



Performance Evaluation Report

2021-2022 Financial Year

Prepared by McTaggart Research Aotearoa



Performance Evaluation Report: 2021-2022 Financial Year

This report was written by Dr Stephen McTaggart of McTaggart Research Aotearoa.
It is presented in good faith using information provided by Island Child Charitable Trust.
No liability is accepted for any inaccuracy or omission.

3 June 2022

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SECTION 1: INTRODUCTION

All families and individual adults who stay at Island Child Charitable Trust (hereafter ICCT or Island Child) are thought of and treated as ‘whānau’ (extended family) by its Chief Executive Officer Danielle Bergin and other staff members. ‘Aroha is what we do’ is how ICCT explains its approach. Island Child is a place for aroha and community, of personal and collective wellbeing, whānau, and family.

This evidence-based report clearly demonstrates that over the 2021-2022 financial year, Island Child has gone from strength to strength. It has:

- Increased its housing stock and number of residents;
- Continued to provide warm, dry and safe short/medium term transitional housing/accommodation of a high standard;
- Continued to provide whānau and individuals with comprehensive programme and service delivery including multidimensional onsite life skill classes, personalised support, advice and assistance from onsite staff, access to other services and professional help (such as Plunket nurses), and other uplifting wellbeing opportunities;
- Continued to achieve high levels of whānau satisfaction, happiness and wellbeing; and
- Continued to successfully relocate/rehome whānau and individuals experiencing a housing crisis into sustainable housing upon leaving ICCT.

An overwhelming majority of people who stayed at Island Child over the past year experienced improved circumstances and now live in better and safer homes. Many families remain emotionally connected to Island Child after they have moved away. They leave glowing testimonies of the transformative experience of being at Island Child, highlighting the leadership, wisdom, support and care of Danielle, Kris Teikamata (Practice Team Leader – Social Work) and other staff.

I wasn't the type to reach out for help at all. But meeting [Staff member 2] the first day, my anxiety got to me where I texted the same day to cancel the appointment meeting you all. Thanks to this person who offered so much support and made me feel so comfortable I attended. If it wasn't for the love [they] expressed and the support she gave, I wouldn't be where I am today. I thank you for honestly helping me push through obstacles I never thought I could, she is absolutely amazing! No words can vouch how wonderful and blessed I am to have met her. My kids and I finally have a forever home, they both can attend the same school and I can finally start looking for a job because of the stability I am in now (head of family 26).

My kids can finally call a house their forever home and not have to worry about where we [are] going to sleep now, why can't we have our own house. So much thoughts and feelings, no more silent cries or frustration! No words can explain the beautiful outcome of being at Island Child! Honestly thank you for literally changing my kids and my life [for] the better. Without Island Child and [Staff member 2], I would be still in a dark place in life! Thank you so much. Pray to God that he blesses you with many more blessings for the outstanding blessings you give to people like myself (head of family 26).

INSTITUTIONAL EVALUATION INNOVATIONS FOR ISLAND CHILD

In recent years, Island Child has developed a robust evaluation framework to guide meaningful data collection for evaluation, planning, monitoring, reporting and funding purposes. Supported by independent evaluation specialists from McTaggart Research Aotearoa (Dr Stephen McTaggart) and Ardra Associates (Dr Frances Hancock), ICCT is now operating a comprehensive suite of organisational and resident(s) evaluation and monitoring processes/tools. ICCT has developed a live, form-based

database in which staff record the journey of each family/individual who stays at ICCT. This accessible, user-friendly database stores dates of entry and exit; demographic information such as gender, age, ethnicities, family size, and family role (head of family, partner, child, sibling, other familial relationship) and partnership status. Importantly, Island Child staff also record information on why whānau have sought transitional accommodation, who recommended them to ICCT and who provided them with sustainable residence (e.g., housing provider/private landlord/family/whānau) upon leaving ICCT.

The database also contains information that allows the monitoring of a families' and individuals' ICCT address and room/chalet numbers. Individuals/heads of families often have a Social Welfare number. We use this number as an identifier of and as a default family number for groups of people staying at ICCT at any given time. The family number and family role data allow us to 'construct' family unit groups – even when group members do not share a last name.

An online multiple dimensional self-assessment form is now completed by heads of families/ individual adults as they enter Island Child. A 'quality' of service and staff assessment instrument also captures how well ICCT is meeting its contract requirements/organisational goals. These forms are completed by whānau/individual adults who moved to more permanent housing. Among the services assessed are multiple life skills development classes, support from onsite staff and external professionals, quality of accommodation and amenities, and the rating of levels of happiness upon whānau exiting from Island Child.

In early 2022 a survey instrument was also developed to record/monitor/assess ICCT volunteer contributions. Once tested and refined, this instrument will be integrated into the ICCT evaluation framework/database.

METHODOLOGY

The data used to construct this report were taken from two sources; the aforementioned excel whānau journey database and the heads of family/individual adults exit survey. These data were put through a standard data cleaning process. The data were assessed as of very high quality. Quantitative data and analyses were routinely/compared to and checked against the Monthly Provider Reports to the Ministry of Social Development (MSD) for the 2021-2022 financial year and the Survey Monkey data reports. A proportional analysis of quantitative data was used to find the trends found within data. Results of our multidimensional analyses were graphed using SPSS and Excel software. A thematic analysis was undertaken to find commonalities and differences within the written responses to questions used in the exit survey.

SECTION 2: A DEMOGRAPHY OF FAMILIES, AND ADULTS WITHOUT ATTENDANT FAMILY

This section provides a detailed picture of the Island Child whānau. By its very nature, the population who stay with ICCT vary in demographic profile. In total, 219 people were accommodated at Island Child in the 2021-2022 financial year. This total was comprised of 63 families (33 single parent and 30 two parent), one family with no attendant children (but mum was expecting a child), and eight adults with no attendant family. The heads of families (often WINZ/MSD clients) are disproportionately young and female with dependent children. While a number of ethnicities are represented in the Island Child whānau, the majority are of Pasifika lineage.

The resident population for the 2021-2022 financial year was a collective of families i.e., heads of family, dependent children, partners and individual adults. As we can see in Figure 1, we have divided the population into four categories. These demographic categories are necessary to understand the variations in family size, circumstances and experiences that have led whānau to Island Child. We can also use these categories to examine the variations and trends in their journey, regrowth and personal feedback of their time before, during and after their stay at Island Child.

