports have indicated a readiness and a willingness to change current service delivery to a joined up and coordinated way of working. The proposed model of delivery will be implemented in several stages and will begin with a community stocktake of information and technology and shared training of Results Based Accountability which will assist to inform the next stage of development for the model.

Who we will work with (Our partners)

- Central Hawke's Bay District Council
- Ministry of Social Development – W&I, CYF, MYD
- Department of Internal Affairs
- HB District Health Board
- NZ Police
- Te Taiwhenua o Tamatea
- Community Organisations
- Te Puni Kokiri
- Local business

What we will do - (Recommendations)

LEADERSHIP & GOVERNANCE

It is envisioned the community plan will be led by a group of community leaders who would be responsible to develop, guide and be the stewards of effective and efficient social service provision in the CHB community.

STEWARDSHIP OF PRACTICE

This encompasses a philosophy for social service delivery that creates a values based culture that provides an opportunity for organisations to develop mechanisms that support respect and empathy for the clients ensuring that not only their rights are respected but their responsibility to themselves, their families and their community is inherently linked to support. Opportunities for shared workforce development, outcomes based accountability, better links between the community and central government and accountability back to the community will all contribute to services working differently.

CONTRACTING

A centralised contracting function would inform and springboard off community planning. This would enable the community and the community leaders to know exactly what is happening in their community, what services need to be delivered and how, where gaps exist and whether they respond themselves or through meaningful dialogue with central government funders to ensure there is a good match of resources to service need.

Blue skies thinking would see a model like this looking to

HR and FINANCE

Development of one payroll system and a centralised resource management purchasing function with a human resources management team to provide support to service delivery.

SHARED INFORMATION

Would mean that consumers and service providers would have access to up to date and accurate information. It has always been an issue that community directories are quickly out of date soon after compilation. This information could also be accessible through information kiosks placed in high traffic areas within the community to ensure access is available to all consumers. This resource would be maintained on a 24/7 basis.

SHARED TECHNOLOGY

Would enable organisations to collect the same information in order to generate meaningful community data to help better respond to and plan for services, report against contracts and ultimately be more informed with client information where a cross over of services occurs (this would always happen with the consent of the client and access levels with the common programme). This would enable the community to provide seamless support to people, families/whanau and children.

What we will do - (Recommendations Continued)

COMMUNITY PLANNING

The collection of common data through the development of shared information and technology would enable the leadership and governance to monitor and evaluate agreed common outcomes and performance measures for services delivered in the community. Consultation with consumers would identify what services are needed, where any gaps exist and how they might respond to these in conjunction with central government and philanthropic funders. This would result in a partnership process with the CHB community to plan and provide social services.

ADMINISTRATIVE HUB

Will provide the backroom functions for individual service organisations. This would enable individual organisations to keep their respective objectives and tailored service provision but invest more energy in direct service delivery. Equally collective cost efficiencies through no duplication in administrative overheads will result in more

How we will do it - (Actions)

Outcome:

Stock take of all community social service organisations:

Deliverables:

To identify:

- the services they provide, (inclusive of cost to consumers) where, who are their organisational contacts, who funds them, and an inventory of all the community resources, venues and meeting rooms (This will form the basis of information that goes into the 'live' database).
- Research and costs to establish a 'live' database and information kiosks to be attached to an existing IT programme as a web based resource accessible to service users. Potential for information kiosks to be placed in high traffic areas within the community to ensure access is available to all consumers.
- Investigate IT needs, what, if any IT programme/s they are currently running. Which programmes are compatible; and whether they can be linked in order to extrapolate community information.
- Service organisations training needs to support workforce development across the community.

Outcome

CHB Community providers embed the results based framework to evaluate and monitor the effectiveness of

Deliverables:

- Three group results based accountability training sessions within the community and a further three one on one individual organisation training sessions to guide their respective development of the framework.