EVIDENCE CENTRE
TE POKAPŪ TAUNAKITANGA

Regression analysis based on Caregiver Survey data

Overall and for specific subgroups

nielsen

ORANGA TAMARIKI
Ministry for Children

CONTENTS

WHAT ARE THE KEY DRIVERS OF SATISFACTION?

Introduction

This mini-report shows the results of regression analyses to determine the drivers of satisfaction for the support Oranga Tamariki provides caregivers overall and for four subgroups of interest:

- Māori

- recent caregivers (less than 2 years)

- whānau caregivers

- Māori who are whānau caregivers[1].

The analyses use data from the Caregiver Survey 2019 and we have reported the overall findings in the main report.

Summary of approach used

To understand the drivers of satisfaction we undertook regression analyses. Regression analysis is a statistical process for analysing the relationship between two or more variables. It helps to understand the importance or impact of a 'driver' (the independent variable) by measuring its contribution to explaining variance in another variable (the dependent variable). Each independent variable is assigned a score ranging from zero to one - the closer to one, the more important/larger impact it has on the dependent variable.

The first dependent variable was *Q8: Overall, how satisfied are you with the support Oranga Tamariki provides you as a caregiver when you are caring for children through Oranga Tamariki*. The independent variables came from the other questions in the survey (approximately 60 used in total). For this project we used multiple linear regression with a stepwise approach. The initial models that were created had a number of variables which were correlated. Therefore, the models were refined by removing predictors with high correlations and re-running the stepwise regression. This resulted in a number of attributes being removed and replaced with an overall measure of a similar theme. The same group of attributes was used for the Q8 regressions for each of the subgroups.

We then undertook separate regression models to explain the *overall satisfaction with the child's social worker*, the *handling by Oranga Tamariki of the process to become a caregiver* and the *overall satisfaction with the caregiver's social worker*. We used these 'overall' metrics as the dependent

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[1] Note: Initially we were also going to look at caregivers of Pacific ethnicity, however the number in the sample was too small for this type of analysis.

variables and the related 'sub-attributes' as the independent variables, for caregivers overall and for each of the subgroups.

The quadrant charts that follow represent the impact of each attribute/driver on a respondent's satisfaction with that aspect of support from Oranga Tamariki. The importance or impact of a driver on satisfaction is shown on the vertical axis (from the regression model). Respondents' satisfaction ratings with each driver are shown on the horizontal axis. The chart is then divided into four quadrants; Priority for Improvement, Secondary Priority, Strengths and Maintenance.

This allows us to see which aspects are more important but rated lower (Priority for Improvement) i.e. this is where Oranga Tamariki should focus, in order to improve satisfaction. It also shows which aspects are *relatively* less important and rated lower (i.e. secondary priorities - the next areas to focus on), which are strengths (should be kept at a high level) and which aspects should be maintained (i.e. currently performing well on but are *relatively* less important so need to keep doing at the current level).

WHAT ARE THE KEY DRIVERS OF SATISFACTION OVERALL?

Social workers are important drivers of the satisfaction with support

There are eight significant drivers of *overall satisfaction with support* (Q8), with a model fit of 52%. The top three drivers are *satisfaction with the child's social worker*, *satisfaction with the caregiver' social worker* and *how Oranga Tamariki handles the process to become a caregiver*.

Table 1: Regression results for overall satisfaction with support from Oranga Tamariki (Q8)

Attribute	Percent
	% Model fit=52%
Q46: Overall satisfaction with social worker for the child	26
Q44: Overall satisfaction with your current caregiver social worker	19
Q10_5: Overall handling by Oranga Tamariki of the process to become a caregiver	18
Q29: Allowance/s you receive/received adequate to meet the financial costs	17
Q20: Providing adequate information about this child's history and background	13
Q62: Child's wellbeing	7
Q63: Caregiver's age	5
Q74: How well your total income meets your everyday needs	-5

Note: The contribution of *Q74 How well total income meets your everyday needs* towards *Q8: Overall Satisfaction* is 5%. However, the association is negative. The higher the satisfaction, the lower the total income meets their everyday needs (or vice versa).

The chart below shows the drivers where there is also a performance score. Note: the *child's wellbeing*, *age of the caregiver* and *how well your total income meets your everyday needs* are not shown. These are relatively less important drivers of satisfaction with support; however Oranga Tamariki needs to think about any planned changes in the context of these variables.

Of the top three drivers, emphasis should be placed on improving satisfaction with the child's social worker. This has a relatively larger impact on satisfaction with support and caregivers are less satisfied.

Figure 1: Regression results for overall satisfaction with support from Oranga Tamariki (Q8)

Model fit=52%
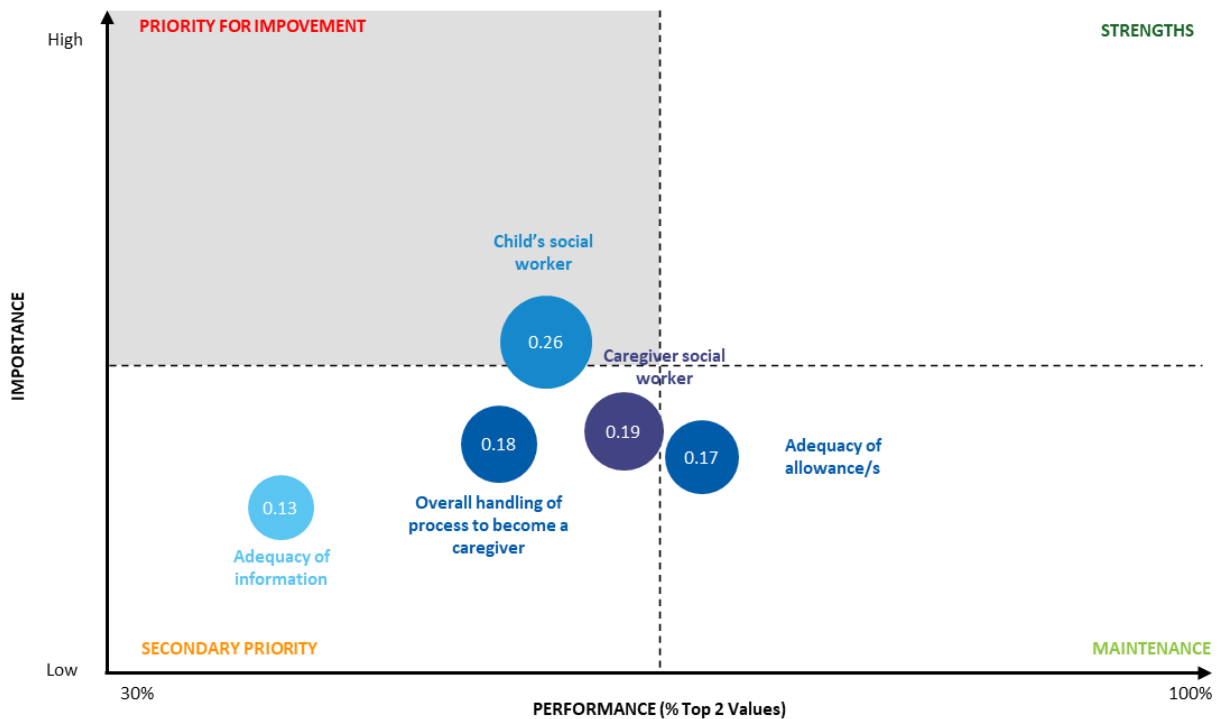
Base: All respondents excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

Note: This chart shows the relative driver performance and importance. It should be noted that performance (in this case satisfaction with the different aspects) is low across most of the measures in this survey.

The child's social worker needs to *do what they said they would do*

Drilling into satisfaction with the social worker for the child, there are 11 variables that were included in this regression, with a model fit of 84%. The main area of focus to improve satisfaction for caregivers is ensuring the child's social worker is *doing what they said they would do*, followed by enabling them to *be able to handle complex situations*. However, there is room for improvement with most of the influencing variables.