FIGURE 1: COUNTS OF FAMILIES BY TYPE/COUNTS OF INDIVIDUAL ADULTS

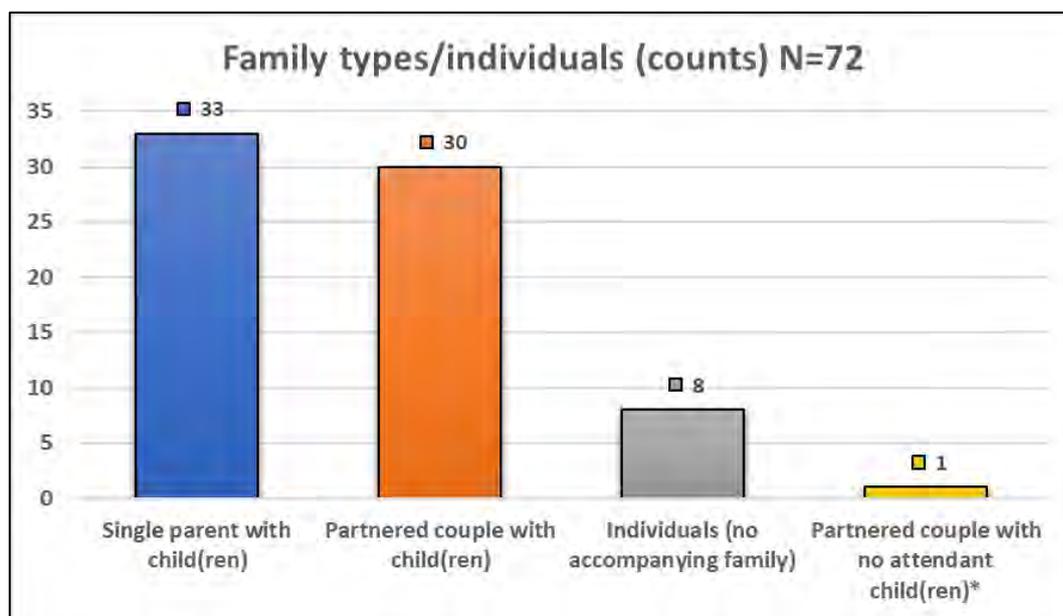
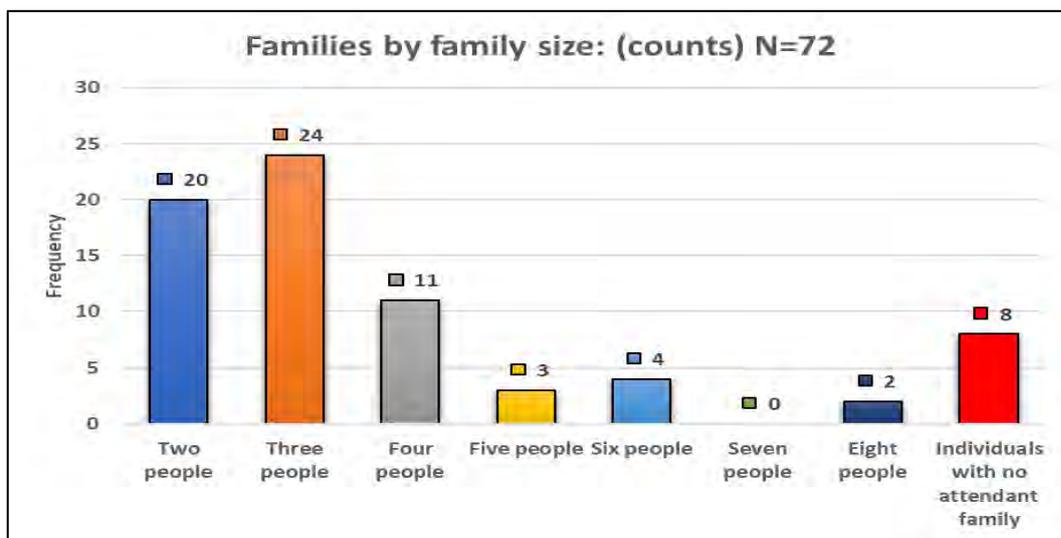


Figure 1 also shows that of all heads of families/individuals who lived at ICCT in 2021-2022, a large number/proportion, 63 (87.5%) had attendant children. Of this number/proportion, 33 (45.8%) were single parent families and 30 (41.7%) were partnered couples with children. Eight (11.1%) of our population were individuals with no attendant family and one (1.4%) was a couple without attendant children (*Couple was expecting a child at this time).

Figure 2 shows us that while more than three quarters (55, 76.4%) of Island child families had between two and four members, nine families (12.5%) had between five and eight members.

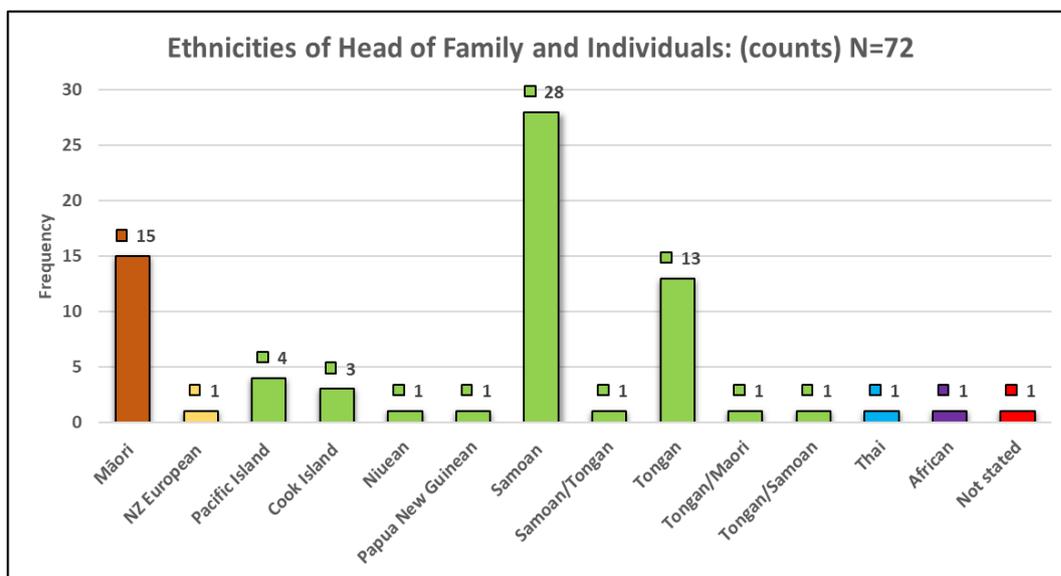
FIGURE 2: COUNTS OF FAMILIES/INDIVIDUAL ADULTS BY FAMILY SIZE



ETHNICITIES OF THE ICCT WHĀNAU

Figure 3 shows that in 2021-2022, 15 (20.8%) of the heads of families and individual adults identified as Māori. Fifty-three (73.6%) of the population identified as having a Pasifika/Pasifika Māori ethnicity. These included Samoan, Samoan/Tongan, Tongan, Tongan/Samoan, Tongan Māori, Cook Island, Niuean, Papua New Guinean or being of Pacific Island heritage. One (1.4%) whānau identified as New Zealand European. The remaining two (2.8%) whānau identified as either African or Thai. One person (1.4% of our survey population) did not state their ethnicity.

FIGURE 3: GROUPED ETHNICITIES OF HEADS OF FAMILIES AND INDIVIDUAL ADULTS



AGES OF HEADS OF FAMILIES/ INDIVIDUAL ADULTS

While homelessness and the need for emergency accommodation is experienced by people across the age spectrum, Figure 4 shows that a significant number/proportion (46, 63%) of the ICCT heads of families/individual adults were less than 30 years old when they began their residence at Island Child. In addition, 22 (30.5%) of this grouping were between 30 and 49 years. A further four, (5.6%) of heads of families/individual adults were in the 50 to 69 age range upon their entry to Island Child.

