

CSI clients consider that CSI is providing value via the expertise and knowledge in its associate network, its collaborative and relational way of working, and the strong cultural grounding of key associates.

## What we offer

Our work with funders and community partners is designed to help them build powerful partnerships, strengthen internal capabilities and robust tracking of progress and reporting of impact. Our service offering is framed around five pou (pillars).

- strategy and innovation design
- effective funding practice
- impact and insights
- capability and capacity development
- leadership and culture

## Number of CSI commissions by pou in 22/23

Most of CSI's 82 commissions aligned with our *capacity and capability development* and *impacts and insights* pou, with between 2-4% of commissions relating to other pou. Many commissions relate to more than one pou.



*"CSI was a critical friend to walk alongside us, capture and reflect our learnings and inform our next steps."*  
(CSI philanthropic client)

*"CSI provided neutral facilitation and the targeted sprint design has enabled the sector conversations to happen and the results reported in a comparatively short amount of time. Having the technical support was... invaluable."*  
(CSI local government client)

*"[CSI enabled us] to use co-design to explore ideas and aspirations for the future rather than focusing on the present."*  
(CSI local government client)

## Value delivered

The centre's work over 2022/23 strengthens the eco-system of philanthropic and not-for-profit organisations, and enables social impact across philanthropic, government and community sectors. The table below identifies key areas of value and examples of CSI activity against each from 2022-2023.

Area of value	Examples of activity
Capturing and sharing insights	Research, reviews and evidence scans in a range of contexts Open source insights and learnings
Strengthening community sector organisations	Te Pūaha o te Ako workshops and webinars Wellbeing hui and collaborative podcasts for the sector
Evidence-informed and outcome-focused investment strategy	Expertise and advice to support strategic decision-making Co-development of strategic planning and outcomes
Strengthening capacity for environmental impact	Case studies capturing the work of restoration initiatives Strategy support for environmental groups and networks
Improved reflection on delivery and impacts	Provision of technical and strategic advice to enable robust tracking of progress and reporting of impact
Building philanthropic and community sector leadership and governance capability	Delivery of best-practice knowledge and guidance to grassroots community organisations via Community Governance Aotearoa
Building Māori capacity and sector responsiveness to Māori	A longitudinal study exploring Māori and Pacific educational and family success
Encouraging and collaborating on multi-disciplinary perspectives	Facilitation of co-design process and co-design capacity building to inform development of a local government wellbeing strategy

## Client feedback

### A range of project outcomes were achieved for clients

Clients shared what they saw as the main outcome of their CSI supported project via our survey. The main outcomes were:

- Ability to share learning across teams and with funders and other stakeholders
- Collaborative development of strategy, guidelines, and frameworks
- Exposure to new tools, methodologies and learning
- Effective community and stakeholder engagement
- Continual evaluation of impact and alignment to strategy

### CSI is helping clients to progress their organisations

There is broad agreement from clients via our feedback survey that CSI is helping to progress their organisations, with 86% of respondents reporting CSI contributing to good or excellent progress.



Close to 9 out of 10 survey respondents reported being very satisfied with CSI's work with their organisation. A further 9% reported being slightly satisfied, and 3% were slightly dissatisfied.

## Te Pūaha o te Ako's open source support is Foundation North's koha to the community sector

Te Pūaha is a flexible resource base that responds to the diverse and changing needs of the Aotearoa community sector.

Over the course of the year Te Pūaha responded to the impact of extreme weather with flood relief funding resources and supported the community sectors' interest in supporting wellbeing and embedding evaluation through insights pieces and talks.

Over the year, Te Pūaha o te Ako received:



The most widely accessed resource shared receiving around 850 page visits was:



The CSI News article *Haumanu Restorative Systems Change* received a further 300 views. Other widely accessed Impact and Insights resources were *Building Community Governance Capability and Capacity*, *Una Ora Personal Wellbeing Resource*, and *Overview of Impact Investing in Aotearoa*, receiving between 320 and 260 views each.

The Te Pūaha Talks online capability building series formed a key aspect of Te Pūaha in 22/23. These learning opportunities helped strengthen community sector organisations.

The most widely accessed Te Pūaha Talk receiving around 450 page visits was:

