



11 December 2024

Tēnā koe

Official Information Act request

Thank you for your email of 13 November 2024, requesting the information relating to the directive to stop weekly reporting of income support.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Please find attached the following documents:

- Email - RE: Draft - Advice on consolidating MSD's reporting.
- Report – REP/24/7/699 - Advice on consolidating MSD's employment and income support reporting.

Please note that some content has been marked as out of scope of your request.

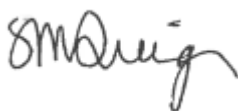
The Minister of Social Development and Employment made the decision to stop weekly reporting on income support. This included advice on how to streamline this reporting by finding efficiencies and reducing duplication, and to better respond to additional reporting and analysis on Government target and other priorities. Following this, there was no internal communication about this decision.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services

From: [Dean Shelley](#)
To: [Jeremy Plimmer](#); [Jodene Hogwood](#)
Cc: Ailee.Gray@parliament.govt.nz; [DCE_SD_Advisors \(MSD\)](#); [DCE_Office_Strategy_and_Insights \(MSD\)](#); [Gareth Williams](#); [MSD_REPORT_NUMBER_REQUESTS \(MSD\)](#); [Michael Fisher](#); [Sacha O'Dea](#)
Subject: RE: Draft - Advice on consolidating MSD's reporting.
Date: Thursday, 26 September 2024 10:29:44 am
Attachments: [REP 24 7 699 Advice on consolidating MSD's employment and income support reporting.pdf](#)

Hello,

Please see the signed reporting report.

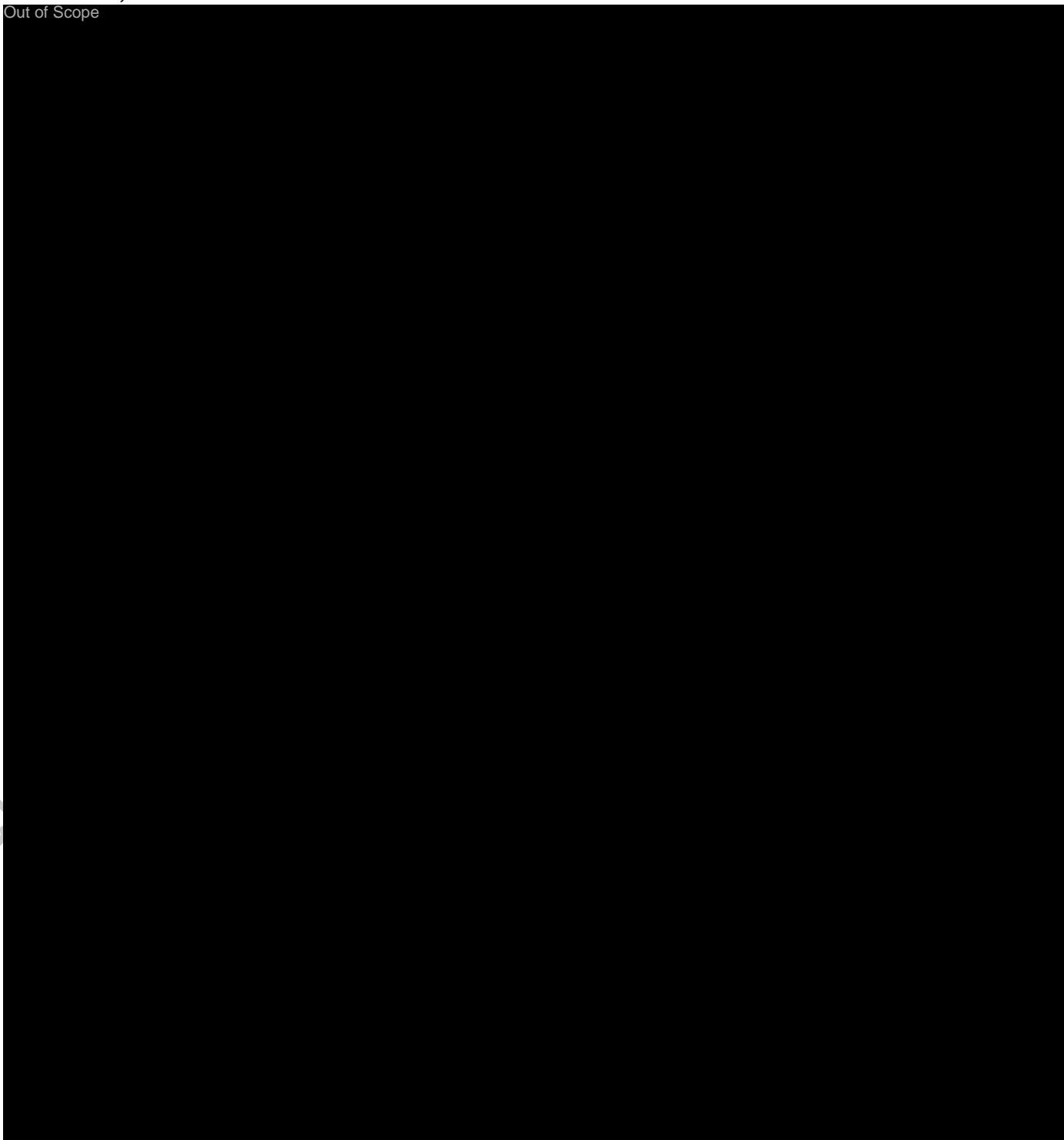
Note the Minister has disagreed to continue with the weekly A3 and data file (rec 4a).

