MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

21 May 2026

Tēnā koe

Official Information Act request

Thank you for your email of 13 March 2026, requesting information about the issues affecting the delivery of Ministry data and how the issues are being remedied.

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.

We would like to note that the outstanding data affected by the IAP issue is now available on the Ministry's website.

1. *Copies of all briefings, emails, correspondence, reports, aide-memoires and other documents advising Ministers about issues affecting the delivery of housing data held in MSD systems, MSD's ability to share that data or how these issues are being remedied.*

The Ministry has located 11 documents in scope of your request for briefings, communications and other documents advising Minister's about issues affecting the delivery of housing data.

Please see the below **Q1 document table** for the applicable withholding grounds relevant to documents 01 – 11.

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

Document 11 is withheld in full under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

2. *Copies of all emails and reports written or received by MSD officials discussing issues affecting the delivery of housing data held in MSD systems, MSD's ability to share that data or how these issues are being remedied. I am seeking information on communications between MSD and officials in other government agencies.*

The Ministry has located 14 documents in scope of your request for any discussions between Ministry officials and other government agencies about the issues affecting the delivery of housing data.

Please see the below **Q2 document table** for the applicable withholding grounds relevant to documents 12 – 24.

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

Some information is withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

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.

Anna Graham
General Manager
Ministerial and Executive Services

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Document table – Question One:

Document number	Document title	Release?	Withholding grounds
01.	20260202 RE_ Updated information for Minister	Release in part	9(2)(a)
02.	20260204 FYI_ Key messages- stakeholders	Release in part	9(2)(a)
03.	20260218 RE_ IAP incident - update for Housing Ministers	Release in part	9(2)(a)
04.	20260223 EH - Timeseries	Release in part	9(2)(a)
05.	20260227 IAP Incident update for week ending 27_2	Release in part	9(2)(a)
06.	20260302 RE_ Draft Housing WPQs on IAP	Release in part	9(2)(a)
07.	20260303 Info on IAP issues - due by 11AM 3_03	Release in part	9(2)(a)
08.	20260312 IAP update 12 March (Housing)	Release in part	9(2)(a)
09.	REP-26-2-088 IAP Data February 17 signed	Release in full	N/A
10.	Update on delay to Benefit Numbers - Minister 2 February	Release in full	N/A
11.	Update on delay to Benefit Numbers - Minister 30 Jan Final	Withhold in full	9(2)(g)(i)

The Aurora Centre, 56 The Terrace, PO Box 1556, Wellington
– Telephone 04-916 3300 – Facsimile 04-918 0099

Document table – Question Two:

Document number	Document title	Release?	Withholding grounds
12.	20260127 FW_ December 2025 PM Dashboard heads up timeline	Release in part	9(2)(a)
13.	20260205 MSD's benefit reporting statistics	Release in part	9(2)(a)
14.	20260205 RE_ Further delay to releasing December's regular benefit monthly and quarterly reports	Release in part	9(2)(a)
15.	20260209 RE_ Messaging	Release in part	9(2)(a)
16.	20260216 RE_ First draft - Target 8 GTRM A3 for review	Release in part	9(2)(a)
17.	20260218 RE_ HUD Housing Dashboard	Release in part	9(2)(a), 9(2)(g)(i)
18.	20260220 RE_ MSD Data Update	Release in part	9(2)(a)
19.	20260223 RE_ Quarter Update - Operational Changes Supporting Better Outcomes for Mäori	Release in part	9(2)(a)
20.	20260302 HUD critical data priorities.	Release in part	9(2)(a)
21.	20260302.1 RE_ MSD Data Update - WPQs due tomorrow	Release in part	9(2)(a), 9(2)(g)(i)
22.	20260313 Quick update	Release in part	9(2)(a)
23.	20260313 RE_ Draft BTT and GTRM T5	Release in part	9(2)(a)
24.	20260318 Number of CHP Social Housing Tenancies in Auckland to 28 Feb 2026	Release in part	9(2)(a)

From:	Blair McCarthy
To:	s9(2)(a)
Cc:	Sacha O"Dea; Fleur McLaren; Andrew Eckersley; Paul Merwood; Nicole Murray
Subject:	RE: Updated information for Minister
Date:	Monday, 2 February 2026 3:07:00 pm
Attachments:	Update on delay to Benefit Numbers - Minister 2 February.docx image001.png Jobseeker information for MSD website February 2026 Draft.docx Proactive messages 2 February.docx

Hi Amy,

Sorry minor errors we just picked up please use this one
Thanks
Blair

From: Blair McCarthy
Sent: Monday, 2 February 2026 2:59 pm
To: s9(2)(a)
Cc: Sacha O'Dea <s9(2)(a) @msd.govt.nz>; Fleur McLaren <s9(2)(a) @msd.govt.nz>; Andrew Eckersley s9(2)(a) @msd.govt.nz>; Paul Merwood s9(2)(a) @msd.govt.nz>; Nicole Murray s9(2)(a) @msd.govt.nz>
Subject: Updated information for Minister
Importance: High

Kia ora Amy,

Please find the information for the Minister as updated. Please note the change in the date. Apologies for the delay here, I will give you a quick call to confirm.

Ngā mihi,

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Blair McCarthy – Principal Advisor, Office of DCE | Strategy and Insights
M: s9(2)(a) | s9(2)(a) @msd.govt.nz
Ministry of Social Development, 56 The Terrace | PO Box 1556 | Wellington | NZ

MSD purpose:
We help New Zealanders to be safe, strong and independent
Manaaki tangata, manaaki whānau

Update on Benefit data delays – 2/2/2026

Key messages

- We advised you about delays for releasing December's regular benefit monthly and quarterly reports, and that we were on track to fix the problem and publish the reports on Thursday 5 February.
- Unfortunately, we have identified further issues and we will not be able to publish the full monthly and quarterly benefit factsheets until 27 February. This will mean a final delay of five weeks for the quarterly reporting.
- MSD has been working with ageing systems including our Information Analysis Platform (IAP) which now requires regular manual fixes. In this case unfortunately one of these fixes caused issues with the data which had a number of flow on impacts for the December benefit data. Our main priority was to ensure this did not flow onto client payments, which was confirmed as successful. Because of this reprioritisation it caused delays in being able to fix the thousands of tables required to produce our regular reporting. Given these data quality concerns and the priority being on entitlement accuracy, data used for reporting was delayed and is currently being restored.
- When the issue was detected, a fix was put through. Unfortunately, after further investigations of the data, some further issues with the quality of a subset of the December data were found that created further delays. The issue however is now contained. Once the reports are published, MSD will review their processes and systems and take any necessary steps to reduce the likelihood of similar delays or errors in the future, although we are confident that this is an isolated issue.
- Given the extended delay, we are proposing to publish high level aggregate jobseeker data as at the end of December, including number of people on working age benefits, Jobseeker, Jobseeker work ready and Jobseeker – HCD. These high-level numbers have not been affected by the underlying data issue, so would be appropriate to release ahead of the full data sets. Extra checks have also been undertaken by our data teams to confirm this. With your agreement we will publish this on the MSD website by 5 February.
- The extended delay will enable MSD to recheck the December data in full. While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data, including the public and other agencies who will access it through the Integrated Data Infrastructure (IDI).
- This will not impact the publication of the Target reporting which is due for publication in March. We will not be able to provide data on sanctions and ethnicity as part of the draft report, until we have completed this fix.
- There will be a flow on impact to the publication date for January reporting. We will confirm the reporting timings when there is more certainly on the length of the delay.
- We will keep you and your office updated regularly as the work is progressing.
- We will also notify our external stakeholders (including DPMC, Stats NZ and HUD) about this delay and add an update to our product webpages indicating the delay.

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- We apologise for this extended delay and will report back to you on the debrief and what we are going to put in place as a result of what we have learned from this incident after we have published the reports.

There is an issue with the underlying data issue which is delaying benefit data

- On 21 January we notified your office about delays to monthly and quarterly benefit data for the end of December. We developed a plan to resolve the issues and we advised that numbers would be available to publish on 5 February.
- Unfortunately, after further investigations of the data, some further issues with the quality of a subset of the December data were found that will further delay publishing this information.

What caused the issue?

- Our MSD data teams identified an issue in the underlying data that is used to produce our regular benefit reporting.
- The Information Analysis Platform (IAP) is MSD's legacy data and analytics platform. It provides operational and management reporting for frontline staff and most other areas of MSD. Its critical workloads include data integration, Identity/Data Matching, and analytical/business processes.
- MSD has been working with ageing systems including our IAP which now requires regular manual fixes. In this case unfortunately one of these fixes caused issues with the data which had a number of flow on impacts for the December benefit data.
- Our main priority was to ensure this did not flow onto client payments, which was confirmed as successful. Because of this reprioritisation it caused delays in being able to fix the thousands of tables required to produce our regular reporting.
- To ensure that this data is accurate to our quality standards, extra time will be required to rebuild the data used.
- There was a delay in processing external data (such as Customs and Corrections) and matching it with our client level data used for operational systems, which resulted in missing information.
- Fixes had to be implemented to limit the impact of this and make sure the issue was isolated and did not have any broader impacts.
- The team responded to make fixes to the data as soon as possible, prioritising client entitlement accuracy to make sure they were not affected.
- While it does not impact previously released numbers, it does mean that we need to wait for the underlying data to be fixed before we can get all the latest figures required for our regular reporting.

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What reports are affected?

- This will affect timeframes for publishing of:
  - Quarterly Benefit fact sheets
  - December Monthly data and cheat sheet
  - January Monthly data and cheat sheet
  - Sanctions and ethnicity data for the DPMC Government Targets dashboard
  - Housing Data to HUD (December data monthly and quarterly)

We are currently addressing the issue by rechecking the data for December in full

- We are currently working to recheck the December data in full. While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data.
- We plan to have the data available for analysis by our Insights team by 23 February. Once this has taken place we can have information available to your office by within 1 day to 1 week, depending on the report. We are prioritising the monthly and quarterly benefit factsheets so these can be published on 27 February. Please see further in the document for specific times.

We can provide high level benefit numbers in the interim

- We are working on developing high level jobseeker numbers to provide you and your office and then, with your agreement, publish on the MSD website, with explanations on the delays to numbers.
- These high-level numbers have not been affected by the underlying data issue, so would be appropriate to release ahead of the full data sets. Extra checks have also been undertaken by our data teams to confirm this.
- With your agreement we will plan to publish the high-level jobseeker data by 5 February, alongside a short update advising of delays.
- This data will include: (As at the end of December 2025)
  - There were 427,236 people (or 13.2% of the working-age population) on a main benefit.
  - There were 223,512 people (or 6.9% of the working-age population) on a Jobseeker Support (JS) benefit. This includes 124,875 people on JS-WR and 98,637 people on JS-HCD.
  - There were 7,104 people on a Jobseeker Support – Student Hardship (JSSH) benefit.
  - There were 19,893 people who exited a main benefit into work in the quarter ending December 2025.
  - There were 17,757 people who exited JS into work in the quarter ending December 2025.
- A comparison of the high level jobseeker numbers can be found as background at the end of this information.
- When we publish this on the MSD website we will give a date that the full report will be published on the website.
- Other benefit data will be published with the full monthly and quarterly information.

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Timeframes and new Delivery dates for December reporting

Report impact	New date for release (COB)
Quarterly fact sheet	24 Feb – provided to Minister 27 Feb – published on website
December Monthly data, cheat sheet and targets report	25 Feb – cheat sheet and targets provided to Minister 27 Feb – Monthly published online
DPMC Targets dashboard	25 Feb – Provided to DPMC
Housing Data to HUD (December data):	27 Feb – Monthly published online and sent to HUD 27 Feb - Quarterly Monthly published online and sent to HUD

Note: Statistics New Zealand IDI data supply won't be met in time for 30 January 2026, we are working with Stats on the implications of this and to agree a new timeframe.

We are planning to provide an update to external agencies

- We will also notify our external stakeholders (including DPMC, Stats NZ, TPK and HUD) about this delay and add an update to our product webpages indicating the delay.

There will be implications and likely delays to future releases

- There will be implications for future data releases, because the data won't be available for these reports until clearing the December product backlog.
- There will be a flow on impact to the publication date for January reporting. We will confirm the reporting timings when there is more certainly on the length of the delay.
- Our normal timing should resume for the March reporting products in April.

Why was this not found earlier?

- When the issue was detected, a fix was put through. Unfortunately, after further investigations of the data, some further issues with the quality of a subset of the December data were found that created further delays.
- The issue however is now contained. Once the reports are published, MSD will review their processes and systems and take any necessary steps to reduce the likelihood of similar delays or errors in the future, although we are confident that this is an isolated issue.

Has this occurred before?

- Reporting delays have been very infrequent with the last two notable cases being September 2023 and during the COVID period. For September 2023:
    - Monthly Benefits Update, Benefit Fact Sheets and Weekly Update were delayed

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- Delay was approximately 2 weeks for Monthly and Weekly and several days for Benefit Fact Sheets
- The underlying issue was similar, with records not processing as expected, resulting in missing information that had to be fixed.

- For COVID, there was significant disruption in regular processes and how they had to be done in a lockdown environment. Several new products were set up on very short notice to provide fast response data and it took some time to make sure these were produced following a timely and robust process. This was especially the case for weekly and daily reporting which were new products developed as part of the response to COVID.

- Additionally, smaller incidents also occur as part of the system. Teams have well established processes in place to catch and correct these before they result in any delays or data issues in official reporting. These normally do not happen more than once or twice a year.

Next steps

- We will keep you and your office updated regularly as the work is progressing in the coming days – including with more detailed milestones.
- We have provided high level messages to your office on jobseeker data that is planned to be published on the MSD website by 5 February.
- We will keep other agencies updated as with communications and updated timeframes, including Housing Minister's offices.

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Background information: High level benefit commentary

Main Benefit

- In December 2025, Main Benefit numbers increased by around 12,300 or 3.0 percent compared to the previous month. This change is in line with what happens at this time of the year as we see more people come onto benefit and fewer people exit over the holiday period as well as an increase in students coming onto Jobseeker Support Student Hardship. This time last year, the number of people on main benefit increased by around 12,000 or 3.0 percent.

Jobseeker Support

- In December 2025, the number of people receiving Jobseeker Support increased by around 7,200 or 3.3 percent compared to the previous month. This change is also in line with what we see during December, caused by similar increase in people coming in and fewer people exiting. This time last year, the number of people receiving Jobseeker Support increased by around 7,400 or 3.6 percent.
- This was due to increases in both Jobseeker Support – Work Ready (up around 5,600 or 4.7 percent) and Jobseeker Support – Health Condition or Disability (up around 1,600 or 1.7 percent).

Jobseeker Support Student Hardship

- In December 2025, the number of people receiving Jobseeker Support Student hardship (JSSH) increased by around 2,200 or 43.4 percent. This increase is in line with JSSH trends at this time of the year as more students finish studying for the year. We expect these numbers to start falling from January.

Work exits

- In the December quarter there were around 19,900 work exits from a main benefit, of these around 17,800 were from Jobseeker Support. This is lower compared to last quarter but in line with what we expect for this quarter each year as we see fewer people exit a benefit into work around the holiday period. Compared to this time last year there were around 19,400 work exits off a main benefit with around 17,100 of these coming from Jobseeker Support

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	December 2025	September 2025	December 2024
Main Benefit	427,236 (13.2% of working age population)	410,328 (12.7% of working age population)	409,665 (12.7% of working age population)
Jobseeker Support (JS)	223,512 (6.9% of working age population)	217,818 (6.7% of working age population)	213,318 (6.6% of working age population)
Jobseeker Support – Work Ready (JS – WR)	124,875	121,350	120,399
Jobseeker Support Health Condition or Disability (JS – HCD)	98,637	96,468	92,922
Jobseeker Support Student Hardship (JSSH)	7,104	288	6,066
Main benefit work exits	19,893	20,775	19,395
Jobseeker Support work exits	17,757	18,513	17,073

Percentage changes

	Quarterly Change	Quarterly Change %	Annual Change	Annual Change %
Main Benefit	16,908	4.1%	17,571	4.3%
Jobseeker Support (JS)	5,694	2.6%	10,194	4.8%
Jobseeker Support – Work Ready (JS – WR)	3,525	2.9%	4,476	3.7%
Jobseeker Support – Health Condition or Disability (JS – HCD)	2,169	2.2%	5,715	6.2%
Jobseeker Support Student Hardship (JSSH)	6,816	2366.7%*	1,038	17.1%
Main Benefit work exits	-882	-4.2%	498	2.6%
Jobseeker Support work exits	-756	-4.1%	684	4.0%

*Do note that this increase is because there are normally very few students on JSSH in September, so increase looks large because they all normally come in over December quarter

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Draft: Information to be published on MSD website by 5 February

Unfortunately, because of further system issues we will not be able to publish the full December monthly and quarterly benefit factsheets and information until 27 February. We apologise for the delay.

However, we can provide the high-level jobseeker numbers as at the end of December 2025, including number of people on working age benefits, Jobseeker, Jobseeker work ready and Jobseeker – HCD. These high-level numbers have not been affected by the system issues currently experiences.

- The high level data as at the end of December 2025 is:
  - There were 427,236 people (or 13.2% of the working-age population) on a main benefit.
  - There were 223,512 people (or 6.9% of the working-age population) on a Jobseeker Support (JS) benefit. This includes:
    - 124,875 people on Jobseeker - Work Ready
    - 98,637 people on Jobseeker – Health Condition or Disability.
  - There were 7,104 people on a Jobseeker Support – Student Hardship benefit.
  - There were 19,893 people who exited a main benefit into work in the quarter ending December 2025.
  - There were 17,757 people who exited JS into work in the quarter ending December 2025.

We will publish the full report by 27 February, which will include full benefit information. This will also delay data releases for the January and February monthly reports. We will provide updates once these release dates have been confirmed.

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Housing:

Unfortunately, because of further system issues there is a delay in publishing the December monthly and quarterly housing factsheets and information. We apologise for the delay.

We plan to publish the full reports by 27 February. This will also delay data releases for the January and February monthly reports. We will provide updates once these release dates have been confirmed.

Key.messages

General

- The publication of MSD's quarterly benefit fact sheet for December 2025 has been pushed out to the last week of February due to a technical issue with the software used to collate the data.
- In the meantime MSD will publish an interim report with high level jobseeker numbers for the last quarter of 2025, including working age benefits, Jobseeker, Jobseeker work ready and Jobseeker – HCD.
- Rather than waiting for the full report, I have asked the Ministry to go ahead and publish this data now, which is critical for reporting on the Government's priorities and targets to get New Zealanders into work.
- I have been assured the issue will not affect benefit payments, nor will it affect reporting on the Government's targets in March.
- For any further comment on the delayed data, please contact the MSD media team on media@msd.govt.nz, as this is an operational matter.
- I have been assured the issue has not affected client payments, nor will it affect reporting on the Government's targets in March.

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Which.datasets.were.affected

Sanctions and ethnicity are the two main datasets affected. The team are working to resolve the issue and make the datasets available in the full report at the end of the month.

Are.any.other.publications.- .or.future.reporting.deadlines.- .affected.by.the.issue?

Addressing the issue has also led to a delay in finalising and publishing MSD's monthly housing data report, which will be available on MSD's website at the end of February.

There may also be a knock-on effect for data releases for the January and February monthly reports as a result of the time spent resolving the issue. MSD will provide more information on any changes to release dates over the next couple of weeks.

What.caused.the.issue.and.how.will.MSD.prevent.further.delays.or.errors.on.the.future?

MSD reports on and processes a lot of data and occasionally there can be delays. MSD has been working with ageing systems including our IAP which now requires regular manual fixes. Once the reports are published, MSD will review their processes and

systems and take any necessary steps to reduce the likelihood of similar delays in the future.

