

When we share back with communities tikanga



Purpose

When people share their experiences and perspectives with us as part of our monitoring work, it is important we share our findings with them. We are transparent with what we share, and we want to empower communities to activate change. We are respectful with people's personal information and stories, and we only share information when it is not identifiable.

We share our findings in a way that works for people

When people share their experiences and perspectives with us as part of our monitoring work, it is important we share our findings with them. Our sharing back reports provide people with an overview of what we were told is working well, and what could be improved.

We share back our findings with people in a way that is helpful and useful to them. We do this via sharing back reports that describe the top themes of what we heard from the community members we spoke with, and we can also hui to discuss our findings.

Sharing our findings:

- shows we have listened to and value what they have told us
- demonstrates our gratitude to those who shared their perspectives
- can help create positive system change at a local level.

We provide different and tailored versions of sharing back reports to different groups. We share back to:

1. tamariki and rangatahi currently in, or who have recently been in, care
2. whānau members of tamariki or rangatahi who are in, or have recently been in, care
3. caregivers (including whānau and non-whānau)
4. Oranga Tamariki
5. The broader community: This group includes community providers (eg care partners, iwi and Māori social service providers, health and education workers);

government agencies (including Ministry of Education, Ministry of Health, New Zealand Police); other smaller monitored agencies.

Our process for sharing back begins during the planning stages of the visit and considers:

- The best way to provide the information, for example, kanohi ki te kanohi, in a group setting or individually, or sending the information in an email
- The right time to share back, including scheduling of dates. When doing this, it is important to remember that the sharing back hui are scheduled following our agreed timeframes discussed below and within our 14-week monitoring cycle.

How we share back our findings

Tamariki and rangatahi, whānau and caregivers

The sharing back reports for tamariki, rangatahi, whānau and caregivers are completed within 25 working days from the last monitoring engagement for the visit. It is important that we share our findings with these groups, so they know that we have listened to them and they can hear what others are experiencing in their community.

To support us to analyse information from engagements with tamariki and rangatahi, whānau and caregivers, we engage in wānanga.

After coding in NVivo is completed, the Data and Insights Team Leader is advised, and the team runs NVivo queries to identify the key themes from each cohort. They provide the key themes to the Monitoring Manager and team.

A delegated member of the monitoring team uses the relevant template to draft the sharing back reports. They focus on key themes and include relevant quotes to illustrate the themes. There are separate templates for each cohort (i.e. one for tamariki and rangatahi, one for caregivers and whānau caregivers, and one for whānau).

Use of quotes is carefully considered during the drafting of the reports. We only include quotes where we have spoken with ten or more from each group (for example ten or more whānau). We only include quotes that are not identifiable. To reduce risk that any quotes from tamariki and rangatahi, whānau or caregivers are identifiable, the sharing back document contains the voices from across the whole monitoring visit, rather than being split into separate and smaller communities/clusters.

Each draft is shared with other members of the monitoring team for peer review. Once the draft is complete, a privacy check is completed.

The Monitoring Manager completes a final review of the drafts and privacy checks, and then provides the drafts to the Chief Monitor for approval for external distribution.

Once approved for release, a member of the monitoring team (or the Monitoring Manager) provides the reports to rangatahi and tamariki, whānau and caregivers. This can be done in one of two ways, dependent on how contact with individuals was organised and what was agreed at the time of setting up the visit:

1. The monitoring team emails the reports to the connectors for them to provide the information directly to the tamariki and rangatahi, whānau and caregivers on our behalf or,
2. The monitoring team provides the report directly to tamariki and rangatahi, whānau and caregivers through the medium agreed when the visit was set up.

The completed privacy check and the finalised sharing back reports are saved in the Objective folder that relates to the community that was visited.

These documents are also provided to Oranga Tamariki when they receive their sharing back information.