She would also like to continue to receive the employment dashboards (but not the seasonal A3 and NZSWS/5k to work report).

Reach out if you have any questions.

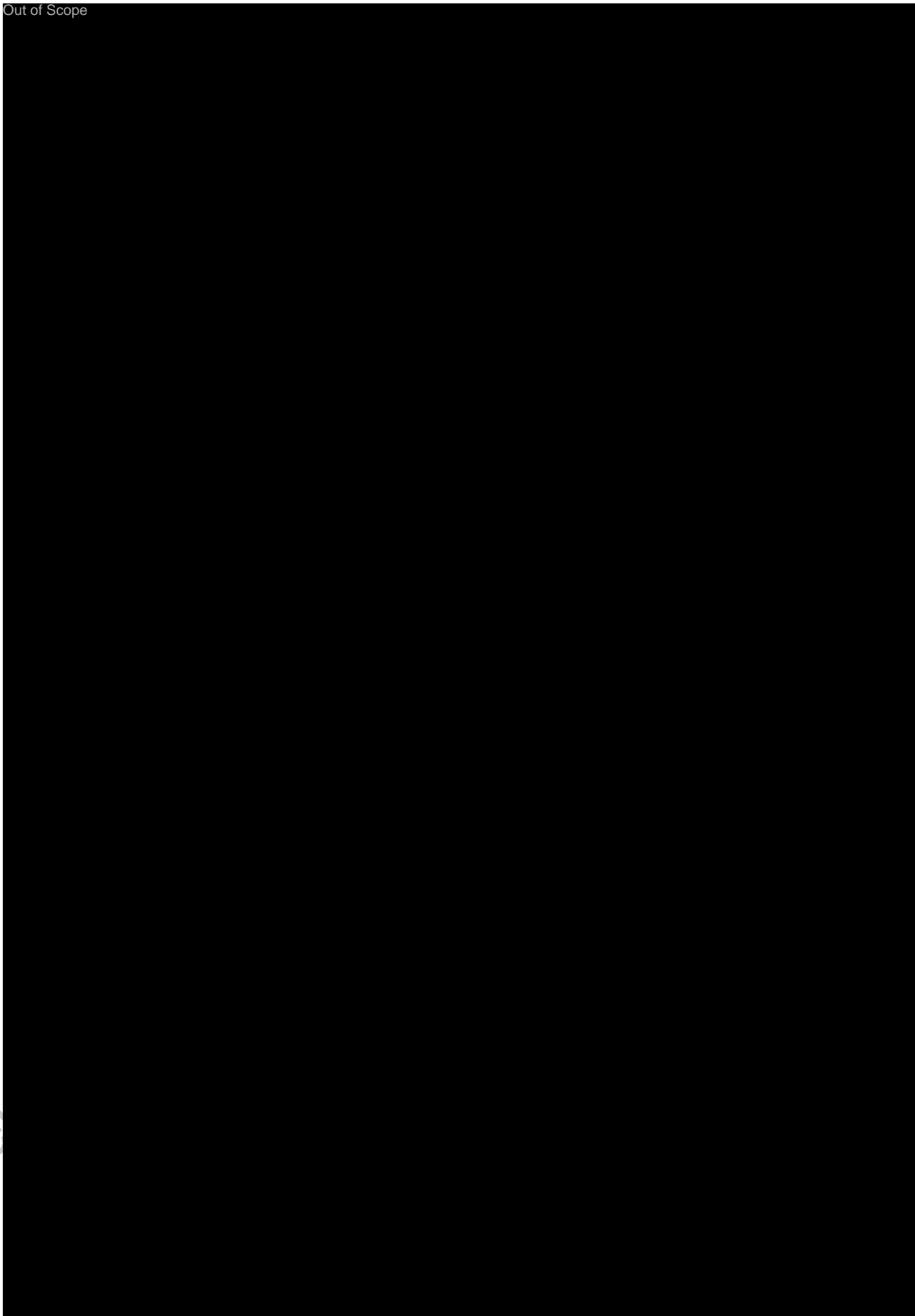
Thanks,

Out of Scope



Rele

2



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Re

Report



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Date: 14 August 2024 **Security Level:** In Confidence
To: Hon Louise Upston, Minister for Social Development and
Employment
File Reference: REP/24/7/699

Advice on consolidating MSD's employment and income support reporting

Purpose of the report

- 1 This report provides a stocktake of income support and employment reporting that the Ministry of Social Development (MSD) provides to your Office. It includes recommendations on how to streamline this reporting by finding efficiencies and reducing duplication, to better respond to current priorities.

Executive summary

- 2 MSD provides you with a range of regular reporting consisting of weekly, monthly, and quarterly products. This includes information on income support, which is published on the MSD website, and employment-related programmes and initiatives, which are not proactively published.
- 3 The introduction of further reporting on Government Targets (the targets) has prompted a review of our regular reporting to ensure it is fit for purpose and meets your needs. Where practical, we recommend reprioritising our efforts away from reporting that is not relevant to your priorities or is duplicated elsewhere, to the areas most important to you.
- 4 For employment reporting we are recommending stopping three dashboards from the current employment reporting suite and consolidating the remaining seven dashboards into three. We are then proposing three additional dashboards to cover new initiatives, previous requests from yourself, and your priority areas.
