

Monitoring Report

Provider Name	Shanti Niwas Charitable Trust	Partnering for Outcomes Advisor	Out of scope
Provider Number	50742	Period Covered by this Assessment	01 July 2020 to 31 March 2021
Agreement Number	329195_1	Agreement Term	01 July 2020 to 30 June 2023
Meeting attendees	Nilima Venkat, General Manager Shanti Niwas; Verona Sequeira, Social Worker Shanti Niwas; Out of scope Partnering for Outcomes Advisor	Meeting Date	29 April 2021

1. Services Contracted

Service Description	Rate	Total Contracted Volume per annum	Total funding per annum	Volume reported from 01 July to 31 March 2021
Elder Abuse Response Services (EARS) ensures that older people experiencing or at risk of experiencing (or perceived to be experiencing) abuse and neglect have timely access to appropriate local services that respond to ensure their immediate safety and support them to have greater control over their lives.	\$120,000	.75 FTE	\$90,000	41 new clients started the service 1.5 FTEs - plus .05 FTE Administration & Management

2. Actions/Issues from previous visits/reports

<p>Note any issues, follow up required, outstanding information from previous monitoring/verification visits, provider return/narrative reports, Social Services Accreditation Team or other Agencies (relevant to this contract).</p>	<p>Monitoring visit 30 September 2020 <i>Shanti Niwas volume was well over where they would normally expect their volume to be at this time of the year. The Provider was experiencing a spike in demand that was COVID related. There was enormous pressure on the only Social Worker. Clients did not want to go to other agencies as Shanti Niwas is the only culturally relevant service for Indian and South Asian seniors in Auckland.</i></p> <p><i>The Provider was getting a lot of Police referrals and was seeing a spike in referrals for alcohol and drug related incidents. More clients under the age of 65 years were presenting with issues, but Shanti Niwas cannot take these clients under the EARS contract.</i></p> <p>Shanti Niwas has since had two MSD Covid grants to cover the cost of the increase in referrals.</p> <p>Social Services Accreditation Shanti Niwas' Level 2 accreditation status was approved on 25/06/2019.</p>
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3. Service delivery


Agreement Number: 329195_1
 Agreement Term: 01 July 2020 to 30 June 2023

Provider Name: Shanti Niwas Charitable Trust
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How is the provider tracking in relation to volumes contracted?	<p>Volume reported for 01 July 2020 to 31 March 2021 The volume reported for 01 July 2020 to 31 March 2021 for clients who started the service was 41.</p> <p>The Provider is funded for .75 of an FTE. The delivery and oversight of the EARS service currently requires the equivalent of 2 FTEs.</p>
Service delivery issues and trends identified	<p>The 05 December 2020 Provider Report The Provider reported the following issues and trends.</p> <p><i>The primary factors impacting client results is the lack of reporting and coming out openly by the victims about the issues that they face. The stigma attached to abuse in their households by a close relative is the primary inhibiting factor in the seniors speaking out and seeking help. This stigma not only inhibits reporting but also inhibits the seniors from openly discussing the issue.</i></p> <p><i>Alcohol and drug induced abuse by the perpetrator is a growing trend amongst families that we have responded to. The COVID pandemic and its resultant socio economic issues have fuelled drug and alcohol dependency by the caregiver and in some cases resulting in abuse under its influence. We have also seen a growing trend of the grandchildren who are addicted to alcohol and/or drugs and abusing the grandparents financially for continuing supply of alcohol/drugs. Stopping the funds for the grandchildren soon results in mental and physical abuse by the grandchildren. There is a cultural stigma around issues related to drug and alcohol addiction and seniors are not aware of what support and assistance is available. The number of cases handled by us during the COVID pandemic has increased by 100%.</i></p> <p><i>The gap that we have currently is resourcing, we are limited with financial and personnel resources to reach out to the vulnerable seniors and the victims. We would like to see more funding towards creating awareness and prevention of abuse by timely and proactive intervention. Time and resource limitation have resulted in us not being able to work with the younger members in the family who are perhaps the main cause for the issues of the seniors.</i></p> <p>The issues for clients are still current. Shanti Niwas has since had two MSD Covid grants to cover the cost of the increase in referrals.</p>
Staffing changes	There have been no significant staff changes.

