



[REDACTED]

[REDACTED]

On 9 July 2019, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *Comparative performance data on all Youth Service providers nationally for the most recent six to twelve-month period for which this data is available, preferably the 2019 or 2018 calendar years. For my purposes six- or twelve-months data of equal value. The data I seek is:*

*Not in Education, Employment or Training (NEET):*

- *Contract enrolment volume (raw number) versus actual enrolment volume (raw number)*
- *Administration: percentage of initial and follow up in 90-day plans completed on time*
- *Milestones: percentage of young people who are in education in each 90-day cycle*
- *Successes*
  - *Percentage of young people who exit NOT on a main benefit*
  - *Percentage of young people who achieve a higher level of NCEA during their enrolment with Youth Service, and a measure of NCEA levels achieved by each provider [if this is available]*

*Youth Payment/Young Parent Payment (YP/YPP):*

- *Administration: Percentage of initial and follow up 90-day plans completed on time*
- *Milestones:*
  - *Percentage of young people in education for a 90-day cycle*
  - *Percentage of young people who complete a parenting programme within the 12-month period*
  - *Percentage of young people who complete a budgeting programme*
- *Successes:*
  - *Percentage of young people who exit NOT on a main benefit*
  - *Percentage of young people who achieve a higher level of NCEA during their enrolment with Youth Service, and please provide the NCEA levels achieved by each provider [if this is available]*

The Youth Service (YS) aims to help youth who are at risk of long-term benefit receipt by supporting them to achieve qualifications and independence. The service is compulsory for people aged 16-18 who are receiving a youth benefit; either the Youth Payment (YP) or Young Parent Payment (YPP). The service is available on a voluntary basis for young people aged 16 to 17 who are Not in Education, Employment or Training (NEET), or who are at risk of becoming NEET. Young people receive support to further their education and training by enrolling with approved service providers.

Youth Service Providers work in communities and are contracted by the Ministry to deliver the Youth Service. They work with young people and help them to access the local services they need. The Ministry takes seriously its responsibilities to ensure that providers have a strong relationship with the Ministry and deliver their contracted services. To do this, providers are monitored through the Contracts team within the Ministry of Social Development, both nationally and at a regional level for provider performance, and through a formal evaluation by the Ministry. Provider funding is based on an incentivised outcome-based contract consisting of administration fees, milestone payments and success fees for achieving outcomes.

For the sake of clarity, I will address each of your points in turn.

Please be advised that the Ministry is unable to provide you with performance data on all individual Youth Service providers nationally as this information is commercially sensitive. As such, this aspect of your request is withheld under section 9(2)(b)(ii) of the Act as, if released, it would be likely to prejudice the commercial position of the providers who supplied or who is the subject of the information. The greater public interest is in ensuring that the commercial position can be maintained.

To meet the intent of your request, the Ministry has provided you with performance data for Youth Service providers nation-wide, Youth Service providers in the Auckland region, and for Youth Horizons.

- *Contract enrolment volume (raw number) versus actual enrolment volume (raw number)*

Please find enclosed table one which shows the number of Youth Service client enrolments as at 28 June 2019.

- *Administration: percentage of initial and follow up in 90-day plans completed on time (NEET and YP/YPP)*
- *Milestones: percentage of young people who are in education in each 90-day cycle (NEET and YP/YPP)*

Administration payments are based on a 90-day cycle commencing from the date that the initial plan was completed then based on when follow up plans are completed. The Milestone 90-day cycle commences from either the start date of engagement in education or the youth's enrolment date (dependent on whether the youth was already participating in education when enrolled with the Youth Service).

Please be advised that the Ministry is unable to provide you with the information you requested in relation to the 90-day cycle as this period can differ for each youth enrolled in the service and as such this data is not recorded in an easily accessible format. In order to provide you with this information Ministry staff would have to run numerous reports and review each one individually. As such, I refuse these aspects of 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.

- *Youth Payment/Young Parent Payment (YP/YPP) Milestones:*
  - *Percentage of young people who complete a parenting programme within the 12-month period*
  - *Percentage of young people who complete a budgeting programme*

Participants receiving YP/YPP have clear obligations to participate in approved programmes such as a Budgeting or Parenting course in return for financial assistance.

Please note that the Ministry is unable to provide you with percentages of clients who complete the Parenting or Budgeting courses as youth can complete these courses at any time during their enrolment, and therefore the Ministry does not have a base number to compare completion of courses. However, the Ministry can provide the number of completed courses as recorded by providers in the Activity Reporting Tool (ART).

Please find enclosed table two which shows the total number for completion of Parenting Courses for the period 1 July 2018 to 30 June 2019, and table three which shows the total number for completion of Budgeting Courses for the period 1 July 2018 to 30 June 2019.

- *Successes (NEET and YP/YPP):*
  - *Percentage of young people who exit NOT on a main benefit*

Please find enclosed the following tables which show the number of NEET and YP/YPP clients with an outcome 90 days after exiting a youth service as at the end of June 2019, broken down by benefit type and outcome:

- Table four: Total number and percentage for Youth Service providers nationwide
- Table five: Total number and percentage for Youth Service providers in the Auckland Region
- Table six: Total number and percentage for Youth Horizons

In certain circumstances low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated and are represented by 'S'. Please note that secondary suppression rules have also been applied when required. As such, this

information is withheld under section 9(2)(a) of the Act. The need to protect the privacy of these individuals outweighs any public interest in the information.