Monitored agencies and wider communities

The sharing back reports for monitored agencies and communities are completed within 25 working days from the last monitoring engagement for the visit. All sharing back hui are scheduled to occur following the 25-working days (not within) and dates are organised during the set-up of the monitoring visit, so the agencies and Monitoring Manager and the monitoring team member/s have the relevant times and dates booked out in their diaries well in advance.

Within the 25-working day timeframe, the following occurs:

- Coding is completed in NVivo by the monitoring team within ten working days after the last engagement.
- Once coding is completed, 15 working days is provided for the Data and Insights team to analyse the NVivo data, work with the monitoring team to draft the required reports and gain sign off for external distribution from the Chief Monitor.

Process:

Once NVivo coding is completed by the monitoring team, the Monitoring Manager advises the Team Leader Data and Insights that the NVivo analysis process is ready to begin. A Data and Insights team member runs queries on NVivo to identify the key themes.

The qualitative information is cross checked against the relevant About Communities data (or any other sources of information) to see whether there are any anomalies or points of interest that could be included in the sharing back report/s.

Once the initial key findings are determined, a hui is held between the monitoring team (including Monitoring Manager) and Data and Insights. The hui provides a space for constructive discussion around the key findings found during data analysis. If additional points for inclusion are raised by the monitoring team, further NVivo queries can be run and if agreed by the Monitoring Manager, will be included in the report.

From these findings, two types of reports are drafted by the Data and Insights team.

1. Oranga Tamariki focussed report(s) detailing the key themes identified during the visit. This includes what we heard from their staff during our visit, and what we heard from everyone else in the community about their experience of Oranga Tamariki. This report focuses on system elements and what is supporting or getting in the way of achieving positive outcomes for tamariki and rangatahi. They also receive the sharing back reports that go to tamariki and rangatahi, whānau and caregivers, as well as the community share back document.
2. A community report(s) detailing key themes for the community identified from engagements across all groups specifically relating to issues the community may be able to address to improve how they work together. This report focuses on system elements and what is supporting or getting in the way of achieving positive outcomes for tamariki and rangatahi. They do not receive any other sharing back reports.

The key difference between the Oranga Tamariki share back report and the community report is the subject of the information. For Oranga Tamariki the subject is their practice and performance, as heard from all those we engaged with, and will include specific examples, both positive and negative. This information is organised into key themes to focus attention on the practice and performance that most often came up during engagements.

The information that goes into the community share back report is focused on community concerns and issues that the community can use to activate change. For example, it might have a theme of tamariki and rangatahi wanting to have more connection with their family or iwi or to learn about their marae. Many people working with them in the community can help to support this, not just the agency who has custody.

The community share back does not cover issues or concerns that only Oranga Tamariki can influence. For example, communities can't help with caregivers from Oranga Tamariki not receiving their payments on time – this information should be in the Oranga Tamariki sharing back document.

For all sharing back reports, if a theme under a particular system element doesn't emerge, then it can be left out. When including the voices of those receiving the services, we think about how to theme up information to be helpful for the community so that they can take a role in facilitating change.

We use quotes to exemplify the key themes discussed in the sharing back document. When we use quotes, we need to protect people's privacy. In circumstances where total numbers of tamariki, whānau or caregiver groups are ten or fewer, we discuss key themes but do not include quotes from that group as we do not want to risk personal quotes being identified. For community provider (NGOs) and government agency groups (health, education and police) if there are fewer than five participants in a group, we do not include quotes and only discuss key themes.

Once drafted, a copy of the report is emailed to the Monitoring Manager and monitoring team for a final content check. Once the Monitoring Manager has approved the contents, the Data and Insights team share drafts of the reports with the CSI Senior Advisor for a final quality assurance check.

The Data and Insights team completes a privacy check which is approved by the Team Lead Data and Insights. The sharing back reports are sent by the Data and Insights team to the Chief Monitor for final review and approval to release the information externally.

The completed privacy check and the approved sharing back reports are saved in the Objective folder that relates to the community that was visited.