Figure 2: Regression results for satisfaction with the child's social worker (Q46)

Model fit=84%

Base: All respondents excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

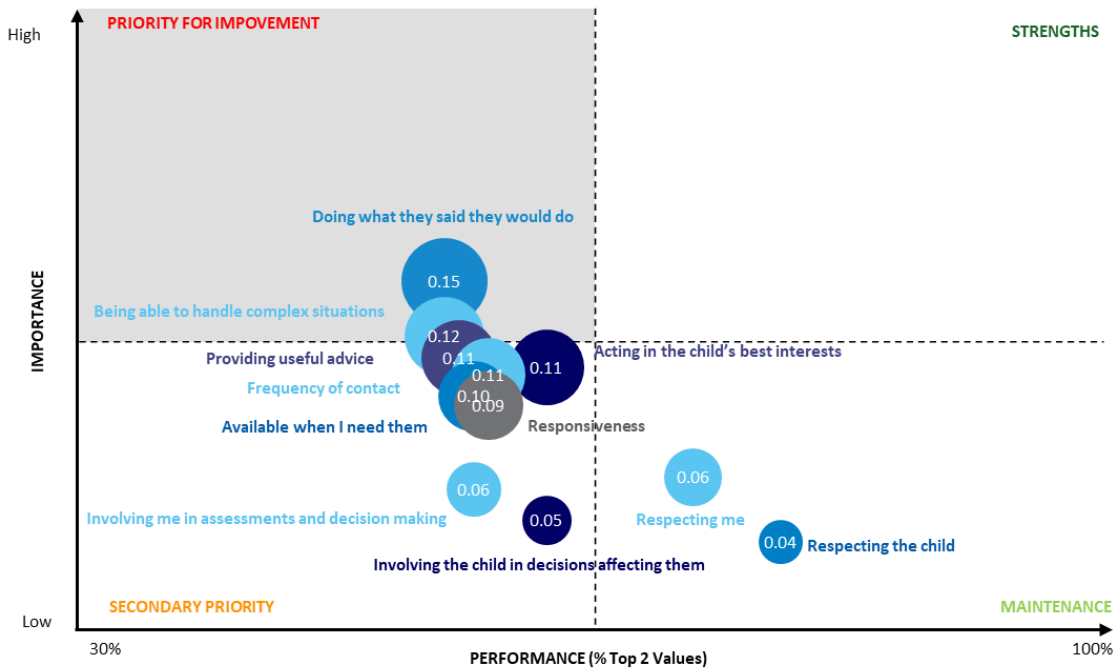# Frequency of contact is key for the caregiver's social worker

Frequency of contact is the top driver for satisfaction with the caregiver's social worker.

Figure 3: Regression results for satisfaction with the caregiver's social worker (Q44)

Model fit=77%

Base: All respondents excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

The time it takes to get approved as a caregiver drives satisfaction with the process of becoming a caregiver

Finally, looking at the satisfaction with the process to become a caregiver, the focus for change needs to be on *the time it takes to get approved*, followed by *keeping applicants informed of how their application is progressing*.

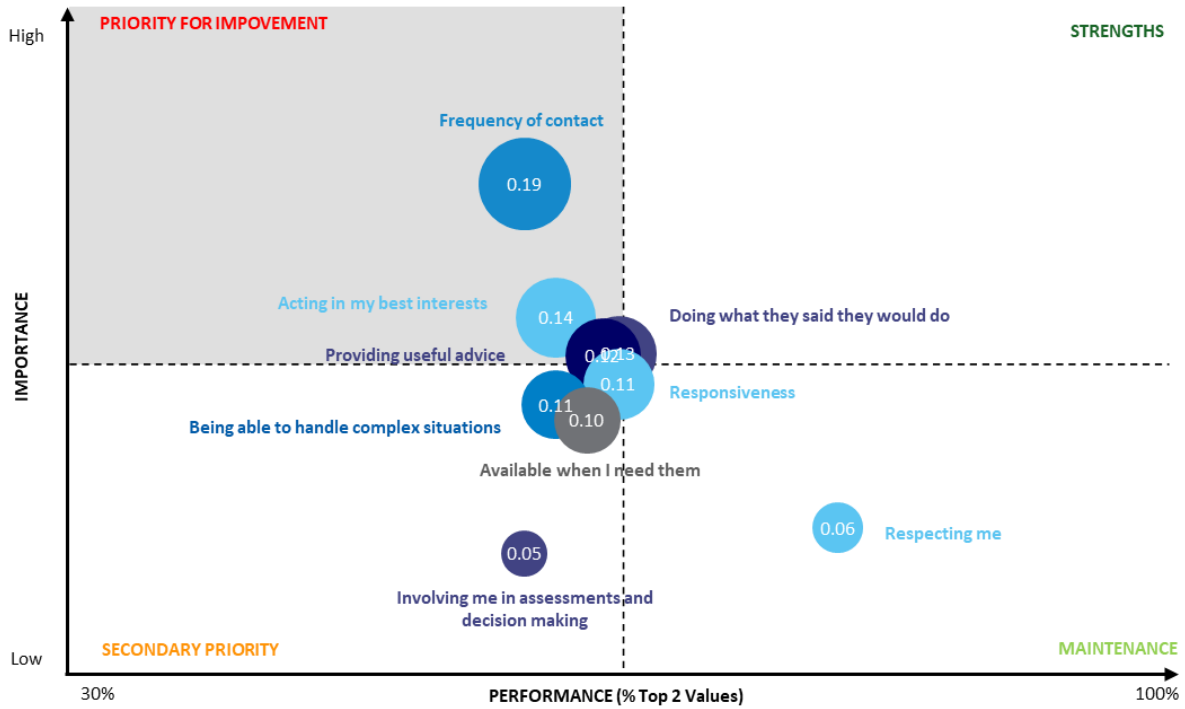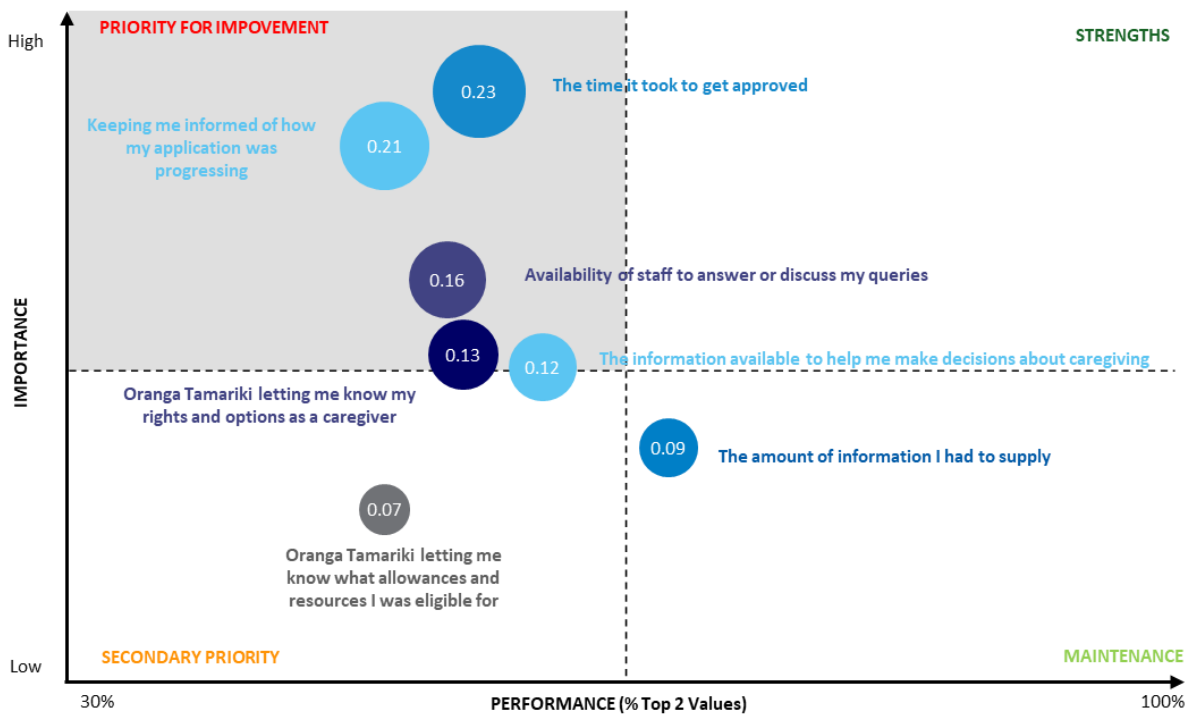Figure 4: Regression results for overall handling of the process to become a caregiver (Q10_5)

Model fit=68%

Base: All respondents excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

WHAT ARE THE KEY DRIVERS OF SATISFACTION FOR MĀORI?

Social workers are important drivers of the satisfaction with support

There are nine significant drivers of *overall satisfaction with support* (Q8), with a model fit of 54%. The top three drivers (as in the main report) are *satisfaction with the child's social worker*, *how Oranga Tamariki handles the process to become a caregiver* and *satisfaction with the caregiver's social worker*.

The model is similar to that of the total sample except *satisfaction with the caregiver's social worker* and *providing adequate information about the child's history and background* have slightly less impact. The *relationship with the child before they started living with you* and *the need for help with legal support* both feature in this model for Māori caregivers and were not part of the model for the total sample.

Table 2: Regression results for overall satisfaction with support from Oranga Tamariki for Māori caregivers (Q8)

Attribute	Percent
	% Model fit = 54%
Q46. Overall satisfaction with social worker for the child	21
Q10_5. Overall handling by Oranga Tamariki of the process to become a caregiver	18
Q44. Overall satisfaction with your current caregiver social worker	15
Q29. Allowance/s you receive/ received adequate to meet the financial costs	11
Q62. Child's wellbeing	7
Q63. Caregiver's age	7
Q15. Relationship with this child before they started living with you: whānau	7
Q20. Providing adequate information about this child's history and background	6
Q27. Needed help with legal support	-6

Note: The contribution of *Q27 needed help with legal support* towards *Q8: Overall Satisfaction* is 6%. However, the association is negative. The higher the satisfaction, the lower the *needed help with legal support* was (or vice versa).

The chart below shows the drivers where there is also a performance score. Note: *child's wellbeing, caregiver's age, relationship with child before they started living with you* and *needed help with legal support* are not shown. These are relatively less important drivers of satisfaction with support; however Oranga Tamariki needs to think about any planned changes in the context of these variables.