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From: Blair McCarthy
To: s9(2)(a)
Subject: FYI: Key messages- stakeholders
Date: Wednesday, 4 February 2026 10:34:00 am
Attachments: Key messages on data delay - stakeholders.docx

Hi Amy,

As an FYI this has been signed off by Sacha and aligns with the updated messaging. We will be planning to send this out to stakeholders likely today (HUD, TPK, Stats), Sacha has already informed DPMC yesterday. Just wanted to keep you in the loop
Thanks
Blair

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Key messages on data delay

Benefit data focused

We advised you about delays for releasing December's regular benefit monthly and quarterly reports, and that we were on track to fix the problem and publish the reports on Thursday 5 February.

Unfortunately, we have identified further issues, and we will not be able to publish the full monthly and quarterly benefit factsheets on 5 February. We apologise for the further delay.

The extended delay will enable MSD to recheck the December data in full. While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data, including the public and other agencies who will access it through the Integrated Data Infrastructure (IDI). We will provide an update on timing as soon as it is available.

This does not affect previous data available, only data for the month of December. However, there will also delay data releases for the January and February monthly reports. We will provide updates once these release dates have been confirmed.

We will keep you updated on the progress of publishing these reports. We apologise again for the delays.

Housing focused

We advised you about delays for releasing December's regular benefit monthly and quarterly housing reports, and that we were on track to fix the problem and publish the reports on Thursday 5 February.

Unfortunately, because of further system issues there is a delay in publishing the December monthly and quarterly housing factsheets and information. We apologise for the further delay. We will provide updates once these release dates have been confirmed.

This does not affect previous data available, only date for the month of December. However, there will also delay data releases for the January and February monthly reports. We will provide updates once these release dates have been confirmed.

We will keep you updated on the progress of publishing these reports. We apologise again for the delays.

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From: Blair McCarthy
To: Leah Asmus
Subject: RE: IAP incident - update for Housing Ministers
Date: Wednesday, 18 February 2026 1:55:00 pm
Attachments: image001.jpg

Thanks for the heads up will include her in anything housing specific – not that there has been a huge amount

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From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Wednesday, 18 February 2026 1:51 pm
To: Blair McCarthy s9(2)(a) @msd.govt.nz>
Subject: FW: IAP incident - update for Housing Ministers

IN-CONFIDENCE

From: Karen Hocking s9(2)(a) @msd.govt.nz>
Sent: Wednesday, 18 February 2026 1:48 PM
To: Leah Asmus s9(2)(a) @msd.govt.nz>
Subject: RE: IAP incident - update for Housing Ministers

IN-CONFIDENCE

Thanks Leah can you remind the team that everything housing related going to the mins office needs to have a cc to me

Appreciate it and also anything you are sending to HUD – I don't have vis of what this is materially impacting (that I can remember) and then forward thinking if it is going to be a blip in any future ministerial/media responses which will be an important factor to us as the primary responders

Karen Hocking
GGM Service Delivery Enablement, Service Delivery, MSD
Cell : s9(2)(a)

From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Wednesday, 18 February 2026 1:45 PM
To: Karen Hocking <s9(2)(a) @msd.govt.nz>
Cc: Michelle Parsons s9(2)(a) @msd.govt.nz>
Subject: FW: IAP incident - update for Housing Ministers

IN-CONFIDENCE

Just fyi – further to your conversation with Michelle, will send you through the comms to date.

From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Wednesday, 18 February 2026 1:37 PM
To: Michelle Parsons s9(2)(a) @msd.govt.nz>
Cc: Leah Asmus s9(2)(a) @msd.govt.nz>
Subject: FW: IAP incident - update for Housing Ministers

IN-CONFIDENCE

And also another FYI. I will keep you in the loop around any Q and As we put through

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From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Wednesday, 18 February 2026 11:58 am
To: Amy Dowdle s9(2)(a) >
Cc: DCE_Office_Strategy_and_Insights (MSD) <DCE_Office_Strategy_and_Insights@msd.govt.nz>; Fleur McLaren s9(2)(a) >; Sacha O'Dea <Sacha.O'Dea002@msd.govt.nz>
Subject: RE: IAP incident - update for Housing Ministers

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Hi Amy,

Thanks for the heads up. We have been in touch with HUD the last few days regarding this and provided some messaging. I had drafted some Q and As around housing which I can put past Sacha if she is happy with that we could share with you to pass on.

Will keep you updated
Thanks
Blair

From: Amy Dowdle s9(2)(a) >
Sent: Wednesday, 18 February 2026 11:50 am
To: Blair McCarthy s9(2)(a) @msd.govt.nz>
Cc: DCE_Office_Strategy_and_Insights (MSD) <dce_office_strategy_and_insights@msd.govt.nz>; Fleur McLaren s9(2)(a) @msd.govt.nz>; Sacha O'Dea s9(2)(a) @msd.govt.nz>
Subject: IAP incident - update for Housing Ministers

Kia Blair,

I've just been chatting to Euan, who's the MSD private sec in the offices of Ministers Bishop and Potaka.

On 4 Feb, I sent him the attached and noted that this was being sent to HUD (among other agencies/stakeholders). At the time he passed that on to his advisors.

He's just mentioned to me that HUD are intending to refer to the delay in their regular report to both Ministers, as it is impacting some of their reporting. He said that HUD would engage with MSD on this, but I wanted to give you a heads up to make sure we are looped in.

I also wanted to check whether there was anything further you'd like me to share with Euan directly, either in more detail or more recent than the attached comms? I've given him a brief verbal update but if there's anything further for me to share, please let me know.

Happy to chat – thank you!
Amy

Amy Dowdle
Private Secretary (Social Development)
Office of Hon Louise Upston | MP for Taupō
Minister for Disability Issues
Minister for Social Development and Employment
Minister for the Community and Voluntary Sector
Minister for Tourism and Hospitality
Minister for Child Poverty Reduction
Deputy Leader of the House

M: s9(2)(a)
Email: s9(2)(a) Website: www.Beehive.govt.nz
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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From:	William Adams
To:	s9(2)(a)
Cc:	Karen Hocking
Subject:	EH - Timeseries
Date:	Monday, 23 February 2026 2:47:00 pm
Attachments:	EH Timeseries - Selected data.pdf Jan_2022-Nov_2025 - EH Monthly Timeseries.xlsx

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Kia ora Euan,

Minister spoke to Karen this morning and requested some EH data from 2022, including:

- Number of households
- Number of Adults
- Number of Children
- Total amount granted

Please see the information in the pdf as a table and graph. Each data point is at the end of the respective month, except total amount granted which is a monthly sum. Data is taken from the archived EH data here: Monthly Housing Update Reporting Archive - Ministry of Social Development (have also attached a combined series from the archived tables)

Note that the data currently goes up to Nov 2025, publication of MSD's quarterly and monthly housing monthly data for December 2025 has been delayed due to an issue with the system used to collate the data. Data prior to December was not affected. The issue has affected some subsets of data within the IAP, including ethnicity and the number of people housed from the register. This meant that the tables containing these data sets were incorrect.

It is important to ensure that this data is correct, MSD is working on the fix to ensure this happens, and we will update the numbers and tables for the Minister once we are able to.

Sing out if you have any questions.

Nga mihi,
William Adams (he/him)
Senior Advisor Housing
Ministry of Social Development
Level 8, The Aurora Centre, Wellington 6011

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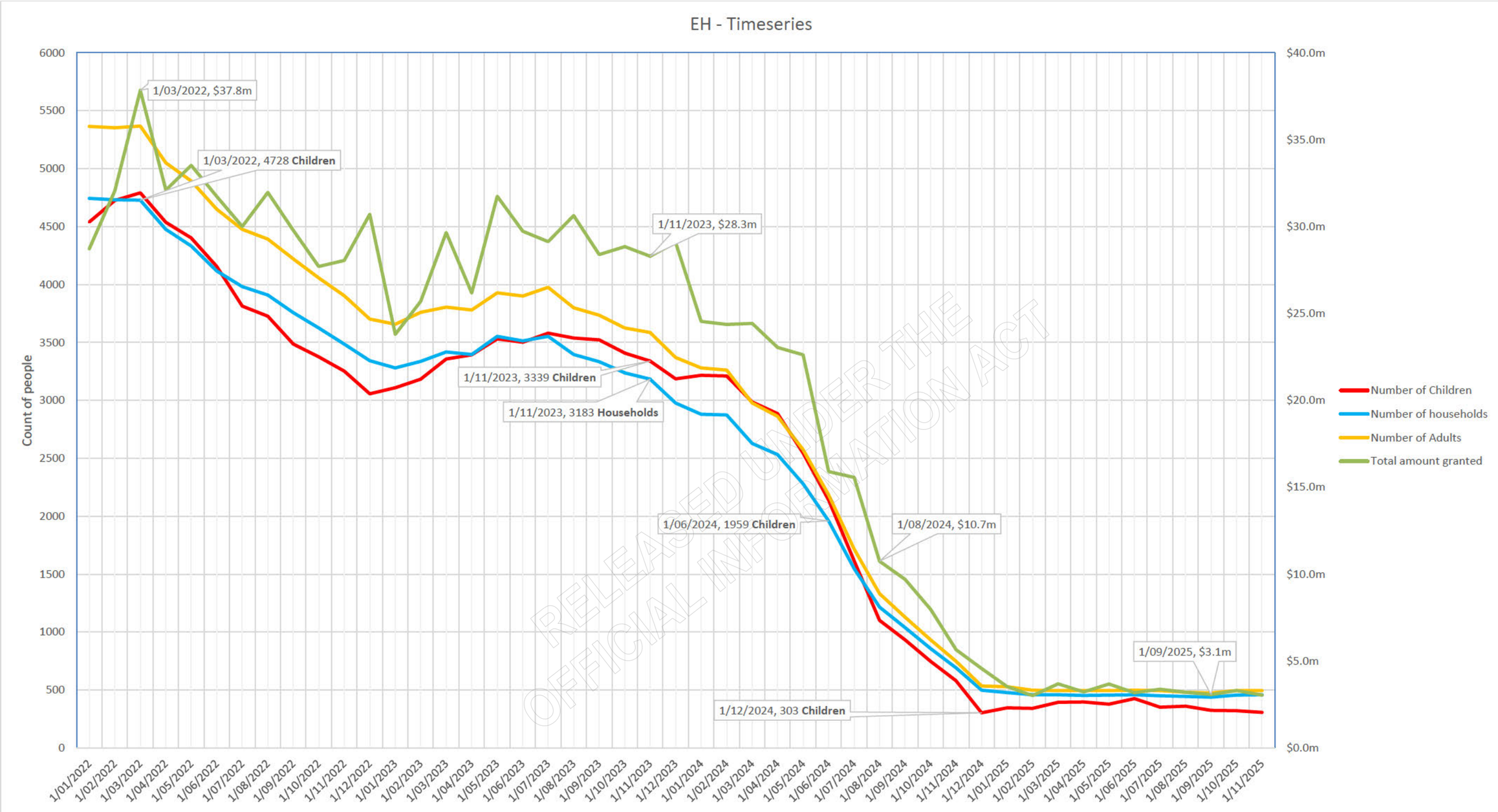

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High level statistics	Number of EH SNGs granted	Number of Children at months end	Number of Adults	Number of households at months end	Total amount granted
Jan-22	10,419	4,539	5,364	4,743	$28.7m
Feb-22	11,679	4,725	5,352	4,731	$32.1m
Mar-22	13,122	4,791	5,367	4,728	$37.8m
Apr-22	10,587	4,536	5,049	4,476	$32.1m
May-22	11,499	4,401	4,893	4,332	$33.5m
Jun-22	10,611	4,155	4,650	4,116	$31.7m
Jul-22	10,149	3,813	4,476	3,981	$30.0m
Aug-22	10,839	3,726	4,392	3,909	$32.0m
Sept-22	10,176	3,486	4,221	3,756	$29.8m
Oct-22	8,949	3,375	4,056	3,624	$27.7m
Nov-22	9,018	3,252	3,903	3,486	$28.0m
Dec-22	8,403	3,057	3,702	3,342	$30.7m
Jan-23	7,221	3,108	3,657	3,279	$23.8m
Feb-23	7,962	3,183	3,759	3,336	$25.7m
Mar-23	9,198	3,357	3,804	3,417	$29.7m
Apr-23	7,752	3,393	3,780	3,396	$26.2m
May-23	9,777	3,531	3,927	3,552	$31.7m
Jun-23	8,871	3,501	3,900	3,513	$29.7m
Jul-23	8,523	3,579	3,975	3,552	$29.1m
Aug-23	9,015	3,537	3,798	3,396	$30.6m
Sept-23	8,328	3,522	3,735	3,333	$28.4m
Oct-23	8,406	3,408	3,624	3,237	$28.8m
Nov-23	8,289	3,339	3,585	3,183	$28.3m
Dec-23	7,422	3,186	3,369	2,976	$29.1m
Jan-24	6,762	3,216	3,279	2,880	$24.5m
Feb-24	6,861	3,210	3,261	2,874	$24.4m
Mar-24	6,807	2,985	2,976	2,628	$24.4m
Apr-24	6,429	2,886	2,862	2,532	$23.0m
May-24	6,507	2,544	2,574	2,280	$22.6m
Jun-24	4,650	2,139	2,184	1,959	$15.9m
Jul-24	4,578	1,614	1,716	1,548	$15.6m
Aug-24	3,570	1,101	1,332	1,215	$10.7m
Sept-24	3,267	933	1,128	1,038	$9.7m
Oct-24	2,604	747	933	858	$8.0m
Nov-24	1,911	579	747	690	$5.6m
Dec-24	1,428	303	534	498	$4.6m
Jan-25	1,209	345	528	477	$3.5m
Feb-25	1,098	342	498	459	$3.0m
Mar-25	1,338	393	495	459	$3.7m
Apr-25	1,176	396	495	453	$3.2m
May-25	1,395	378	495	456	$3.7m
Jun-25	1,257	426	498	459	$3.2m
Jul-25	1,359	351	495	450	$3.4m
Aug-25	1,281	360	480	444	$3.2m
Sept-25	1,290	324	474	438	$3.1m
Oct-25	1,437	321	495	456	$3.3m
Nov-25	1,272	306	495	459	$3.0m

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Emergency Housing Special Needs Grants (EH SNG)

From January 2022 to June 2023

Across the month

This section displays data based on all EH SNG grants that were granted in the calendar month.
Grants may have been issued for stays in Emergency Housing (EH) that occurred in prior or for the subsequent month.

High level statistics	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25
Number of EH SNGs granted	10,419	11,679	13,122	10,587	11,499	10,611	10,149	10,839	10,176	8,949	9,018	8,403	7,221	7,962	9,198	7,752	9,777	8,871	8,523	9,015	8,328	8,406	8,289	7,422	6,762	6,861	6,807	6,429	6,507	4,650	4,578	3,570	3,267	2,604	1,911	1,428	1,209	1,098	1,338	1,176	1,395	1,257	1,359	1,281	1,290	1,497	1,272
Number of households granted EH SNGs	5,637	5,715	5,823	5,307	5,301	5,019	4,953	4,947	4,725	4,377	4,323	3,954	3,867	3,957	4,158	3,969	4,380	4,239	4,161	4,218	4,053	4,002	3,954	3,618	3,531	3,471	3,333	3,117	2,931	2,472	2,208	1,716	1,416	1,182	954	711	636	585	645	600	666	645	666	630	630	651	642
Total amount granted	$28,726,991	$32,054,398	$37,837,893	$32,095,430	$33,517,203	$31,731,251	$30,000,557	$31,966,559	$29,777,191	$27,699,889	$28,048,891	$30,710,546	$23,794,404	$25,691,542	$29,650,762	$26,171,501	$31,739,689	$29,727,432	$29,133,789	$30,630,923	$28,389,958	$28,846,408	$28,290,969	$29,084,983	$24,536,662	$24,371,410	$24,423,311	$23,040,293	$22,620,362	$15,905,601	$15,565,260	$10,745,483	$9,693,215	$7,976,277	$5,647,460	$4,564,372	$3,535,368	$3,008,269	$3,683,932	$3,221,462	$3,679,311	$3,170,450	$3,373,988	$3,203,011	$3,070,449	$3,297,414	$3,038,106
Total number of nights funded in the month	125,481	138,520	163,250	135,162	140,118	132,032	125,047	131,762	122,437	112,589	113,090	121,411	91,131	98,227	113,513	98,264	120,212	111,370	108,060	112,930	104,388	105,644	103,877	106,074	87,407	87,143	87,382	80,920	78,780	56,293	55,240	39,121	35,712	29,739	21,744	18,242	14,415	12,055	14,582	12,966	14,912	13,020	14,148	13,507	12,995	14,365	13,015
Average consecutive weeks in EH for the month	20	20	21	22	23	24	24	24	25	26	26	27	27	27	27	26	27	25	26	27	26	27	27	28	27	26	26	26	26	26	27	29	29	29	29	29	26	22	21	19	18	16	15	15	15	13	13
Number of EH SNG suppliers	607	618	596	589	579	575	564	546	540	492	472	440	438	426	427	418	435	445	415	420	415	400	366	354	348	334	313	314	299	297	283	266	242	227	208	180	160	141	149	153	158	146	147	134	134	137	137

As at the end of the month

This section displays data for the households in Emergency Housing (EH) on the last day of a given month.
This is based on check in and check out dates for the Emergency Housing primary recipient collected at the time of the EH SNG.