Once approved by the Chief Monitor, the sharing back report is handed over to the monitoring team who are responsible for sharing the findings with Oranga Tamariki and the wider community. The method for how we share our findings with these groups is considered during visit planning and may include kano ki te kano or remote options. We consider which member/s of the monitoring team will deliver the sharing back during the set-up of the visit, and the Monitoring Manager is also involved in facilitation of these sessions.

At times, it may be appropriate to provide additional sharing back reports to specific groups. Any additional reports required will be agreed by the Monitoring Manager and Team Lead Data and Insights and approved by the Chief Monitor.

When we hear things during our monitoring visit that may need to be raised separately to the sharing back reports

If during the monitoring visit, we hear information which the monitoring team believes needs to be shared outside the sharing back process, this needs to be approved by the Chief Monitor. The method we use to share this additional information with Oranga Tamariki will be tailored dependent on the nature of what we heard. Options may include a verbal discussion with the relevant Site Manager and/or Regional Manager or, a written document to Managers including National Office staff. The team and role responsible for drafting any additional documents will be determined on a case-by-case basis. Our Child protection policy and our Ethics code are followed in all circumstances.

Who	Type of feedback	Timeframe for finalising documents completing monitoring visit	Methods for sharing back
Tamariki and Rangatahi	<p>A summary of key themes we heard from all tamariki and rangatahi within the area.</p> <p>Key themes and quotes identified through NVivo analysis of the tamariki and rangatahi interviews.</p>	25 working days from last monitoring engagement.	Via connector or to them directly – email or postal delivery
Whānau and Caregivers	<p>A summary of key themes we heard from all whānau within the area.</p> <p>Key themes and quotes identified through NVivo analysis of the whānau interviews.</p>	25 working days from last monitoring engagement.	Via connectors or to them directly - email or postal delivery
Caregivers	<p>A summary of key themes we heard from all caregivers within the area.</p> <p>Key themes and quotes identified through NVivo analysis of the caregiver interviews.</p>	25 working days from last monitoring engagement.	Via connectors or to them directly - email or postal delivery
Broader Community (including smaller Monitored Agencies where numbers are too small to guarantee confidentiality of who we spoke with)	<p>A full analysis of key findings from the monitoring visit with a focus on:</p> <ul style="list-style-type: none"> – experiences of tamariki, whānau and caregivers – experiences of monitored agencies and system agencies – what is working well – what are the challenges <p>A full NVivo analysis is required.</p>	<p>25 working days total from last monitoring engagement. Within this timeframe, at least ten working days from the completion of NVivo coding needs to be allowed for the Data and Insights team to analyse, draft and finalise the reports. Sharing back hui to be scheduled following the 25-working day timeframe.</p>	<p>Where practicable, share back in person by way of a community hui. Other options to share back include:</p> <ul style="list-style-type: none"> - audio/ visual link - phone
Oranga Tamariki	<p>A full analysis of key findings from the monitoring visit with a focus on:</p> <ul style="list-style-type: none"> – experiences of tamariki, whānau and caregivers – What we heard from Oranga Tamariki staff and the wider community including what is working well and what are the challenges. <p>A full NVivo analysis is required.</p>	<p>25 working days total from last monitoring engagement. Within this timeframe, at least ten working days from the completion of NVivo coding needs to be allowed for the Data and Insights team to analyse, draft and finalise the reports. Sharing back hui to be scheduled following the 25-working day timeframe.</p>	<p>Where practicable, share back in person with the site. Other options to share back include:</p> <ul style="list-style-type: none"> - audio/ visual link - phone - email or post document.

How we develop our sharing back reports

The purpose of this document is to map out the development of the sharing back reports we provide to those we speak to during our monitoring visits across the Motu. We have five primary sharing back cohorts: Tamariki and Rangatahi, Whānau, Caregivers, Communities, and Oranga Tamariki Site(s). The voices reflected in each sharing back report are dependent on the audience. Monitoring Staff referred to in this map are those who are doing the sharing back as part of this process.