Of the top three drivers, emphasis should be placed on *improving satisfaction with the child's social worker.* This has a relatively larger impact on satisfaction with support for Māori caregivers.

Figure 5: Regression results for overall satisfaction with support from Oranga Tamariki for Māori caregivers (Q8)

Model fit = 54%
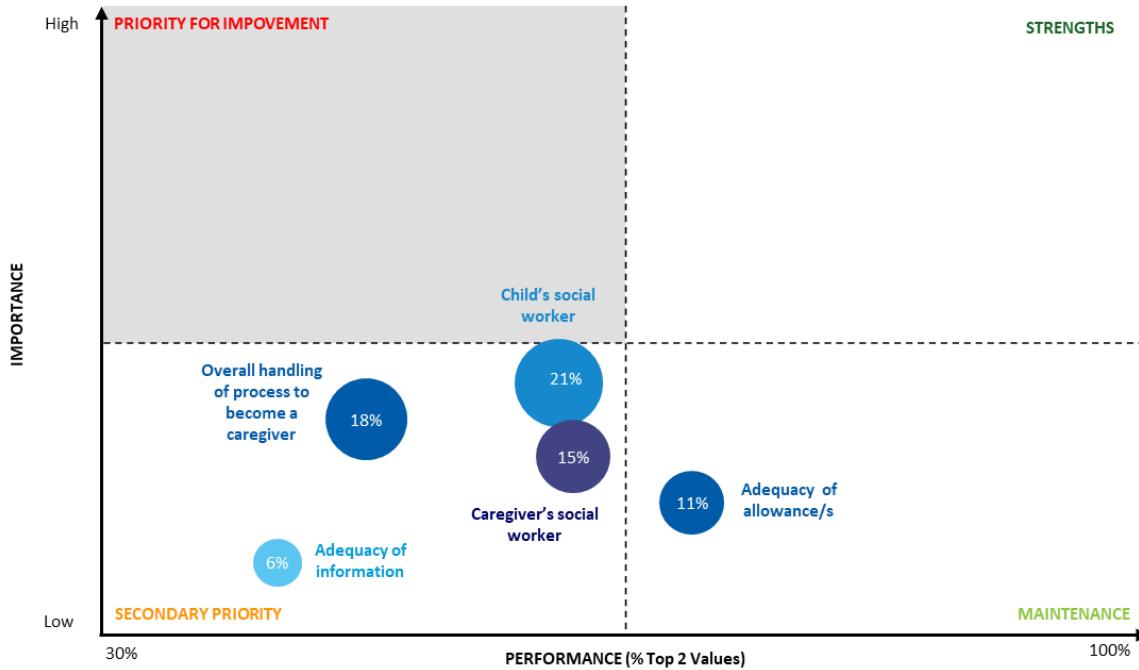
Base: All Māori respondents excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied
Note: Performance results for Q10 are for all Māori respondents, not just those Māori caregivers who became a caregiver in the last 2 years

Note: This chart shows the relative driver performance and importance. It should be noted that performance (in this case satisfaction with the different aspects) is low across most of the measures in this survey.

The child's social worker needs to be able to handle complex situations

Drilling into satisfaction with the social worker for the child, the main areas of focus to improve satisfaction for caregivers is ensuring the child's social worker is *able to handle complex situations* and *does what they said they would*. These are the same top two priorities in the model for the total sample but in reverse order.

Figure 6: Regression results for satisfaction with the child's social worker for Māori caregivers (Q46)
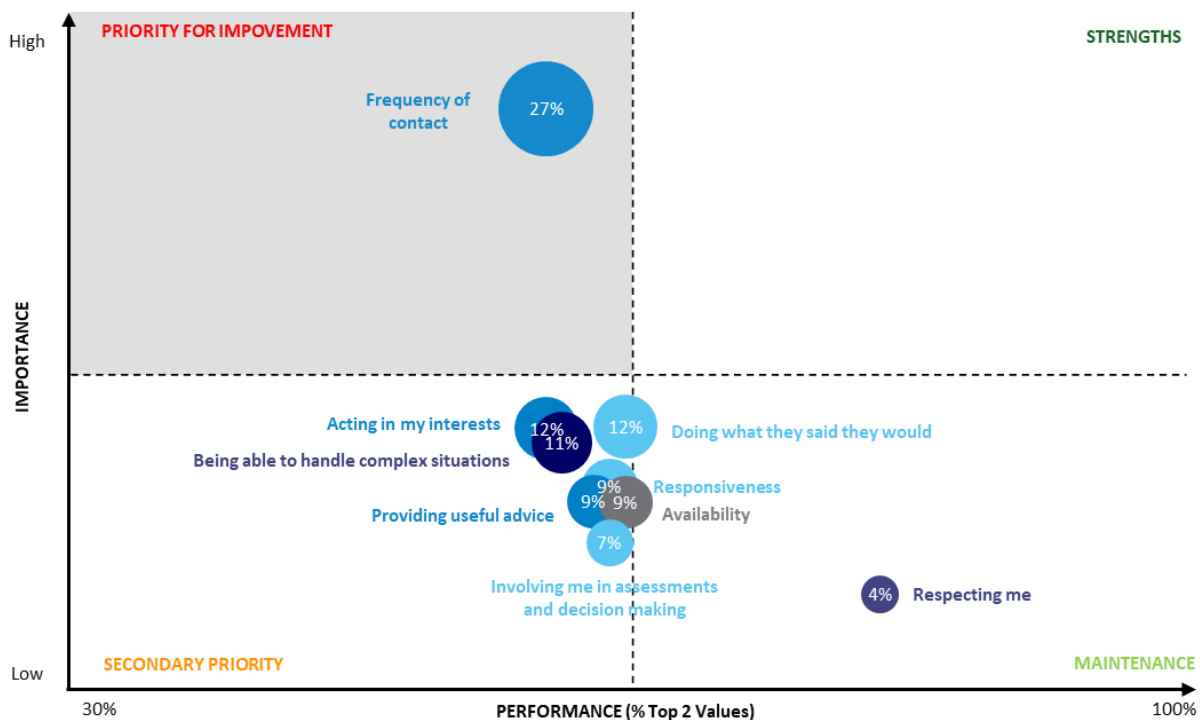
Model fit = 80%
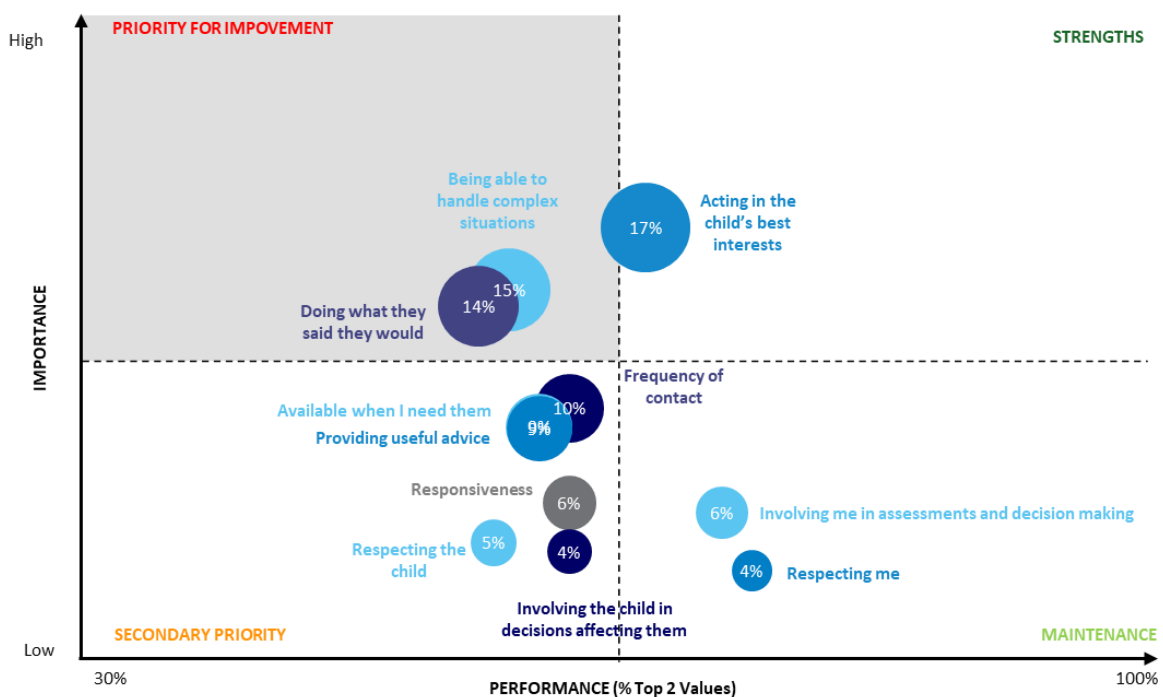
Base: All Māori respondents excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

Frequency of contact by the caregiver's social worker is key for Māori caregivers

Frequency of contact is the top driver for satisfaction with the caregiver's social worker for Māori caregivers, even more so than the total sample.

