

This summary engagement report highlights the main feedback, findings and participation numbers from the hui that have taken place during the first half of our engagement phase from **31st May to 3rd August 2018**, for both the Investing for Social Wellbeing approach, and the Data Protection and Use Policy. **This is the first of two summary engagement updates.**

- Since engagement began on 31st May, we have received input from more than 830 people, either in person at regional non-governmental organisation (NGO) hui, national government agency hui and through our survey.
- To date, our engagement schedule has focused on NGOs, regional service providers and government agencies.
- We are now in the second half of the engagement phase, through which we will be meeting with a broad range of people who use social services, Māori and Pacific organisations, special interest groups, and holding the remaining NGO/regional and national government agency hui. We anticipate the general flavour of feedback could change over the remainder of our planned engagements, as a wider range of viewpoints are gathered and added to the mix. We will publish a second summary engagement update in early October that will include these findings.
- In this summary engagement update, we highlight that there is more overlap emerging in the feedback across the investing for social wellbeing discussions and the Data Protection and Use discussions than we anticipated. We are finding participants often see the principles around Data Protection and Use as underpinned by the types of concepts within the investing for social wellbeing approach.

Overlapping emerging themes between the Investing for Social Wellbeing and Data Protection and Use topics

Based on what we've heard in the workshops with NGOs, service providers and government agencies so far, we are exploring two key themes that traverse both topics. These are about the need to:

Establish a different kind of partnership between government agencies, NGOs, service providers, and people who use social services.

In almost all of the hui to date, participants have talked of a need to reset the relationships between government agencies and those they contract to deliver services. They indicate that this requires cultural and behavioural changes to shift to a relationship where all parties are considered to be more equal partners. Partnership is seen as equally essential in the Data Protection and Use discussions as the Investing for Social Wellbeing discussions, because so many of the data use issues (what to collect, why, who uses it and sees it, what happens with it) are central to how services are contracted and provided, and how NGOs and service providers interact with people who use social services.

Ensure a two way street for data, information, and insights.

The concept of 'closing the loop' is considered an important part of building trust with NGOs and service providers as a valued partner with government. This means making sure information flows out of government agencies, as well as into them. The current experience for many participants is that information flows one way into government agencies and those who provide it do not hear how it was used, the results of any analysis, or what decisions were made using it. Participants see the value of data and want to have access to more information that could help guide their planning and investment decisions. For example, data could help determine how people in a community would benefit from a specific medical service.

Supporting quotes

"Change what is meant by working in partnership - it's not a partnership today."
- NGO/regional agency participant.



"Eradicate the master slave relationships, move to a model of functional partnership." - NGO/regional agency hui participant.