- 5 In addition to the quarterly targets reporting provided to the Department of the Prime Minister and Cabinet (DPMC) for Cabinet and contributing to the

quarterly action plan as announced by the Prime Minister, there is other reporting we will provide to you to support achieving the Jobseeker target. Further detail on what this will look like will be provided in mid-August alongside an update on the latest Social Outcomes Model results and an outline of a proposed annual actuarial report. This report will monitor the overall performance of the social welfare system.

Recommended actions

It is recommended that you:

- 1 **note** MSD has identified areas to reprioritise resources to ensure our reporting prioritises supporting the Government Targets, Social Investment and your priority cohorts
- 2 **note** MSD will provide a follow up report in mid-August that provides further detail on what the targets reporting and actuarial report will include
- 3 **note** MSD produces regular housing reporting, which is also being reviewed, and this advice will be provided to Housing Ministers in a separate report

- 4 **agree** for the **weekly** income support reporting, MSD will:

- a. continue to publish the A3 dashboard and data file

Agree/Disagree

- b. use the key facts document as the vehicle to provide your Office with weekly statistics, as an appendix to the Social Development and Employment Update (SDEU)

Agree/Disagree

- 5 **agree** for the **monthly** income support reporting MSD will:

- a. change the data file to a reduced version of our quarterly statistics to be released monthly between the quarterly updates

Agree/Disagree

- b. stop publishing the monthly commentary and A3 dashboard to reprioritise effort towards the target reporting

Agree/Disagree

- 6 **agree** for the **quarterly** income support reporting, MSD will not make substantial changes, but review the datafile to ensure information is still fit for purpose and displayed in the most effective way