Figure 7: Regression results for satisfaction with the caregiver's social worker for Māori caregivers (Q44)

Model fit = 79%

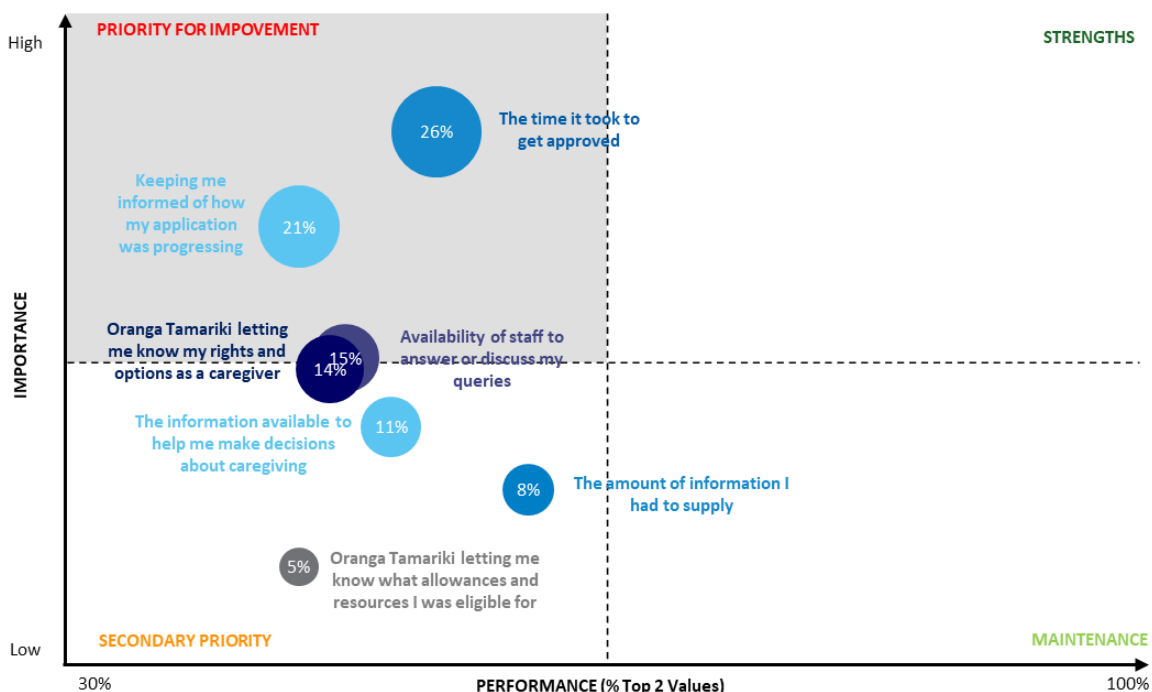Base: All Māori respondents excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

The time it takes to get approved as a caregiver drives satisfaction with the process of becoming a caregiver for Māori caregivers

Finally, looking at the satisfaction with the process to become a caregiver, the focus for change needs to be *on the time it takes to get approved*, followed by *keeping applicants informed of how their application is progressing*. This is similar to the model for the total sample.

Figure 8: Regression results for overall handling of the process to become a caregiver for Māori caregivers (Q10_5)

Model fit = 74%

Base: All Māori respondents excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied
Note: Performance results for Q10 are for all Māori respondents, not just those Māori caregivers who became a caregiver in the last 2 years

WHAT ARE THE KEY DRIVERS OF SATISFACTION FOR RECENT CAREGIVERS?

Overall satisfaction with the social worker for the child is an important driver for recent caregivers

There are eight significant drivers of *overall satisfaction with support* (Q8) for recent caregivers, with a model fit of 51%. The top three drivers are *overall satisfaction with social worker for the child*, *overall handling by Oranga Tamariki of the process to become a caregiver* and *overall satisfaction with your current caregiver social worker*.

Compared to the model for the total sample, the *caregiver's age* and the *child's wellbeing* do not feature, but the *impact on where you live* and the *need for help with the child's education/ childcare/ schooling* do.

Table 3: Regression results for overall satisfaction with support from Oranga Tamariki for recent caregivers (Q8)

Attribute	Percent
	% Model fit = 51%
Q46. Overall satisfaction with social worker for the child	22
Q10_5. Overall handling by Oranga Tamariki of the process to become a caregiver	16
Q44. Overall satisfaction with your current caregiver social worker	15
Q20. Providing adequate information about this child's history and background	14
Q29. Allowance/s you receive/ received adequate to meet the financial costs	13
Q7305. Caring for this child impacted where you live - house is too small/need a bigger house	-7
Q27. Needed help with their formal education/ childcare/ schooling	-6
Q74. How well you total income meets your everyday needs	-6

Note: Two variables have a negative association with overall satisfaction.

The chart below shows the drivers where there is also a performance score.

Figure 9: Regression results for overall satisfaction with support from Oranga Tamariki for recent caregivers (Q8)
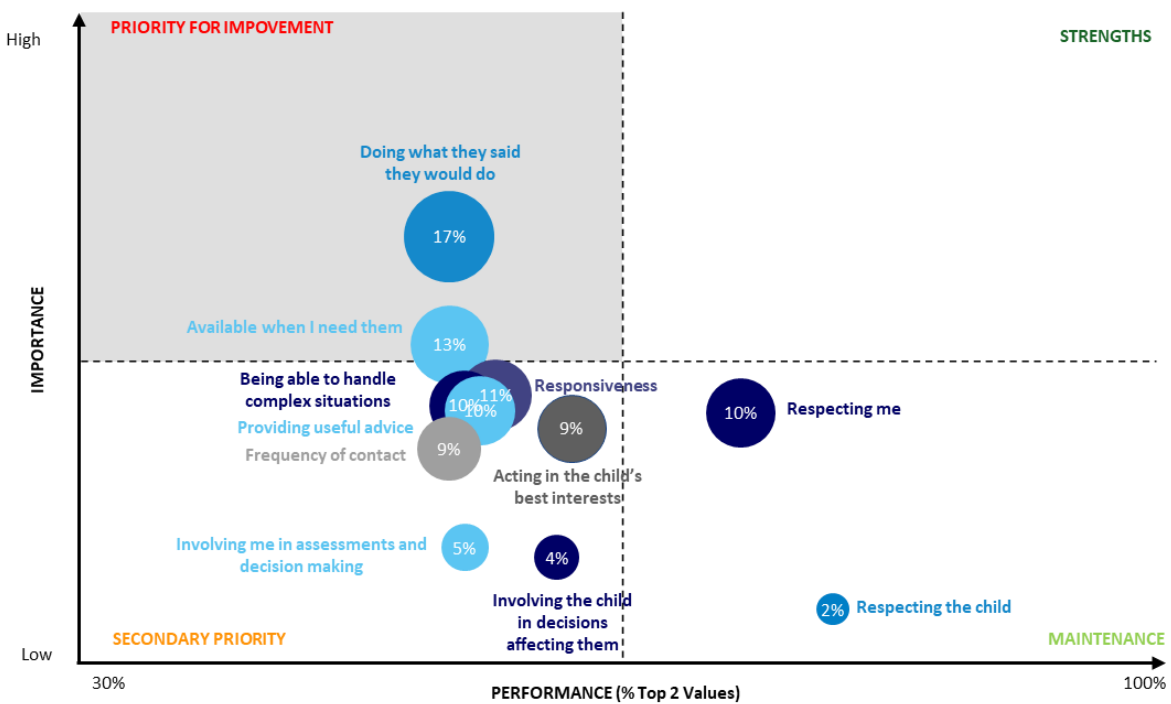
Model fit = 51%
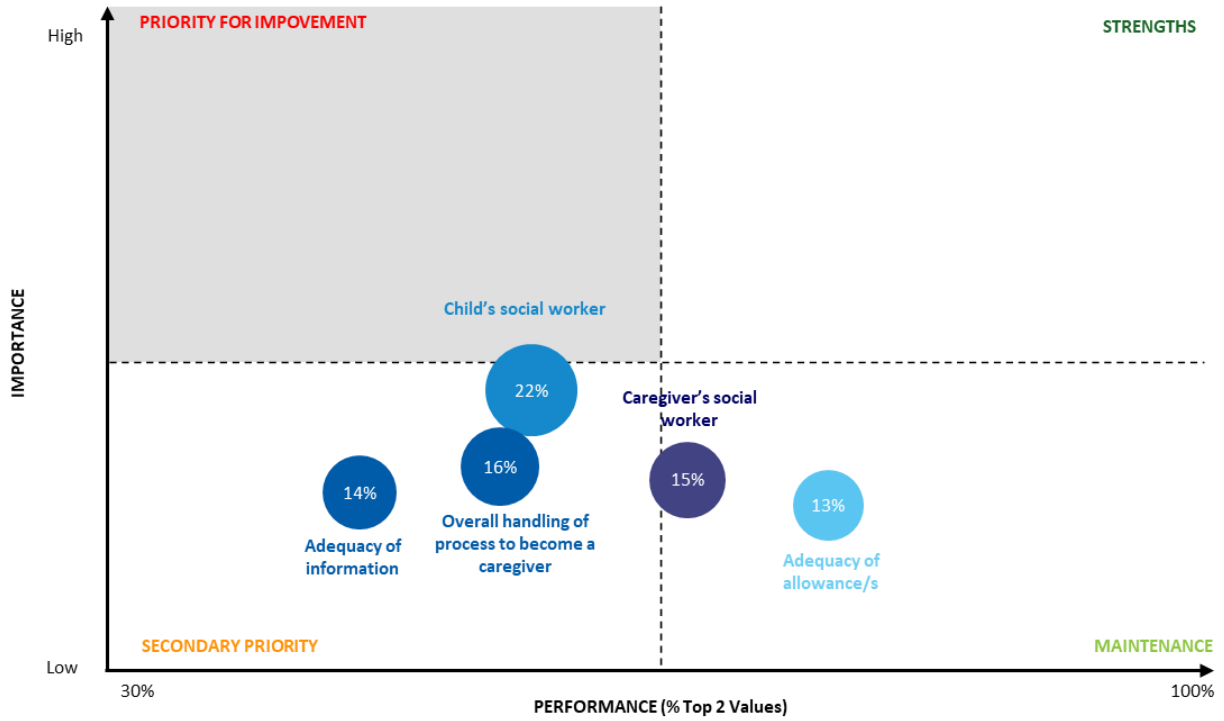
Base: All respondents who are recent caregivers excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