Persons in Emergency Housing	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25
Number of households in EH at the month end	4,743	4,731	4,728	4,476	4,332	4,116	3,981	3,909	3,756	3,624	3,486	3,342	3,279	3,336	3,417	3,396	3,552	3,513	3,552	3,396	3,333	3,237	3,183	2,976	2,880	2,874	2,628	2,532	2,280	1,959	1,548	1,215	1,038	858	690	498	477	459	459	453	456	459	450	444	438	456	459
Number of adults in EH at the month end	5,364	5,352	5,367	5,049	4,893	4,650	4,476	4,392	4,221	4,056	3,903	3,702	3,657	3,759	3,804	3,780	3,927	3,900	3,975	3,798	3,735	3,624	3,585	3,369	3,279	3,261	2,976	2,862	2,574	2,184	1,716	1,332	1,128	933	747	534	528	498	495	495	495	498	495	480	474	495	495
Number of children in EH at the month end	4,539	4,725	4,791	4,536	4,401	4,155	3,813	3,726	3,486	3,375	3,252	3,057	3,108	3,183	3,357	3,393	3,531	3,501	3,579	3,537	3,522	3,408	3,339	3,186	3,216	3,210	2,985	2,886	2,544	2,139	1,614	1,101	933	747	579	303	345	342	393	396	378	426	351	360	324	321	306
Total people in EH at the month end	9,900	10,074	10,158	9,585	9,297	8,802	8,292	8,115	7,707	7,431	7,155	6,759	6,765	6,942	7,164	7,170	7,458	7,401	7,554	7,332	7,257	7,035	6,924	6,555	6,495	6,471	5,961	5,751	5,121	4,323	3,330	2,436	2,061	1,680	1,326	837	873	843	888	891	873	924	843	840	798	816	798

Primary recipient's household type	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25
Couple without children	174	189	183	174	159	159	162	150	150	141	144	114	108	135	111	108	102	102	120	99	102	96	93	99	102	93	87	81	84	72	54	51	30	27	24	18	15	12	12	18	15	15	21	12	12	15	6
Couple with children	444	432	456	402	405	372	333	333	318	294	270	249	273	288	273	273	276	285	303	300	300	294	306	294	297	291	264	246	210	150	114	69	60	45	33	18	39	27	24	21	24	21	21	21	24	21	27
Single without children	2,280	2,172	2,145	2,046	1,968	1,869	1,875	1,875	1,833	1,782	1,707	1,662	1,590	1,596	1,623	1,587	1,710	1,656	1,668	1,578	1,554	1,497	1,473	1,365	1,275	1,272	1,146	1,107	1,047	921	792	681	606	513	420	348	303	273	264	258	261	255	264	267	273	291	300
Single with children	1,848	1,938	1,944	1,860	1,794	1,713	1,611	1,551	1,452	1,407	1,365	1,317	1,305	1,320	1,407	1,428	1,464	1,467	1,464	1,419	1,380	1,347	1,314	1,218	1,209	1,215	1,128	1,098	942	813	588	414	342	276	213	117	120	153	156	156	153	168	141	141	129	123	123

Primary recipient's duration in EH	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25
Under 4 weeks in EH	723	747	645	486	567	489	528	549	447	417	486	297	468	477	456	474	498	456	480	453	411	420	420	261	426	456	327	318	300	267	210	189	144	114	120	54	99	129	129	117	123	144	132	117	129	138	141
4-7 weeks in EH	642	825	783	717	606	573	594	588	576	501	480	546	366	591	588	540	603	543	552	516	528	474	507	525	393	501	462	426	384	294	246	198	150	147	99	90	72	81	96	120	111	108	93	120	99	126	99
8-12 weeks in EH	777	555	753	684	567	528	465	507	477	492	408	414	414	309	489	504	447	519	501	432	426	459	384	423	399	321	402	399	318	291	225	171	156	105	81	63	48	45	54	66	69	63	69	54	69	63	81
3-6 months in EH	1,224	1,191	1,062	1,086	1,074	1,047	945	828	813	804	789	747	714	666	597	633	741	780	783	783	750	726	756	669	651	612	558	576	531	480	345	216	192	177	150	99	75	60	57	51	72	72	87	87	78	72	75
6-12 months in EH	912	921	984	981	969	912	873	879	834	798	711	726	708	672	675	630	642	600	633	615	645	615	594	615	558	546	498	447	399	312	276	234	210	150	111	93	90	66	51	36	30	21	24	33	33	36	36
12-24 months in EH	435	453	450	459	474	480	495	465	510	504	501	495	486	501	480	477	477	456	453	444	408	378	360	330	312	300	252	246	219	201	153	126	117	102	72	48	42	45	45	39	33	30	27	21	15	9	9
24+ months in EH	36	39	54	63	72	81	81	93	99	111	111	114	120	123	132	141	150	156	156	153	168	162	165	156	141	141	129	120	129	114	96	78	72	63	60	57	48	36	30	24	21	21	18	18	15	15	15

Primary recipient's total response ethnicity	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25
European	1,545	1,572	1,638	1,548	1,470	1,410	1,353	1,332	1,275	1,203	1,170	1,128	1,113	1,140	1,146	1,179	1,221	1,188	1,164	1,128	1,122	1,053	1,029	945	927	927	837	807	732	672	528	441	375	300	252	198	192	189	180	174	195	186	168	174	168	180	186
Māori	2,754	2,766	2,697	2,607	2,547	2,418	2,352	2,331	2,292	2,232	2,127	2,052	1,980	1,983	2,043	1,989	2,076	2,076	2,097	1,962	1,908	1,830	1,809	1,692	1,626	1,605	1,491	1,449	1,329	1,137	921	735	603	507	420	282	264	261	276	267	264	258	267	255	255	255	267
Pacific Peoples	639	615	603	558	528	486	471	444	405	381	399	366	387	405	402	402	426	423	450	456	471	459	447	435	417	432	381	369	312	264	174	114	96	90	54	45	51	45	39	45	45	39	33	42	33	39	36
Asian	111	96	93	81	84	78	75	75	75	63	57	51	42	51	48	48	51	60	66	66	63	75	66	69	60	69	63	51	48	33	42	18	12	15	9	9	12	9	9	9	9	9	9	9	6	6	3
Middle Eastern/Latin American/African	99	99	108	90	75	78	78	72	60	63	54	51	45	57	66	63	66	63	72	69	63	63	72	63	66	63	48	45	48	39	36	24	24	15	9	9	9	3	6	6	6	9	6	9	9	9	6
Other ethnicity	102	102	108	93	84	84	87	90	81	81	63	66	63	60	66	66	75	72	69	78	84	84	84	81	78	69	63	57	57	45	45	33	27	21	12	6	6	9	6	6	9	9	9	6	6	6	6
Ethnicity not specified	189	180	177	162	183	153	150	144	129	132	120	114	126	135	156	144	159	162	159	156	150	171	156	162	162	168	150	138	120	102	78	51	51	42	33	24	21	18	21	27	21	24	21	15	24	18	12

Primary recipient's age group	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25
16-17 years old	102	105	111	111	111	108	120	120	114	105	111	111	117	108	99	105	105	105	120	93	90	87	93	75	63	75	72	60	63	48	45	48	36	30	27	15	9	15	6	12	15	15	12	12	12	15	15
18-19 years old	159	171	180	171	159	153	153	159	159	162	150	156	141	162	180	171	177	171	180	189	165	165	150	141	129	132	111	114	90	78	60	36	30	24	18	12	15	15	18	18	9	9	12	24	24	18	15
20-24 years old	573	564	549	516	504	486	465	474	435	417	408	369	375	384	408	405	432	429	420	390	348	357	360	324	309	315	309	294	240	216	153	120	105	93	75	45	39	48	39	51	45	33	36	33	36	45	39
25-29 years old	708	696	690	648	648	582	573	561	534	528	486	462	423	432	474	459	474	471	462	447	459	435	438	390	390	432	369	354	318	255	177	135	105	81	72	42	42	45	51	42	57	54	42	51	51	36	39
30-34 years old	807	804	768	720	705	666	618	600	573	543	528	501	507	501	534	522	540	528	513	531	507	477	453	462	462	420	390	378	321	261	189	153	123	102	72	69	66	60	72	63	69	66	57	51	51	63	69
35-39 years old	600	621	657	618	564	540	528	498	486	474	462	432	441	465	468	468	489	489	507	474	462	468	450	438	423	417	378	387	336	291	237	180	156	132	99	69	75	60	66	66	75	69	60	66	69	72	66
40-44 years old	501	483	501	465	444	408	393	393	387	387	366	351	357	351	348	348	354	351	357	351	351	339	330	315	309	282	276	261	219	186	150	123	108	93	66	57	63	69	72	60	60	69	60	51	51	39	39
45-49 years old	393	393	384	366	363	369	351	345	348	330	309	297	285	294	270	279	282	288	300	291	270	249	252	246	240	225	204	195	168	150	123	105	81	66	54	42	36	36	33	27	33	36	36	30	45	57	54
50-54 years old	333	330	327	318	306	297	288	288	270	246	249	252	237	237	219	231	246	249	246	240	237	228	234	207	180	180	156	162	168	147	123	90	87	75	72	54	39	36	33	33	27	39	39	36	33	45	45
55-59 years old	237	240	240	222	219	204	198	192	174	171	162	159	150	147	153	150	159	144	165	165	168	153	156	147	150	123	108	117	108	99	78	63	63	48	39	30	24	21	24	24	30	27	27	33	24	27	27
60-64 years old	162	162	156	156	153	147	135	132	138	129	117	111	114	114	123	129	123	117	114	105	114	114	111	114	105	114	111	105	90	81	63	57	51	39	30	24	30	18	21	24	18	18	18	18	18	15	24
65+ years old	168	168	168	162	153	153	150	150	141	135	135	138	135	135	135	135	135	162	153	138	141	132	138	126	123	114	111	105	102	84	81	66	63	51	36	33	30	27	30	21	21	27	27	30	24	27	27

Primary recipient's MSD region	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25
Northland	66	48	45	39	39	33	30	39	27	21	12	21	18	18	15	21	21	21	18	21	18	15	12	21	21	21	33	21	21	15	15	12	9	9	9	3	6	6	6	3	6	3	6	6	9	9	9
Auckland Metro	1,302	1,194	1,131	978	897	828	759	765	684	606	615	582	606	654	687	753	819	768	816	804	852	873	885	783	735	741	624	597	483	354	234	138	111	99	60	36	45	30	42	45	36	51	42	45	48	60	60
Waikato	717	735	714	768	774	759	777	795	750	792	786	789	789	792	783	735	759	753	744	690	618	597	561	516	534	531	510	513	501	474	369	306	249	201	165	123	117	123	126	126	135	129	129	129	135	135	141
Taranaki	111	114	120	117	120	99	108	93	93	69	75	66	54	51	33	36	63	48	45	39	39	45	42	42	42	42	42	48	48	39	36	27	24	24	21	18	18	18	18	21	30	36	27	36	30	24	27
Bay of Plenty	672	693	702	666	645	594	570	552	513	483	441	393	375	402	408	363	354	342	327	291	288	249	240	222	234	204	180	168	147	105	84	72	57	60	48	33	27	24	27	30	39	45	66	39	48	63	69
East Coast	351	384	378	366	357	363	351	324	327	333	300	339	279	267	285	255	264	273	288	282	279	240	231	267	234	234	249	216	204	192	159	147	114	93	75	36	36	42	42	36	21	15	15	18	18	15	15
Central	270	264	264	249	249	228	219	213	201	201	180	141	135	147	138	147	159	153	147	153	141	126	120	105	108	105	102	102	114	108	81	51	39	24	24	21	18	12	12	9	12	12	12	15	12	15	12
Wellington	567	546	585	537	486	465	489	471	450	438	393	411	393	390	396	393	402	438	426	405	411	408	429	411	381	399	360	363	321	291	267	210	216	183	135	123	102	75	75	63	57	45	36	36	27	18	21
West Coast-Tasman	99	99	108	99	114	120	111	108	99	90	87	75	72	69	84	78	90	96	108	102	111	105	99	87	87	81	69	84	81	81	75	69	78	78	60	48	36	45	51	39	39	45	42	36	33	39	42
Canterbury	231	273	285	330	309	288	291	285	309	345	345	291	303	300	321	324	336	330	342	342	333	345	339	318	324	318	285	258	213	183	129	90	78	63	69	45	42	51	51	54	51	54	54	57	51	54	36
Southern	36	39	33	21	15	18	15	15	21	15	21	18	24	24	21	21	15	21	21	21	36	24	27	21	30	24	21	24	24	24	18	15	9	6	0	0	6	3	3	3	6	3	0	3	3	6	3
Other region	324	336	363	303	324	315	261	258	276	231	225	216	228	225	240	267	264	267	261	249	207	207	195	198	156	180	150	135	126	96	75	69	57	42	39	21	18	27	24	21	18	21	24	27	21	18	24

Context Notes

All information in this data file has been randomly rounded to base 3, data found here is rounded independently from other products produced by MSD.
From 12 February 2021, MSD started applying a range of new confidentiality procedures to public data releases. These procedures will continue to protect client information, while making more data available. To find out how we have changed the way we work with client information visit:
https://www.msd.govt.nz/about-msd-and-our-work/tools/how-we-keep-data-private.html

In a limited number of circumstances, low numbers may potentially lead to individuals being identified, regardless of random rounding. Due to these privacy concerns, numbers for some groups of people may be suppressed or aggregated. Secondary suppression rules have also been applied when required. Suppressed numbers have been replaced by an 'S'

Emergency Housing assistance payments are granted as Special Needs Grants (EH SNGs). A client can have more than one grant in the time period.
The total amount granted for an EH SNG may not be the same as the amount spent.

This consecutive weeks calculation is based on the clients most recent grant within a month. They may have had multiple grants in a month.
A clients total stay may cross more than one quarter. The length of stay at the time of their last grant in each month is what is used to calculate the average.
Consecutive weeks in Emergency Housing are calculated based on the check in and check out dates for which EH SNGs have been granted.
The consecutive weeks calculation is operational and as such can change slightly over time.

One registered supplier may provide accommodation across multiple premises. These premises may be in different locations or operating trading names but are receiving payment through a single supplier record.
MSD region is based on the Work and Income region where the recommending case manager for the application was based at the time of the grant.
This may differ to the client's residential address or the location of the EH supplier.

Household composition is based on the declared adults and children staying in Emergency Housing at the end of the month and may not be reflective of their actual family size.
Details of the individual children attached to each EH SNG are not recorded and as such we are unable to count the number of unique children in Emergency Housing across a period if their caregivers have had more than one grant in the period.

From December 2021, we have introduced a new reporting approach called 'total response'. Making this change means we recognise all aspects of someone's ethnicity and allows us to represent the full diversity of communities, whānau, and people in Aotearoa. This reflects our clients more accurately, aligns our approach with Statistics NZ's reporting, and reflects best practice.

The total response ethnicity percentages are calculated by dividing the number of people who identify with each ethnic group by the total unique number of people with a reported ethnicity (this excludes people who have not specified an ethnicity). Total response ethnicity means people can appear more than once in our reporting, so ethnic group totals will add to more than 100 percent.
The number of people receiving an EH SNG each month has not changed, but the way we represent them has.

Ethnicity is about people's identity and sense of belonging. Ethnicity measures cultural affiliation, rather than race, ancestry, nationality, or citizenship. Ethnicity is self-perceived and people can identify with more than one ethnic group. Previously, we reported ethnicity using an approach called 'prioritised ethnicity'. Prioritised ethnicity meant that we allocated people to a single ethnic group in an order of priority. The priority previously used by MSD was Māori, Pacific Peoples, Other, and NZ European. For more information please see:
https://www.msd.govt.nz/about-msd-and-our-work/tools/how-we-report-ethnicity.html

Age of primary recipient is taken at the last grant in the month. It may not reflect the clients age throughout the month.

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From:	Sacha O"Dea
To:	s9(2)(a)
Cc:	Fleur McLaren; Blair McCarthy
Subject:	IAP Incident update for week ending 27/2
Date:	Friday, 27 February 2026 1:11:50 pm
Attachments:	image001.png
Importance:	High

IN-CONFIDENCE

Kia ora Amy,

Information Analysis Platform update on progress 27/2/26

As you are aware there has been an issue with MSD's Information Analysis Platform (IAP), which has delayed the publication of our benefit and housing reports and factsheets for December 2025. We wanted to provide you with an update on progress for the week ending 27/2/26.

The MSD team have been making good progress to restore the affected data, including undertaking quality assurance checks on the data being restored.

By next week we are confident we will have all the data restored up to the 31st of December. When this is restored will undertake the required quality assurance and analysis. We are still working through timing for the publishing of the full reports and will keep you and your office up to date when we have this information.

Ngā mihi,
Sacha

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Sacha O'Dea
Manahautū, Rautaki me Matawhānui | Deputy Chief Executive, Strategy & Insights
☎ s9(2)(a)
✉ s9(2)(a) @msd.govt.nz
The Aurora Centre | 56 The Terrace | PO Box 1556 | Wellington | New Zealand

We help New Zealanders to be safe, strong and independent
Manaaki tangata, manaaki whānau

From: Amy Dowdle
To: Blair McCarthy
Subject: RE: Draft Housing WPQs on IAP
Date: Monday, 2 March 2026 2:58:56 pm
Attachments: image001.png

Thanks Blair! Have passed this on to the middle office.

From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Monday, 2 March 2026 1:50 pm
To: Amy Dowdle s9(2)(a) >
Cc: Fleur McLaren s9(2)(a) @msd.govt.nz>; Leah Asmus s9(2)(a) @msd.govt.nz>
Subject: Draft Housing WPQs on IAP

IN-CONFIDENCE

Kia ora Amy,

Just wanted to provide visibility to these WPQs HUD was drafting which we provided some feedback on the IAP delays. These went to Minister Bishop's office, nothing new on the messages provided to them, but just so the Office is aware and in the loop, in case there is anything further.

Ngā mihi,

Blair McCarthy – Principal Advisor, Office of DCE | Strategy and Insights
M: s9(2)(a) | s9(2)(a) @msd.govt.nz
Ministry of Social Development, 56 The Terrace | PO Box 1556 | Wellington | NZ

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Manaaki tangata, manaaki whānau

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from the Ministry.

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From:	Euan Alexander
To:	Strategy and Insights DCE Office (MSD)
Cc:	Fleur McLaren; s9(2)(a) [redacted] ; Karen Hocking; i request (MSD)
Subject:	Info on IAP issues - due by 11AM 3/03
Date:	Tuesday, 3 March 2026 4:06:12 pm
Attachments:	Draft response Min Bishop .docx Key messages IAP Incident - housing 19 Feb.docx Lines for Minister"s office IAP Incident 3 March.docx RE 5 WPQs - data issues - MSD input likely required.msg

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> You don't often get email from s9(2)(a) [redacted] . Learn why this is important

Kia ora team,

I hope you are doing well – I spoke to Amy and we agree me reaching out is the best approach. I believe she is also reaching out.

Background:
Yesterday at Minister Bishop's housing officials, which only HUD were in attendance of, Minister Bishop brought up the IAP data issues. He received our 19 Feb 'Key Messages' and an update by HUD in their weekly report, but did not find the information sufficient.

Note: There are also 5 WPQs regarding the matter currently with his office (we provided the attached contribution, see 5 WPQs – data issues – attachment), which has likely further highlighted the matter.

The Minister's queries:
Via a HUD Private Sec in attendance, the Minister requested:

"His direct questions he wanted to know:

- Why it has gone wrong (exactly)
  - Plain language if possible.
- What they are doing about it
  - Again, with more specificity than the previous key messages, and how long each of these tasks are estimated to take.
- When it is going to be fixed.
  - Acknowledge that this is hard to estimate, but the above information on what the team are trying, and how long it is estimated to take, and therefore specifically when the next update will be (i.e. an update on whether those actions have worked or not), would be great."

I've chatted with Amy ahead of this and we've agreed that it's tricky, as we understand the IAP issues are operational, too much detail could lead to confusion, and we would want to the messaging the same as to Minister Upston.

Response/request:

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I've put the key messages from the 3 March update in to the 'Draft response to Min Bishop' but I feel some S&I input would be most appreciated. I think with where it's at, the questions Minister Bishop has raised, plus with his thoughts on the IAP Incident update, my current lines would not hit the mark. Would it be possible to add to this and try to address the direct questions raised by **11AM tomorrow, Wednesday 4th March?**

Happy to chat and for you to reach out to myself or Amy as necessary – it's not an easy one. Thanks very much for your support.

Ngā Mihi

Euan Alexander | **Private Secretary – Housing (Social Housing) | Office of Hon Tama Potaka**
Minister of Conservation | Minister for Māori Crown Relations | Minister for Māori Development | Minister for Whānau Ora
Associate Minister of Housing | MP for Hamilton West

M: s9(2)(a)
E: s9(2)(a)
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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1)Why it has gone wrong (exactly). Requested plain language if possible.

- I have been advised that the delay is related to MSD's Information Analysis Platform (IAP) the tool MSD analysts use to collate New Zealand benefit data.
- The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.
- In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.
- The error did not affect the overall benefit numbers data, but it has affected some subsets of data within the IAP, such as ethnicity and sanctions data, and meant that the tables containing these data were incorrect.
- These data tables are linked to a range of reports such as our quarterly and monthly benefit reports MSD regularly produces. This is standard business for MSD.

2) What are we doing about it (Request with more specificity than the previous key messages, and how long each of these tasks are estimated to take).

- MSD are currently working to restore, recheck and review the December data in full.
- While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. MSD are working hard to ensure the fix is undertaken and the data is correct for use.
- In order to rectify the problem, MSD must go back and recreate tables and check weeks worth of data to ensure it is correct

3) When it is going to be fixed (Acknowledge that this is hard to estimate, but the above information on what the team are trying, and how long it is estimated to take, and therefore specifically when the next update will be (i.e. an update on whether those actions have worked or not).

