# Developmental Evaluation Report Summary

Disability Support Services (DSS) in the Ministry of Social Development (MSD) contracted disability support providers are independently evaluated to ensure they are meeting their contractual requirements to deliver quality supports and improve outcomes for disabled people.

This document summarises a report for a developmental evaluation of a DSS contracted provider. It provides information about the quality and effectiveness of the service, and its progress towards making its services more accessible and inclusive, and giving disabled people more choice and control.

Summary reports are published on the DSS website. Identifiable and personal information is removed to protect individuals’ privacy. If you require the full report, please email OIA\_Request@msd.govt.nz and request it under the Official Information Act (OIA).

## General information

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| **Evaluation Information** | **Description** |
| Name of the service provider | Capital Support - Te Whatu Ora |
| Date evaluation completed | 7 March 2025 |
| Type of evaluation  | Routine |
| Service type | Needs Assessment and Service Coordination (NASC) |
| Region or city  | Capital and Coast  |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | Capital Support is a NASC that works with disabled People and their whānau under the age of 65. They assist over 2900 People living in the wider Capital and Coast area. Their role includes: * Identifying strengths and support needs
* Outlining what disability support services are available
* Determining eligibility for Ministry-funded support services.

The support services are delivered by service providers.  |
| Number of services/houses visited as part of this evaluation  | Not applicable |
| The evaluation was done by | SAMS – Standards and Monitoring Services  |

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| --- | --- |
| **Number of people interviewed** | **27** |
| Disabled people | Families/Whānau | Staff | Management |
| **21** | **1** | **3** | **2** |

1. **Outcomes for disabled people**

This evaluation is based on the findings and information provided by disabled people, tāngata whaikaha Māori, their families/whānau, staff and management, review of documentation and through observations made by the Evaluation team. The outcomes evaluated below are based on the outcomes identified in the Outcome-Focused Evaluation Tool.

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| --- | --- |
| **Outcomes for disabled people** | **Rating\*** |
| My identity / Tuakiri | Good practice evident |
| My authority / Te Rangatiratanga | Good practice evident |
| My connections / Te Ao Hurihuri | Good practice evident |
| My wellbeing / Hauora | Good practice evident |
| My contribution / Tāpaetanga | Good practice evident |
| My support / Taupua | Good practice evident |
| My resources / Nga Tūhonohono | Good practice evident |
| Organisational health | Good practice evident |
| Value for money | Good practice evident |
| Equity (including service responsiveness to te ao Māori) | Good practice evident |
| Enabling Good Lives | Good practice evident |
| **Overall rating**  | Good practice evident |

\* Rating guidance:

|  |  |
| --- | --- |
| Good practice evident | Many examples of good practice evident  |
| Development desirable | Some examples of good practice evident / further development desirable |
| Action required | Immediate and significant action required for at least one component |

1. **Is this service certified under** [**Ngā Paerewa**](https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/services-standard/resources-nga-paerewa-health-and-disability-services-standard) **(Health and Disability Services Standard NZS 8134:2021)?**

No.

1. **Recommendations and requirements**
	1. **Recommendations for areas of development**
* Most communication resources are currently not available in ‘Easy Read’ format. We suggest that Capital Support taps into its Te Whatu Ora resources and develops these inclusive of translated resources for Pasifika and Māori clients.
* Share the ‘useful links’ document wider.
* Ensure People know how to feedback and discuss who they would like to receive support from.
* Seek opportunities to secure funding to increase staff group.
* Consider how to strengthen tracking when staff are on home visits.
* Ensure Capital Support’s Consumer Group is well known to People.
* Revisit orientation processes.
* Consider how Te Tiriti o Waitangi can be given effect to at a local level.
* There is an opportunity to formalise some processes.
* Ensure People are aware how to make complaints.
* Consider how assessment for Māori could be strengthened.
* As a team consider how to give effect to Enabling Good Lives.
	1. **Requirements (contractually required)**

There are no requirements.

1. **Evaluator reflection on the provider’s strengths**
* People and whānau highlighted positive relationships with Service Facilitators.
* Procedures ensure the same Service Facilitator works across a whānau allowing them to better understand their needs.
* Supports and responses were seen to be superior to other NASC that People received support when transferring between NASC services.
* People reported a high level of responsiveness with needs being well assessed and met.
* Staff reported feeling part of a team with shared values and goals. Facilitators mentioned resources and links are often shared and regular team meetings help to bring the team together.