

Key	These Cases Relate to Non Enrolment Cases (NE)
	These Cases Relate to Unjustified Absence Cases (UA)

Provider Area	National
Service Provider	National

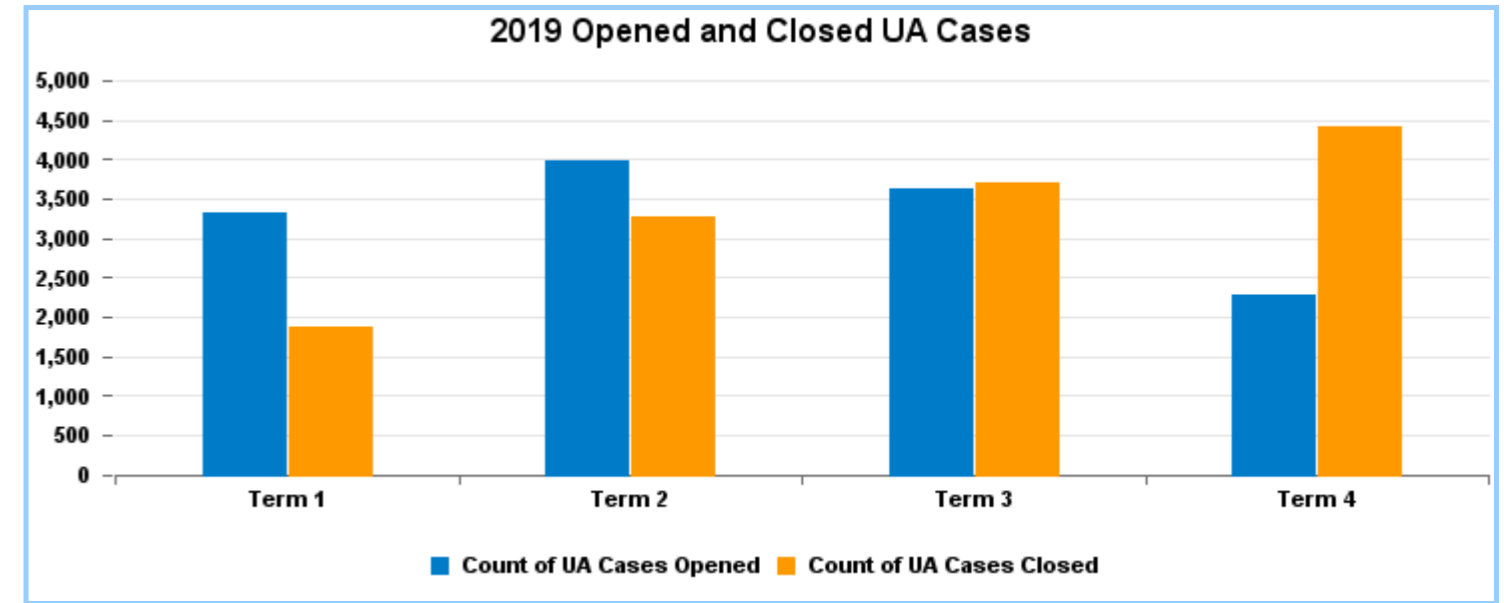
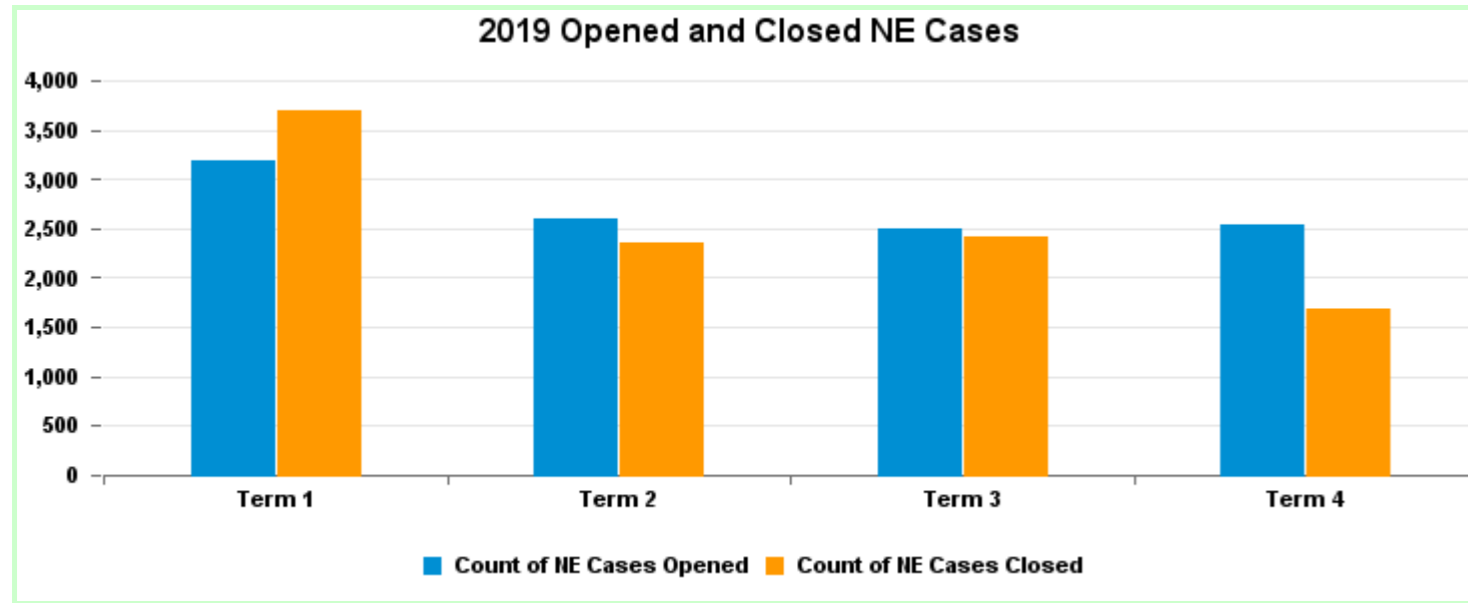
2019 Opened and Closed Cases