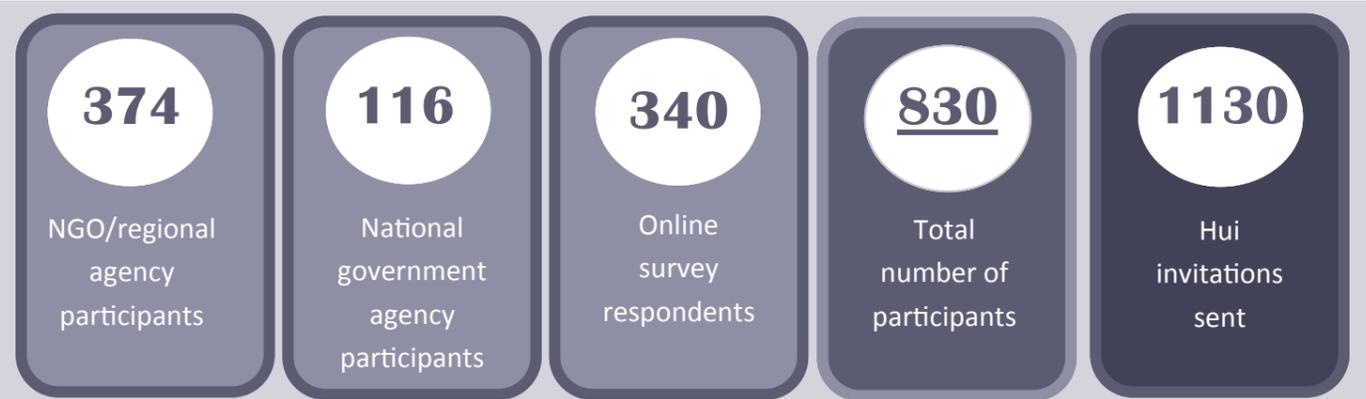
Supporting quotes

"We send info up but we don't get it trickling back down." - NGO/regional agency hui participant.



"Can I see the outcomes/new knowledge that my data contributed to?" - NGO/regional agency hui participant.

The numbers - engagement to date



The numbers - hui to date



Investing for Social Wellbeing - emerging themes

Below are some emerging themes from our engagement that are specific to the Investing for Social Wellbeing discussion.

Create flexibility to enable locally led solutions

Many participants from across different organisations have advocated for more recognition and empowerment for locally-led solutions. These are seen as equally, if not more important than solutions designed at national or regional levels. Moving decision making about services to local communities is more likely to lead to services that better meet local needs.

Supporting quotes

“Valuing the skill and contribution of providers... locally grown, locally owned.”
- NGO/regional agency hui participant.

“Sometimes the government’s role is to “get out of the way” and let ideas grow and prosper without being so directive.”
- Government agency hui participant.

The social wellbeing concept needs further consideration

While there is widespread support for the approach, there is also some feedback that indicates the social wellbeing concept may not yet be framed quite right and that the scope is not clear. Some people note that “wellbeing” is more appropriate than “social wellbeing” because it is a broader concept, and more people centred. A few people felt the current concept’s strength is that it does not predetermine exactly how wellbeing needs to be defined for people and their communities.

Supporting quotes

“There’s no clear understanding [within the sector] of wellbeing or aims or purpose.” - NGO/regional agency hui participant.

“Needs to be quite a bit of work on what social wellbeing actually is and how a person can achieve it.” - NGO/regional agency hui participant.

Data Protection and Use - emerging themes

Below are some emerging themes from our engagement that are specific to the Data Protection and Use discussion.

Purpose is at the core of data collection, sharing and use

There is a common view among service providers that the purpose for data, what it will be used for, and why it is needed now and in the future, should be the core consideration to justify any data collection. The purpose of data collection should be fully explained, understood and agreed by all those involved.

Supporting quotes

“Be crystal clear about the why. Why is this information needed, and how it will be used for service provision.” - NGO /regional agency hui participant.

“We have to get informed consent but can’t control what happens with the data.” - NGO/regional agency hui participant.

Consent and privacy practices need improvement

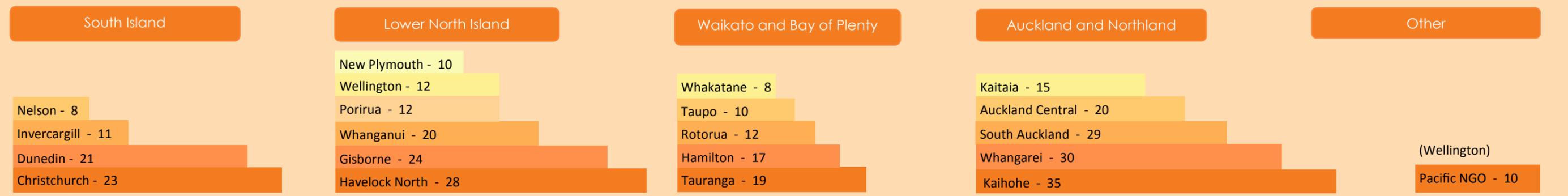
Many people report a lot of worry and uncertainty about how to navigate the ‘grey areas’ in consent and privacy rules and regulation. For example, when working with children, a challenge is balancing an individual’s privacy need, with the needs of their family and whānau. A strong sentiment coming through is that consent should be gained separately for different uses of data (e.g. information collected for service provision, reporting, and research/analysis).