FIGURE 4: AGES OF HEADS OF FAMILIES/ INDIVIDUAL ADULTS

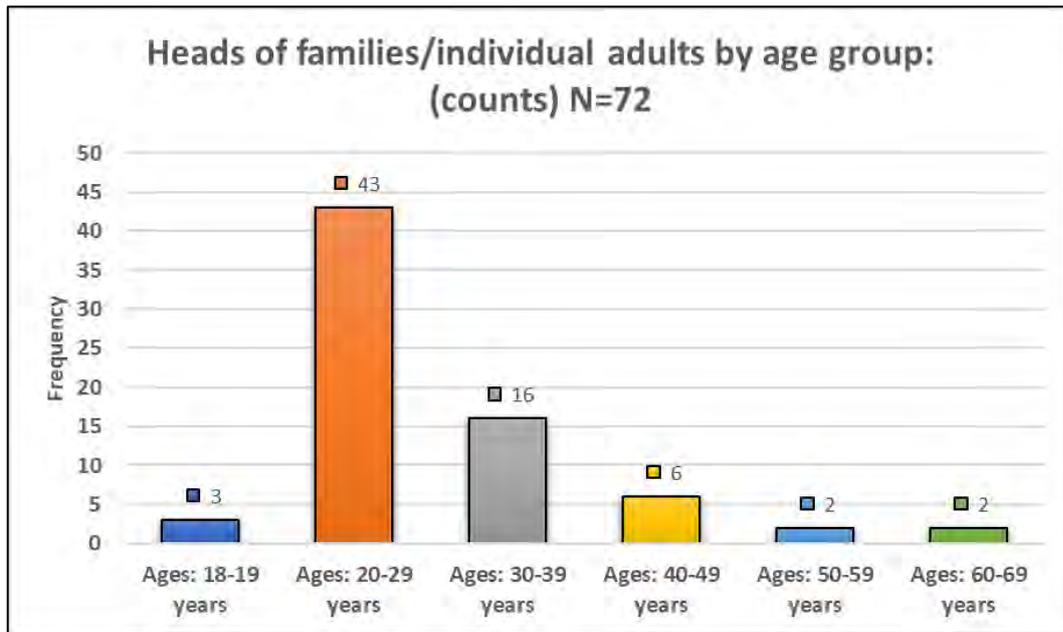
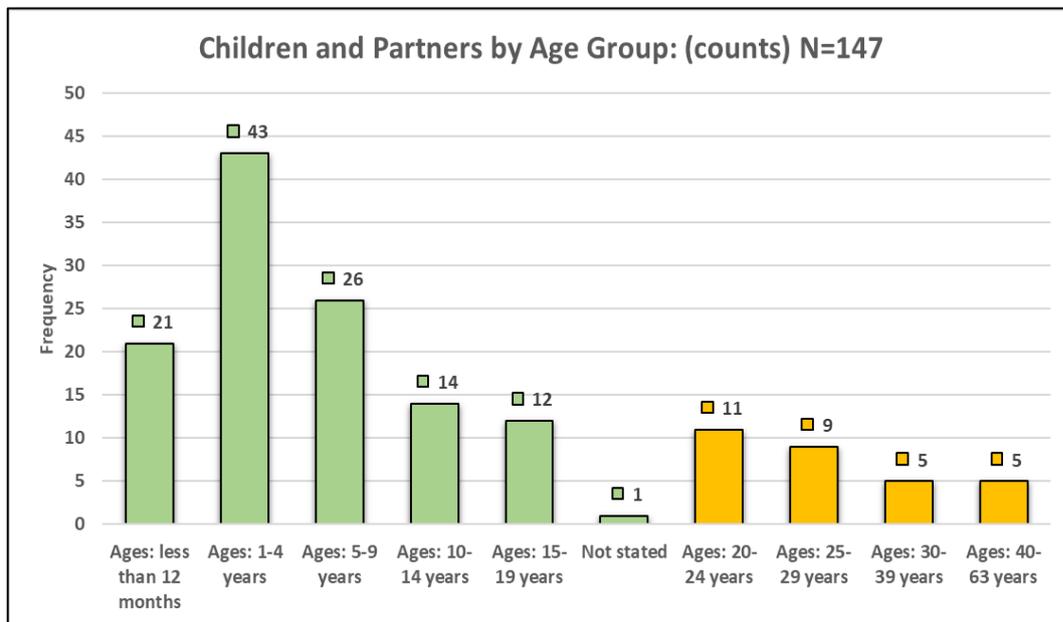


Figure 5 shows that 117 dependent children and 30 husbands/wives/partners of heads of families lived at Island Child within the 2021-2022 financial year. Importantly, 104 (88.9%) of these children were under the age of 15. Further, 21 (17.9%) of these children had not yet reached their first birthday.

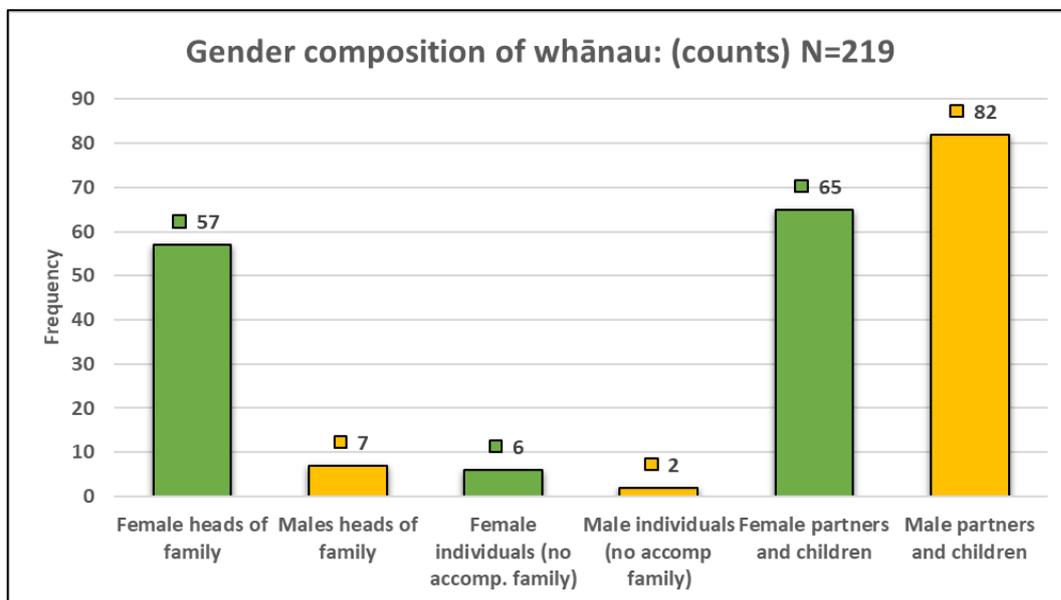
FIGURE 5: AGES GROUPINGS OF CHILDREN (GREEN BARS)/PARTNERS (YELLOW BARS)



THE GENDER DISTRIBUTION OF THE WHĀNAU AT ICCT

While 128 (58.4%) of the 219 people who lived at ICCT in the 2021-2022 financial year were female, Figure 6 below shows that females make up a significant 87.5% of the 72 heads of families/individual adults this year.