	2019 NE Cases Opened	2019 NE Cases Closed
Term 1	3,190	3,690
Term 2	2,588	2,347
Term 3	2,505	2,421
Term 4	2,540	1,682
TOTAL	10,823	10,140

- Term 1 includes all cases from 01 Jan 2019 to 12 Apr 2019
 - Term 2 includes all cases from 13 Apr 2019 to 05 Jul 2019
 - Term 3 includes all cases from 06 Jul 2019 to 27 Sep 2019
 - Term 4 includes all cases from 28 Sep 2019 to 31 Dec 2019
- A case is considered to be open when it reaches State 2 (Loaded for Action)

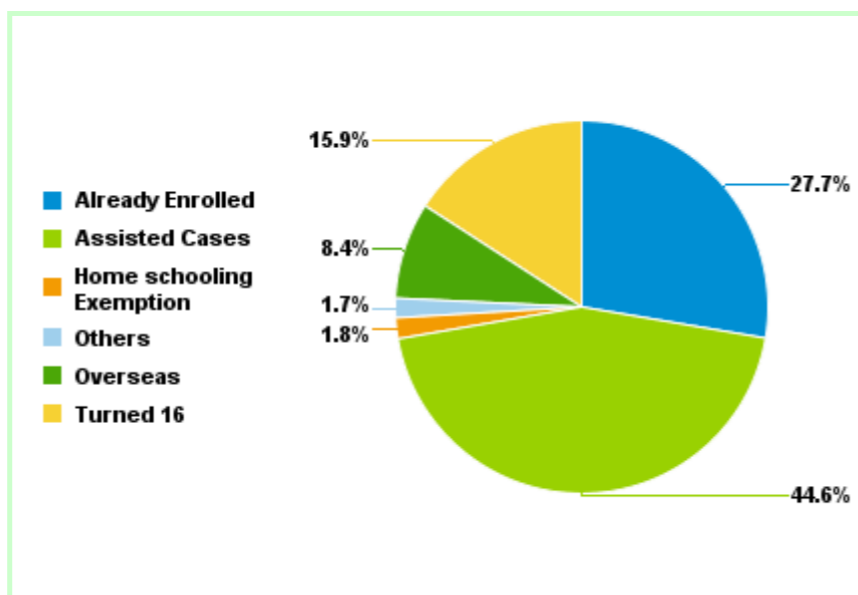
	2019 UA Cases Opened	2019 UA Cases Closed
Term 1	3,333	1,878
Term 2	3,992	3,266
Term 3	3,636	3,712
Term 4	2,288	4,416
TOTAL	13,249	13,272