The child's social worker needs to do what they said they would do

Drilling into satisfaction with the social worker for the child for recent caregivers, the main area of focus to improve satisfaction for recent caregivers is ensuring the child's social worker is *doing what they said they would do*, followed by enabling them to *be available when I need them* (which is not in the *priority for improvement quadrant* in the model for the total sample). However, there is room for improvement with most of the drivers.

Figure 10: Regression results for satisfaction with the child's social worker for recent caregivers (Q46)
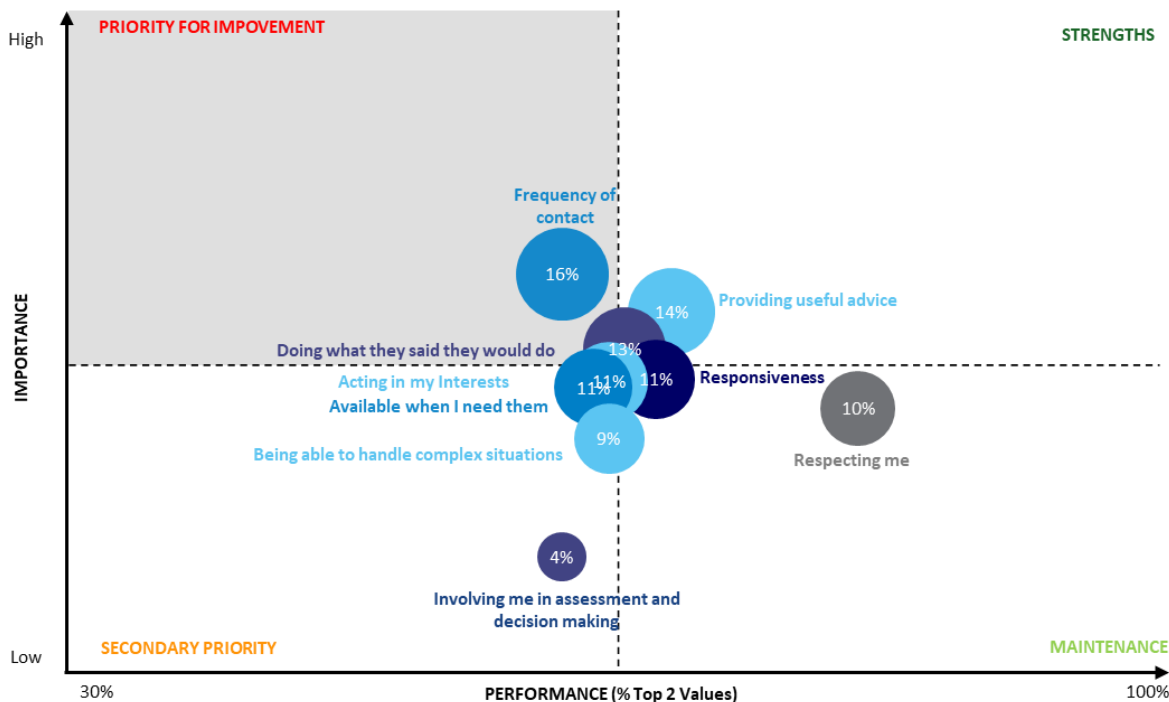
Model fit = 82%

Base: All respondents who are recent caregivers excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

Frequency of contact with the caregiver's social worker is key

Frequency of contact is the top driver for satisfaction with the caregiver's social worker for recent caregivers and also has one of the lowest performance scores. Results are similar to the model for the total sample.

Figure 11: Regression results for satisfaction with the caregiver's social worker for recent caregivers (Q44)
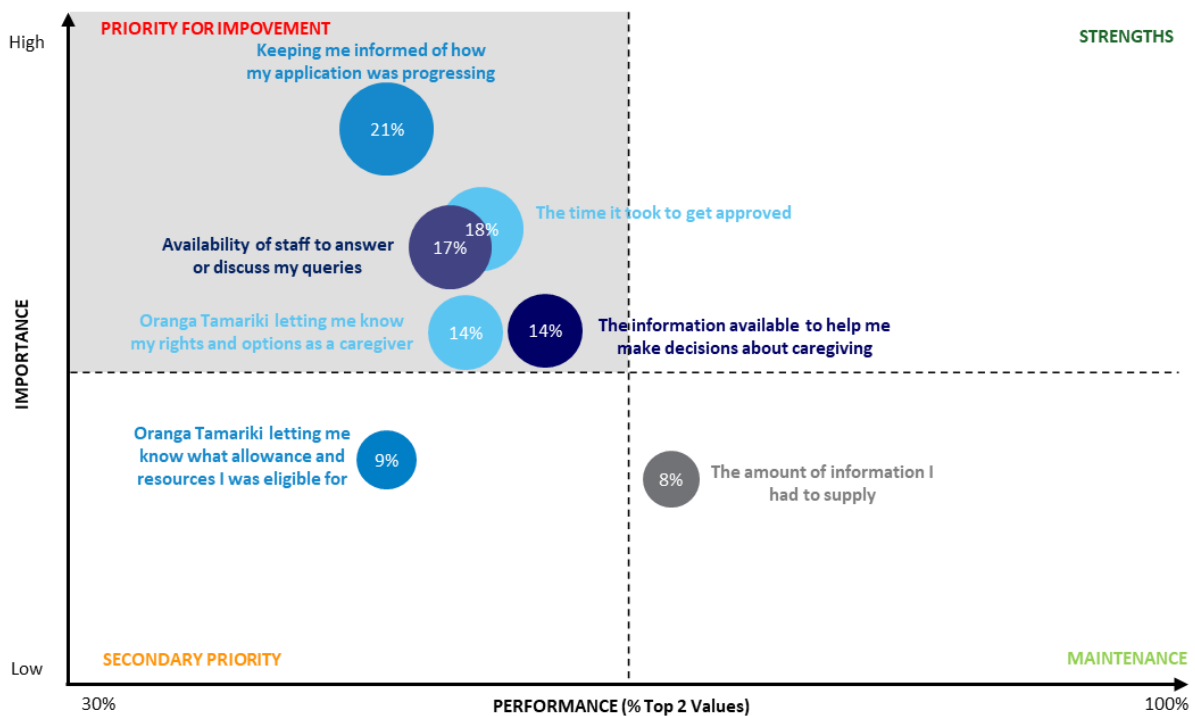
Model fit = 75%

Base: All respondents who are recent caregivers excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

Keeping recent caregivers informed drives satisfaction with the process of becoming a caregiver

Finally, looking at the satisfaction with the process to become a caregiver, the focus for change needs to be on *keeping me informed of how my application is progressing,* followed by *the time it takes to get approved* and *the availability of staff to answer or discuss my queries*. These are the same top three areas to focus as shown in the model for the total sample, though *the time it took to get approved* has slightly less impact for recent caregivers.

Figure 12: Regression results for overall handling of the process to become a caregiver for recent caregivers (Q10_5)

Model fit = 70%

Base: All respondents who are recent caregivers excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

WHAT ARE THE KEY DRIVERS OF SATISFACTION FOR WHĀNAU CAREGIVERS?

Overall satisfaction with the child's social worker is the most important driver of satisfaction

There are nine significant drivers of *overall satisfaction with support* (Q8) for whānau caregivers, with a model fit of 56%. The top three drivers are *overall satisfaction with social worker for the child*, *overall handling by Oranga Tamariki of the process to become a caregiver* and *overall satisfaction with your current caregiver social worker*.

The *impact on where you live* and the *need for help with intellectual disabilities* both feature in the model for whānau caregivers and were not in the model for the total sample.

Table 4: Regression results for overall satisfaction with support from Oranga Tamariki for whānau caregivers (Q8)

Attribute	Percent
	% Model fit = 56%
Q46. Overall satisfaction with social worker for the child	20
Q10_5. Overall handling by Oranga Tamariki of the process to become a caregiver	18
Q44. Overall satisfaction with your current caregiver social worker	15
Q29. Allowance/s you receive/ received adequate to meet the financial costs	14
Q20. Providing adequate information about this child's history and background	10
Q62. Child's wellbeing	7
Q7305. Caring for this child impacted where you live - house is too small/need a bigger house	-5
Q63. Caregiver's age	5
Q27. Needed help with any intellectual disabilities	-5

Note: Several variables have a negative association with overall satisfaction.

