

Ministry of Social Development

Pūrongo ā-tau Annual Report 2020/21

ERRATUM

Erratum published December 2021

The Ministry of Social Development has identified errors published in its 2020/21 Annual Report. This erratum provides corrections to these errors.

Narrative section

Page numbers refer to the published document at <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/corporate/annual-report/2021/purongo-a-tau-annual-report-2021.pdf>.

Page 51 of the Annual Report [found in pdf file on page **60 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/about-msd/english/our-organisational-performance-indicators/>)

Organisational Impact Indicator 2.1: Percentage of clients exiting main benefit who return to main benefit (within 13 weeks)

Results for 2017/18 and 2020/21

Year	Corrected result
2017/18	23.8%
2020/21	21.1%

Page 52 of the Annual Report [found in pdf file on page **61 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/about-msd/english/our-organisational-performance-indicators/>)

Organisational Impact Indicator 2.2: Percentage of clients exiting main benefit who return to main benefit (within one year)

Results for 2017/18 to 2020/21

Year	Corrected result
2017/18	50.4%
2018/19	52.4%
2019/20	52.8%
2020/21	55.5%

Pages 54 and 55 of the Annual Report [found in pdf file on **pages 63 and 64 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/about-msd/english/our-organisational-performance-indicators/>)

Additional note to Indicators 4.1 and 4.2:

These results reflect the Public Housing Register.

Page 57 of the Annual Report [found in pdf file on **page 66 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/about-msd/english/our-organisational-performance-indicators/>)

First line of the table for Indicator 6 Client net trust score should refer to the year 2016/17.

Pages 78 and 79 of the Annual Report [found in pdf file on **pages 87 and 88 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/our-story/we-supported-new-zealanders-through-covid-19/>)

Supporting New Zealanders through COVID-19

Table: People receiving benefits

Year	Corrected result
30 June 2020	More than 353,000

Table: Value and number of hardship grants

Year	Corrected result
2018/19	Nearly 1.7 million grants

Page 141 of the Annual Report [found in pdf file on **page 150 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/high-quality-services/we-support-our-people/building-a-strong-culture-and-capability-to-achieve-our-outcomes/>)

Skills Pledge provisional data updated as follows:

In 2020/21:

- for all MSD employees the learning hours for the year averaged 4.2 days, against a target of 4.7 days
- learning hours in the last quarter of the year (April to June 2021) averaged about nine hours per staff member, up one hour from the March quarter

Page 145 of the Annual Report [found in pdf file on **page 154 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/high-quality-services/we-support-our-people/providing-a-positive-working-experience-based-on-our-shared-values/>)

Ethnic pay gap provisional data for 2020 and 2021 updated as follows:

At 30 June 2021:

- our Māori pay gap was 4.5 percent (2020: 5.8 percent)
- our Pacific pay gap was 12.1 percent (2020: 13.1 percent)
- our Asian pay gap was 9.1 percent (2020: 8.1 percent).

Page 146 of the Annual Report [found in pdf file on **page 155 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/high-quality-services/we-support-our-people/providing-a-positive-working-experience-based-on-our-shared-values/>)

Gender distribution by level of seniority (2021 results)

	Corrected result
Female (percentage)	
Executive and senior managers	49.5%
Middle management	65.6%
Male (percentage)	
Executive and senior managers	50.5%
Middle management	34.0%
Other staff	28.5%
Gender diverse (percentage)	
Executive and senior managers	0.0%

Page 147 of the Annual Report [found in pdf file on **page 156 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/high-quality-services/we-support-our-people/providing-a-positive-working-experience-based-on-our-shared-values/>)

Diversity statistics by gender – MSD compared with the Public Service (2019)

	2019 (corrected)
Male (percentage)	
Public Service	38.9%

Diversity statistics by gender – MSD compared with the Public Service (2021)

	2021 (corrected)
Male (percentage)	
MSD	29.2%

Page 170 of the Annual Report [found in pdf file on **page 179 of 201**] (also published online at <https://annualreport2021.msd.govt.nz/high-quality-services/we-manage-a-significant-departmental-assets-portfolio/>)

Departmental capital assets financial provisional data updated:

We manage close to \$327 million in departmental capital assets (2019/20: \$333 million), made up of \$139 million (2020: \$158 million) of property, plant and equipment and \$188 million (2020: \$175 million) of intangible assets. This year we received a capital injection of \$84 million, which included some funding to improve the resilience of critical systems. We spent just over \$91 million (2020: \$90 million) on capital expenditure to maintain and upgrade our asset base.

Assessment of performance

Page numbers refer to the published document at <https://annualreport2021.msd.govt.nz/assets/Uploads/documents/Performance-financial-statements-and-appendices.pdf>.

Appropriation: Data, analytics and evidence services (page 19)

Measure	2020/21 result (corrected)
Percentage of products and services provided that consistently reflect the Quality Framework principles will be no less than	98.5%
The percentage of stakeholders surveyed that responded that they "agree" or "strongly agree" that the product(s) they received enabled them to make better decisions will be no less than	93.5%

The following information is provided for context:

Measure	2019/20 result (corrected)
Key publication document views/downloads from MSD's external website	38,161

Appropriation: Income support and assistance to seniors (page 26)

Measure	2020/21 result (corrected)
Percentage of entitlement assessments for payment of entitlements to older people completed accurately will be no less than	95.0%

Appropriation: Processing of Veterans' Pensions (page 41)

Measure	2020/21 result (corrected)
Percentage of Veteran's Pension entitlement assessments completed accurately will be no less than	97.6%
Percentage of Veteran's Pension entitlement assessments completed within timeframes will be no less than	95.0%

Appropriation: Services to support people to access accommodation (page 48)

Information provided for context:

Data relating to Exits from the Housing Register (12 months ending 30 June) should read Exits from the Public Housing Register (12 months ended 30 June).

Appropriation: Community support services MCA (pages 51 and 52)

Measure	2020/21 result (corrected)
Developing and managing community services	
Social Services Accreditation	
Percentage of assessments completed within the specified timeframe will be no less than	86.0%
Result Measurement Framework	
Percentage of contracted services that achieved or exceeded the target for their priority contracted measure will be no less than	74.5%
Community support and advice	
Building Financial Capability	
Percentage of clients who complete the programmes Financial Mentor, MoneyMates and/or Kahukura and report having their needs met will be no less than	41.3%
Sector umbrella groups	
Percentage of member agencies who report that they are better able to deliver their services as a result of the support offered by the umbrella organisation will be no less than	97.0%
Participation and support services for seniors	
Elder Abuse Response Service	
The percentage of clients who indicate they have greater control over their lives after receiving the service will be no less than	87.9%

Appropriation: Housing support assistances MCA (page 59)

2019/20 result (corrected)	Measure	2020/21 result (corrected)
74.4%	Overarching measure Percentage of people who are not on the Housing Register or in public housing, or who have not received an Emergency Housing Special Needs Grant, 90 calendar days After receipt of a recoverable or non-recoverable Housing Support Product will be no less than	75.4%
83.3%	Non-recoverable housing support assistances Percentage of people who are not on the Housing Register or in public housing, or who have not received an Emergency Housing Special Needs Grant, 90 calendar days after receipt of a non-recoverable Housing Support Product will be no less than	81.1%

Appropriation: Improved employment and social outcomes support MCA (page 63)

Measure	2020/21 result (corrected)
Administering income support	
Proportion of benefit entitlement assessments completed accurately will be no less than	86.6%