



29 May 2024

Tēnā koe

Official Information Act request

Thank you for your email of 26 April 2024, in which you refined your request of 8 April 2024, made to the Ministry of Social Development (the Ministry). You requested statistics relating to the Ministry's contact centres as well as statistics relating to % of calls resolved on first contact, Net Promoter Score (NPS), Customer Satisfaction (CSAT) and Employee Satisfaction (ESAT).

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

Please refer to the attached **Appendix** which contains a table showing the total number of calls to the Ministry that were offered, answered, and abandoned, in the period October 2022- December 2023, broken down by month and line type. The table also shows the average speed to answer calls, the maximum wait time and average handling time for calls for the same break type.

It should be noted that the average speed to answer relies heavily on the volume of calls answered on that line. The Ministry aims to answer all calls to our 0800 services as quickly as possible. Due to changes both to the Ministry's operating environment as well as economic changes, we've seen a significant increase in demand for our phone-based services, which is reflected in the average wait times. In March 2023 we made significant improvements to our call-me system where we offered call-backs to all callers, reducing overall wait-times from this period.

- *% of calls resolved on first contact*

I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review a substantial number of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

- *Employee Satisfaction (ESAT)*

The Ministry does not conduct Employee Satisfaction surveys. There are regular Change Pulse Checks that seek feedback on specific initiatives, however, these are not Employee Satisfaction surveys. As such, I am refusing your request under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

- *Net Promoter Score (NPS)*
- *Customer Satisfaction (CSAT)*

The Ministry does not have Net Promoter Score and Customer Satisfaction. Instead, the Ministry has a Heartbeat Client Experience Survey which I believe closely meets the needs of your request.

The Heartbeat Client Experience Survey is the Ministry's proactive feedback mechanism for gathering a real-time understanding about the experiences our clients have with the Ministry. The survey asks participants the following two questions used to measure the Ministry's performance:

- KPI 2: "How much trust do you have in the Ministry of Social Development, including Work and Income and Senior Services?" (scored from -100 to +100)
- KPI 3: "How was your experience of the overall service you received on the day?" (scored from 0 to 10)

These KPI measures clients' perception of, and confidence in, the welfare system via the Ministry support and services they receive, and the staff they interact with.

All clients who contacted the Ministry in the last 24 hours through attending a face-to-face appointment in a service centre or interacted by phone with a Customer Service Representative (CSR) from Work and Income or Seniors are emailed a Heartbeat survey link. We exclude clients who have completed a survey in the last 30 days, or where it may cause stress or confusion to the client, or there is a risk to the Ministry.

KPI 2: (Net Trust Score)

This measure operates and is calculated in a similar manner to a Net Promoter Score (NPS) metric. Percentage of clients who have scored between 8-10 (Trusted), minus clients who have scored between 0-4 (Detractors) which gives the Net Trust Score. The measure reports a true Client Net Trust Score on a continuum from -100 to +100, where any score above 0 is a positive result.

KPI 2 result for all client and age group by calendar year

Metrics ↑	2019	2020	2021	2022	2023	2024 (ytd 20 May 2024)
KPI 2: Net Trust Score (-100 to 100)	43.0	41.0	42.0	40.9	45.0	45.8

KPI 3: (Overall Service Score)

This measure operates and is calculated in a similar manner to a Customer Satisfaction (CSAT) metric. The measure is the calculated average, where the sum of total response scores is divided by the total number of responses.

KPI 3 result for all client and age group by calendar year

Metrics ↑	2019	2020	2021	2022	2023	2024 (ytd 20 May 2024)
KPI 3: Overall Service Score (1-10)	7.5	7.8	7.8	7.9	8.0	8.1

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



Magnus O'Neill
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