The chart below shows the drivers where there is also a performance score. While Oranga Tamariki can't necessarily influence the variables not shown on the chart below i.e. *caregiver's age*, *the child's wellbeing*, *impact on living* and *need for help with intellectual disability*, it is important to think about any planned changes in the context of these variables for whānau caregivers.

Figure 13: Regression results for overall satisfaction with support from Oranga Tamariki for whānau caregivers (Q8)

Model fit = 56%
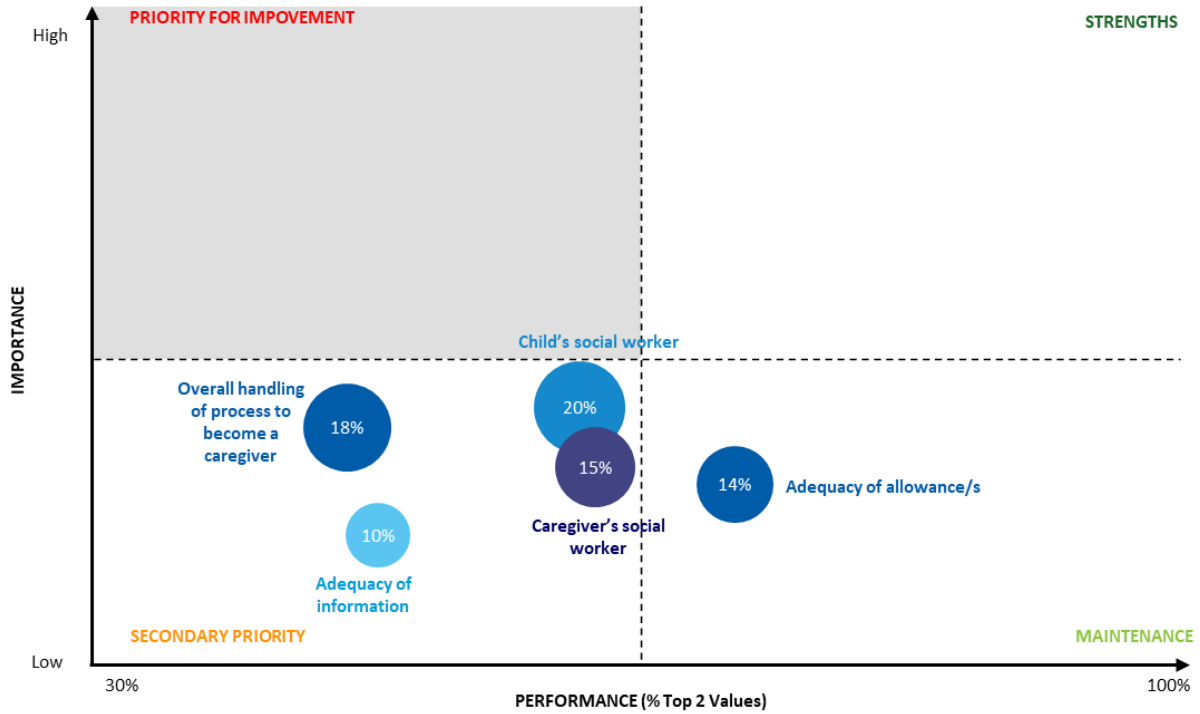
Base: All respondents who are whānau caregivers excluding Not applicable and Don't know
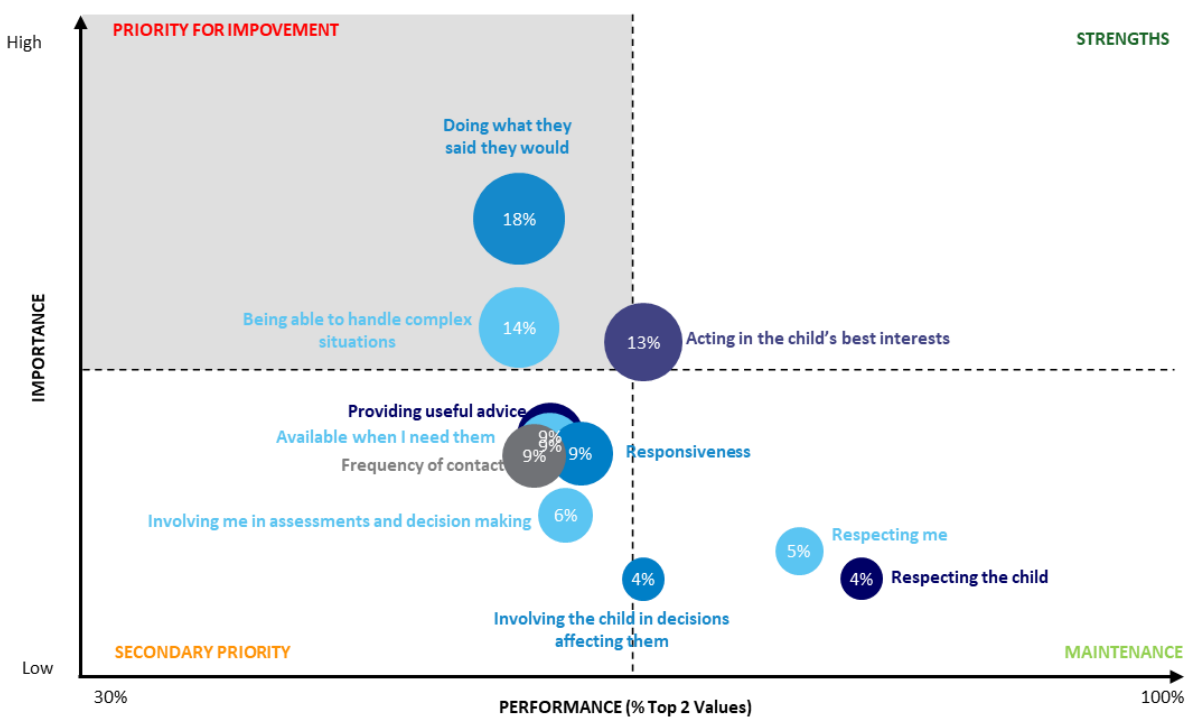Note: % Top 2 Values = % satisfied + % very satisfied
Note: Performance results for Q10 are for all whānau caregivers, not just those whānau who became a caregiver in the last 2 years

The child's social worker needs to do what they said they would do

Drilling into satisfaction with the social worker for the child, similar to the results for the total sample, the main areas of focus to improve satisfaction for whānau caregivers is ensuring the child's social worker is *doing what they said they would do*, followed by enabling them to *be able to handle complex situations*. However, there is room for improvement with most of the influencing variables.

Figure 14: Regression results for satisfaction with the child's social worker for whānau caregivers (Q46)
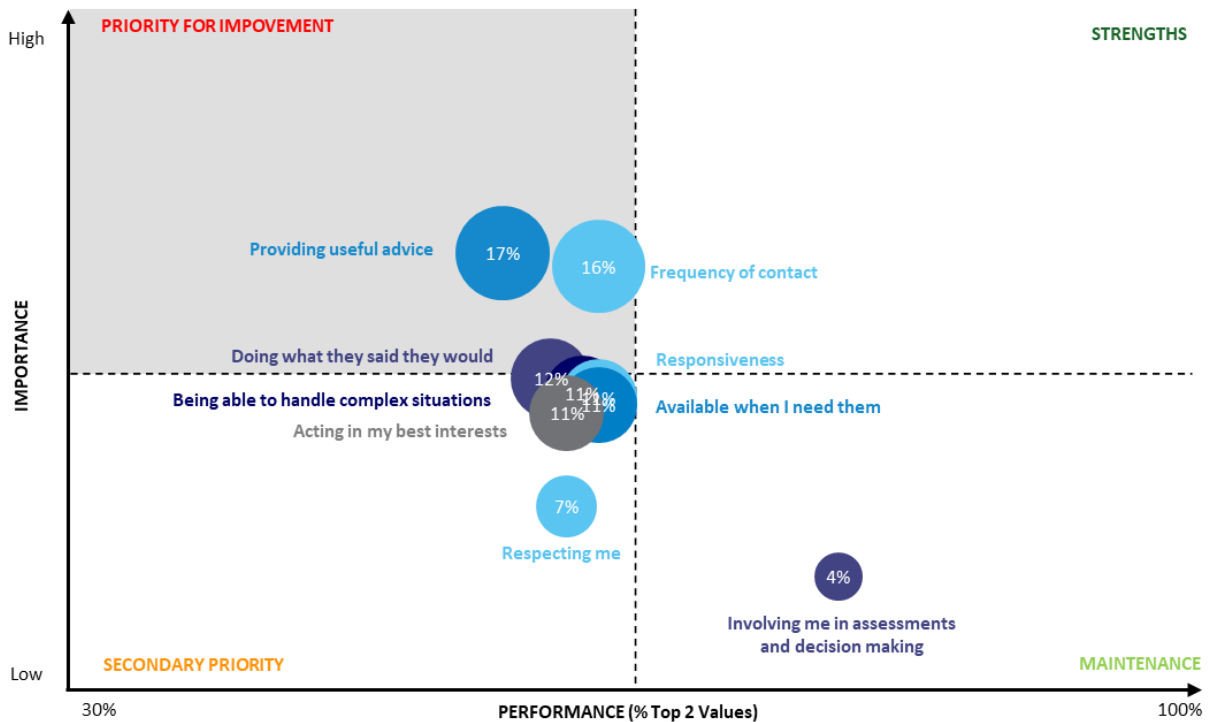
Model fit = 83%

Base: All respondents who are whānau caregivers excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied

Providing useful advice is key for whānau caregivers' social workers

For whānau caregivers *providing useful advice* and *frequency of contact* are the top drivers for satisfaction with the caregiver's social worker. *Providing useful advice* has a bigger impact than in the model for the total sample.