FIGURE 6: GENDER DISTRIBUTION OF HEADS OF FAMILIES/ INDIVIDUAL ADULTS/WHĀNAU MEMBERS



We can also infer from the data that most adult females (and to a lesser extent, males) who come to ICCT, arrive with dependent children. Of the 115 attendant children who resided at Island Child in 2021-2022, 61 (53%) were female, while the balance 54 (47%) were male.

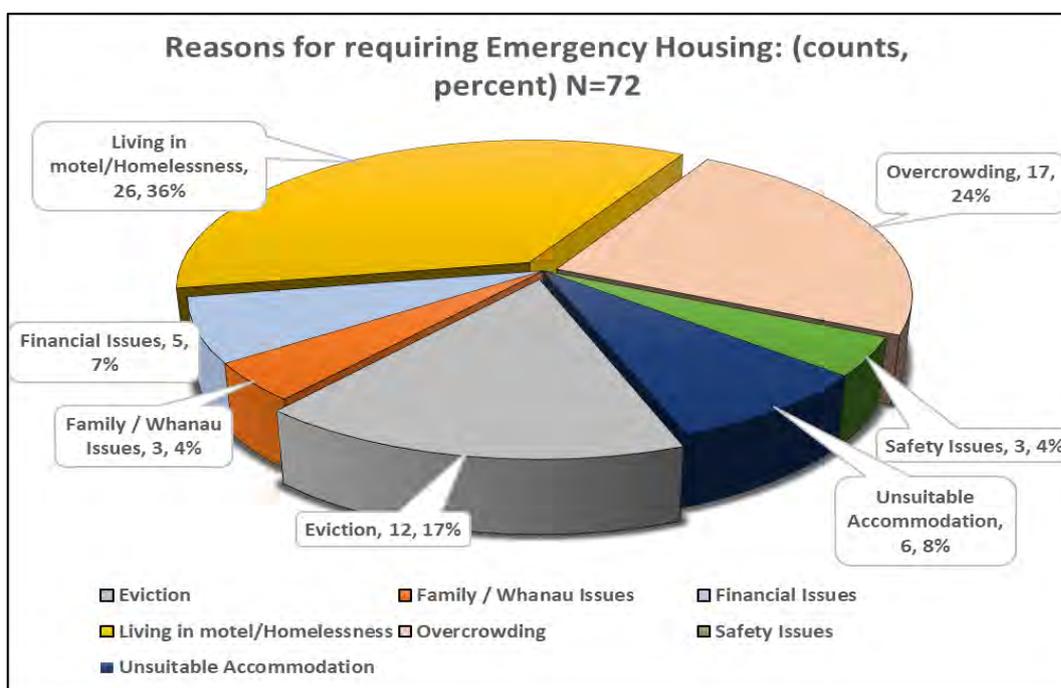
SECTION 3: THE JOURNEY OF WHĀNAU WITH ICCT

This section of the report outlines the journey our whānau population have taken in the 2021-2022 year. Further, it reflects the positive role that ICCT plays in assisting individual adults and families to move past temporary, unsuitable or unsustainable living/accommodation circumstances. Whānau come to ICCT for a variety of reasons and through various channels.

REASONS FOR SEEKING EMERGENCY HOUSING

As we can see in Figure 7, the reasons people seek emergency housing varies proportionally. Almost 36% of heads of families and/or individual adults come to ICCT because they and/or their family are living in a motel or are homeless. Unfortunately, the data does not allow us to talk about *why* they were experiencing 'Living in a motel/Homelessness'. The proportional distribution of other reasons for needing emergency housing include: financial issues (7%), family/whānau issues (3%), eviction (17%), unsuitable accommodation (8%), safety issues (4%), and overcrowding (24%).

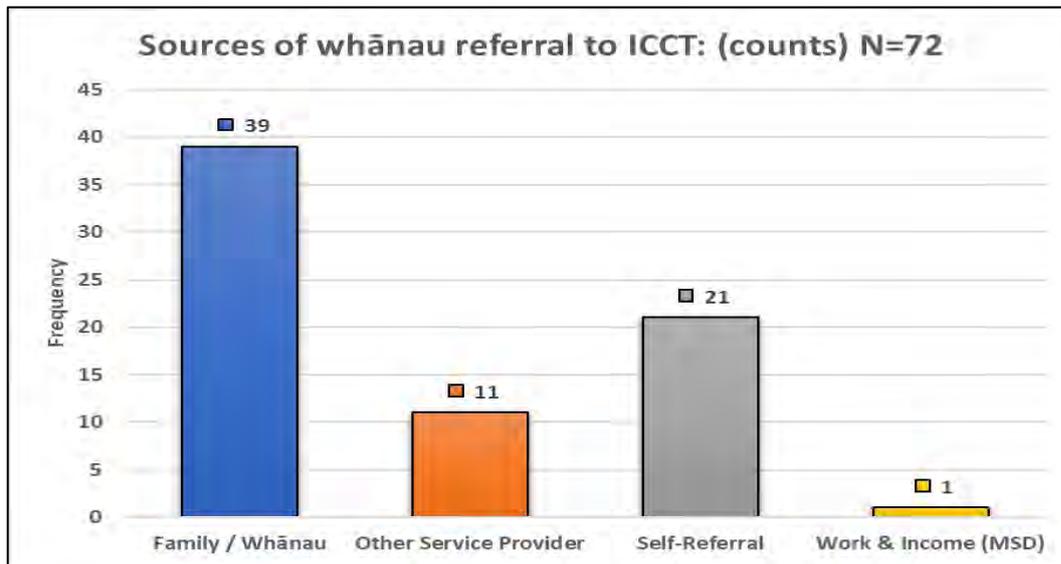
Figure 7: Reasons for requiring emergency housing



SOURCES OF REFERRAL TO ISLAND CHILD

Heads of families/individual adults who come to ICCT are referred through/by official and unofficial sources (see Figure 8 below). For the 2021-2021 financial year, more than half (39, 54.2%) were referred by family/whānau and 21 (29.2%) sought ICCT help themselves. and The remaining whānau came through official channels: another service provider (11, 15.3%) and WINZ (1, 1.4%).