- MSD are currently working to restore, recheck and review the December data in full. While this has taken longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. Unfortunately, because of the age of the IAP system, undertaking a fix has taken longer than MSD first had anticipated.
- Unfortunately, MSD is unable to give a definite date when this information will be provided, their focus currently is ensuring the fix is undertaken correctly. We will provide an update on timing as soon as it is available.

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Key messages on IAP Incident - Housing

High level messages

- The publication of MSD's quarterly and monthly housing monthly data for December 2025 has been delayed due to an issue with the system used to collate the data. Data prior to December was not affected.
- The issue has affected some subsets of data within the IAP, including ethnicity and the number of people housed from the register. This meant that the tables containing these data were incorrect.
- The housing data informs regular advice to Ministers through their dashboards and is also publicly reported.
- It is important to ensure that this data is correct, MSD is working on the fix to ensure this happens.

What happened - why is there a delay to data?

- The delay is related to MSD's Information Analysis Platform (IAP) the tool MSD analysts use to collate New Zealand benefit and housing data.
- The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.
- In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.
- The error has affected some subsets of data within the IAP, such as ethnicity, and meant that the tables containing these data were incorrect.
- These data tables are linked to reports such as the housing quarterly and monthly housing reports.
- Data prior to December was not affected.

When will the reports be published?

- Unfortunately, MSD is unable to give a definite date when this information will be provided, the focus currently is ensuring the fix is undertaken to ensure the data is correct for use.

What are you doing to fix this?

- MSD are currently working to restore, recheck and review the December data in full.
- While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. MSD are working hard to ensure the fix is undertaken and the data is correct for use.

What reports are affected?

- This will affect timeframes for publishing of a number of reports, including the Housing Data monthly and quarterly reports (December data).

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- There will also be flow of affects for the publishing of future monthly reporting including January and February monthly housing and benefit data

Further background information

What is the issue, what happened?

MSD's Information Analysis Platform (IAP) is the tool our analysts use to collate New Zealand benefit and some housing data. The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.

In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.

The data tables are linked to a range of reports such as our quarterly and monthly benefit and housing reports MSD regularly produces.

Which datasets were affected?

The issue affected subsets of housing data, including ethnicity and number of people housed from the register. The team are working to resolve the issue and make the sure the datasets available are correct.

When will the reports be published?

Unfortunately, at this stage we can't give a definite date when this information will be provided, our focus is ensuring the fix is undertaken to ensure the data is correct for use.

Aren't you just hiding data?

No. This is purely a system issue which is causing the delays. We have looked at ways we can release data which will be unaffected from the issue so that there is as much information available. However, we do need to balance this ensuring the data we release is correct, which is why we are taking the time to make sure this is the case.

What are you doing to fix this?

We are currently working to restore, recheck and review the December data in full. While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. Our team is working hard to ensure the fix is undertaken to ensure the data is correct for use. We will provide an update on timing as soon as it is available.

Why is this taking so long to fix

In order to rectify the problem, MSD must go back and recreate tables and check weeks worth of data to ensure it is correct. This will take some time, especially because of the age of the IAP system.

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What caused the issue and how will MSD prevent further delays or errors on the future?

MSD reports on and processes a lot of data and occasionally there can be delays. MSD has been working with ageing systems including our IAP which now requires regular manual fixes. Once the reports are published, MSD will review their processes and systems and take any necessary steps to reduce the likelihood of similar delays in the future.

What reports are affected?

This will affect timeframes for publishing of:

- Monthly Housing Update - December 2025
- Emergency Housing Grants Monthly Time Series - December 2025
- Social Housing Register Monthly Time Series - December 2025
- Emergency Housing Grants - TLA - December 2025
- Housing Register – December 2025
- Transfer Register – December 2025

Other reports have also been affected:

- Monthly and quarterly reports to Ministry of Housing and Urban Development
- Quarterly Target 8 Emergency Housing reporting to Te Puni Kokiri (TPK)

There will also be flow of affects for the publishing of future monthly reporting including January and February monthly housing and benefit data.

Is there any other data you can provide?

We are working as hard as we can to ensure as much data is available to the public as possible. We do need to balance this ensuring the data we release is correct, which is why we are taking the time to make sure this is the case.

What does the IAP do?

MSDs Information Analysis Platform (IAP) is the tool our analysts use to collate New Zealand benefit data. The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.

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Lines for Minister 3/3 on IAP

High level messages

- The publication of MSD's quarterly benefit fact sheet and monthly data for December 2025 has been delayed due to an issue with the system used to collate the data.
- In the meantime, on 5 February, MSD published interim data with high-level numbers for the last quarter of 2025, including working age benefits and Jobseeker Support, which is critical for reporting on the Government's priorities and targets to get New Zealanders into work.
- I have been assured the issue has not affected benefit payments.
- I am happy for MSD officials to provide a briefing on the situation to members, should they wish to receive one, they can contact my office.

What happened - why is there a delay to data?

- I have been advised that the delay is related to MSD's Information Analysis Platform (IAP) the tool MSD analysts use to collate New Zealand benefit data.
- The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.
- In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.
- The error did not affect the overall benefit numbers data, but it has affected some subsets of data within the IAP, such as ethnicity and sanctions data, and meant that the tables containing these data were incorrect.
- These data tables are linked to a range of reports such as our quarterly and monthly benefit reports MSD regularly produces. This is standard business for MSD.

When will the reports be published?

- Unfortunately, MSD is unable to give a definite date when this information will be provided, their focus currently is ensuring the fix is undertaken correctly. Because of the age of the IAP system, undertaking a fix has taken longer than MSD had first anticipated.

What are you doing to fix this?

- MSD are currently working to restore, recheck and review the December data in full.
- While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. MSD are working hard to ensure the fix is undertaken and the data is correct for use.

What reports are affected?

This will affect timeframes for publishing of:

- Quarterly Benefit fact sheets and Monthly reporting (December)
- Housing Data monthly and quarterly (December data)

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- There will also be flow of affects for the publishing of future monthly reporting including January and February monthly housing and benefit data

Why can the high-level data be published but not the full reports?

- These high-level numbers have not been affected by the system issues we are currently experiencing. The issue affected a subset of the data.

Has this affected how sanctions information is collected and processed?

- No. This is collected and processed in another part of the MSD system which is not affected. It is only the data outputs from this that have been affected This information is a subset of data that has been delayed alongside the benefit reports.
- Note: The IAP system only reports the number of people who have received sanctions and their category (traffic light), it does not collate outcomes of employment for those with sanctions.

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Further background information

What is the issue, what happened?

MSD's Information Analysis Platform (IAP) is the tool MSD analysts use to collate New Zealand benefit data. The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.

In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.

The error did not affect the overall benefit numbers data, but it has affected some subsets of data within the IAP, such as ethnicity and sanctions data, and meant that the tables containing these data are incorrect. The data tables are linked to a range of reports such as our quarterly and monthly benefit reports MSD regularly produces.

Are individual benefit payments affected?

No. The main priority was to ensure this did not affect benefit payments, which we are confident has not occurred.

Which datasets were affected?

The issue affected subsets of our benefits data, including sanctions and ethnicity datasets. The team are working to resolve the issue and make the sure the datasets available are correct.

Has this affected how sanctions information is collected and processed?

No. This is collected and processed in another part of the system which is not affected. It is only the data output from this that has been affected.

When will the reports be published?

Unfortunately, at this stage we can't give a definite date when this information will be provided, our focus is ensuring the fix is undertaken to ensure the data is correct for use.

Aren't you just hiding data?

No. This is purely a system issue which is causing the delays. We have looked at ways we can release data which will be unaffected from the issue so that there is as much information available. However, we do need to balance this ensuring the data we release is correct, which is why we are taking the time to make sure this is the case.

What are you doing to fix this?

We are currently working to restore, recheck and review the December data in full. While this has taken longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. Unfortunately, because of the age of the IAP system, undertaking a fix has taken longer than MSD first had anticipated. We will provide an update on timing as soon as it is available.

Why is this taking so long to fix

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In order to rectify the problem, MSD must go back and recreate tables and check weeks worth of data to ensure it is correct. Because of the age of the IAP system and code used in it, undertaking a fix has taken longer than MSD had first anticipated.

The IAP supports a range of operational functions that extend beyond data and reporting, such as MSD frontline workflow tasks, which are highly complex that require careful consideration to minimise any further disruption.

Are any other publications – or future reporting deadlines – affected by the issue?

The issue has also affected the publishing of MSD's quarterly and monthly housing data report.

There will also be a knock-on effect for data releases for the January and February monthly reports as a result of the time spent resolving the issue.

What caused the issue and how will MSD prevent further delays or errors on the future?

MSD reports on and processes a lot of data and occasionally there can be delays. MSD has been working with ageing systems including our IAP which now requires regular manual fixes. MSD will review their processes and systems and take any necessary steps to reduce the likelihood of similar delays in the future.

What reports are affected?

This will affect timeframes for publishing of:

- Quarterly Benefit fact sheets (December)
- December Monthly data and cheat sheet information for the Minister (internal only)
- Housing Data monthly and quarterly (December data)
- There will also be flow of affects for the publishing of future monthly reporting including January and February monthly housing and benefit data.

What data can you provide?

We have provided the high-level benefit numbers as at the end of December 2025, including number of people on working age benefits, Jobseeker Support, Jobseeker Support – Work Ready and Jobseeker Support – Health Condition or Disability. These have been published on the MSD website.

These high-level numbers have not been affected by the system issues we are currently experiencing.

Is there any other data you can provide?

We are working as hard as we can to ensure as much data is available to the public as possible. We do need to balance this ensuring the data we release is correct, which is why we are taking the time to make sure this is the case.

Why can the high-level data be published but not the full reports?

These high-level numbers have not been affected by the system issues we are currently experiencing. The issue affected a subset of the data.

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What does the IAP do?

MSDs Information Analysis Platform (IAP) is the tool our analysts use to collate New Zealand benefit data. The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.

How is the Housing data affected

Because of the delays to the benefit data, there is a flow on affect for the monthly and quarterly housing data. Some subsets of housing data, including ethnicity and number of people housed from the register have been affected. Also, resources usually used for housing data had to be reprioritised onto fixing the benefit data issue, causing a flow on affect for the monthly and quarterly housing reports.

This will also delay data releases for the January and February monthly reports. We will provide updates once these release dates have been confirmed.

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From: Parliamentary_Questions (MSD)
To: s9(2)(a)
Cc: MaES_admin_request (MSD); Karen Hocking; Housing_Team_ServiceDelivery (MSD); Parliamentary_Questions (MSD)
Subject: RE: 5 WPQs - data issues - MSD input likely required
Date: Thursday, 26 February 2026 2:39:58 pm

IN-CONFIDENCE

Kia ora Euan,

This is what is on HUD's Dashboard and I would suggest this same wording is used (HUD can use this in their response) Public homes - Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development

> *Due to MSD processing issues that are continuing to affect some data series, some figures are unavailable to be updated for this month. The list of affected series on the dashboard include community housing provider public homes data, housing register data, emergency housing data, and other housing support data. Data prior to December 2025 are still available to view on the dashboard. As soon as the updated data becomes available, we will publish the dashboard with the most recent figures.*

Currently the Ministry is working to resolve this (no time frame), however we have comms across all our platforms Benefit Fact Sheets - Ministry of Social Development

Maybe see what HUD require – and if needed they can provide the same wording MSD is providing through our channels, such as the benefit fact sheets

Thanks

Marley

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From: Euan Alexander s9(2)(a)
Sent: Thursday, 26 February 2026 2:31 pm
To: Parliamentary_Questions (MSD) <parliamentary_questions@msd.govt.nz>
Cc: MaES_admin_request (MSD) <maes_admin_request@msd.govt.nz>; Karen Hocking s9(2)(a) @msd.govt.nz>
Subject: 5 WPQs - data issues - MSD input likely required

Kia ora team,

The five questions below have already been commissioned to HUD, however they relate to MSD in that is (likely) our data/processing issues that the questions are referring to. The ones in yellow likely require MSD input. Can you please raise this with S&I for a contribution, by COB 4th March? Many thanks.

Happy to chat if you think it's the wrong approach – it's tricky as they are addressed to

MHUD, I just think our input would be helpful in getting the messaging right. FYI Minister Bishop has already received information about the data issues, so is aware of them.

Reply 6124 (2026) has been released
Member: McAnulty, Hon Kieran
Portfolio: Housing (Hon Bishop)
Due: 06 Mar 2026
Question: Are the processing issues affecting some data series on the Ministry of Housing and Urban Development's Housing Dashboard issues with Ministry systems and if not, what agencies are responsible for the data series affected?
6124 (2026)

Reply 6125 (2026) has been released
Member: McAnulty, Hon Kieran
Portfolio: Housing (Hon Bishop)
Due: 06 Mar 2026
Question: When do officials expect the Ministry of Housing and Urban Development Housing Dashboard to be updated with the December 2025 and January 2026 data?
6125 (2026)

Reply 6126 (2026) has been released
Member: McAnulty, Hon Kieran
Portfolio: Housing (Hon Bishop)
Due: 06 Mar 2026
Question: When were the data processing issues affecting the Ministry of Housing and Urban Development Housing Dashboard first identified and what action was taken to address those issues?
6126 (2026)

Reply 6127 (2026) has been released
Member: McAnulty, Hon Kieran
Portfolio: Housing (Hon Bishop)
Due: 06 Mar 2026
Question: Prior to 25 January 2026, had figures for December 2025 been posted to the Ministry of Housing and Urban Development's Housing Dashboard and if so, how, if at all, were those figures incorrect?
6127 (2026)

Reply 6128 (2026) has been released
Member: McAnulty, Hon Kieran
Portfolio: Housing (Hon Bishop)
Due: 06 Mar 2026
Question: What processing issues are affecting some data series used in the Ministry of

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Housing and Urban Development's Housing Dashboard and how is each of those series affected?
6128 (2026)

Ngā Mihi

Euan Alexander | **Private Secretary – Housing (Social Housing) | Office of Hon Tama Potaka**
Minister of Conservation | Minister for Māori Crown Relations | Minister for Māori Development | Minister for Whānau Ora
Associate Minister of Housing | MP for Hamilton West

M: s9(2)(a) [redacted]
E: s9(2)(a) [redacted]
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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From: Sacha O"Dea
To: s9(2)(a)
Cc: Blair McCarthy; Fleur McLaren
Subject: IAP update 12 March (Housing)
Date: Thursday, 12 March 2026 5:36:06 pm
Attachments: image001.png

IN-CONFIDENCE

Kia ora Amy

Here is the update for the Housing Ministers on the IAP. Any questions just let me know. We have confirmed with Service Delivery on the dates, they have some further checks to be undertaken hence the week later.

Update for Housing Minister's 12 March

The priority this week has been focusing on the feasibility and accuracy of reporting for February and checking quality assurance and accuracy. A decision was made on Thursday that all quality assurance standards have been met and to prepare the February monthly housing report in full. It will be put through usual analysis and quality assurance prior to publishing. This will be ready for Housing Minister's offices by Wednesday 25th March, and available to publish on the MSD website by Friday 27th March.

The priority for next week will also be on the feasibility of merging the restored data from December and January into regular reporting, to enable the December and January monthly reports and December quarterly report to be published. As the IAP supports a range of operational functions that extend beyond data and reporting, careful consideration is being given as to how this transfer could be undertaken safely and effectively, especially given the age of the IAP.

We will keep the office up to date with further work on the IAP as it comes to hand.

Ngā mihi
Sacha

Sacha O'Dea
Manahautū, Rautaki me Matawhānui | Deputy Chief Executive, Strategy & Insights
☎ +s9(2)(a)
✉ s9(2)(a) @msd.govt.nz
The Aurora Centre | 56 The Terrace | PO Box 1556 | Wellington | New Zealand

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Report

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Date:	17 February 2026	**Security Level:**	In Confidence
To:	Hon Louise Upston, Minister for Social Development and Employment		
File Reference:	REP/26/2/088 - IAP data		

IAP Data Update

Purpose of the report

1 This report provides a formal briefing on the issue affecting benefit and housing data for the Ministry of Social Development. This includes the work to fix the issue and next steps.

Recommended actions

It is recommended that you:

1 Note the contents of the report

17/2/26

Sacha O'Dea
Deputy Chief Executive
Strategy and Insights

Date

Hon Louise Upston
Minister for Social Development and Employment

Date

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The Aurora Centre, 56 The Terrace, PO Box 1556, Wellington
- Telephone 04-916 3300 - Facsimile 04-918 0099

Background

An issue with the IAP system has delayed the publication of MSD data

2 MSD has been working for some time with ageing IT systems including our Information Analysis Platform (IAP), which manages MSD benefit and housing information.

3 We have a programme of work (which is a foundation for MSD Services for the Future) to enable us to decommission the IAP by November 2027. This includes building a new data warehouse – Te Haoroa. Tier one statistics – such as our benefit factsheets are a priority for this.

4 The IAP system now requires regular manual fixes to function properly. A manual fix completed in December 2025 inadvertently created issues with MSD's data, including flow-on impacts for the December 2025 monthly benefit and housing data. This error and the associated implications were identified by MSD in early January 2026.

5 The issue affected subsets of MSD benefits data, including sanctions and ethnicity datasets. Some subsets of housing data, including ethnicity and number of people housed from the register have also been affected.

6 MSD's immediate priority was to ensure this issue did not impact client payments, which was confirmed as successful.

The system issue was larger than first thought

7 When the issue was detected, an initial fix was implemented. We briefed you and your office about this in January 2026, at that time noting there was likely to only be minor delays in publishing the data. The MSD website notified that the reports would likely be delayed until 5 February.

8 Unfortunately, after further investigation MSD confirmed that the impact of the issue was far greater than first assessed.

9 While the original issue is now contained, a full restore and recheck of the data is required to ensure the validity of the December data. This requires fixes to be applied to thousands of tables required to produce our regular reporting.

Publication of MSD benefit and housing reports has been impacted

10 We provided information to your office on 2 February with an update on the situation and that publishing of reports would be delayed further while a full restore and fix was undertaken. We briefed you about this further on 9 February at the MSD Officials meeting.

11 MSD can confirm that the issue has affected timeframes for publishing of:

11.1 Quarterly Benefit fact sheets

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11.2 December Monthly data

11.3 January Monthly data

11.4 Sanctions and ethnicity data for the DPMC Government Targets dashboard

11.5 Housing Data to the Ministry of Housing and Urban Development (December, January and February monthly and quarterly data)

12 There were also impacts to the housing and JS target reports and our transfer of data to Statistics NZ for their March IDI refresh. The target reports were delivered to DPMC but there were exclusions of sanction data and to some demographic variables. These will be updated when the fix is completed, and analysis is finalised.

13 There may also be a flow on effect for other reports which use MSD benefit and housing data. We have also worked with Statistics New Zealand on trying to mitigate any impacts to key reports that they produce.

14 There may also be a flow on for other organisations (such as NGOs, economic forecasters and researchers).

MSD has updated key stakeholders and the public

15 On 5 February we provided an update to key government stakeholders on the further delays in writing and spoke to the key stakeholders. These agencies included: Statistics New Zealand, DPMC and HUD.

16 MSD also published an update on the MSD website explaining there would be a delay in publishing the usual quarterly and monthly data products. As an interim step, MSD has published high-level aggregate benefit data as at the end of December 2026, including number of people on working age benefits, Jobseeker, Jobseeker work ready and Jobseeker – HCD. Through thorough checking MSD is confident these outputs are not affected by the underlying data issue and are accurate.