Figure 15: Regression results for satisfaction with the caregiver's social worker for whānau caregivers (Q44)

Model fit = 78%

Base: All respondents who are whānau caregivers excluding Not applicable and Don't know
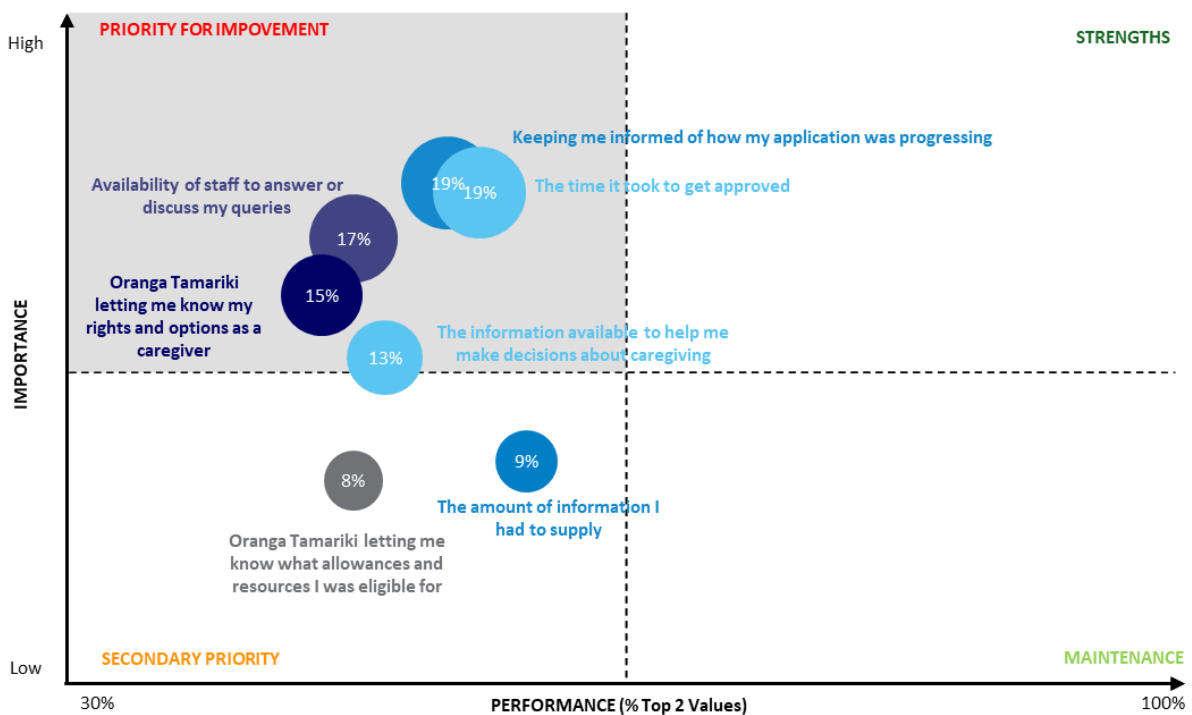Note: % Top 2 Values = % satisfied + % very satisfied

Keep whānau informed of how their application is progressing and reducing the time it takes will improve satisfaction with the process to become a caregiver

Finally, looking at the satisfaction with the process to become a caregiver, the focus for change needs to be on *the time it takes to get approved* and *keeping applicants informed of how their application is progressing*. This is a similar result to the model for the total sample.

Figure 16: Regression results for overall handling of the process to become a caregiver for whānau caregivers (Q10_5)

Model fit = 71%

Base: All respondents who are whānau caregivers excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied
Note: Performance results for Q10 are for all whānau caregivers, not just those whānau who became a caregiver in the last 2 years

WHAT ARE THE KEY DRIVERS OF SATISFACTION FOR MĀORI WHO ARE WHĀNAU?

Social workers also drive overall satisfaction with support for Māori who are whānau

There are seven significant drivers of *overall satisfaction with support* (Q8) with a model fit of 58%. The top three drivers are *overall satisfaction with social worker for the child, overall handling by Oranga Tamariki of the process to become a caregiver* and *overall satisfaction with your current caregiver social worker*.

The *child's wellbeing* doesn't feature in this model like it did in the model for Māori or whānau caregivers.

Table 5: Regression results for overall satisfaction with support from Oranga Tamariki for Māori caregivers who are whānau (Q8)

Attribute	Percent
	% Model fit = 58%
Q46. Overall satisfaction with social worker for the child	21
Q10_5. Overall handling by Oranga Tamariki of the process to become a caregiver	20
Q44. Overall satisfaction with your current caregiver social worker	18
Q29. Allowance/s you receive/ received adequate to meet the financial costs	14
Q63. Caregiver's age	10
Q20. Providing adequate information about this child's history and background	9
Q27. Needed help with support for whānau visits	-8

Note: Q27 has a negative association with overall satisfaction.

The quadrant graph is very similar to that for Māori and whānau caregivers.

Figure 17: Regression results for overall satisfaction with support from Oranga Tamariki for Māori caregivers who are whānau (Q8)

Model fit = 58%
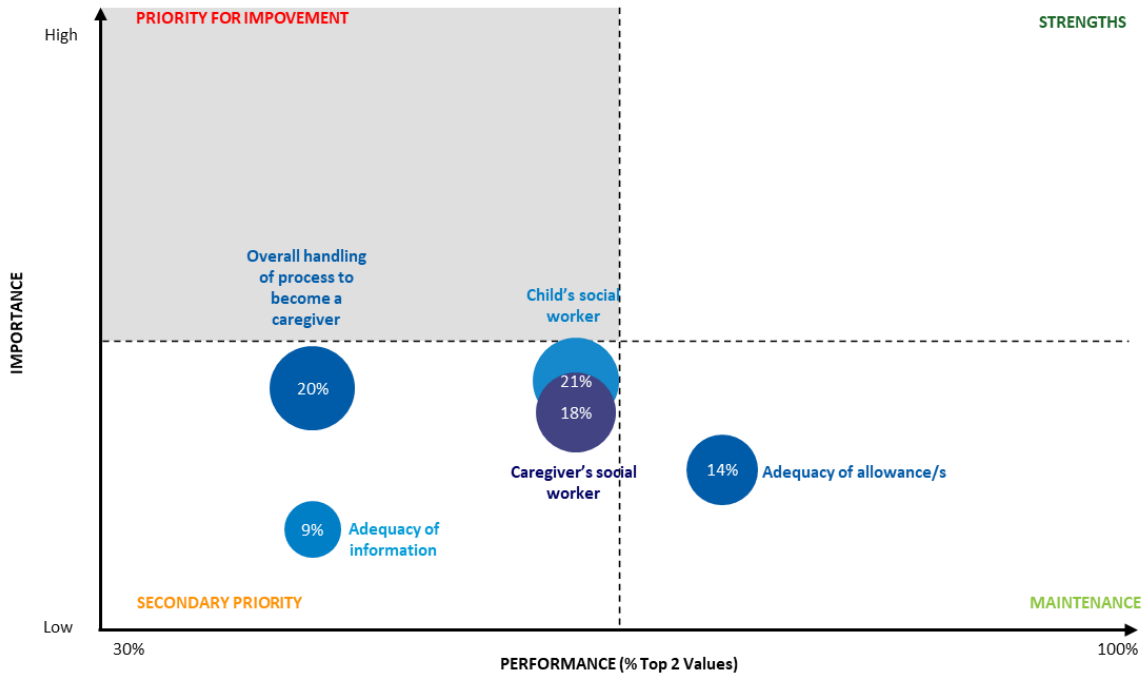
Base: All Māori respondents who are whānau caregivers excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied
Note: Performance results for Q10 are for all Māori respondents who are whānau, not just those who became a caregiver in the last 2 years

The child's social worker needs to be able to handle complex situations

Drilling into satisfaction with the social worker for the child, the main area of focus to improve satisfaction for caregivers is ensuring the child's social worker is *able to handle complex situations.*

Doing what they said they would and *acting in the child's best interests* are both considered strengths for Māori caregivers who are whānau (unlike previous models).