FIGURE 8: SOURCES OF REFERRAL TO ISLAND CHILD

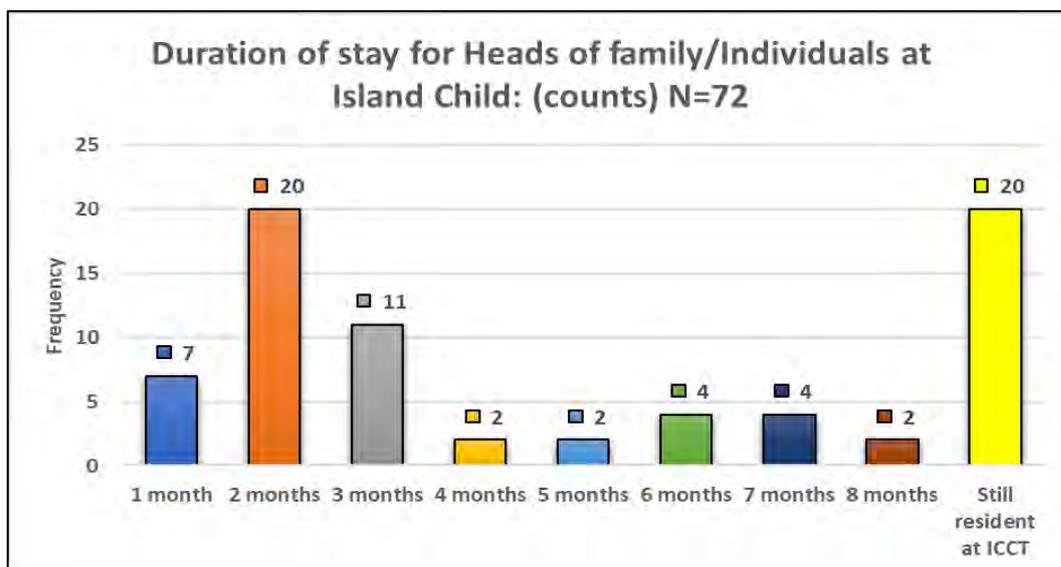


WAITING FOR A BETTER HOME

ICCT emergency accommodation is meant to be a temporary respite, albeit a safe, warm and nurturing place. As stated in our 2021 report, families and/or individual adults generally stay at ICCT until suitable and permanent housing/accommodation is made available. In some cases, people will move to the private sector i.e., moving in with family, friends or shared circumstances. Alternatively, people may gain access to council or government social housing stock. The private accommodation market and supply of ‘public housing’ remained volatile in 2021-2022. This, among other factors, affected the timely placement of ICCT whānau into suitable, healthy and safe accommodation. Understandably, the length of time whānau stayed at ICCT varied.

Figure 9 shows that the most common duration of residence of ICCT families/individual adults in 2021-2022 was two months. Our graph also shows that more than half of whānau, (38, 52.8%) stayed three months or less. It is important to note that Island Child also provided emergency housing and care for whānau for extended durations of between four and eight months.

FIGURE 9: DURATIONS OF RESIDENCE FOR FAMILIES AND INDIVIDUAL ADULTS



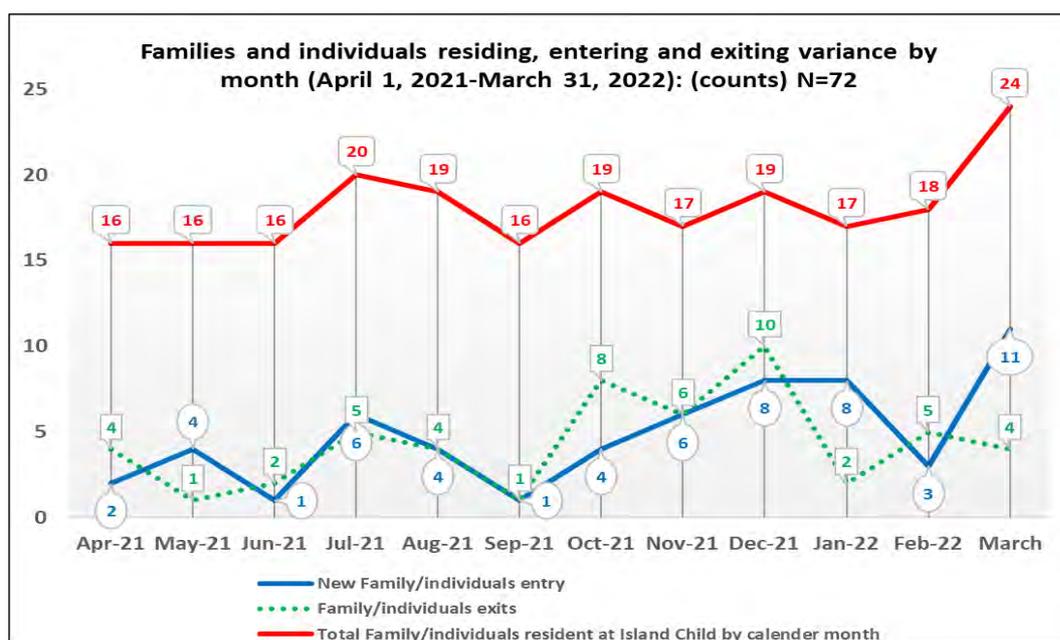
THE EBB AND FLOW OF THE ICCT POPULATION

In the 2021-2022, year the average number of heads of families/individual adults and other residents per month at ICCT was 18. However, as with any emergency accommodation service/facility, or indeed any non-permanent residence, the population will ebb and flow. Within any given month (or given week in some instances), the population size and composition at ICCT evolves. Part of the population will be held over from the previous month (or year) but invariably some families/individual adults leave and new people arrive. These ebbs and flows can be seen in Figure 10.

Figure 10 also shows us that the April through June and the September periods experienced the least 'churn' or turnover for the year. As discussed earlier, the shifting numbers of new family entries each month are related to limitations in personal/family agency/capitals and socio-structural and institutional constraints and resources. We can attribute spikes in levels/number of whānau exits to the efforts of Island Child staff (internal and external), the efforts of housing providers, the (rolling) availability of suitable, safe and healthy homes and the efforts and fortitude of the families who rebuild their lives and reskill at Island Child.

The spike in both new entrant whānau and resident population numbers (11 and 24 respectively in March of 2022) can be attributed to Island Child's participation in the building and fitting out of a new 4-unit complex at 36-38 Tripoli Road, Panmure. ICCT now leases this 'transportable village' from Tāmaki Regeneration Company.

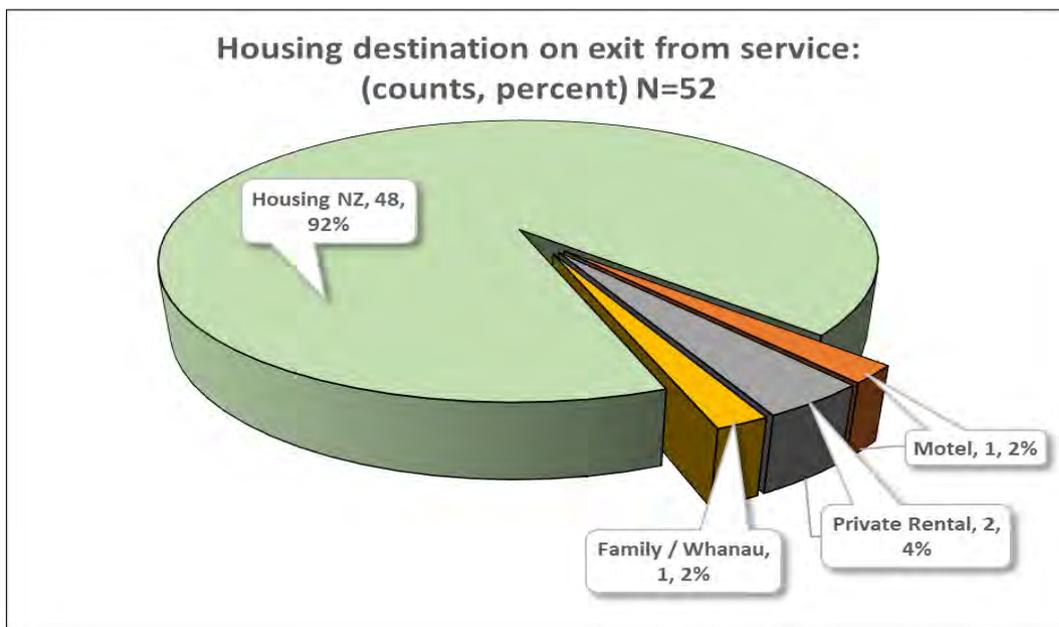
FIGURE 10: THE EVOLVING POPULATION AT ICCT: SIZE BY CALENDAR MONTH OF 2021-2022



FINAL HOUSING DESTINATIONS OF ICCT WHĀNAU

The kaupapa of Island Child is dedicated to ensuring that families and individuals are rehomed into safer, healthier and more suitable housing and circumstances. In 2021-2022, 98% of those who exited from Island Child went to better homes, rather than houses. Figure 11 shows us that 48 (92%) whānau went to a Housing New Zealand home; three (5%) families/individuals went to live with family/whānau or into private rental. One family/individual moved to a motel.