17 MSD will have a person available to help those who need support accessing information in the interim period.

MSD is working at pace to fix the issues

18 MSD's priorities now are:

18.1 Completing a thorough process to restore the December data in full

18.2 Maintaining proactive communication with key stakeholders

18.3 Planning for a Post-Incident Review.

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Restoring and checking December 2025 data

19 We are currently working at pace to restore and review the December 2025 data in full. While this will take longer than initially assessed it will ensure the accuracy of the data, which is of critical importance to MSD and other agencies that rely on our data.

20 We will provide weekly updates to your office on progress in fixing this issue.

Continuing to update stakeholders and the public

21 As noted earlier at paragraph 14, MSD has briefed key stakeholders and the public on the delay. We will continue to provide information to agencies and more detailed communications with data analysts from across government, and provide public updates as required. We will ensure your office is kept up to date with our communications approach.

22 We have also provided high level information to Housing Ministers' offices and will continue to provide regular updates.

We will conduct a review once a fix has been undertaken including implications for the future

23 Once the reports are published, MSD will carry out a Post Incident Review which will include an assessment of processes and systems and take any necessary steps to reduce the likelihood of similar delays or errors in the future.

24 We will continue to discuss with you whether these issues present an opportunity to bring forward work to transition to using Te Haoroa, MSD's new data warehouse, as part of the MSD Services for the future programme and speed up the decommissioning of the IAP. We have prioritised building our public reporting into the new plan for Te Haoroa which will reduce the risk of IAP failures delaying these statistics in future.

Next steps

25 Officials will continue work at pace to implement the full fix for the data issue and complete key products.

26 We will provide weekly updates to your office, and then update on any other developments.

27 We can provide briefings to other Members of Parliament, should these be requested.

File ref: REP/26/2/088 - IAP data update

Author: Blair McCarthy, Principal Advisor - Office of DCE, Strategy and Insights.

Responsible manager: Sacha O'Dea, Deputy Chief Executive, Strategy and Insights.

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Update on Benefit data delays – 2/2/2026

Key messages

- We advised you about delays for releasing December's regular benefit monthly and quarterly reports, and that we were on track to fix the problem and publish the reports on Thursday 5 February.
- Unfortunately, we have identified further issues and we will not be able to publish the full monthly and quarterly benefit factsheets until 27 February. This will mean a final delay of five weeks for the quarterly reporting.
- MSD has been working with ageing systems including our Information Analysis Platform (IAP) which now requires regular manual fixes. In this case unfortunately one of these fixes caused issues with the data which had a number of flow on impacts for the December benefit data. Our main priority was to ensure this did not flow onto client payments, which was confirmed as successful. Because of this reprioritisation it caused delays in being able to fix the thousands of tables required to produce our regular reporting. Given these data quality concerns and the priority being on entitlement accuracy, data used for reporting was delayed and is currently being restored.
- When the issue was detected, a fix was put through. Unfortunately, after further investigations of the data, some further issues with the quality of a subset of the December data were found that created further delays. The issue however is now contained. Once the reports are published, MSD will review their processes and systems and take any necessary steps to reduce the likelihood of similar delays or errors in the future, although we are confident that this is an isolated issue.
- Given the extended delay, we are proposing to publish high level aggregate jobseeker data as at the end of December, including number of people on working age benefits, Jobseeker, Jobseeker work ready and Jobseeker – HCD. These high-level numbers have not been affected by the underlying data issue, so would be appropriate to release ahead of the full data sets. Extra checks have also been undertaken by our data teams to confirm this. With your agreement we will publish this on the MSD website by 5 February.
- The extended delay will enable MSD to recheck the December data in full. While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data, including the public and other agencies who will access it through the Integrated Data Infrastructure (IDI).
- This will not impact the publication of the Target reporting which is due for publication in March. We will not be able to provide data on sanctions and ethnicity as part of the draft report, until we have completed this fix.
- There will be a flow on impact to the publication date for January reporting. We will confirm the reporting timings when there is more certainly on the length of the delay.
- We will keep you and your office updated regularly as the work is progressing.
- We will also notify our external stakeholders (including DPMC, Stats NZ and HUD) about this delay and add an update to our product webpages indicating the delay.

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- We apologise for this extended delay and will report back to you on the debrief and what we are going to put in place as a result of what we have learned from this incident after we have published the reports.

There is an issue with the underlying data issue which is delaying benefit data

- On 21 January we notified your office about delays to monthly and quarterly benefit data for the end of December. We developed a plan to resolve the issues and we advised that numbers would be available to publish on 5 February.
- Unfortunately, after further investigations of the data, some further issues with the quality of a subset of the December data were found that will further delay publishing this information.

What caused the issue?

- Our MSD data teams identified an issue in the underlying data that is used to produce our regular benefit reporting.
- The Information Analysis Platform (IAP) is MSD's legacy data and analytics platform. It provides operational and management reporting for frontline staff and most other areas of MSD. Its critical workloads include data integration, Identity/Data Matching, and analytical/business processes.
- MSD has been working with ageing systems including our IAP which now requires regular manual fixes. In this case unfortunately one of these fixes caused issues with the data which had a number of flow on impacts for the December benefit data.
- Our main priority was to ensure this did not flow onto client payments, which was confirmed as successful. Because of this reprioritisation it caused delays in being able to fix the thousands of tables required to produce our regular reporting.
- To ensure that this data is accurate to our quality standards, extra time will be required to rebuild the data used.
- There was a delay in processing external data (such as Customs and Corrections) and matching it with our client level data used for operational systems, which resulted in missing information.
- Fixes had to be implemented to limit the impact of this and make sure the issue was isolated and did not have any broader impacts.
- The team responded to make fixes to the data as soon as possible, prioritising client entitlement accuracy to make sure they were not affected.
- While it does not impact previously released numbers, it does mean that we need to wait for the underlying data to be fixed before we can get all the latest figures required for our regular reporting.

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What reports are affected?

- This will affect timeframes for publishing of:
  - Quarterly Benefit fact sheets
  - December Monthly data and cheat sheet
  - January Monthly data and cheat sheet
  - Sanctions and ethnicity data for the DPMC Government Targets dashboard
  - Housing Data to HUD (December data monthly and quarterly)

We are currently addressing the issue by rechecking the data for December in full

- We are currently working to recheck the December data in full. While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data.
- We plan to have the data available for analysis by our Insights team by 23 February. Once this has taken place we can have information available to your office by within 1 day to 1 week, depending on the report. We are prioritising the monthly and quarterly benefit factsheets so these can be published on 27 February. Please see further in the document for specific times.

We can provide high level benefit numbers in the interim

- We are working on developing high level jobseeker numbers to provide you and your office and then, with your agreement, publish on the MSD website, with explanations on the delays to numbers.
- These high-level numbers have not been affected by the underlying data issue, so would be appropriate to release ahead of the full data sets. Extra checks have also been undertaken by our data teams to confirm this.
- With your agreement we will plan to publish the high-level jobseeker data by 5 February, alongside a short update advising of delays.
- This data will include: (As at the end of December 2025)
  - There were **427,236** people (or **13.2%** of the working-age population) on a main benefit.
  - There were **223,512** people (or **6.9%** of the working-age population) on a Jobseeker Support (JS) benefit. This includes **124,875** people on JS-WR and **98,637** people on JS-HCD.
  - There were **7,104** people on a Jobseeker Support – Student Hardship (JSSH) benefit.
  - There were **19,893** people who exited a main benefit into work in the quarter ending December 2025.
  - There were **17,757** people who exited JS into work in the quarter ending December 2025.
- A comparison of the high level jobseeker numbers can be found as background at the end of this information.
- When we publish this on the MSD website we will give a date that the full report will be published on the website.
- Other benefit data will be published with the full monthly and quarterly information.

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Timeframes and new Delivery dates for December reporting

Report impact	New date for release (COB)
Quarterly fact sheet	24 Feb – provided to Minister 27 Feb – published on website
December Monthly data, cheat sheet and targets report	25 Feb – cheat sheet and targets provided to Minister 27 Feb – Monthly published online
DPMC Targets dashboard	25 Feb – Provided to DPMC
Housing Data to HUD (December data):	27 Feb – Monthly published online and sent to HUD 27 Feb - Quarterly Monthly published online and sent to HUD

Note: Statistics New Zealand IDI data supply won't be met in time for 30 January 2026, we are working with Stats on the implications of this and to agree a new timeframe.

We are planning to provide an update to external agencies

- We will also notify our external stakeholders (including DPMC, Stats NZ, TPK and HUD) about this delay and add an update to our product webpages indicating the delay.

There will be implications and likely delays to future releases

- There will be implications for future data releases, because the data won't be available for these reports until clearing the December product backlog.
- There will be a flow on impact to the publication date for January reporting. We will confirm the reporting timings when there is more certainly on the length of the delay.
- Our normal timing should resume for the March reporting products in April.

Why was this not found earlier?

- When the issue was detected, a fix was put through. Unfortunately, after further investigations of the data, some further issues with the quality of a subset of the December data were found that created further delays.
- The issue however is now contained. Once the reports are published, MSD will review their processes and systems and take any necessary steps to reduce the likelihood of similar delays or errors in the future, although we are confident that this is an isolated issue.

Has this occurred before?

- Reporting delays have been very infrequent with the last two notable cases being September 2023 and during the COVID period. For September 2023:
  - Monthly Benefits Update, Benefit Fact Sheets and Weekly Update were delayed

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- Delay was approximately 2 weeks for Monthly and Weekly and several days for Benefit Fact Sheets
- The underlying issue was similar, with records not processing as expected, resulting in missing information that had to be fixed.

- For COVID, there was significant disruption in regular processes and how they had to be done in a lockdown environment. Several new products were set up on very short notice to provide fast response data and it took some time to make sure these were produced following a timely and robust process. This was especially the case for weekly and daily reporting which were new products developed as part of the response to COVID.

- Additionally, smaller incidents also occur as part of the system. Teams have well established processes in place to catch and correct these before they result in any delays or data issues in official reporting. These normally do not happen more than once or twice a year.

Next steps

- We will keep you and your office updated regularly as the work is progressing in the coming days – including with more detailed milestones.
- We have provided high level messages to your office on jobseeker data that is planned to be published on the MSD website by 5 February.
- We will keep other agencies updated as with communications and updated timeframes, including Housing Minister's offices.

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Background information: High level benefit commentary

Main Benefit

- In December 2025, Main Benefit numbers increased by around 12,300 or 3.0 percent compared to the previous month. This change is in line with what happens at this time of the year as we see more people come onto benefit and fewer people exit over the holiday period as well as an increase in students coming onto Jobseeker Support Student Hardship. This time last year, the number of people on main benefit increased by around 12,000 or 3.0 percent.

Jobseeker Support

- In December 2025, the number of people receiving Jobseeker Support increased by around 7,200 or 3.3 percent compared to the previous month. This change is also in line with what we see during December, caused by similar increase in people coming in and fewer people exiting. This time last year, the number of people receiving Jobseeker Support increased by around 7,400 or 3.6 percent.
- This was due to increases in both Jobseeker Support – Work Ready (up around 5,600 or 4.7 percent) and Jobseeker Support – Health Condition or Disability (up around 1,600 or 1.7 percent).

Jobseeker Support Student Hardship

- In December 2025, the number of people receiving Jobseeker Support Student hardship (JSSH) increased by around 2,200 or 43.4 percent. This increase is in line with JSSH trends at this time of the year as more students finish studying for the year. We expect these numbers to start falling from January.

Work exits

- In the December quarter there were around 19,900 work exits from a main benefit, of these around 17,800 were from Jobseeker Support. This is lower compared to last quarter but in line with what we expect for this quarter each year as we see fewer people exit a benefit into work around the holiday period. Compared to this time last year there were around 19,400 work exits off a main benefit with around 17,100 of these coming from Jobseeker Support

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	December 2025	September 2025	December 2024
Main Benefit	**427,236** (13.2% of working age population)	**410,328** (12.7% of working age population)	**409,665** (12.7% of working age population)
Jobseeker Support (JS)	**223,512** (6.9% of working age population)	**217,818** (6.7% of working age population)	**213,318** (6.6% of working age population)
Jobseeker Support – Work Ready (JS – WR)	**124,875**	**121,350**	**120,399**
Jobseeker Support Health Condition or Disability (JS – HCD)	**98,637**	**96,468**	**92,922**
Jobseeker Support Student Hardship (JSSH)	**7,104**	**288**	**6,066**
Main benefit work exits	**19,893**	**20,775**	**19,395**
Jobseeker Support work exits	**17,757**	**18,513**	**17,073**

Percentage changes

	Quarterly Change	Quarterly Change %	Annual Change	Annual Change %
Main Benefit	16,908	4.1%	17,571	4.3%
Jobseeker Support (JS)	5,694	2.6%	10,194	4.8%
Jobseeker Support – Work Ready (JS – WR)	3,525	2.9%	4,476	3.7%
Jobseeker Support – Health Condition or Disability (JS – HCD)	2,169	2.2%	5,715	6.2%
Jobseeker Support Student Hardship (JSSH)	6,816	2366.7%*	1,038	17.1%
Main Benefit work exits	-882	-4.2%	498	2.6%
Jobseeker Support work exits	-756	-4.1%	684	4.0%

*Do note that this increase is because there are normally very few students on JSSH in September, so increase looks large because they all normally come in over December quarter

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From: Emily Wong
To: s9(2)(a)
Cc: David Arrow; Michelle Parsons
Subject: FW: December 2025 PM Dashboard heads up/timeline
Date: Tuesday, 27 January 2026 2:36:00 pm
Attachments: image001.png

Hi Nikita

As you would have noticed already, I have reviewed the dashboard and made a wording suggestion for bullet 1 in the Housing Register section.

In response to your seasonality question, based on my knowledge, the decrease normally occurs in the holiday period (December and January) more so than November. November 2025 is the latest data we currently have as we are experiencing reporting delays.

Thanks
Emily

From: Nitika Sehgal s9(2)(a)
Sent: Tuesday, 27 January 2026 10:49 am
To: Emily Wong s9(2)(a) @msd.govt.nz>
Cc: David Arrow s9(2)(a) @msd.govt.nz>; Michelle Parsons s9(2)(a) @msd.govt.nz>
Subject: FW: December 2025 PM Dashboard heads up/timeline

Kia ora Emily,

As suggested by David, Can you please review/update the commentary for Housing register on PM dashboard. I can see that there is a decrease in households housed over the year in November 2025 as compared to the previous year. Is it the seasonal thing that less applications were approved or something else? Can you please provide some commentary regarding this change in the link below today.
Apologies I forgot to copy you in this email earlier.

PM Housing Dashboard A3 Draft Dec 25.pptx

Nitika Sehgal
Advisor | Data and Products
System Insight and Strategy
s9(2)(a)

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Wellington 6011

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From: Nitika Sehgal
Sent: Friday, 23 January 2026 1:39 pm
To: Joseph Winton s9(2)(a) >; Adam Brown s9(2)(a) >; Emily Pearse s9(2)(a) ; Angela Coffey s9(2)(a) ; Richard Deakin <s9(2)(a) >; JT Schutte s9(2)(a) >; David Taylor <s9(2)(a) ; 'David Arrow' s9(2)(a) @msd.govt.nz>; Paul Johnstone s9(2)(a) ; Carl Robinson s9(2)(a) ; Alex Gunn s9(2)(a) >; Helen Cox s9(2)(a) >; Nicole Rennie s9(2)(a) ; Maddie Skinner s9(2)(a) >; Isaac Paterson <s9(2)(a) >; Miru Samarakoon s9(2)(a)
Cc: HUD Insights s9(2)(a) >
Subject: RE: December 2025 PM Dashboard heads up/timeline

Kia ora,

Here is the link for the Dec 25 update of PM dashboard:

PM Housing Dashboard A3 Draft Dec 25.pptx

Please note Transitional Housing, Housing Register and Annual spend figures are not updated yet. This will be updated when the latest data is available.

We would appreciate if you could please review and update your commentary sections by **Tuesday, 27 January 2026.**

Please let me know if you have any questions.

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Nitika Sehgal
Advisor | Data and Products
System Insight and Strategy
s9(2)(a)
www.hud.govt.nz | Level 9, 7 Waterloo Quay, Wellington 6011

From: Nitika Sehgal
Sent: Friday, 16 January 2026 12:25 pm
To: Joseph Winton s9(2)(a) >; Adam Brown s9(2)(a) >; Emily Pearse <s9(2)(a) ; Angela Coffey s9(2)(a) >; Richard Deakin <s9(2)(a) >; JT Schutte s9(2)(a) >; David Taylor <s9(2)(a) >; David Arrow s9(2)(a) @msd.govt.nz>; Paul Johnstone s9(2)(a) >; Carl Robinson <s9(2)(a) >; Alex Gunn s9(2)(a) ; Helen Cox

s9(2)(a) >; Nicole Rennie s9(2)(a) >; Maddie Skinner <s9(2)(a) >
Cc: HUD Insights <HUD.Insights@hud.govt.nz>; Siri Sirisingumpai s9(2)(a) >; Cheryl Milio s9(2)(a) >
Subject: December 2025 PM Dashboard heads up/timeline

Kia ora,

Happy New Year!

Please see below the timeline and key tasks for the next update of the PM Dashboard.

Date	Task	Key person
Tuesday, 20 January 2026 Friday, 23 January 2026	Data update	Nitika Sehgal
Monday, 26 January 2026 Tuesday, 27 January 2026	**Social Housing commentary update**	**Adam Brown**
	KO Commentary update	**Emily Pearse/Angela Coffey**
	SI Commentary update	**Richard Deakin**
	TH Commentary update	**JT Schutte**
	Finance Commentary Update	**David Taylor**
	Housing Register Commentary update	**David Arrow (MSD)**
Wednesday, 28 January 2026	D&P Manager review/sign-out	Paul Johnstone/Carl Robinson
	SI Manager review/sign out	Alex Gunn
Thursday, 29 January 2026	GM Sign out	Joseph Winton
	Send first draft to all	Nitika Sehgal
	Send first draft to DPMC	Joseph Winton
Friday, 30 January 2026	DCE Review	Eleisha Hawkin
	CE Review	Adrienne Meikle
Monday, 2 February 2026	Final Updates	Nitika Sehgal/All
Tuesday, 3 February 2026	Due to DPMC	Joseph Winton

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I would appreciate if you could please review and update your commentary sections by **Tuesday, 27 January 2026**.
I will send the document link by end of next week once the latest data is updated.

If you prefer to coordinate via your EAs or would like to schedule a meeting to discuss, please let me know.

Ngā mihi,

Nitika

Nitika Sehgal
Advisor | Data and Products | System Insights and Strategy
Strategy, Insights and Governance

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From: Paul Merwood
To: Ben Leggett
Cc: Pablo Correa-Gonzalez; Javell Pereka; Blair McCarthy; Michael Fisher
Subject: MSD's benefit reporting statistics
Date: Thursday, 5 February 2026 2:46:00 pm
Attachments: image001.jpg

Kia ora Ben

I've tried to contact you today with an update on MSD's benefit reporting statistics.

We advised you about delays for releasing December's regular benefit monthly and quarterly reports, and that we were on track to fix the problem and publish the reports this week. Unfortunately, we have identified further issues, and we will not be able to publish the full monthly and quarterly benefit factsheets on 5 February. We apologise for the delay.
The extended delay will enable MSD to recheck the December data in full. While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data, including the public and other agencies who will access it through the Integrated Data Infrastructure (IDI). We will provide an update on timing as soon as it is available.

This does not affect previous data available, only data for the month of December. However, there will also delay data releases for the January and February monthly reports, and we're unable to provide you the monthly data file. We will provide updates once these release dates have been confirmed.

We will keep you updated on the progress of publishing these reports. We apologise again for the delays.