Figure 18: Regression results for satisfaction with the child's social worker for Māori caregivers who are whānau (Q46)

Model fit = 79%
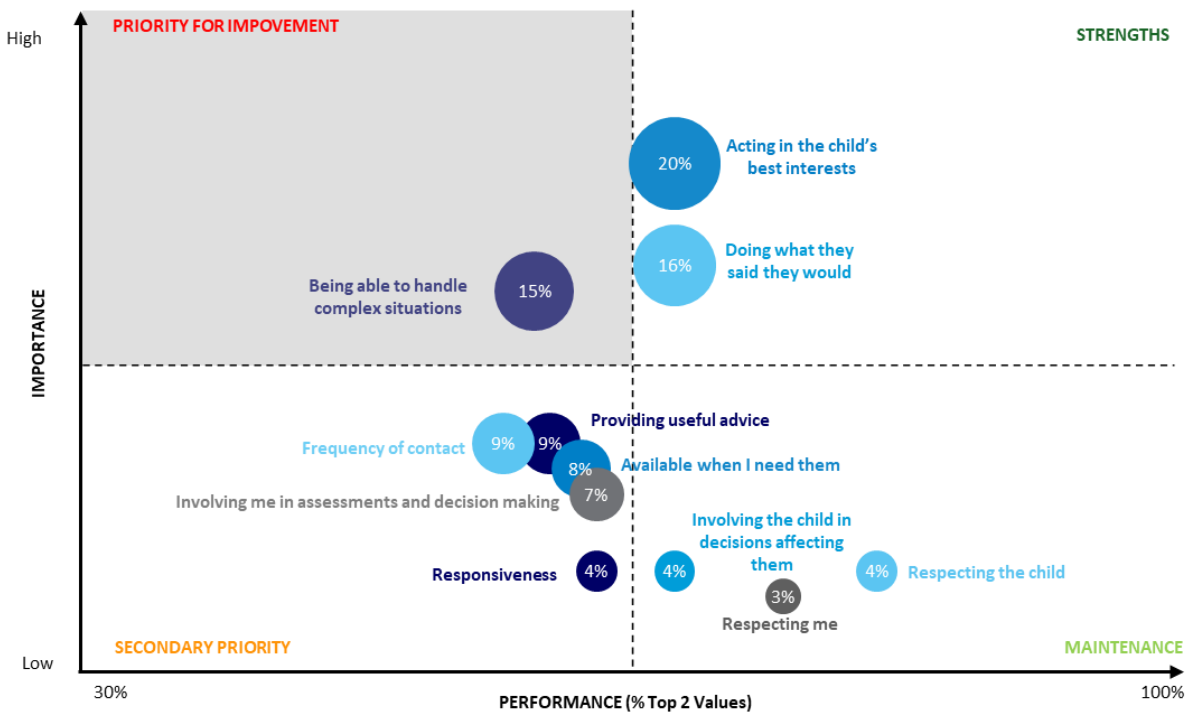
Base: All Māori respondents who are whānau caregivers excluding Not applicable and Don't know
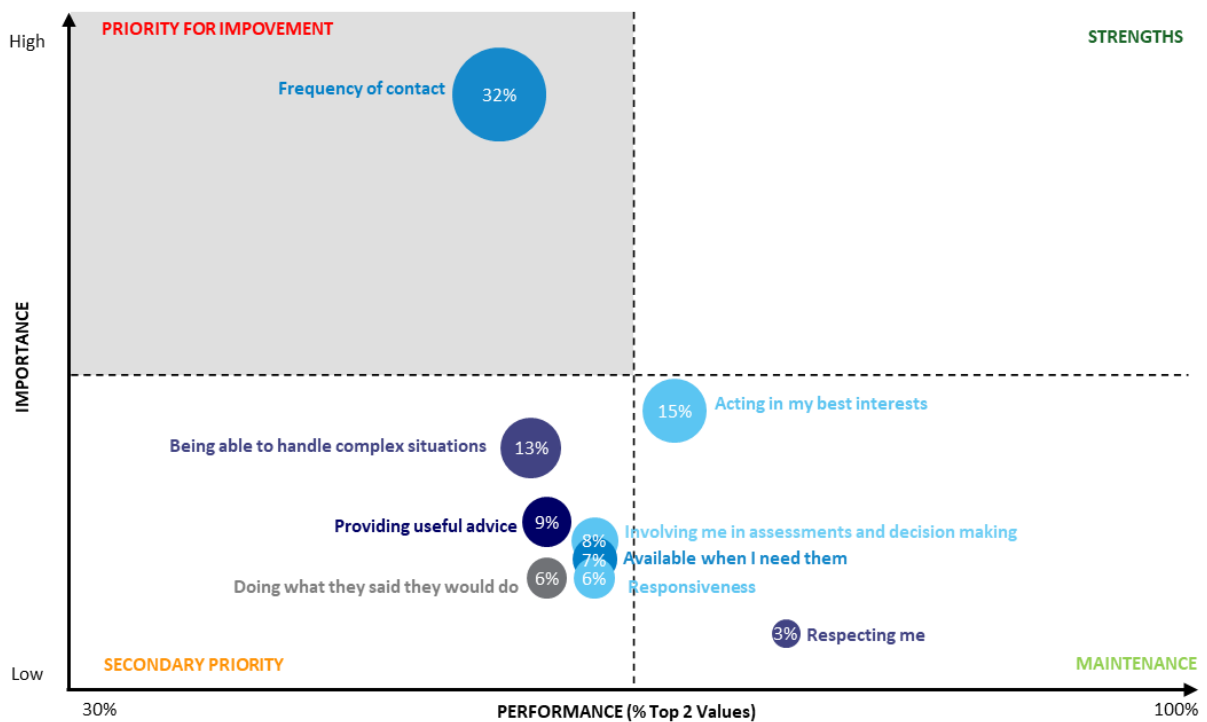Note: % Top 2 Values = % satisfied + % very satisfied

Frequency of contact is key for the caregiver's social worker

Frequency of contact is also the top driver for satisfaction with the caregiver's social worker for Māori caregivers who are whānau. This is similar to the model for Māori caregivers but slightly different to the model for whānau caregivers.

Figure 19: Regression results for satisfaction with the caregiver's social worker for Māori caregivers who are whānau (Q44)

Model fit = 81%

Base: All Māori respondents who are whānau caregivers excluding Not applicable and Don't know
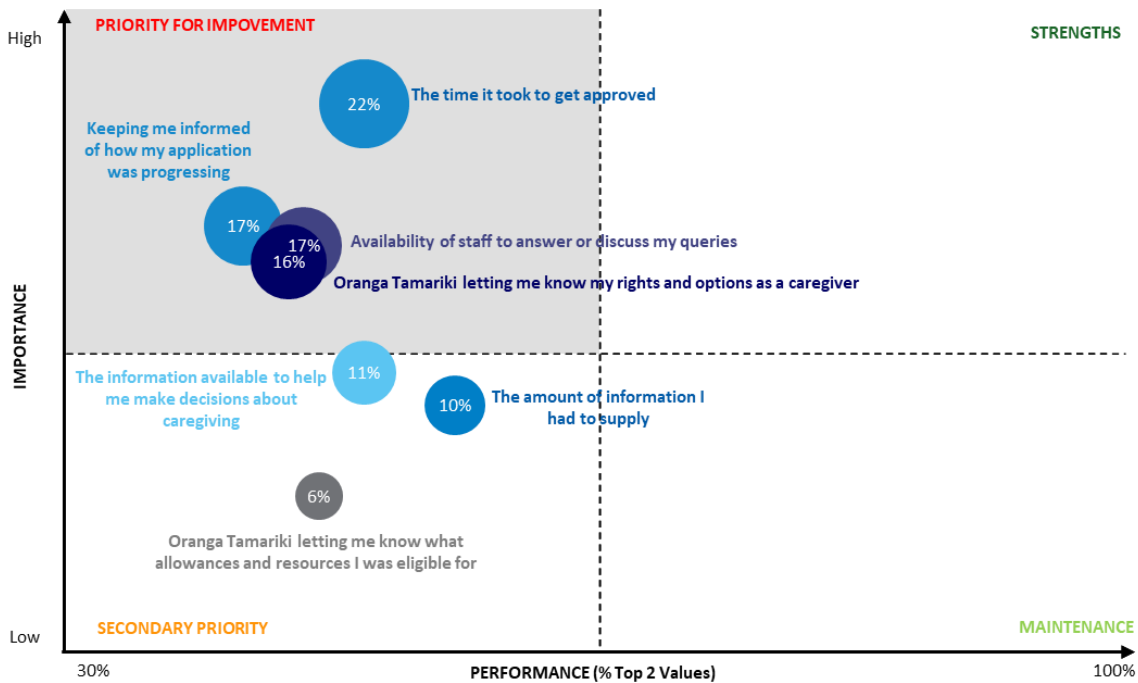Note: % Top 2 Values = % satisfied + % very satisfied

The time it takes to get approved as a caregiver drives satisfaction with the process of becoming a caregiver

Finally, looking at the satisfaction with the process to become a caregiver, the focus for change needs to be on *the time it takes to get approved*, followed by *keeping applicants informed of how their application is progressing*.

This is similar to the model for Māori caregivers but slightly different to the model for whānau caregivers.

Figure 20: Regression results for overall handling of the process to become a caregiver for Māori caregivers who are whānau (Q10_5)

Model fit = 75%

Base: All Māori respondents who are whānau caregivers excluding Not applicable and Don't know
Note: % Top 2 Values = % satisfied + % very satisfied
Note: Performance results for Q10 are for all Māori respondents who are whānau, not just those who became a caregiver in the last 2 years