Figure 11: HOUSING DESTINATION ON EXIT FROM SERVICE



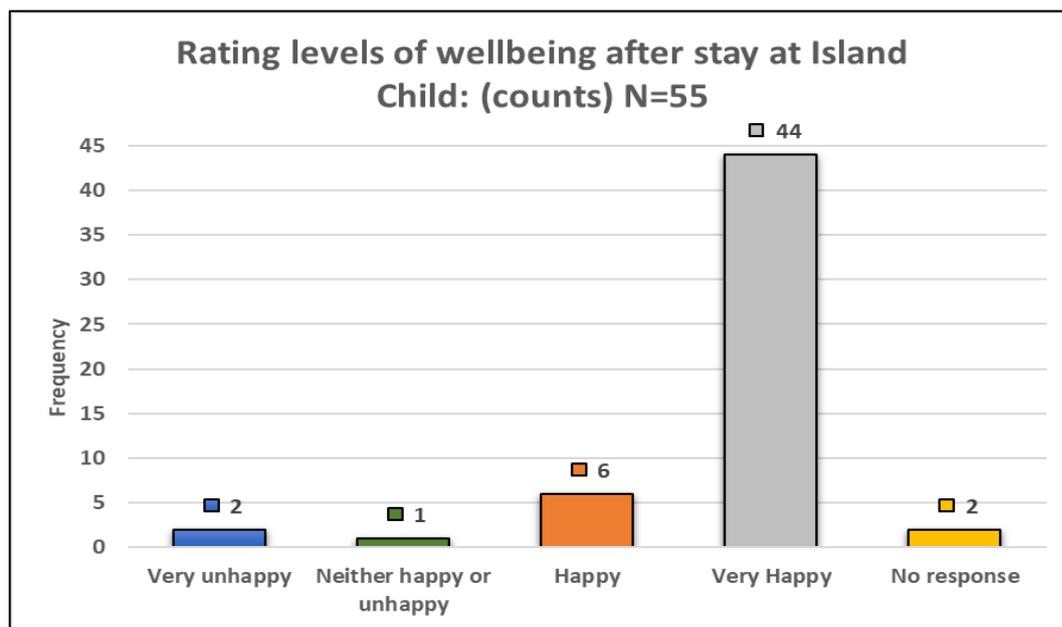
SECTION 4: ACCOMMODATION, SUPPORT & HAPPINESS: ISLAND CHILD WHĀNAU VOICES

This section outlines the levels of satisfaction/dissatisfaction, happiness/unhappiness, Wellbeing and anecdotal reflections of the people who stayed with Island Child during the financial year 2021-2022. The analyses found within this section were calculated using data/feedback from the 55 heads of families/individual adults who filled in our exit survey.

CHANGES IN WELLBEING LEVELS FOR WHĀNAU

Figure 12 below shows that a large majority (50, 94.3%) of the heads of family/individual adults who answered this survey question, rated/stated they were either happy or very happy after their stay at Island Child.

FIGURE 12: RATING OF WHĀNAU WELLBEING POST STAY AT ISLAND CHILD IN 2021-2022



In many cases, the Heads of families/ Individual adults written feedback shows that their improved levels of wellbeing were linked to the environment and efforts of Island Child Staff. They state,

I was empowered and supported to take back control of my life. I have clear goals which I am working towards and am confident in my abilities as a woman and a mother. The ICCT team gave me so much support and lifted a huge amount of stress off my children and me. I am and will always be grateful to them (head of family 26).

I am working now; the girls are settled into school. I have less stress of worrying about getting the girls to school due to affordability for gas and travel. The girls and I are grounded now we have our own space (head of family 15).

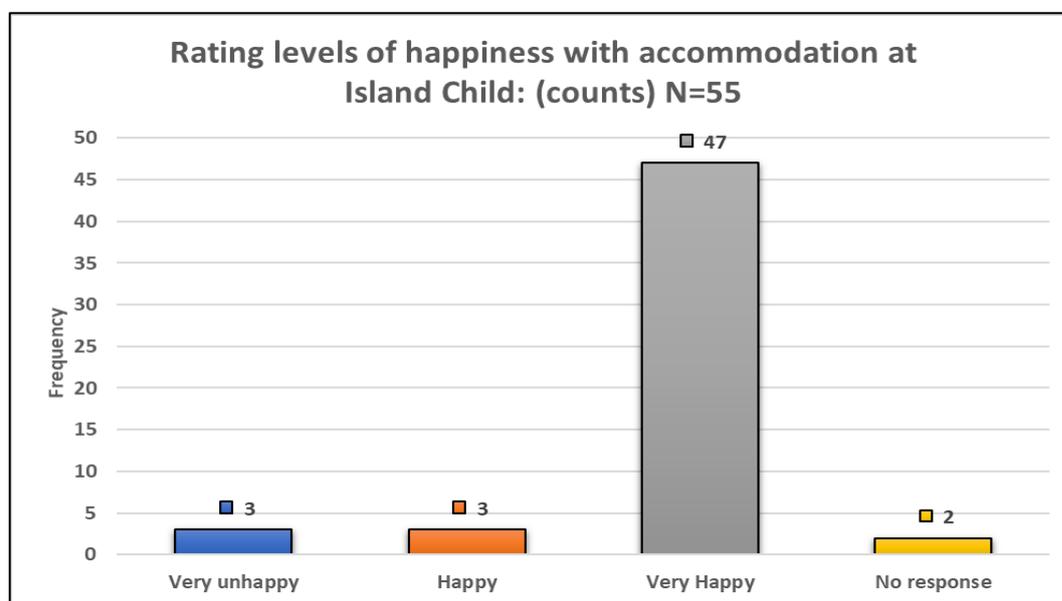
I am less stressed and out of an unsafe home [pre-Island Child residence] into a safe home. Island Child helped me stay strong through a turning point in my life and I felt like the people genuinely cared about me. Island Child still offers support (head of family 12).

Having a stable, friendly and whānau based living environment was the best thing I could have asked for. My daughter loved being there and so did I. I developed a wonderful relationship with the staff of Island Child (head of Family 9).