4. Results achieved

What results are being achieved with clients/families?	<p>The 05 December 2020 Provider Report The secondary measures from 01 July 2020 to 30 November 2020 showed that 24 clients started the service and 22 clients completed the intervention.</p> <p>Of the 22 clients who completed the intervention:</p> <ul style="list-style-type: none"> • 22 clients achieved an increase in feeling respected and valued (100%) • 22 clients achieved an increase in skills and knowledge to keep safe and protected (100%) • 22 clients achieved being better informed of their rights (100%)
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	<ul style="list-style-type: none"> • 2 clients were supported to immediate safety (note: not every client needs this response) • 22 clients achieved greater control over their lives (100%) <p>Of the 22 clients who completed the intervention in this time period, 21 clients were satisfied or very satisfied with the service they received (95%), and 21 clients completed the intervention with their needs met (95%).</p> <p>File verification – client outcomes and feedback A random selection of five client files showed that client outcomes were variable depending on the circumstances of the clients, though for most clients, intervention by Shanti Niwas made a positive difference, issues were able to be sorted and their circumstances improved. Client feedback showed that clients who had an intervention, were satisfied with the service they received and appreciated the contact with Shanti Niwas.</p> <p>See Shanti Niwas Newsletter January–March 2021 inserted below, which highlights all their activities and achievements with their clients.</p>  <p>Newsletter Jan-Mar_Shanti Niwa</p>
<p>What are the secondary/quality measures showing and how is this data informing improvements to the service?</p>	<p>From 01 July 2020 to 30 November 2020 - 24 clients started the service and 22 clients completed the intervention.</p> <p>Ninety five percent of clients who completed the intervention were satisfied or very satisfied with the service they received.</p>
<p>How are you gathering client feedback and how is this informing achieving better results for clients/families and in particular the voices of children and young people?</p>	<p>Where appropriate, staff are encouraged to use the Client Results Measurement questionnaire, and other mechanisms for collecting client feedback.</p> <p>The client feedback form uses a rating scale of 1 to 5 and has an overall question on client satisfaction as well as questions about being respected and valued, skills and knowledge, understanding rights, and feeling more in control of their life.</p>
<p>What are the client demographics for your service?</p> <ul style="list-style-type: none"> • Gender • Ethnicity • Age range • Issues • Relationship and living arrangements 	<p>Client statistics for 01 July 2020 to 31 March 2021</p> <ul style="list-style-type: none"> • Gender: Female (80%), Male (20%) • Ethnicity: Indian and South Asian origin (mainly Indian) • Age ranges: 65 years and over

<ul style="list-style-type: none"> • Referral sources • Suburbs or area clients are drawn from 	<ul style="list-style-type: none"> • The main types of abuse identified: psychological (60%), followed by financial (30%), physical (10%) • The most common relationship between the client and the perpetrator was a family relationship • The most common living arrangements were clients who own their own home (80%), and private rental (20%) • The main sources of referrals were: Police (40%), self-referral (30%), Others eg health worker, family member etc (30%) • Clients were mainly drawn from Central Auckland <p>Clients were mainly female, aged 65 years and over, from South Asian origin. The most common form of abuse was psychological, from a family member. The largest number of referrals came from Police.</p>
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5. Relationships and Community Links

<p>What <u>active</u> community collaborations is the provider involved in? Government and Community.</p>	<p>Shanti Niwas works in collaboration with ADHB, (Auckland Hospital, Waitakere Hospital and Middlemore Hospital), NZ Police (FSS) Waitemata, Central Auckland and Counties Manukau Police, Age Concern, Indian agencies, such as Sahaayta Counselling Services and Gandhi Nivas, shelter for men and other senior groups of health care providers and family. These services enable them to meet their clients' needs on several different levels.</p>
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6. Verification

<p>What is the process for producing report statistics?</p>	<p>Shanti Niwas uses paper based client files and well as an Excel based client relationship management (CRM) system.</p> <p>The reported volume for 01 July 2020 to 31 March 2021 was 41 clients.</p> <p>Shanti Niwas reported volume was verified by sighting hard copies of client files and a summary list of clients.</p>
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Service Description (clients who started the service)	Rate	Total Contracted Volume per annum	Total funding per annum	Volume reported from 01 July 2020 to 31 March 2021	Volume verified from 01 July 2020 to 31 March 2021
Elder Abuse Response Services (EARS) ensures that older people experiencing or at risk of experiencing (or perceived to be experiencing) abuse and neglect have timely access to appropriate local services that respond to ensure their immediate safety and support them to have greater control over their lives.	\$120,000	.75 FTEs	\$90,000	41	41

Client ID	Start Date	Service Duration	Referral source and presenting issues	Intensity of service	What is the result for the client?	Overall Summary for Service
	Start date	Closure date	Referral form, signed consent, case notes	Hours or visits	Assessment, intervention, outcomes, feedback	
s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA
s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA


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s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	s9(2)(a) OIA	

7. Summary

Overall summary of visit
<p>Shanti Niwas is a niche provider delivering Elder Abuse Response Services (EARS) to elderly clients of South Asian origin.</p> <p>There has been an increase in demand for the EARS service in recent months, in particular Police referrals have increased. Shanti Niwas has since had two MSD Covid grants to cover the cost of the increase in referrals. (The Covid grants have enabled Shanti Niwas to improve their technology and connectivity for staff and clients, and recruit a part-time Social Worker and back up staff to support the Senior Programme Coordinator, and the General Manager.)</p> <p>From 01 July 2020 to 31 March 2021 – 41 clients started the service. Shanti Niwas is funded for .75 of an FTE. The delivery and oversight of the EARS service currently requires 2 FTEs.</p> <p>Shanti Niwas uses a comprehensive paper based client file system as well as an Excel based client relationship management (CRM) system.</p> <p>A random selection of five client files showed that client outcomes were variable depending on the circumstances of the clients, though for most clients, intervention by Shanti Niwas made a positive difference, issues were able to be sorted and their circumstances improved. Client feedback showed that clients who had an intervention, were satisfied with the service they received and appreciated the contact with Shanti Niwas.</p> <p>Shanti Niwas quarterly newsletter (page 3) showcases how the agency provides a valuable and much needed niche service to elderly people in the South East Asian community in Auckland.</p>

8. Findings and Recommendations

Findings	Recommendations	Action
There are no significant issues from this monitoring visit that need follow up.		

Partnering for Outcomes Advisor	Out of scope	Services Manager	Out of scope
Date	30 April 2021	Date	07 May 2021
Signature		Signature	See signed PDF below



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