- *Successes (NEET and YP/YPP):*
  - *Percentage of young people who achieve a higher level of NCEA during their enrolment with Youth Service, and a measure of NCEA levels achieved by each provider [if this is available]*

This part of your request is refused under section 18(g) of the Official Information Act as the information you have requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding youth provider performance, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



Kelvin Moffatt  
**General Manager Service and Contracts Management**

**Table one: Total number of Youth Service client enrolments as at 28 June 2019**

Provider Name	Maximum Contract numbers for year 2016		Current Enrolments			
	Total YP & YPP Clients	NEET Clients	YPP	YP	Total YP/YPP	NEET
Youth Horizons	315	650	97	93	190	623
Auckland	1,310	3,380	535	369	904	3,046
Total Youth Service	5,468	8,350	1,862	1,884	3,746	6,695

**Notes:**

- The enrolments for YP/YPP include all youth enrolled and not all of these will have their benefit granted.

**Table two: Completion of Budgeting Courses for the period 1 July 2018 to 30 June 2019**

Completion of Budgeting Courses for period 1 July 2018 - 30 June 2019	
Youth Horizons	95
Auckland Region	352
Total Youth Service Providers	1,321

**Table three: Completion of Parenting Courses for the period 1 July 2018 to 30 June 2018**

Completion of Parenting Courses for period 1 July 2018 - 30 June 2019	
Youth Horizons	50
Auckland Region	238
Total Youth Service Providers	650

**Table four: Total number of NEET and YP/YPP clients nation-wide with an outcome 90 days after exiting a youth service as at end of June 2019, broken down by benefit type and outcome.**

Total Youth Service					
Benefit Type	Outcome	Success		Total	Percentage Success
		No	Yes		
NEET	Exit reason "In prison or died"	S	0	S	
	Main Benefit within 90 days	S	0	S	
	No main benefit within 90 days	0	1,684	1,684	
	No match against SWIFTT	0	3,987	3,987	
	<b>Total</b>	<b>979</b>	<b>5,671</b>	<b>6,650</b>	<b>85%</b>
YP/YPP	YP YPP benefit cancel reason "In prison or died"	17	0	17	
	Enrolled and main benefit grant within 90 days	2,013	0	2,013	
	Enrolled and no main benefit grant within 90 days	0	1,236	1,236	
	Never enrolled and no main benefit grant within 90 days	S	0	S	
	Never enrolled but main benefit grant within 90 days	S	0	S	
<b>Total</b>	<b>2,043</b>	<b>1,236</b>	<b>3,279</b>	<b>38%</b>	

**Table five: Number of NEET and YP/YPP clients in the Auckland Region with an outcome 90 days after exiting a youth service as at end of June 2019, broken down by benefit type and outcome.**

Auckland Region					
Benefit Type	Outcome	Success		Total	Percentage Success
		No	Yes		
NEET	Exit reason "In prison or died"	S	0	S	
	Main benefit within 90 days	169	0	169	
	No main benefit within 90 days	0	516	516	
	No match against SWIFTT	0	1,692	1,692	
	<b>Total</b>	<b>169</b>	<b>2,208</b>	<b>2,377</b>	<b>93%</b>
YP/YPP	YP YPP benefit cancel reason "In prison or died"	S	0	S	
	Enrolled and main benefit grant within 90 days	471	0	471	
	Enrolled and no main benefit grant within 90 days	0	238	238	
<b>Total</b>	<b>471</b>	<b>238</b>	<b>709</b>	<b>34%</b>	

**Table six: Number of NEET and YP/YPP clients of Youth Horizons with an outcome 90 days after exiting a youth service as at end of June 2019, broken down by benefit type and outcome.**

Youth Horizons					
Benefit Type	Outcome	Success		Total	Percentage Success
		No	Yes		
NEET	Exit reason "In prison or died"	S	0	S	
	Main benefit within 90 days	55	0	55	
	No main benefit within 90 days	0	124	124	
	No match against SWIFTT	0	216	216	
	<b>Total</b>	<b>55</b>	<b>340</b>	<b>395</b>	<b>86%</b>
YP/YPP	Enrolled and main benefit grant within 90 days	115	0	115	
	Enrolled and no main benefit grant within 90 days	0	24	24	
<b>Total</b>		<b>115</b>	<b>24</b>	<b>139</b>	<b>17%</b>

**Notes:**

- The outcome date is based on:
  - 90 days after service exit date (i.e. enrol end date) if there is an exit before or at age 18
  - 90 days after 31 December of the year client turns 18 if there is an exit after age 18
  - 90 days after 31 December of the year client turns 18 if client is still in service after turning 18
- This is a count of clients in the above period; if a client has more than one 'exit' event in the above period, the latest record is retained.
- Enrolment records where the enrolment starts and ends on the same day have been excluded.
- It is not a necessity for NEET clients to have SWN, so data match between ART and SWFTT is done through:
  - SWN match (if a client has a SWN in ART as well), or
  - Name and date of birth match
- This data matching works on exact matching; there may be missed due to name or date of birth variations in the 2 systems. Success tag 'Y' is based on client not granted a main benefit within the outcome period, where they were enrolled in NEET service.
- All ages at cancellation are included.
- Enrol records are shown if the client has an enrolment record at any time in the above period, regardless of service type.
- Where a client has more than one enrolment in the period, the latest record is retained.