Supporting quotes

“Putting a piece of paper in front of people to get their signature – did they understand it? This is coercion not consent.” - NGO/regional agency hui participant.

“Consent is not given once for everything. It is organic.” – NGO/regional agency hui participant.

Hui numbers - where have we been and how many people from NGOs and regional service providers did we talk with?



Note the numbers and locations above relate to NGO/regional agency hui only. A significant number of hui are scheduled to take place during August and early September with people who use social services, and with representatives of Māori and Pacific organisations.

Investing for Social Wellbeing

About the insights so far

We are following a progressive approach to combining and analysing the results from all hui and surveys as we go. So far, we have found that each region brings a unique flavour and perspective to the discussion. For the Investing for Social Wellbeing topics we have found it interesting to note that much of the feedback from government agencies and NGOs is aligned, but seen from different viewpoints.

Supporting quotes

"Listen to local communities and develop strong relationships with all agencies and government sectors so everyone is working together." - Survey response.

"Fundamentally can agree in principle to four factors [of the approach] but the challenge is to make it work for each agency and across agencies." - Government agency hui participant.

Participant feedback - on our engagement

- *"Make sure you walk the talk i.e. in terms of the partnership, building trust. The workshop holds a lot of promise."* - NGO/regional agency hui participant.
- *"I am hopeful that through our hui and continued hui that we can all work together to move towards wellbeing for all and especially our most vulnerable."* - NGO/regional agency hui participant.
- *"Free and frank discussion and a genuine desire to learn from each other, great mix of people. Trust in the organisers of this workshop that this is an authentic process."* - NGO/regional agency hui participant.
- *"Probably needs longer for group discussion."* - NGO/regional agency hui participant.

Data Protection and Use

About the insights so far

Our analysis of hui and survey information so far indicates that while some of the insights gained are quite similar between NGOs and government agencies, the two are not consistently aligned across all possible aspects of the Data Protection and Use topic. In general, although there is good detail emerging in the workshop discussions we expect that more work will be required to take the themes and begin to develop them into parts of the Policy i.e. the content and design of a full suite of 'rules and tools'.

Supporting quotes

"We need a living partnership for data ... not just intermittent engagement." - NGO/regional agency hui participant.

"Information is not insight." - Group comment which captured the recurring theme that data has little value without appropriate context to reflect lived experience.

Looking ahead - which engagements will be combined into the next update?

- The following hui are either still to take place, or have recently taken place. Feedback from all of these hui will be analysed and combined with the insights we've learned to date, and will be included in the next summary engagement update in October. As well as the remaining hui with NGOs/regional agencies, the following events are scheduled:
- 22 group discussions with active users of social services.
 - 9 hui with Māori and Pacific organisations.
 - 5 hui with District Health Boards.
 - 12 hui with national government agencies.

Who have we held hui with so far? Here's a look at just some of the organisations that have been represented in the first half of our engagement schedule

Epilepsy Association of New Zealand

Blind Citizens NZ

Breast Cancer Support

Stroke Foundation of New Zealand

CORRECTIONS DEPARTMENT NEW ZEALAND

Child Matters

MINISTRY OF SOCIAL DEVELOPMENT

NZ Police

Oranga Tamariki

Bay of Plenty Sexual Assault Support Services

BRAIN INJURY

MANAAKI TAIRAWHITI

Pacific Island Community Trust

Eastland Community Trust

YOUTH HORIZONS TRUST

Deaf Aotearoa

AGE CONCERN

Community Waikato

Hastings Womens Refuge

The Salvation Army

Barnados

Te Tihi

Friendship House

CanBreathe

CWEA

BRAVE HEARTS

SISTEMA WHANGAREI

YWCA

Rotorua Youth Centre

Empowerment NZ

HEALTHY FAMILIES

CCS Disability Action

YOUTHLINE