Agree/Disagree

7 **agree** for the following changes to the **employment** reporting:

a. change reporting frequency for all reports from monthly to quarterly
Agree/Disagree

b. stop the following reports:

- Employment Dashboard

Agree/Disagree

- Seasonal A3

Agree/Disagree

- New Zealand Seasonal Work Scheme (NZSWS) & \$5K to Work report (as we believe these reports do not add the value they originally did and don't reflect your current priorities)

Agree/Disagree

c. combine the following reports:

- Flexi-Wage, Mana in Mahi, and Local Government reports into one single monthly report

Agree/Disagree

- He Poutama Rangatahi, Māori Trades and Training Fund, and Whakawātea te ara Poutama reports into one single quarterly report

Agree/Disagree

d. keep the Drivers Licence Service and Integrity reports in place, but tailor them to new priority cohorts

Agree/Disagree

e. create the following new dashboards:

- Community Coaches - which would be a monthly dashboard reporting on the performance and progress of programmes for the new 500 He Poutama Rangatahi and 600 Regional Contracts places

Agree/Disagree

- Vacancy and Immigration Dashboard - which would be a quarterly dashboard reporting on vacancy, employer, industry, and immigration information for MSD vacancies

Agree/Disagree

- Youth Services reporting - which would be a monthly dashboard to you and the Associate Minister for Social Development and Employment

Agree/Disagree

8 **indicate** whether there are any specific measures you would like included in the monthly targets reporting.



Sacha O'Dea
Deputy Chief Executive
Strategy and Insights

14/8/24

Date



Hon Louise Upston
Minister for Social Development and
Employment

20240920

Date

Released under the Official Information Act 1982

Background

- 6 MSD provides you with a range of regular reporting on income support and employment-related programmes and initiatives. A large proportion of our reporting has remained mostly unchanged for the last three years.
- 7 Each of our reporting releases include a large amount of information. To assist with interpreting this, we often provide summaries in the form of commentaries, key facts, or A3 dashboards of the most important information.
- 8 Most of our employment programmes and initiatives reporting is not proactively published and is instead intended to provide you with regular updates on the performance of programmes and support internal monitoring by MSD.

Better aligning our reporting to your priorities

- 9 The commencement of additional reporting on targets has prompted us to review what we are providing to you on a regular basis to ensure it is fit for purpose and meets your needs.
- 10 Your Office has requested we provide you with advice on what the future state of MSD's reporting could look like.
- 11 When reviewing our current reporting suite we have focused our recommendations on:
 - 11.1 reducing duplication, simplifying delivery, and ensuring consistency,
 - 11.2 reprioritising effort towards supporting the Government Targets, Social Investment, and your priority cohorts, and
 - 11.3 maintaining the trust and confidence of the public.
- 12 To be able to provide you with the additional reporting on the targets where practical, we are recommending reprioritising our efforts away from reporting that is not relevant to your priorities or is duplicated elsewhere.

Recommended future state

Income support reporting - current products

- 13 Currently, income support reporting is produced on a weekly, monthly, and quarterly basis. These are provided to your Office before being published on the MSD website.
- 14 The quarterly reporting, known as the Benefit Fact Sheets (BFS) is MSD's Tier 1 statistical obligation. The weekly and monthly reporting products were originally developed in response to demand for timely information during the initial impact of the COVID-19 pandemic.

15 MSD's reporting provides you and your Office with timely information for monitoring key trends. In addition, making public reporting available significantly reduces bespoke requests (e.g. OIA and media queries), for a relatively modest amount of resource.

16 Below is a summary of changes we are proposing to make to the current income support reporting suite, that will enable us to reutilise resource to support achieving the Jobseeker target. An overview of what we will be providing to support the Jobseeker target is detailed in the targets reporting section.

Weekly Income Support reporting

17 Datafile – simplify content, remove statistics better suited to monthly or quarterly cadence.

18 Key facts (not published) – simplify to key statistics you want to see on a weekly basis which would accompany the weekly SDEU.

19 A3 dashboard – no changes proposed.

Monthly Income Support reporting

20 Datafile – becomes a trimmed down version of quarterly datafile - focusing on key statistics that are useful on a monthly basis. We will not publish a separate monthly file in months of a quarterly release.