- Term 1 includes all cases from 01 Jan 2019 to 12 Apr 2019
 - Term 2 includes all cases from 13 Apr 2019 to 05 Jul 2019
 - Term 3 includes all cases from 06 Jul 2019 to 27 Sep 2019
 - Term 4 includes all cases from 28 Sep 2019 to 31 Dec 2019
- A case is considered to be open when it reaches State 0 (Loaded for Action)

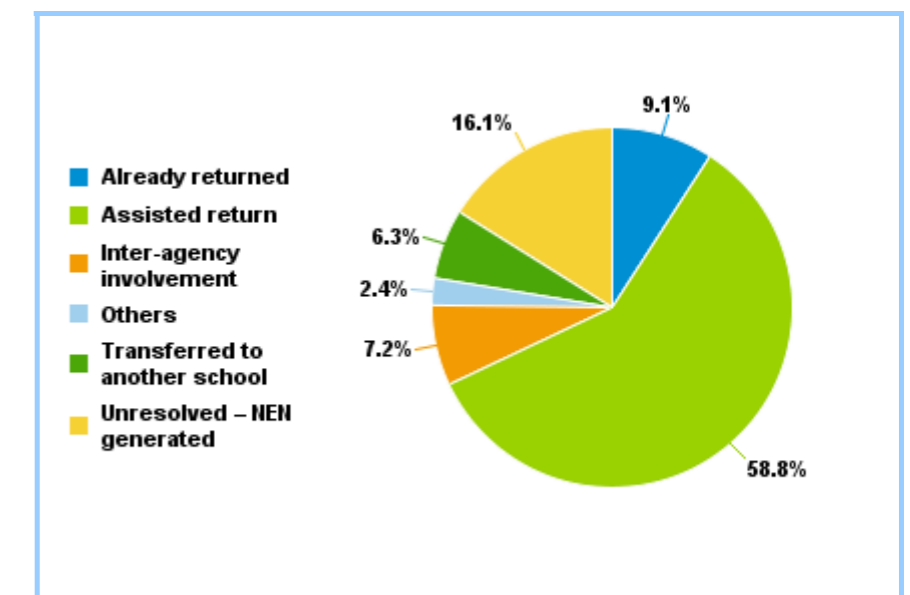


2019 Closure Reasons

NEN Closure Reason	Number of Cases	% of Cases Closed by Reason
Already Enrolled	2,806	27.7%
Already Exempt	54	0.5%
Assisted AE placement	350	3.5%
Assisted Enrolment	3,959	39.0%
Assisted Exemption	212	2.1%
Care & Protection Residence	14	0.1%
Deceased		0.0%
Foreign Student	14	0.1%
Home schooling Exemption	183	1.8%
Overseas	849	8.4%
Turned 16	1,610	15.9%
Under 6		0.1%
Youth Justice Residence	75	0.7%
TOTAL	10,140	100.0%



Closure Reason	Number of Cases	% of Cases Closed by Reason
Already returned	1,212	9.1%
Assisted return	7,808	58.8%
Deceased		0.0%
Inter-agency involvement	960	7.2%
Overseas		0.6%
Reached school leaving age	242	1.8%
Transferred to another school	834	6.3%
Unresolved – NEN generated	2,138	16.1%
TOTAL	13,272	100.0%



2019 Active NE and UA Cases Time Open (calendar days)

Months Open	Number of Open NE Active Cases	% of Open NE Cases by Month Open
0 to 3 Months	2,390	54.0%
4 to 6 Months	878	19.8%
7 to 9 Months	560	12.6%
10 to 12 Months	147	3.3%
13+ Months	454	10.3%
TOTAL	4,429	100.0%

Current Age	Number of Active Cases
5 to 10 Years	917
11 to 12 Years	545
13 to 14 Years	1,341
15+ Years	1,626
TOTAL	4,429

15 Years 1 to 6 Months	717
15 Years 7 Months +	908

Months Open	Number of UA Active Cases	% of Open UA Cases by Month Open
0 to 1 Months	87	23.5%
2 to 3 Months	95	25.7%
4 to 5 Months	96	25.9%
6 to 7 Months	51	13.8%
8+ Months	41	11.1%
TOTAL	370	100.0%

Current Age	Number of Active Cases
5 to 10 Years	123
11 to 12 Years	65
13 to 14 Years	108
15+ Years	74
TOTAL	370

Age at Referral	Months Active					Total by Age
	0 to 3 Months	4 to 6 Months	7 to 9 Months	10 to 12 Months	13+ Months	
5	80	19	8	2	7	116
6	162	34	16	4	24	240
7	109	20	13	4	9	155
8	109	22	17	4	15	167
9	97	21	13	4	16	151
10	107	25	16	5	25	178
11	160	50	34	4	35	283
12	186	66	39	15	57	363
13	304	113	99	47	143	706
14	477	248	162	40	110	1,037
15	599	260	143	18	13	1,033
Sum:	2,390	878	560	147	454	4,429

Age at Referral	Months Active					Total by Age
	0 to 1 Months	2 to 3 Months	4 to 5 Months	6 to 7 Months	8+ Months	
5	4	1	8	2	1	16
6	5	4	4	3	4	20
7	6	4	6	2	5	23
8	4	6	6	4	4	24
9	5	6	8	3	1	23
10	8	8	7	3	3	29
11	7	7	5	5	5	29
12	10	8	9	1	2	30
13	12	14	14	4	8	52
14	13	26	15	21	5	80
15	13	11	14	3	3	44
16	0	0	0	0	0	0
17	0	0	0	0	0	0
18	0	0	0	0	0	0
19	0	0	0	0	0	0
Sum:	87	95	96	51	41	370

NE active cases are cases that are in State 2-5.

Time open does not take account of the number of days that it takes for a school to un-enrol students.

UA active cases are cases that are in State 0-3.

KPI Reporting - 2019

KPI ONE - All cases open longer than six months* have a plan in place to re-engage the student back into a school or legal learning environment

Number of NE cases in the open state (State 3)	3,740
Number of open cases (State 3) that have been open longer than 6 months	1,201

* Calendar days.

Notes:

1- These KPI's only apply to holders of Attendance Service contracts.

KPI FOUR - At least 65% of schools in the Attendance Service provider's catchment region are registered ASA users

Total number of schools in catchment region**	2411
% of schools in the catchment region that are registered ASA users	92%

** Catchment region: a geographic area in which the provider delivers the Attendance Service.

KPI TWO - 90% cases processed from State 0 to State 1 within one School Day

Number of UA cases that reached State 1	13,251	KPI TWO is based on data extracted from the Workflow Performance Report using the field "Time 'Loaded for Action' (Hrs) (Metric)". Percentage of cases processed from State 0 to State 1 within one school day is the number of cases that progressed in 8 hours or less divided by the total number of cases that reached state 1 in 2019.
% of cases processed from State 0 to State 1 within one school day	94%	

KPI THREE - 65% of cases processed from State 0 to State 4 within 22 school days

Number of UA cases closed	13,272	KPI THREE is based on the total hours a case was open. Percentage of cases processed from State 0 to State 4 within 22 school days is the number of cases that were open for 22 or less school days divided by the total number of cases closed in 2019.
% of cases processed from State 0 to State 4 within 22 school days	59%	

2019 NE and UA Opened Cases Demographics

Ethnicity		
Ethnicity	Number of Cases	% of Students
Maori	6,446	59.6%
Pasifika	2,053	19.0%
Asian	637	5.9%
European/Pakeha	3,488	32.2%
MELAA	167	1.5%
Other	73	0.7%
TOTAL CASES*	10,823	

Age at Referral		
Age	Number of Cases	% of Cases
5	437	4.0%
6	618	5.7%
7	506	4.7%
8	502	4.6%
9	472	4.4%
10	495	4.6%
11	793	7.3%
12	843	7.8%
13	1,450	13.4%
14	1,956	18.1%
15	2,751	25.4%
TOTAL	10,823	100.0%

* This data uses total response Ethnicity; students who identified in more than one ethnic group have been counted in each ethnic group, but only once in "Total". Ethnic groups should not be summed as this could lead to double counting of some students.

** These numbers are based on the last enrolled school of the student.

*** Decile 0 and 99 count as other classes of schools e.g. Te Kura

Ethnicity		
Ethnicity	Number of Cases	% of Students
Maori	7,922	59.8%
Pasifika	3,696	27.9%
Asian	397	3.0%
European/Pakeha	3,887	29.3%
MELAA	139	1.0%
Other	56	0.4%
TOTAL CASES*	13,249	

Age at Referral		
Age	Number of Cases	% of Cases
5	716	5.4%
6	874	6.6%
7	806	6.1%
8	709	5.4%
9	684	5.2%
10	726	5.5%
11	1,080	8.2%
12	1,303	9.8%
13	1,746	13.2%
14	2,416	18.2%
15	1,924	14.5%
16	194	1.5%
17	65	0.5%
18	6	0.0%
0	0	0
TOTAL	13,249	100.0%

* This data uses total response Ethnicity; students who identified in more than one ethnic group have been counted in each ethnic group, but only once in "Total". Ethnic groups should not be summed as this could lead to double counting of some students.