I'll get in touch again when you're back in the office

Ngā mihi

Paul

Paul Merwood
Amokura | General Manager: Performance & Reporting
Matawhānui | Insights MSD
Ministry of Social Development | Level 3, 89 Terrace | PO Box 1556 , Wellington 6140
Ph: +s9(2)(a)

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From: Paul Merwood <s9(2)(a) @msd.govt.nz>
Sent: Wednesday, 21 January 2026 4:24 pm
To: Ben Leggett <s9(2)(a) >
Cc: Pablo Correa-Gonzalez <s9(2)(a) >; Javell Pereka s9(2)(a) >; Michael Fisher <s9(2)(a) @msd.govt.nz>; Darcy Graham s9(2)(a) @msd.govt.nz>
Subject: RE: Q2 GTRM - Jobseeker data and delivery plans; standards

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Kia ora Ben

I'm emailing you to provide an update on MSD's benefit reporting statistics.

Our regular reporting products have been postponed by two weeks as a result of a processing delay in our data. They will now be published in the week starting 2 February. We will provide our usual data tables to you as soon as possible in that week. Our previously published products are not affected and upcoming January releases will be available at the normal time.

Ngā mihi

Paul Merwood
Amokura | General Manager: Performance & Reporting
Matawhānui | Insights MSD
Ministry of Social Development | Level 3, 89 Terrace | PO Box 1556 , Wellington 6140
Ph: s9(2)(a)

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From:	Sacha O"Dea
To:	Maari Porter [DPMC]
Cc:	Heather Kirkham [DPMC]; Fleur McLaren; Paul Merwood
Subject:	RE: Further delay to releasing December"s regular benefit monthly and quarterly reports
Date:	Thursday, 5 February 2026 11:05:00 am
Attachments:	image001.png

Sorry I pushed send and we are now re-checking one thing in relation to Target 8 reporting. Will come back as soon as we have confirmed this.
Sacha

From: Sacha O'Dea
Sent: Thursday, 5 February 2026 11:04 am
To: 'Maari Porter [DPMC]' <s9(2)(a) >
Cc: 'Heather Kirkham [DPMC]' <s9(2)(a) >; Fleur McLaren s9(2)(a) @msd.govt.nz>; Paul Merwood s9(2)(a) @msd.govt.nz>
Subject: RE: Further delay to releasing December's regular benefit monthly and quarterly reports

This is the list of Housing data impacted:

- the housing and transfer register
- tenancy data (which also includes IRR data)
- any of the housing flow data (register exits & entries, applicants housed in a period)
- Emergency Housing data

Please note that Accommodation Supplement data and Target 8 reporting is not impacted.

Thanks
Sacha

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Sacha O'Dea
Manahautū, Rautaki me Matawhānui | Deputy Chief Executive, Strategy & Insights
☎ +s9(2)(a)
✉ s9(2)(a) @msd.govt.nz
The Aurora Centre | 56 The Terrace | PO Box 1556 | Wellington | New Zealand

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From: Sacha O'Dea
Sent: Thursday, 5 February 2026 10:50 am
To: 'Maari Porter [DPMC]' s9(2)(a) >
Cc: Heather Kirkham [DPMC] <s9(2)(a) >; Fleur McLaren

s9(2)(a) @msd.govt.nz>; Paul Merwood <s9(2)(a) @msd.govt.nz>
Subject: RE: Further delay to releasing December's regular benefit monthly and quarterly reports

Please see the answers below to first two. Will come back on housing once I have checked one more thing
Thanks
Sacha

From: Maari Porter [DPMC] <s9(2)(a) >
Sent: Thursday, 5 February 2026 10:11 am
To: Sacha O'Dea s9(2)(a) @msd.govt.nz>
Cc: Heather Kirkham [DPMC] <s9(2)(a) >
Subject: RE: Further delay to releasing December's regular benefit monthly and quarterly reports

Sacha, I spoke to soon. A couple of clarifying questions please:

- On Jobseeker Support is the December regional data provided to the DU correct?

The regional data is correct. The source data for this is not impacted.

- I am right to infer Sole Parent Support, Supported Living Payment will not be released?

We are not proposing to release this data today, but we can provide the December number next week and also discuss releasing it with our Minister on Monday.

- What housing data are impacted? IIRS, Accomodation Supplement, SH Register?

Ngā mihi nui,
Maari

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From: Maari Porter [DPMC]
Sent: Thursday, 5 February 2026 9:13 am
To: 'Sacha O'Dea' <s9(2)(a) @msd.govt.nz>
Cc: Heather Kirkham [DPMC] <s9(2)(a) >
Subject: RE: Further delay to releasing December's regular benefit monthly and quarterly reports

[IN-CONFIDENCE]

Sacha, thanks for the fulsome response and call. Heather or I will be in touch if we have any further questions (but unlikely for today).

Maari

From: Sacha O'Dea <s9(2)(a) >
Sent: Thursday, 5 February 2026 8:56 am
To: Maari Porter [DPMC] <s9(2)(a) >
Cc: Heather Kirkham [DPMC] s9(2)(a) >
Subject: Further delay to releasing December's regular benefit monthly and quarterly reports

Kia ora Maari

As discussed, we have a further delay with releasing December's regular benefit monthly and quarterly reports. We sincerely apologise for the delay.

MSD has been working with ageing systems including our Information Analysis Platform (IAP) which now requires regular manual fixes. In this case unfortunately one of these fixes caused issues with the data which had a number of flow on impacts for the December benefit data. Our main priority was to ensure this did not flow onto client payments, which was confirmed as successful.

We are now working through a process for MSD to recheck the December data in full. This is to ensure the accuracy of the data which is of high importance to other areas that use the data, including the public and other agencies who will access it through the Integrated Data Infrastructure (IDI). This does not affect previous data available, only data for the month of December. However, there will also delay data releases for the January and February monthly reports. This will also affect the delivery of our monthly and quarterly housing reports. We will provide updates once these release dates have been confirmed.

As discussed we do not anticipate this will impact the publication of the Target reporting which is due for publication in March. We will not be able to provide data on sanctions and ethnicity as part of the draft report, until we have completed this fix.

Today we will provide the high-level numbers as at the end of December 2025, including number of people on working age benefits, Jobseeker Support, Jobseeker Support – Work Ready and Jobseeker Support – Health Condition or Disability. These high-level numbers have not been affected by the system issues we are currently experiencing. This information will be published on the MSD website today

We will provide updates about release dates when these have been confirmed. I may be in touch sooner and at the latest, will be in contact early in the week beginning 16 February.

I have attached the information that will go on the website today.

Please contact me if you have any questions

Sacha

Sacha O'Dea

Manahautū, Rautaki me Matawhānui | Deputy Chief Executive, Strategy & Insights

☎ +s9(2)(a)

✉ s9(2)(a) @msd.govt.nz

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From: Leah Asmus
To: Joseph Winton
Subject: RE: Messaging
Date: Monday, 9 February 2026 11:07:00 am
Attachments: image001.png
image002.png

Kia ora Joe,

Hope you had a great weekend.

On your question below – the team has confirmed that the code used for SH Tenancy data uses outputs from MSD data marts and IPV, so we should assume it's impacted until testing is done. The messaging below therefore applies to this as well.

Apologies – will keep you posted on progress.

Thanks
Leah

From: Joseph Winton s9(2)(a)
Sent: Thursday, 5 February 2026 4:28 PM
To: Leah Asmus s9(2)(a) @msd.govt.nz>
Subject: RE: Messaging

Hi Leah

Thanks for filling me in.

I am keen to understand whether Social Housing Tenancy data is impacted (other than ethnicity)

For example – we extract a file of SH tenancies each month using our MSD laptops – will this table be impacted?

I will let you know if we get any more questions

Joseph Winton (he/him)
GM System Insighrts and Strategy
s9(2)(a)

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From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Thursday, 5 February 2026 3:52 pm
To: Joseph Winton s9(2)(a)
Subject: Messaging

IN-CONFIDENCE

Hi Joe

Thanks for your time – as discussed, here are the key messages. Let me know if you need anything further.

Thanks
Leah

- We advised you about delays for releasing December's regular benefit monthly and quarterly housing reports, and that we were on track to fix the problem and publish the reports on Thursday 5 February.
- Unfortunately, because of further system issues there is a delay in publishing the December monthly and quarterly housing factsheets and information. We apologise for the delay. We will provide updates once these release dates have been confirmed.
- This does not affect previous data available, only date for the month of December. However, there will also delay data releases for the January and February monthly reports. We will provide updates once these release dates have been confirmed.
- We will keep you updated on the progress of publishing these reports. We apologise again for the delays.

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Leah Asmus (she/her)
Aporei | General Manager Evidence and Effectiveness
Strategy and Insights
☎ Mobile s9(2)(a)
✉ s9(2)(a) @msd.govt.nz
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From:	William Adams
To:	Pablo Correa-Gonzalez
Cc:	Chontelle Silvester
Subject:	RE: First draft – Target 8 GTRM A3 for review
Date:	Monday, 16 February 2026 4:11:00 pm
Attachments:	image001.png image002.png image003.png image004.png

---

Thanks Pablo, no stress

Looks good. Our advice has been to withhold the ethnicity data for now since we know that it has been impacted, and we will be able to update on the progress later this week.

Apologies for the delay, although this is a smaller data set it is best to hold off until we can be accurate with any information. HUD and DPMC are aware of this issue, it is also impacting Target 5 reporting.

Nga mihi,
William Adams (he/him)
Senior Advisor Housing
Ministry of Social Development
Level 8, The Aurora Centre, Wellington 6011

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From: Pablo Correa-Gonzalez s9(2)(a)
Sent: Monday, 16 February 2026 3:35 pm
To: William Adams s9(2)(a) @msd.govt.nz>
Subject: RE: First draft – Target 8 GTRM A3 for review

[IN-CONFIDENCE]

Will!

I am so sorry, I was meant to send you an email since last Friday but there's so much work I completely forgot.
I understand you, and thanks for letting me know.

Here is a tentative timeline in case it still works for you

- I send the most updated A3 to our leadership on Feb 19.
- 24 February: Our leadership send back to me their feedback.
- 25February: I send the updated version to you for your leadership to review.
- 2 March: Final feedback from your side.
- 3 March: We send the A3 to our Minister.

Let's keep in touch if there's anything else I can help with.

Pablo Correa
Kaitohu Matua | Senior Advisor
Te Aroturukitanga o te Rāngai Tūmatanui I Public Sector Monitoring
Te Aroturukitanga o te Ahunga Pūnaha | System Performance Monitoring
Te Puni Rautaki | Strategy

Te Tari Matua | National office

Waea Pūkoro | Mobile: s9(2)(a)
Waea Kore Utu | Freephone: 0800 875 663

Te Puni Kōkiri, Te Iho, 1 Bowen Street,
Wellington, New Zealand.
PO Box 3943, Wellington 6140

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[IN-CONFIDENCE]

From: William Adams s9(2)(a) @msd.govt.nz>
Sent: Monday, 16 February 2026 3:14 pm
To: Pablo Correa-Gonzalez s9(2)(a)
Subject: RE: First draft – Target 8 GTRM A3 for review

IN-CONFIDENCE

Kia ora Pablo,

I have just been advised by our data people that there have been some issues with the IPV for this data set, and they have requested holding back until this has been resolved.

Unfortunately, I am unable to provide an ETA for this, but am trying to find out more information for you. Because of this, the team have been unable to QA and sign out.

Apologies, I am aware that this will impact your timelines, and possibly shorten our review time. I will give you an update by COP so we can look to mitigate the impact and have some more clarity

on the timeline.

Ngā mihi,
Will

From: Pablo Correa-Gonzalez s9(2)(a)
Sent: Friday, 13 February 2026 9:53 am
To: William Adams s9(2)(a) @msd.govt.nz>; Isabella Dagg Court s9(2)(a)
Subject: RE: First draft – Target 8 GTRM A3 for review

[IN-CONFIDENCE]

Kia ora William, good morning.

I understand MSD and HUD provide reporting outside the one specifically designed for government targets, which mainly follows DPMC structure (see this as an example:). Is this a correct appreciation?

If my assumption is correct, our recommendation is mostly oriented towards other reporting. For example, HUD publish the Homelessness Insights reports (Homelessness insights reports - Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development) and MSD publishes 'housing reports'.

Does it make sense?

Ngā mihi nui!

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Pablo Correa
Kaitohu Matua | Senior Advisor
Te Aroturukitanga o te Rāngai Tūmatanui I Public Sector Monitoring
Te Aroturukitanga o te Ahunga Pūnaha | System Performance Monitoring
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Wellington, New Zealand.
PO Box 3943, Wellington 6140

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[IN-CONFIDENCE]

From: William Adams s9(2)(a) @msd.govt.nz>
Sent: Friday, 13 February 2026 9:34 am
To: Pablo Correa-Gonzalez s9(2)(a) >; Isabella Dagg Court s9(2)(a) >
Subject: RE: First draft – Target 8 GTRM A3 for review

IN-CONFIDENCE

Thanks Pablo!

Quick question, what are the insights releases being referred to in recommendation 1? Is that outside of target reporting?

Ngā mihi,
Will

From: Pablo Correa-Gonzalez <s9(2)(a) >
Sent: Thursday, 12 February 2026 3:49 pm
To: Isabella Dagg Court <s9(2)(a) ; William Adams s9(2)(a) @msd.govt.nz>
Subject: First draft – Target 8 GTRM A3 for review

[IN-CONFIDENCE]

Hi Isabella and Will,

I hope you are enjoying today's beautiful day.

As discussed, I am attaching the first draft of the Target 8 GTRM A3 so we can keep this moving.

Could you please review the draft and check:

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that all figures are accurate
- that the HUD and MSD agency initiatives are described accurately
- that the secondary policy advice content is correct from your perspective

I have included some initial recommendations. Please let me know if these make sense. This is the first round of drafts, so the recommendations may still change.

If possible, it would be great to have your comments by close of play on Monday. If you need extra time, please let me know. As I mentioned before, if you want to spend more time with the draft, that is all good, but in that case we might not have time for a full second review.

Thanks very much for your help with this

Ngā mihi

Pablo Correa
Kaitohu Matua | Senior Advisor
Te Aroturukitanga o te Rāngai Tūmatanui I Public Sector Monitoring
Te Aroturukitanga o te Ahunga Pūnaha | System Performance Monitoring
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From: Joseph Winton
To: Blair McCarthy
Cc: Leah Asmus; Fleur McLaren
Subject: RE: HUD Housing Dashboard
Date: Wednesday, 18 February 2026 7:50:37 am
Attachments: image001.png
image002.png
image004.png
image007.png
image010.jpg
image003.png
image005.png
image008.png
image012.jpg

Thanks Blair

I am proposing we use the following note on our dashboard pages:

> "Some previously published December 2025 data has been removed from the Dashboard due to an issue with the system used to collate the data at MSD. The CHP Public Homes series for December 2025 was previously published on 28 January; however, we have made the decision to remove the data until its accuracy can be confirmed. Data prior to December is not affected."

This will join the existing note:

> "Data for the Housing Register, Emergency Housing Special Needs Grants and other housing support products are delayed this month because of data processing issues. We will publish the updated data as soon as possible."

Joe

Joseph Winton (he/him)
GM System Insights and Strategy
s9(2)(a)

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From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Tuesday, 17 February 2026 4:56 pm
To: Joseph Winton s9(2)(a)
Cc: Leah Asmus s9(2)(a) @msd.govt.nz>; Fleur McLaren <s9(2)(a) @msd.govt.nz>
Subject: RE: HUD Housing Dashboard

And just following up with some messaging for the dashboard. You may only want to use the first paragraph – but there is more detail there should you require it.
Thanks
Blair

dashboard
The publication of MSD's quarterly and monthly housing data for December 2025 has been delayed due to an issue with the system used to collate the data. Data prior to December was not affected.

The issue affected subsets of housing data, including ethnicity and number of people housed from the register. MSD are working to resolve the issue and make sure the datasets available are correct.

From: Blair McCarthy
Sent: Tuesday, 17 February 2026 3:08 pm
To: Joseph Winton s9(2)(a)
Cc: Leah Asmus s9(2)(a) @msd.govt.nz>
Subject: RE: HUD Housing Dashboard

Hi Joe,

Here are some messages to include. The public information is up on our website so if you can mirror that. I will just come back to you on the Dashboard messaging by tomorrow.

Public - website
Unfortunately, because of system issues there is a delay in publishing the December monthly and quarterly housing factsheets and information. We apologise for the delay. We will provide an update on timing as soon as it is available.
This will also delay data releases for the January and February monthly reports. We will provide updates once these release dates have been confirmed.
Monthly Housing Reporting - Ministry of Social Development

Thanks
Blair

From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Tuesday, 17 February 2026 2:53 pm
To: Joseph Winton s9(2)(a) >; Blair McCarthy

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s9(2)(a) @msd.govt.nz>
Subject: RE: HUD Housing Dashboard

IN-CONFIDENCE

Thanks Joe for the call then.

@Blair McCarthy: Joe has signalled he'll advise to take this data down from the website. Can you please send him through the comms material needed to:

- Put up a holding message on the website saying the relevant data is not available (assume this should be essentially like we have on ours?)
- Include a message in any dashboard reporting that some of the data is not available

Thanks
Leah

From: Joseph Winton s9(2)(a)
Sent: Tuesday, 17 February 2026 2:28 PM
To: Leah Asmus s9(2)(a) @msd.govt.nz>
Subject: HUD Housing Dashboard

Hi Leah

The data was published here on 28 January
Public homes - Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development

The data is the Community Housing Provider Public Homes – which is a count of active CHP tenancies as at end of the month. (and therefore, Total is impacted as it is the Kainga Ora number + the CHP number)

The data also appears in the December housing dashboard for the PM – attached.

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Joseph Winton (he/him)
General Manager, System Insights and Strategy
Intelligence and System Direction
s9(2)(a) | Phone: s9(2)(a) | Mobile: s9(2)(a)
www.hud.govt.nz | Level 9,7 Waterloo Quay,Pipitea,Wellington

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Housing Snapshot Dashboard

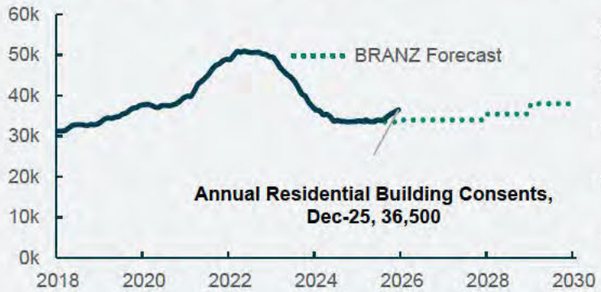
Latest data: 31 December 2025

Housing and Rental Market

- Building intentions have stabilised and risen slightly towards the end of 2025.
- Rents nationally remained largely unchanged across 2025 due to low net migration, prior high construction rates and modest wage growth. Gradual rent price growth is expected later in 2026, but the above limiting factors remain.
- Even with falling interest rates, house price growth is likely to remain modest in 2026, whilst it remains constrained by high listings.

Construction

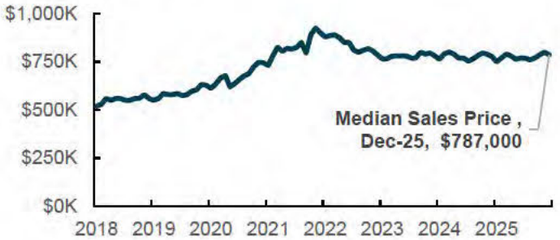
- Building consents remain stable, but have risen slightly in recent months with 36,500 consents in the year to December 2025, indicating increasing intentions to build. Consent volumes are likely to increase slightly over 2026 although with some regional variance and some volatility month on month.



