

Diagram C – Addressing the Monitoring Gap in the Independent Oversight System

(from an impact framework lens)	
Monitoring gap:	Oversight System opportunity:
1 Organisation Capability and Compliance	
Monitoring functions focused on organisational capabilities (including ways of working and outputs) do not systematically monitor whether capabilities are fit for purpose for service delivery.	To identify and monitor the critical system capabilities and their contribution to the service delivery that meet the National Care Standards (and Oranga Tamariki Act).
2 Service Delivery and Practice Quality	
An independence gap in service delivery monitoring.	To provide an independent view on service delivery across the system, including assurance in the context of coercive powers to ensure all parts of the system are held to the same standards.
3 Child and whānau experience and outcomes	
Organisation capability and service delivery is not explicitly and systematically monitored against child wellbeing outcomes.	To monitor whether meeting the NCS is achieving the intended outcomes for children and young people to integrate and share system success and learning, and address collective system challenges minimise duplication of existing capability and service monitoring.