WHĀNAU RATING OF ACCOMMODATION

A significant number/percentage of Heads of families/ Individual adults were satisfied with the accommodation at Island Child. Figure 13 shows us that 50 (94.3%) of the 53 of heads of families/individual adults who responded to the exit survey, indicated they were either happy or very happy with their accommodation.

FIGURE 13: LEVELS OF HAPPINESS WITH ACCOMMODATION AT ISLAND CHILD IN 2021-2022



Most heads of families/individuals were effusive in their written feedback about the standard of the accommodation at Island Child. Often, they linked their thoughts on the new and improved physical environment/accommodation to the practical, mental, cultural and emotional support offered by Island Child onsite staff. They state,

Beautiful rooms, [they] were nice and clean when I moved in, the chalets are hot in summertime, but we were supplied with fans and I felt so safe I would sleep with the doors open, the onsite staff were wonderful and friendly and did everything the[y] could to ensure you felt safe, supported and not just a number (head of family 5).

The rooms and facilities are exceptional. The standard of cleanliness exceeds most hotels and motels. The rooms are tastefully decorated and right from the first night we were made to feel welcome with clean towels and toiletries ready for us as well as the homely rooms (head of family 35).

The accommodation was always clean and tidy. Everything that was needed, and more was provided by Island Child and the staff. I have no complaints about our stay at Island Child. It was an A++ standard of living for my girls and I while we were there. Safe, Whānau orientated and very rejuvenating as well (head of family 29).

The rooms were just right. The on-site facilities were accessible, and food was open and able to access. The place was clean & safe. Me and [my partner] were so happy to have been helped and supported by Island Child. Support us with our house search, food, necessities. We wouldn't be where we are without them (head of family 37).

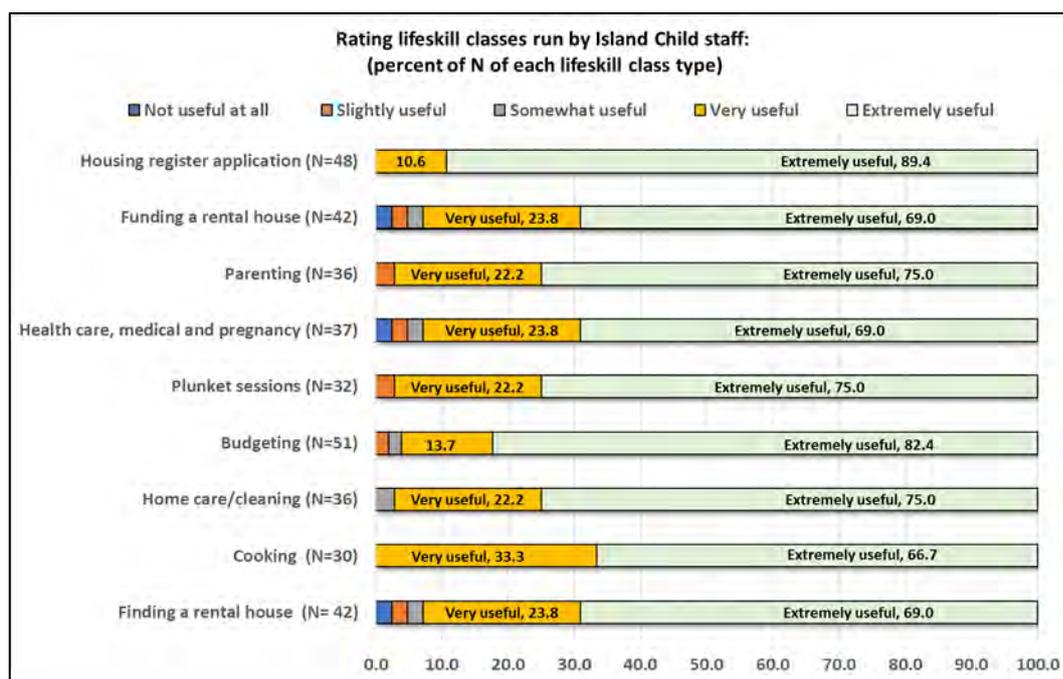
As stated above, two respondents noted that their Chalets were uncomfortably warm during their stay. One person suggested that the chalets could have air conditioning while another person used the fans provided by onsite staff.

LIFE SKILL CLASSES AND ONE-ON-ONE SUPPORT

Figure 14 shows that while there are variations in ‘usefulness levels’ between life skills class types, the respondents who accessed this mode of support rated it very highly. Of the 48 respondents who accessed the housing register application class(es), 100% rated them as very useful or extremely useful. Parenting classes also rated very well. Of the 36 respondents who attended, 97.2% rated them as very useful or extremely useful. Other, hands-on life skills instruction, also rated highly. Of the 36 respondents that accessed the home care/cleaning class(es), 97.2% rated them as very useful or extremely useful.

*As with the rest of Aotearoa New Zealand, the COVID-19 pandemic has affected the movements and gathering of the staff and whānau of Island Child. The delivery and form of, and participation in, Life skills support was affected by successive government Covid 19 mandates. Therefore, the participation rates within Figure 14 should be viewed in light of the intermittent effect of COVID-19 public health requirements on classes being run safely.

FIGURE 14: WHĀNAU RATING OF LIFE SKILLS CLASSES AT ISLAND CHILD*



COOKING CLASSES FOR FAMILY WELLBEING

Of the thirty of our respondents who took the cooking class(es), 100% rated it useful or very useful. Many respondents spoke of the importance of this skillset in their written feedback. Their appreciation of the class(es) was wrapped in general praise for Island Child staff. Some heads of family stated,

The staff are very friendly when we need them, they [were] very helpful. And also, the boss and the social worker they always support us and they are very kind. And I really like our cooking class and our class on learning how to build up our own family. (head of family 18).

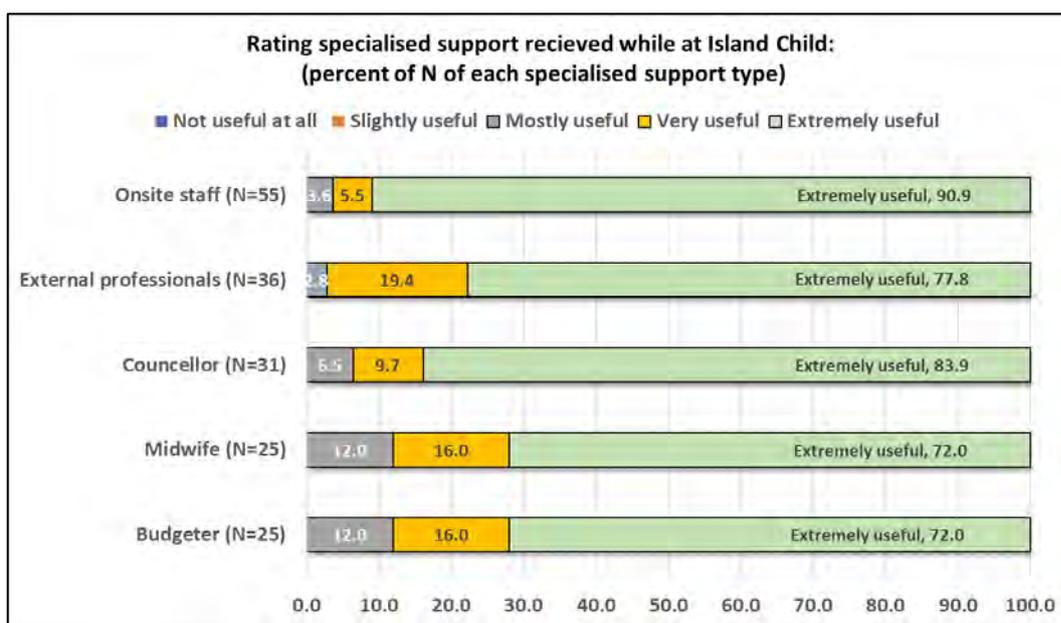
Cook better meals for my family, I'm less stress[ed], they help a lot for me to get a better future, thank you very much 🍀💖💖💖 (head of family 3).