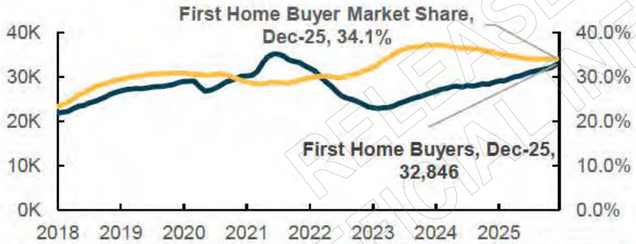
- Building activity increased slightly in the December quarter, but a sustained increase is still at risk as feasibility remains challenging and demand is slow.
- In Auckland, fewer dwellings were completed over the past year, reflecting reduced consents and activity over 2023/2024. However, completions are still higher than 2023 levels.

Property Market

- House Prices have remained largely flat. Despite monthly volatility the REINZ House Price Index is down by 0.4% in December 2025 compared to December 2024.
- House prices are unlikely to rise quickly over the next 12 months due to high listings and cautious buyer sentiment.
- Home Ownership Affordability has improved over the year to Sept 2025:
  - Deposit Affordability has improved by 4.7% as house prices remain flat whilst wages continue to grow, albeit slowly. Wages outpacing house prices is not typically sustained for long periods.
  - Mortgage Serviceability has improved 32.5% as interest rates have fallen.



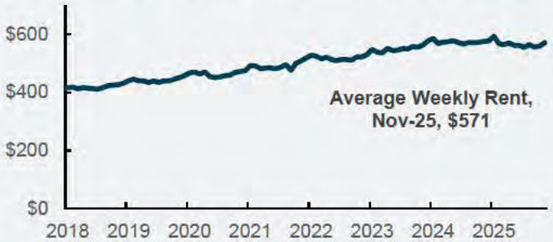
- The number of First Home Buyers is rising as credit becomes more available.



	Median Sales Price (Dec-25)	Change in House Prices (HPI) (Dec-24 – Dec-25)
New Zealand	**$787,000**	**-0.4%**
Auckland	$1,015,000	-2.1%
Wellington	$770,000	-4.5%
Canterbury	$725,000	+2.6%
Waikato	$755,000	+0.9%
Bay of Plenty	$840,000	+1.4%

Rental Market

- Affordability of new tenancies improved by 3.9% over the year to September 2025, with wages growing faster than rents.



- Nationally the change in new rents is largely unchanged over the year to December 2025 with some regions seeing rents fall.

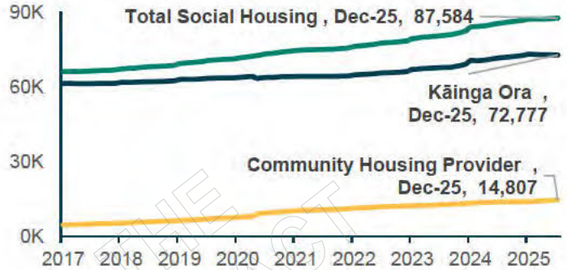
	Average Weekly Rent (Nov-25)	Change in new rents (Dec-24 – Dec-25)
New Zealand	**$571**	**-0.3%**
Auckland	$623	-2.0%
Wellington	$564	-1.9%
Canterbury	$553	+2.3%
Rest of North Is		1.0%
Rest of South Is		-0.6%

Social Housing and Government Support

- The number of applicants on the Housing Register is down on a year ago. In recent months the register has begun to level off and showed a small increase in November 2025.
- The majority of Social Housing places funded through Budget 2024 are approved for funding.
- Kāinga Ora Vacant home numbers have continued to decline meaning a higher proportion of the available stock is occupied.

Social Housing

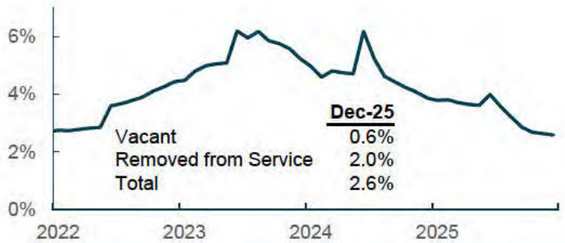
- Over the year to December 2025 there has been a net increase in Social Housing places of 1,977(+2.3%), to 87,584.



- Budget 2024 allocated $140 million for 1,500 new Social Housing places through Community Housing Providers by June 2027. By 10 December 2025, 137 places have been delivered and a total of 1,420 approved for funding.
- Budget 2025 allocated $128 million over four years for at least an additional 550 new Social Housing places in Auckland through Community Housing Providers by November 2026. By 10 December 2025, 129 places have been delivered and 635 places have been approved for funding.

Unoccupied Kāinga Ora Homes

- The total number of unoccupied homes as at end of December 2025 was 1,884 – a decrease of 887 from December 2024.
- Vacant home numbers have continued to decline in recent months, positively lifting overall utilization rates.

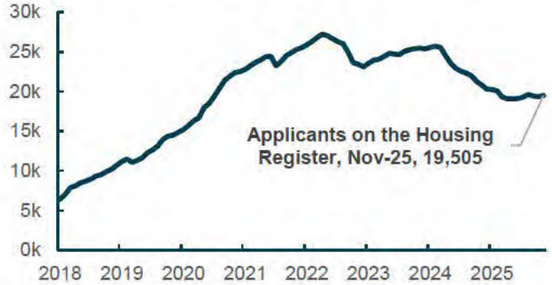


Transitional Housing

- Over the year to December 2025, there has been a decrease in Transitional Housing places of 324 (-5.1%) to 6,050 due to time limited funding coming to an end.
- We anticipate that the number of TH places will remain unchanged over the remainder of the financial year.

Housing Register

- As of November 2025, there were 1,329 fewer applicants on the Housing Register than a year earlier - a 6.4% drop.
- The Housing Register continued to decrease over the first half of 2025, but has stabilised in recent months, remaining lower than the same time last year. Partly due to slightly fewer new applicants each month, as well as fewer households being housed and exiting the register than last year.



s9(2)(g)(i)

[redacted]

Kāinga Ora Build Cost per square metre

$3,290 /m²

12 month average to September 2025

($3,345 /m², 12 month average to June 2025)

Exc. GST. Above ground build costs only. Does not include overheads.

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NOTES AND CAVEATS

Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

Housing and Rental Market

Construction

Measures

36,500 Dwellings consented (Dec 2024 – Dec 2025)
12-month rolling actuals **(Stats NZ)** and forecasts **(BRANZ, Aug 2025)** of new consented dwellings.

14,500 Dwellings received CCC's in Auckland (Nov 2024 – Nov 2025)
12-month rolling total of dwellings which received Code Compliance Certificates (CCCs) in Auckland City. **(Auckland Council)** Auckland is the only council that regularly releases this data.

Comments

Consents represent intention to build. Not all consents will result in a new dwelling. Dwellings consented are down since the 2022 peak, with regional variation. Broadly consenting has decreased in the North Island and slightly increased in the South Island.

Sources

Dwellings consented - Stats NZ: Building consents issued: December 2025 | Stats NZ
Dwellings consented forecast – BRANZ: Unpublished
Code Compliance Certificates issued - Auckland Council: Auckland monthly housing update, January 2026 - Knowledge Auckland

Property Market

Measures

$787,000 Median house price in Dec 2025
Median sales price of houses across New Zealand. **(REINZ)**

-0.4% Annual change in HPI (Dec 2024 – Dec 2025)
The HPI measures the true movement of house values over time, influenced by housing attributes such as land area and is not affected by the quality or composition of houses sold. **(REINZ)**

+4.7% Deposit affordability (Sep 2024 – Sep 2025)
+32.5% Mortgage serviceability (Sep 2024 – Sep 2025)
These indicators show how the affordability of saving for a deposit and servicing a mortgage has changed, by comparing price change with growth in median household income. Positive change means purchasing a home and servicing mortgage repayments is more affordable. Note that this is a temporary, cyclical effect. **(HUD)**

32,846 First Home Buyers (Dec 2024 – Dec 2025)
12-month rolling total number of first home buyers. This is measured by mortgage lending to first home buyers. These figures won't capture cash purchases. **(RBNZ)**

34.1% of new mortgage commitments are First Home Buyers (Dec 2024 - Dec 2025)
12-month rolling percentage of new mortgage commitments which are First Home Buyers. **(RBNZ)**

Comments

HPI is recommended for measuring change in sales prices, as house sales prices can be heavily influenced by the typology and quality of houses sold. National HPI's have shown little movement over the past year, with regional variation.
House Prices aren't anticipated to rise rapidly over the next 12 months due to decade high levels of listings for sale and cautious buyer sentiment due to slow recovery of the labour market and concerns about economic outlook.

Sources

Median house price and HPI – REINZ: REINZ - New Zealand Property Report - December 2025
First Home Buyers – RBNZ: New residential mortgage lending by borrower type (C31) - Reserve Bank of New Zealand - Te Pūtea Matua
Deposit Affordability and Mortgage Serviceability – HUD: https://www.hud.govt.nz/stats-and-insights/change-in-housing-affordability-indicators/about-the-indicators

Rental Market

Measures

$571 Average weekly rent (Nov 2025)
Average (Geometric Mean) Weekly rent price of tenancies with a lodged bond. **(Tenancy Services)**

+3.9% Change in Rental Affordability (Sept 2024 – Sept 2025)
Annual change in rents relative to Median Incomes. **(HUD)**

-0.3% Change in Rental Prices for new tenancies (flow RPI) (Dec 2024 – Dec 2025)
Annual change in National Rental Price Index. **(Stats NZ)**
Flow measures rental inflation for new, private tenancies. It tends to be more volatile than the stock measure

+0.1% Change in Rental Prices for all tenancies (stock RPI) (Dec 2024 – Dec 2025)
Rental Price Index. Estimates rental price changes across the whole rental population, including renters currently in tenancies. **(Stats NZ)**

Comments

Rental Price Index (flow) accounts for rental inflation for new, private tenancies. This provides a rent comparison across regions where data is available. A positive change in Rental Affordability means a new rental has become more affordable relative to median incomes. This is not representative of all renters as many renters do not receive income growth comparable to the median.

Sources

Rents - MBIE: https://www.tenancy.govt.nz/about-tenancy-services/data-and-statistics/rental-bond-data/
Rental Affordability and Change in Rental Prices - HUD: https://www.hud.govt.nz/stats-and-insights/change-in-housing-affordability-indicators/about-the-indicators
RPI Stock – Selected price indexes: December 2025 | Stats NZ

Social Housing and Government Support

Social Housing

Measures

87,584 Social Housing places (Dec 2025)
Total homes managed by Kāinga Ora – Homes and Communities, and Community Housing Providers (CHPs) for Social Housing eligible for Income Related Rent Subsidy (IRRS).

Comments

Kāinga Ora includes unoccupied homes. The CHP number is for occupied only.
Social homes approved for funding include properties that have already been delivered.

Source

Social Housing Places – HUD: https://www.hud.govt.nz/stats-and-insights/the-government-housing-dashboard/public-homes#tabset
1,500 statement - New partnerships for social housing | Beehive.govt.nz

Housing Register

Comments

The Housing Register includes eligible applicants not currently in Social Housing who are ready to be matched to a suitable home. Exits for other reasons includes applicants who are no longer eligible, have had a change in circumstances or who no longer require Social Housing.

Source

Housing Register - MSD: https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/monthly-housing-reporting.html

Transitional Housing

Comments

Transitional Housing Places are not households. A place can be a property but can also be a motel room or a single-bedroom in a shared space. Transitional Housing provides immediate, short-term accommodation, as well as support services for finding a sustainable housing outcome.

Source

Contracted TH Places – HUD: https://www.hud.govt.nz/stats-and-insights/the-government-housing-dashboard/transitional-housing#tabset

Annual Spend

Total spend on housing also includes smaller programmes and new supply activity.

Source

Annual Spend on Housing Support – HUD & MSD: Unpublished

Unoccupied Kāinga Ora Homes

Measures

2.6% Kāinga Ora Homes Unoccupied (Dec 2025)
Percent of Kāinga Ora social housing stock unoccupied at the end of each month.

Comments

Unoccupied homes is derived from Social Housing published data, it includes vacant homes (including those ready to let or under repair) and homes removed from service for refurbishment, redevelopment or disposal.

Source

Kāinga Ora Unoccupied Homes – HUD: https://www.hud.govt.nz/stats-and-insights/the-government-housing-dashboard/public-homes#tabset

Kāinga Ora Build Cost

Comments

Kāinga Ora Build Cost is a twelve-month rolling average cost for above ground costs only,
The measure doesn't account for typology or location and doesn't include overhead costs associated with building.
Care should be taken when this measure is used to compare against Market Build Costs.
Kāinga Ora is targeting a build cost per square meter of 2,980 for FY **2025/26** and is at $3,290 per square meter at the end of the first quarter, coming down from the previous quarter cost of $3,345
A new measure which includes overheads is under development

Source

Kāinga Ora Build Cost – KO: Unpublished

Note: Some figures in this dashboard, including Housing Register, KO Build cost measure and Consents data are not updated to latest data yet, they will be updated once the new data is available. Please take care when quoting these numbers as they may change.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

From: Helen Cox
To: Blair McCarthy; Leah Asmus; Mike Webb
Cc: Eleisha Hawkins; Joseph Winton; David Arrow; Karen Hocking
Subject: RE: MSD Data Update
Date: Friday, 20 February 2026 10:38:43 am
Attachments: image001.png
image002.png
image003.png
image004.jpg

Thank you Blair – I have updated the weekly report accordingly

Much appreciated

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a) | Mobile: s9(2)(a)

[UNCLASSIFIED]

From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Friday, 20 February 2026 9:41 am
To: Helen Cox s9(2)(a) >; Leah Asmus s9(2)(a) @msd.govt.nz>; Mike Webb s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins s9(2)(a) >; Joseph Winton s9(2)(a) ; David Arrow (Guest) s9(2)(a) @msd.govt.nz>; Karen Hocking s9(2)(a) @msd.govt.nz>
Subject: RE: MSD Data Update

IN-CONFIDENCE

Hi Helen,

I have passed this on to Amy who will pass it through also. But so you have the further information in more detail.
Hope this is helpful, we will keep you updated as we have more information.
Thanks
Blair

From: Helen Cox s9(2)(a) >
Sent: Friday, 20 February 2026 9:33 am
To: Blair McCarthy <s9(2)(a) @msd.govt.nz>; Leah Asmus s9(2)(a) @msd.govt.nz>; Mike Webb <s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins s9(2)(a) >; Joseph Winton s9(2)(a) ; David Arrow s9(2)(a) @msd.govt.nz>
Subject: RE: MSD Data Update

Thank you Blair

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I just spoke with Bronwyn (HUD PS) and I understand Euan has mentioned the issue, but we need more specific information. I understand Euan is not there today

I need the line by 11am please, much appreciated

Helen

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a) | Mobile: s9(2)(a)

[UNCLASSIFIED]

From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Friday, 20 February 2026 9:29 am
To: Leah Asmus <s9(2)(a) @msd.govt.nz>; Helen Cox s9(2)(a) ; Mike Webb s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins s9(2)(a) >; Joseph Winton s9(2)(a) >; David Arrow (Guest) <s9(2)(a) @msd.govt.nz>
Subject: RE: MSD Data Update

IN-CONFIDENCE

Thanks Helen, I am about to send to Amy our Minister's PS some housing specific information to pass through you're your Minister's. I can send these through to you this morning.
Thanks
Blair

From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Friday, 20 February 2026 9:23 am
To: Helen Cox s9(2)(a) >; Mike Webb <s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins s9(2)(a) >; Joseph Winton <s9(2)(a) >; Blair McCarthy <s9(2)(a) @msd.govt.nz>; David Arrow <s9(2)(a) @msd.govt.nz>
Subject: Re: MSD Data Update

IN-CONFIDENCE

Hi Helen

I've CCed David and Blair who can help. But can I please check whether your staff in the office have spoken to Euan, our housing private secretary?

Thanks
Leah

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Leah Asmus - s9(2)(a)

Sent from my phone, apologies for brevity or typos

From: Helen Cox s9(2)(a)
Sent: Friday, February 20, 2026 9:03:49 AM
To: Mike Webb <s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins <s9(2)(a) >; Leah Asmus s9(2)(a) @msd.govt.nz>; Joseph Winton <s9(2)(a) >
Subject: RE: MSD Data Update

Kia ora Mike

You are listed on Leah's OOO, I don't have David's contact details unfortunately – I'm happy to contact him if required

We are getting pressed to by the MO add more detail to our weekly report, specifically asking the nature data issue and what data is affected. Can you please provide me a line on the issue on the nature of the issue that we can use, asap

I will add a line about what specific data has been affected, in line with what Joe has already sent internally at HUD and updated private secs with.

Helen

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a) | Mobile: s9(2)(a)

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[UNCLASSIFIED]

From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Friday, 20 February 2026 7:25 am
To: Helen Cox s9(2)(a) >; Joseph Winton s9(2)(a) >
Cc: Eleisha Hawkins <s9(2)(a) >
Subject: RE: MSD Data Update

IN-CONFIDENCE

Thanks for sharing this Helen. The only thing you could consider adding (if this hasn't gone) is that further messaging will be provided to Ministers' offices soon.

I'm on leave today but feel free to touch base with David if you need anything.

Thanks
Leah

From: Helen Cox s9(2)(a) >
Sent: Thursday, 19 February 2026 11:45 AM
To: Leah Asmus s9(2)(a) @msd.govt.nz>; Joseph Winton s9(2)(a)
Cc: Eleisha Hawkins s9(2)(a) >
Subject: RE: MSD Data Update

Kia ora Leah

Joe is away at the moment so just a heads up that we have put some lines in our weekly report to Min's Bishop and Potaka. This builds slightly on the comms on our website. Please touch base if you want to discuss anything, otherwise we will wait for more information from MSD before we update Ministers again

Housing Dashboard data
• Some previously published December 2025 data has been removed from the Housing Dashboard due to an issue with the system used to collate the data at the Ministry of Social Development. The community housing provider public homes series for December 2025 was previously published on 28 January; however, we have made the decision to remove the data until its accuracy can be confirmed. Data prior to December is not affected. • The Maihi Ka Ora, Ka Mārama dashboard has not been updated with December data due to the same issue. • We have also advised your office of the above impacts.
NEXT STEPS
• MSD are investigating and will update HUD • We will provide you with an update once we know the full impacts, remediations and timeframes
CONTACT PERSON

Joseph Winton	General Manager, System Impacts and Strategy
Eleisha Hawkins	Deputy Chief Executive, Strategy Insights and Governance

Ngā mihi, nā,

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a) Mobile: s9(2)(a)

[UNCLASSIFIED]

From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Tuesday, 17 February 2026 12:29 pm

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To: Joseph Winton s9(2)(a) >
Cc: Helen Cox s9(2)(a) >
Subject: RE: MSD Data Update

IN-CONFIDENCE

Kia ora Joe

Thanks for sending this through – I've added some comments in green below.

Happy to discuss.

Thanks
Leah

Short summary

- There is a system issue at MSD which means that certain data can't be reliably produced.
- HUD and MSD do not have reliable data past November for: CHP Social Housing, Register, EH, AS or Housing Support Services. (TH data is unaffected)
- December CHP Social Husing data published on the Housing Dashboard, and on the PM Dashboard may be impacted. If impacted, we will have likely reported a small undercount for December.
- Other products including the housing dashboard, MSD monthly housing statistics, MAIHI Ka Ora, Kā Mārama and the Target 8 quarterly dashboard have also been affected.
- MSD do not have a timeline for resolution but are working on it.
- I am proposing that we continue to publish CHP social housing stats as planned and then revise when corrected data becomes available.
- I have let key HUD contacts know and I will be working with MSD to make sure ministers offices are informed.