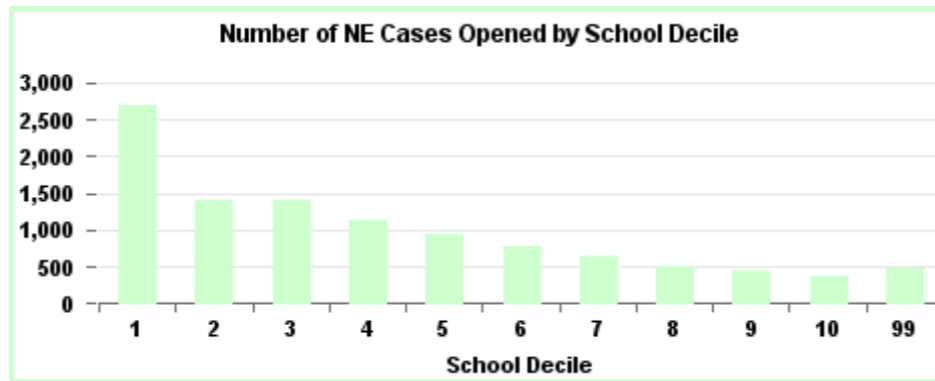
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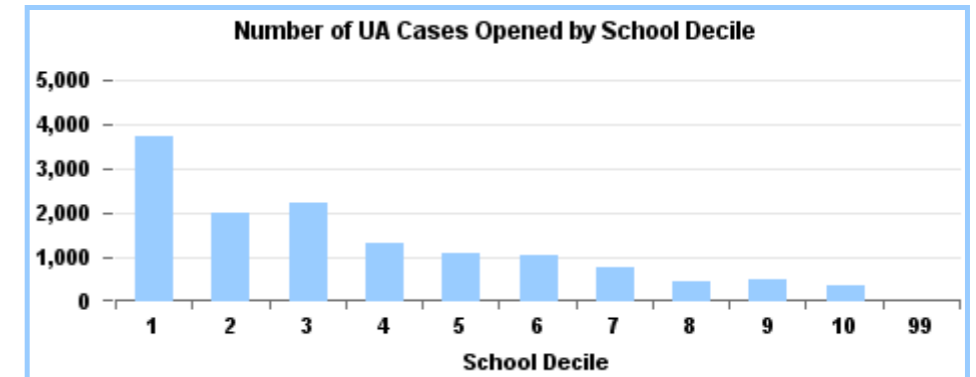
Gender		
Gender	Number of cases	% of Cases
Female	5,124	47.3%
Male	5,699	52.7%
TOTAL	10,823	100.0%

Gender		
Gender	Number of cases	% of Cases
Female	6,150	46.4%
Male	7,099	53.6%
TOTAL	13,249	100.0%

Decile of School Last Attended **	
Decile ***	Number of NE Cases Opened
1	2,695
2	1,403
3	1,404
4	1,141
5	936
6	783
7	649
8	515
9	463
10	362
99	472
TOTAL	10,823



Decile of School Last Attended **	
Decile ***	Number of UA Cases Opened
1	3,710
2	1,971
3	2,196
4	1,305
5	1,078
6	1,034
7	742
8	427
9	454
10	332
99	0
TOTAL	13,249



2019 Repeat Referrals

Repeat Referrals from Jan 01 to Dec 31				
	Number of NE / UA Cases	% of Cases	Number of Students	% of Students
One Referral	14,081	58.5%	14,080	76.9%
Two Referrals	6,326	26.3%	3,163	17.3%
Three Referrals	2,316	9.6%	772	4.2%
Four Referrals	828	3.4%	207	1.1%
Five Referrals	275	1.1%	55	0.3%
Six Referrals	138	0.6%	23	0.1%
Seven Referrals		0.3%		0.1%
Seven+ Referrals		0.1%		0.0%
Total	24,072	100.0%	18,315	100.0%

The Repeat Referral calculation methodology:

The numbers have been calculated by looking at the NSN of the student as a unique identifier of all NE and UA cases opened this year, and counting the number of times the NSN has been assigned to a new open case.

For example, two referrals means a student has been referred twice to the provider within the year 2019. This can be:

- A student who has had a UA case and a NE case
- A student who has had two UA cases
- A student who has had two NE cases