I can definitely cook now, the amount of times [in the past] I was caught burning my food. And I'm in university now, thanks to Dani and Kris I had the hope of a better future (head of family 16).

WHĀNAU RATING OF SPECIALIZED SUPPORT

As noted, access to and use of specialized support people was affected by pandemic rules around social distancing. Further, not all specialised help (such as midwives) is/was relevant or useful for all residents. That considered, heads of families/individual adults who received specialised support, rated it very highly. Figure 15 shows that 96.4% of the 55 respondents rated the support of onsite staff as very useful or extremely useful. Support offered by the external budgeter was well utilized and also rated it positively. A high proportion, (88.0%) of the 25 respondents who had used the budgeting service stated it was very useful or extremely useful. A further 97.2% of the 36 respondents who had received support from one or more external professionals, stated it was very useful or extremely useful.

FIGURE 15: WHĀNAU RATING OF ONSITE/EXTERNAL PROFESSIONAL SUPPORT AT ISLAND CHILD



SECTION 5: WHĀNAU TESTIMONIALS ABOUT ONSITE STAFF AND OTHER SUPPORT

Whānau gave consistently glowing testimonials of ICCT. The following comments illustrate the high esteem in which the ICCT staff and environment are held by whānau accessing its transitional housing and other service delivery.

The community atmosphere was amazing it made settling in and adapting so much easier for my family and I. The people living there and staff were so hands on right to the moment we got offered a house. Would not change a thing (head of family 30).

AMAZING AND SUPPORTIVE STAFF. Every doubt and query I had they helped me understand bigger and better pictures in life!... nothing bad what so ever about Island Child! (head of family 4).[Emphasis by respondent]

Staff treated the residents as whānau and were very caring...also appreciated the food that was donated to ICC[T] to the families, the baking lady who donated lovely cakes and biscuits every Sunday. I felt safe and stress free thank you ICC[T] (head of family 28).

SECTION 6: FINDINGS/DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

FINDINGS/DISCUSSIONS

This report shows that, in response to the recommendations of the Island Child 2021 performance report, ICCT created and implemented two new surveys, focused on the pre- and post-ICCT residence of whānau members. The data from these surveys provided a means of complimentary assessment to (a) monitor the inner-workings (and measurable results) of the many processes, classes and support offered at ICCT, (b) allow subjective and objective recording and subsequent comparative analysis of heads of whānau/individuals 'states of being/levels of happiness' and (c) to gather feedback on the many aspects of ICCT service provision.

This report also highlights some commonalities in the demographic profiles of the population that comes to (and through) ICCT. In total, 219 people were accommodated at ICCT in the 2021-2022 financial year. Sixty-four families (33 single parent, 30 two parent and one couple with no attendant children) and eight individual adults with no attendant children accessed ICCT transitional housing and services. The heads of families (WINZ/MSD clients) are disproportionately (but not exclusively) females in their 30's with dependent children. Further, the majority of the population self-identify as having Pasifika lineage.

While the data cannot tell us the deeper stories of reasons for people seeking emergency housing, other socio-structural reasons/data are evident. More than half (56%) stated they sought emergency housing because of financial issues, overcrowding, eviction or unsuitable accommodation. A third of respondents (36%) indicated they had been 'living in a motel/homelessness'. A small proportion of respondents (8%), cite safety issues or family/whānau issues as motivators for seeking transitional housing.

As stated, emergency accommodation is meant to be temporary. Families and/or individuals generally stay at ICCT until sustainable housing/accommodation becomes available that meets the unique needs of each whānau/individual. The most common duration of residence of ICCT families/individuals in 2021-2022 was two months. More than half of our whānau (38, 52.8%) stayed three months or less. It is important to note that Island Child also provided emergency housing and care for whānau for extended durations of between four and eight months. These extended periods are likely related to the ebb and flow of suitable public housing for ICCT whānau.

An overwhelming majority of heads of families/individual adults (92%), who exited Island Child in the 2021-2022 financial year, went to accommodation arranged by Housing New Zealand. The balance (8%) relocated to live with family/whānau, to private rentals or in one case to a motel.

Island Child's novel whānau 'subjective experience/structural assessment' exit survey shows that heads of families, individual adults and attendant/dependent children are generally very happy with their Island Child experiences. They rate the accommodation, life skill classes/individual instruction, onsite staff and external professionals highly. Many people gave glowing testimonials that highlight the leadership, mentorship, compassion, support and aroha that Danielle, Kris and other staff share with them.

While not overtly stated by the respondents, there is ample evidence of the Island Child kaupapa of rebuilding the conditions that allow for whānau to recreate and reset their lives. Heads of families/individual adults and children are often lifted out of and shifted from precarious physical conditions/ways of living to a safe and warm home with an increased set of situationally relevant life skills. These real-world skills including how to go about acquiring accommodation, housekeeping,

budgeting, cooking and childcare. In parallel, ICCT facilitates 'personal growth/improvement' via productive whānau engagement with social workers, counsellors and other external professionals.

CONCLUSIONS

Given the undulations and vagaries of the private and public housing stock/supply (and indeed the housing market), pandemic uncertainties and changing public health requirements, and the continuing stream of whānau who need emergency housing, Island Child Charitable Trust performed very well this year. All whānau who have come to and exited from ICCT transitioned to safe and healthy homes. Moreover, a high percentage the heads of families and individual adults, who stayed with Island Child reported significant/increased levels of individual happiness and family wellbeing, attributing this to the whānau-orientated environment, the aroha, support and guidance of the staff. Further, whānau who stayed with Island Child rated the accommodation and physical environment at Island Child very highly.

RECOMMENDATIONS

COVID-19 continues to impact upon ICCT programme delivery and life skills class attendance as well as the individualised professional support given to whānau. A survey instrument to gather participation information for these 'services' would be useful for (a) internal evaluations (b) annual reports and (c) funding applications.

The formalised gathering/monitoring/recording of the employment status/employability and benefit access journey for whānau would also be useful for monitoring programmes, internal evaluations and annual reports.

Island Child does not currently collect (subjective) ethnicity information from partners of our heads of families. It would be beneficial to gather ethnicities of wives, husbands or partners of heads of families to create (for statistical purposes) 'pseudo-ethnicity families', particularly where there are dependent children'. This year's report also noted a couple with no attendant children but who were expecting a child. These data would prepare Island Child for future reporting to government agencies and funders.