21 Commentary – stopped – repurpose to analysis and interpretation of information to support targets.

22 A3 dashboard – stopped – repurpose to monthly dashboard of Jobseeker target information.

23 Key facts – consolidate and simplify monthly key fact and cheat sheet information into one product.

Quarterly Income Support reporting (Benefit Fact Sheet Tier 1)

24 Datafile – no substantial changes but will review this to ensure information is still fit for purpose and displayed in the most effective way.

25 Snapshot – no changes proposed.

Employment reporting

26 Over time, the employment reporting suite has expanded substantially and become administratively cumbersome. Many reports were tailored to initiatives or periods of time that are no longer relevant for the ongoing analysis of performance.

27 The reporting suite has also been set up to report against priority cohorts of the previous Employment Investment Strategy and now needs to be refreshed to reflect current priorities.

- 28 We are proposing to combine some existing reports to make them more streamlined and tailored to key information, such as investment shifts that we believe would align with your priorities.
- 29 We are recommending stopping the Employment Dashboard, Seasonal A3, and NZSWS and \$5K to Work (seasonal grants) report - as we believe these reports do not add the value they originally did, and do not reflect your current priorities.
- 30 There is also a benefit to combining some reports where programmes are similar in the support they offer and the cohorts that they support. This includes:
- 30.1 combining Flexi-Wage, Mana in Mahi, and Local Government reports into one single monthly report, and
 - 30.2 combining He Poutama Rangatahi, Māori Trades and Training Fund, and Whakawātea te ara Poutama reports into one single quarterly report.
- 31 We are recommending we keep the Drivers Licence Service and Integrity reports in place, but tailor them to new priority cohorts.
- 32 We are proposing to create three new dashboards that cover new initiatives, information you and your Office have previously requested and your priorities. These include:
- 32.1 Community Coaches – which would be a monthly dashboard reporting on the performance and progress of programmes for the new 500 He Poutama Rangatahi and 600 Regional Contracts places
 - 32.2 Vacancy and Immigration Dashboard – which would be a quarterly dashboard reporting on vacancy, employer, industry and immigration information for MSD vacancies
 - 32.3 Youth Services reporting – which would be monthly dashboard reporting.

Targets reporting

- 33 There are a number of additional reporting products we will be adding to our regular reporting to provide you with a timely view on how we are tracking towards the Jobseeker target.
- 34 This will include a monthly dashboard that would be provided to you but not published. This could include a suite of information including but not limited to:
- 34.1 key indicators provided in the DPMC led quarterly reporting to the Strategy Committee (STR)
 - 34.2 the variance against the forecast numbers

- 34.3 the supporting indicators you signalled to the Prime Minister, including children in benefit dependent homes, people with a duration on Jobseeker Support over one year, and youth (16-24) on benefit
- 34.4 flows between benefits
- 34.5 other important economic indicators that have frequent data releases
- 34.6 reporting on the progress of new initiatives rather than in the SDEU.
- 35 We are seeking your initial feedback on whether this is the right level of information to be included, or whether there are additional measures you would like included in this reporting. We are currently considering how to best display this information and will provide you with a draft version for your feedback in mid-August.
- 36 The first set of quarterly targets reporting was provided to DPMC in July, and following this, these reports will be proactively published. In addition to this, we will also provide you with separate quarterly advice and monitoring to inform deep dive discussions on the target, which will summarise what we have learned over the quarter.
- 37 We also intend to provide you with an update of actuarial work to support the Jobseeker Support and Emergency Housing targets, plus Social Investment. Further detail on what this will look like will be provided to you in mid-August.

Next steps

- 38 Following your agreement to the future state of our reporting we will make the agreed changes for the income support information in time for the next round of quarterly reports, (produced in October). For the employment reports we will make the changes for the October reporting (produced in November).
- 39 You will receive a follow up report in mid-August, which will provide further detail on what we are proposing be included in the monthly targets reporting, additional quarterly targets reporting and actuarial reporting.

File ref: A16311581

Author: (Jodene Hogwood, Principal Advisor, System Performance)

Responsible manager: (Gareth Williams, General Manager, System Performance)