

# How we know we're making a difference



## ESCAPE FROM VIOLENCE

Nicola's children were just babies when their father locked her out of the house one cold night. In desperation, she called a Family Start family worker who came and picked her up from the side of the road the next morning. The family worker stood by Nicola for the next three years, an invaluable support on the young mum's journey to safety and independence. Eventually, Nicola aims to get back to work as a hairdresser and continue to bring up her children in a home free from violence and abuse.

“Having someone to call on whenever



## TOOLS FOR THE JOB

Cecily Tannion, aged 84, lives with her son in the family home. She has a team of Enliven support workers who come four days a week to keep her company and help with showering and housework. She also enjoys visits from a service coordinator who reviews her support plan and can complete paperwork on the spot, using a laptop and a portable printer. The process is quick and professional, and means that Enliven can continue to provide high-quality home support services that enable older people to remain in their own homes.

“My Enliven support workers are all lovely and I'm very lucky to have them.”



## A CHAT AND A CUPPA

A cup of tea and a friendly chat are helping build bridges for migrant families in South Auckland. One of our social workers in schools developed 'Chat and Chai' to help parents strengthen family relationships, support their children's education, and overcome cultural isolation.

More than 20 parents turn up each month. Discussion is often conducted in a mixture of languages and ranges over a variety of topics. Parents are now more confident about communicating with their children's school and finding the resources they need.

“This group has given me a sense of belonging and I have met many new people – it is very helpful for me.”

# Measuring Outcomes

We are making a difference (and achieving value from funding).

## HOW DO WE MEASURE?

- + Presbyterian Support Northern uses a Results Based Accountability (RBA) framework for measuring service quality and outcomes.
- + RBA allows us to identify key results that are tracked across time.
- + The RBA framework we use was developed by independent researchers and evaluators and further refined by Impact Research (a research centre established jointly by PSN and Massey University in 2010).

## GETTING CLIENT FEEDBACK

- + Clients of our services are sampled and surveyed every six months according to a set of RBA factors.
- + Information provided through these surveys is compiled into reports to help monitor service quality and client outcomes, and to inform improvements.

## WHAT DOES THIS MEAN?

Our Results Based Accountability framework provides reliable, evaluative information about:

- + How we are going.
- + How we can do better.

## ENLIVEN

- + Enliven home support services mean **4,145** people can live safely and independently in their own homes.
- + **648** staff deliver Enliven services.
- + **882** injured clients benefited from Enliven ACC rehabilitative services.
- + **122** disabled clients were provided with home support.
- + **90%** of clients felt that Enliven staff were friendly, listened to them and made them feel comfortable.
- + **89%** of clients believe that Enliven staff are reliable.

## FAMILY WORKS

- + **16,300** children and their families were supported through Family Works services.
- + **1,405** parents and caregivers improved their parenting skills through parenting programmes.
- + **5,015** children have their social needs met at school through programmes run by **65** social workers in schools.
- + **96%** of children and families believe we have met their needs.
- + **94%** of children and families believe Family Works increases safety.
- + **92%** of adults and youth said we supported them towards their goals and helped them recognise what they do well.



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