

4 August 2021

Judge Peter Boshier
Chief Ombudsman
PO Box 10 152
Wellington 6143

By email: Peter.Boshier@ombudsman.parliament.nz

Tēnā koe e te rangatira, Peter

Tēnā anō koe i runga ake i ngā āhuatanga katoa o te wā. Tēnā hoki koe me to mihi ake kia rātou katoa mene kit te pō. Waihohua rātou to hunga mate ki a rātou, whanga mai. Ka hoki mai ki a tātou to hunga ora, no reira, tēnā koe, tēnā tātou katoa.

Please find attached our fourth, and final, quarterly report on our progress in implementing actions in response to your recommendations for change outlined in *He Take Kōhukihuki | A Matter of Urgency*.

You will see from the attached update that we continue to make good progress on addressing your recommendations. To date, we have completed 18 recommendations of the total 32 (counting sub-recommendations).

Representatives from Oranga Tamariki met with your staff in the Systemic Improvement Monitoring and Resolution team on 17 May 2021, to discuss how an outcomes-based framework might apply to monitoring our implementation of *He Take Kōhukihuki*. I understand that there was a discussion on whether monitoring could be rolled into the ongoing work to develop a whole-of-organisation Performance Management Framework.

I have been advised that further meetings are anticipated over the coming months, between representatives from Oranga Tamariki and the Office of the Ombudsman, to further understand and shape the form this monitoring may take, in lieu of the quarterly reporting.

While I welcome these discussions, we accepted the recommendation in *He Take Kōhukihuki | A Matter of Urgency*, that monitoring take place for a year following the receipt of the final report. Therefore, we would like to ensure that a clear timeframe is put in place for the next phase of monitoring and consider that one year, from August 2021, is appropriate.

IN-CONFIDENCE

I look forward to hearing how these discussions proceed and trust that the information provided on our progress towards implementing your recommendations is useful.

Nāku noa, nā

A handwritten signature in black ink, appearing to be 'P. P. A.' followed by a long, sweeping flourish.

Sir Wira Gardiner
Tumu Whakarae mō ngā Tamariki
Secretary for Children