MSD's response:

- MSD's advice is to not publish the December 2025 and January 2026 data until the issue has been resolved.
- We should be in a position soon to have an estimate of when this is likely to be – we will let you know ASAP when confirmed.
- We have drafted some comms lines to support HUD if we agree not to publish the impacted numbers until they have been fixed. These can be provided at your request.

Slightly longer explanation:

- There is a system issue at MSD which means that certain data can't be reliably produced.
- We have a full set of data for November 2025, but have not received any of our regular data for December or January . (with the exception of TH data which is unaffected) and MSD have not been able to publish their own dashboards. It is likely that February data will also be delayed and MSD do not have a timeline for resolution but are working on it.
- Impact on HUD products:
    - Register, EH, AS or Housing Support Services data on the housing dashboard is only

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up to November.

- I have learned today that Social Housing tenancy data may also be affected. This means that the count of CHP social housing for December which was published on the Housing Dashboard, and on the PM Dashboard may be impacted. ~~From the conversations my team have had with MSD, I understand that if the data is impacted, then the number we have published will be an undercount.~~
    - We recommend you remove this, as we cannot say for certain at this stage that this is the case.
- If there is an impact to CHP social housing data, then it will also impact the reporting against major spending for budget 23 which is published on our website and provided to treasury.
- The ethnicity breakdown in the Target 8 quarterly dashboard is incorrect. MSD have informed DPMC and will let us know as soon as there is an updated number so that we can update.
- MAIHI Ka Ora, Kā Mārama has not been updated with December data- this usually happens quarterly.

- What are we doing:
    - I am keeping in touch with MSD
    - My team are doing some work tomorrow to estimate the potential impact on CHP social housing data. It is likely this impact will be small.
        - MSD notes that we cannot confirm this for certain at this stage either (noting some preliminary investigations suggest it is correct, however further checks are required).
    - If the team con confirm that the likely impact is small then I am proposing that we continue to publish CHP social housing stats as planned, and then revise when corrected data becomes available.
- I have let key HUD contacts know and I will be working with MSD to make sure ministers offices are informed.

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From: Joseph Winton s9(2)(a) >
Sent: Tuesday, 17 February 2026 9:01 AM
To: Leah Asmus s9(2)(a) @msd.govt.nz>
Cc: Helen Cox s9(2)(a)
Subject: FW: MSD Data Update

Kia ora Leah

FYI – here is the update I provided to Eleisha yesterday.

Can you please let me know if I have got anything wrong? Or whether there is any further update you can provide on resolution timing?

I am on leave from mid-day tomorrow, returning on Tuesday. I will provide an alternate contact before I go – likely Helen.

Thanks

Joe

Short summary

- There is a system issue at MSD which means that certain data can't be reliably produced.
- HUD and MSD do not have reliable data past November for: CHP Social Housing, Register, EH, AS or Housing Support Services. (TH data is unaffected)
- December CHP Social Husing data published on the Housing Dashboard, and on the PM Dashboard may be impacted. If impacted, we will have likely reported a small undercount for December.
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- I have let key HUD contacts know and I will be working with MSD to make sure ministers offices are informed.

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- Impact on HUD products:
    - Register, EH, AS or Housing Support Services data on the housing dashboard is only up to November.
    - I have learned today that Social Housing tenancy data may also be affected. This means that the count of CHP social housing for December which was published on the Housing Dashboard, and on the PM Dashboard may be impacted. From the conversations my team have had with MSD, I understand that if the data is impacted, then the number we have published will be an undercount.
    - If there is an impact to CHP social housing data, then it will also impact the reporting against major spending for budget 23 which is published on our website and provided to treasury.
    - The ethnicity breakdown in the Target 8 quarterly dashboard is incorrect. MSD have informed DPMC and will let us know as soon as there is an updated number so that we can update.
    - MAIHI Ka Ora, Kā Mārama has not been updated with December data- this usually happens quarterly.
- What are we doing:
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    - My team are doing some work tomorrow to estimate the potential impact on CHP social housing data. It is likely this impact will be small.
    - If the team con confirm that the likely impact is small then I am proposing that we continue to publish CHP social housing stats as planned, and then revise when corrected data becomes available.

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- I have let key HUD contacts know and I will be working with MSD to make sure ministers offices are informed.

Thanks

Joe

Joseph Winton (he/him)
General Manager, System Insights and Strategy
Intelligence and System Direction
s9(2)(a) | Phone: s9(2)(a) Mobile: s9(2)(a)
www.hud.govt.nz | Level 9,7 Waterloo Quay,Pipitea,Wellington

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From: William Adams
To: Pablo Correa-Gonzalez; Anna Lees; Rebekah Hood
Cc: Isabella Dagg Court
Subject: RE: Quarter Update – Operational Changes Supporting Better Outcomes for Māori
Date: Monday, 23 February 2026 4:26:00 pm
Attachments: image001.png
image002.png
image003.png
image004.png

Kia ora Pablo,

Apologies for the delay responding to this. There is nothing further to add from an operational perspective.

Rob Porter or Paul Merwood, will be coming back to Ben in your team with collated MSD feedback on Target 5 and target 8 dashboards. This is due to the issue with the system used to collate the data that has affected some subsets of data within the IAP, including ethnicity and the number of people housed from the register.

Please sing out if you have any questions or concerns. Apologies again for the hold up this has caused.

Nga mihi,
William Adams (he/him)
Senior Advisor Housing
Ministry of Social Development
Level 8, The Aurora Centre, Wellington 6011

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From: Pablo Correa-Gonzalez <s9(2)(a) [redacted]>
Sent: Thursday, 19 February 2026 5:25 pm
To: Anna Lees s9(2)(a) [redacted]>; Rebekah Hood s9(2)(a) [redacted]>; William Adams <s9(2)(a) [redacted]@msd.govt.nz>
Cc: Isabella Dagg Court s9(2)(a) [redacted]@hud.govt.nz>
Subject: Quarter Update – Operational Changes Supporting Better Outcomes for Māori

[UNCLASSIFIED]

Kia ora Becky, Anna, Will

I hope you're well.

I wonder if you could please let us know whether there is anything from your key

initiatives that you would like to share from an **operational perspective** about what you've changed or adjusted over the last quarter to contribute to better outcomes for Māori?

- **Priority One Fast Track for Families (>12 Weeks in Emergency Housing)**
- **Reset Programmes & Investment (GPS–HUD)**
- **Partnership with Frontline Providers to Reduce Rough Sleeping**
- **Homelessness Insights Reports**

This is a great opportunity to highlight good news, progress, or initiatives you've put in place.

Happy to receive anything for either **tomorrow's COP** or **Monday's COP**. And if there's nothing you want to report this time, kei te pai.

Ngā mihi nui,

Pablo Correa
Kaitohu Matua | Senior Advisor
Te Aroturukitanga o te Rāngai Tūmatanui I Public Sector Monitoring
Te Aroturukitanga o te Ahunga Pūnaha | System Performance Monitoring
Te Puni Rautaki | Strategy

Te Tari Matua | National office

Waea Pūkoro | Mobile: +s9(2)(a)
Waea Kore Utu | Freephone: 0800 875 663

Te Puni Kōkiri, Te Iho, 1 Bowen Street,
Wellington, New Zealand.
PO Box 3943, Wellington 6140

Tūhono mai | Connect with us

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From: Joseph Winton
To: Leah Asmus
Subject: HUD critical data priorities.
Date: Friday, 6 March 2026 4:28:10 pm
Attachments: image001.png
image003.png
image005.png
image007.jpg
image009.png
image010.png
image011.png
image012.jpg

Kia ora Leah

Thanks for all your time on the phone over the past few weeks.

I understand that there is no substantive update on a resolution data for your data issues. However, as discussed it would be useful for HUD to receive a cut down set of critical data points each month as you work on a full solution.

I have tried to be really selective in my list of critical data here so as to minimise the amount we are asking for, there is a much longer list of data that HUD needs, however the series below are particularly critical.
I have put the table in priority order, with highest priority at the top. For all data, we would want the as at end of Dec, Jan and Feb and then as at end of month ongoing until the fix.

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Critical

Data	Geographic Breakdown	Use and priority
CHP social housing tenancies at month end	Auckland.	This data is essential for tracking progress against government target for Auckland delivery of Social Housing. Ministerial reporting. Planning and forecasting.
CHP social housing tenancies at month end	National	This data is critical for counting the volume of social housing managed by CHPs. This is a key metric produced by HUD and used to report against a number of targets.
Housing Register (excluding transfer) At month end	National	Regularly quoted by ministers.

Not as Critical, but very useful

Data	Geographic	Use and priority

	Breakdown	
CHP social housing tenancies at month end	By TLA	All used as part of investment planning, delivery forecasting and reporting.
Housing Register (excluding transfer) At month end	By TLA	
Housing Register Flows: entries, exit, number housed	National	

And Finally… I know this one is not likely to be possible, but the most useful thing would be:

Unit record social housing tenancy dataset.

- As at end of each month.
- A row for each active tenancy,
- Provider
- Address (all the many fields)
- Start data
- tenancy reference

This data is the only way that HUD can measure delivery of CHP social housing and allocate delivery against different budget targets.

Thanks Leah!

Happy to discuss

Hae a great weekend.

Joseph Winton (he/him)
General Manager, System Insights and Strategy
Intelligence and System Direction
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From: Helen Cox
To: Blair McCarthy; Leah Asmus
Cc: Joseph Winton
Subject: RE: MSD Data Update - WPQs due tomorrow
Date: Monday, 2 March 2026 1:36:05 pm
Attachments: image001.png
image002.png
image003.png
image004.jpg

Thanks Blair

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a)

[UNCLASSIFIED]

From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Monday, 2 March 2026 1:27 pm
To: Helen Cox s9(2)(a) ; Leah Asmus s9(2)(a) @msd.govt.nz>
Cc: Joseph Winton s9(2)(a)
Subject: RE: MSD Data Update - WPQs due tomorrow

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Hi Helen,

Sorry what we meant by that was MSD will keep HUD updated (see below), hopefully that clarifies?
Thanks
Blair

From: Helen Cox s9(2)(a)
Sent: Monday, 2 March 2026 1:23 pm
To: Leah Asmus <s9(2)(a) @msd.govt.nz>
Cc: Joseph Winton s9(2)(a) >; Blair McCarthy <s9(2)(a) @msd.govt.nz>
Subject: RE: MSD Data Update - WPQs due tomorrow

Thanks Leah, those look mostly fine – I just wanted to check this sentence

'I have been informed that MSD is currently working on a fix to the issue, and they will keep my officials updated on timeframes.'

Are we saying the Minister will keep HUD officials updated...? I would think its more the other way around

Helen

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a)

[UNCLASSIFIED]

From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Monday, 2 March 2026 1:15 pm
To: Helen Cox s9(2)(a) >
Cc: Joseph Winton s9(2)(a) ; Blair McCarthy s9(2)(a) @msd.govt.nz>
Subject: RE: MSD Data Update - WPQs due tomorrow

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Kia ora Helen,

Thanks for sharing this with us. We've proposed a few edits here for your consideration. Happy to discuss.

Ngā mihi
Leah

From: Helen Cox s9(2)(a) >
Sent: Monday, 2 March 2026 10:50 AM
To: Leah Asmus s9(2)(a) @msd.govt.nz>
Cc: Joseph Winton s9(2)(a) >
Subject: MSD Data Update - WPQs due tomorrow

Kia ora Leah

We've had some WPQs on the data issues and I have drafted responses – these are due tomorrow. Keen to test these with you – please see attached

I'm pretty free today for a call or Teams kōrero

Helen

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a) |

[UNCLASSIFIED]

From: Helen Cox
Sent: Friday, 20 February 2026 10:38 am

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To: 'Blair McCarthy' s9(2)(a) @msd.govt.nz>; Leah Asmus s9(2)(a) @msd.govt.nz>; Mike Webb s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins <s9(2)(a) >; Joseph Winton <s9(2)(a) >; David Arrow (Guest) <s9(2)(a) @msd.govt.nz>; Karen Hocking <s9(2)(a) @msd.govt.nz>
Subject: RE: MSD Data Update

Thank you Blair – I have updated the weekly report accordingly

Much appreciated

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone s9(2)(a) | Mobile s9(2)(a)

From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Friday, 20 February 2026 9:41 am
To: Helen Cox s9(2)(a) >; Leah Asmus <s9(2)(a) @msd.govt.nz>; Mike Webb s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins s9(2)(a) >; Joseph Winton s9(2)(a) ; David Arrow (Guest) s9(2)(a) @msd.govt.nz>; Karen Hocking s9(2)(a) @msd.govt.nz>
Subject: RE: MSD Data Update

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Hi Helen,

I have passed this on to Amy who will pass it through also. But so you have the further information in more detail.
Hope this is helpful, we will keep you updated as we have more information.
Thanks
Blair

From: Helen Cox s9(2)(a) >
Sent: Friday, 20 February 2026 9:33 am
To: Blair McCarthy <s9(2)(a) @msd.govt.nz>; Leah Asmus s9(2)(a) @msd.govt.nz>; Mike Webb <s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins <s9(2)(a) >; Joseph Winton s9(2)(a) >; David Arrow s9(2)(a) @msd.govt.nz>
Subject: RE: MSD Data Update

Thank you Blair

I just spoke with Bronwyn (HUD PS) and I understand Euan has mentioned the issue, but we need more specific information. I understand Euan is not there today

I need the line by 11am please, much appreciated

Helen

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a) Mobile: s9(2)(a)

[UNCLASSIFIED]

From: Blair McCarthy s9(2)(a) @msd.govt.nz>
Sent: Friday, 20 February 2026 9:29 am
To: Leah Asmus <s9(2)(a) @msd.govt.nz>; Helen Cox s9(2)(a) >; Mike Webb s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins s9(2)(a) >; Joseph Winton s9(2)(a) ; David Arrow (Guest) s9(2)(a) msd.govt.nz>
Subject: RE: MSD Data Update

IN-CONFIDENCE

Thanks Helen, I am about to send to Amy our Minister's PS some housing specific information to pass through you're your Minister's. I can send these through to you this morning.
Thanks
Blair

From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Friday, 20 February 2026 9:23 am
To: Helen Cox s9(2)(a) >; Mike Webb s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins s9(2)(a) >; Joseph Winton s9(2)(a) >; Blair McCarthy s9(2)(a) @msd.govt.nz>; David Arrow s9(2)(a) @msd.govt.nz>
Subject: Re: MSD Data Update

IN-CONFIDENCE

Hi Helen

I've CCed David and Blair who can help. But can I please check whether your staff in the office have spoken to Euan, our housing private secretary?

Thanks
Leah

Leah Asmus - s9(2)(a)

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Sent from my phone, apologies for brevity or typos

From: Helen Cox s9(2)(a) >
Sent: Friday, February 20, 2026 9:03:49 AM
To: Mike Webb <s9(2)(a) @msd.govt.nz>
Cc: Eleisha Hawkins <s9(2)(a) >; Leah Asmus s9(2)(a) @msd.govt.nz>; Joseph Winton s9(2)(a) >
Subject: RE: MSD Data Update

Kia ora Mike

You are listed on Leah's OOO, I don't have David's contact details unfortunately – I'm happy to contact him if required

We are getting pressed to by the MO add more detail to our weekly report, specifically asking the nature data issue and what data is affected. Can you please provide me a line on the issue on the nature of the issue that we can use, asap

I will add a line about what specific data has been affected, in line with what Joe has already sent internally at HUD and updated private secs with.

Helen

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

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From: Leah Asmus <s9(2)(a) @msd.govt.nz>
Sent: Friday, 20 February 2026 7:25 am
To: Helen Cox <s9(2)(a) >; Joseph Winton s9(2)(a)
Cc: Eleisha Hawkins s9(2)(a) >
Subject: RE: MSD Data Update

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Thanks for sharing this Helen. The only thing you could consider adding (if this hasn't gone) is that further messaging will be provided to Ministers' offices soon.

I'm on leave today but feel free to touch base with David if you need anything.

Thanks
Leah

From: Helen Cox <s9(2)(a) >
Sent: Thursday, 19 February 2026 11:45 AM
To: Leah Asmus s9(2)(a) @msd.govt.nz>; Joseph Winton s9(2)(a)

Cc: Eleisha Hawkins s9(2)(a)
Subject: RE: MSD Data Update

Kia ora Leah

Joe is away at the moment so just a heads up that we have put some lines in our weekly report to Min's Bishop and Potaka. This builds slightly on the comms on our website. Please touch base if you want to discuss anything, otherwise we will wait for more information from MSD before we update Ministers again

Housing Dashboard data
• Some previously published December 2025 data has been removed from the Housing Dashboard due to an issue with the system used to collate the data at the Ministry of Social Development. The community housing provider public homes series for December 2025 was previously published on 28 January; however, we have made the decision to remove the data until its accuracy can be confirmed. Data prior to December is not affected. • The Maihi Ka Ora, Ka Mārama dashboard has not been updated with December data due to the same issue. • We have also advised your office of the above impacts.
NEXT STEPS
• MSD are investigating and will update HUD • We will provide you with an update once we know the full impacts, remediations and timeframes
CONTACT PERSON

Joseph Winton	General Manager, System Impacts and Strategy
Eleisha Hawkins	Deputy Chief Executive, Strategy Insights and Governance

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Ngā mihi, nā,

Helen Cox (she/her)

Manager, Data and Products

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development

Phone: s9(2)(a) | Mobile: s9(2)(a)

[UNCLASSIFIED]

From: Leah Asmus <s9(2)(a) @msd.govt.nz>
Sent: Tuesday, 17 February 2026 12:29 pm
To: Joseph Winton s9(2)(a) >
Cc: Helen Cox s9(2)(a) >
Subject: RE: MSD Data Update

Kia ora Joe

Thanks for sending this through – I've added some comments in green below.

Happy to discuss.

Thanks
Leah

Short summary

- There is a system issue at MSD which means that certain data can't be reliably produced.
- HUD and MSD do not have reliable data past November for: CHP Social Housing, Register, EH, AS or Housing Support Services. (TH data is unaffected)
- December CHP Social Husing data published on the Housing Dashboard, and on the PM Dashboard may be impacted. If impacted, we will have likely reported a small undercount for December.
- Other products including the housing dashboard, MSD monthly housing statistics, MAIHI Ka Ora, Kā Mārama and the Target 8 quarterly dashboard have also been affected.
- MSD do not have a timeline for resolution but are working on it.
- I am proposing that we continue to publish CHP social housing stats as planned and then revise when corrected data becomes available.
- I have let key HUD contacts know and I will be working with MSD to make sure ministers offices are informed.

MSD's response:

- MSD's advice is to not publish the December 2025 and January 2026 data until the issue has been resolved.
- We should be in a position soon to have an estimate of when this is likely to be – we will let you know ASAP when confirmed.
- We have drafted some comms lines to support HUD if we agree not to publish the impacted numbers until they have been fixed. These can be provided at your request.

Slightly longer explanation:

- There is a system issue at MSD which means that certain data can't be reliably produced.
- We have a full set of data for November 2025, but have not received any of our regular data for December or January . (with the exception of TH data which is unaffected) and MSD have not been able to publish their own dashboards. It is likely that February data will also be delayed and MSD do not have a timeline for resolution but are working on it.
- Impact on HUD products:
    - Register, EH, AS or Housing Support Services data on the housing dashboard is only up to November.
    - I have learned today that Social Housing tenancy data may also be affected. This means that the count of CHP social housing for December which was published on

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the Housing Dashboard, and on the PM Dashboard may be impacted. ~~From the conversations my team have had with MSD, I understand that if the data is impacted, then the number we have published will be an undercount.~~

    - We recommend you remove this, as we cannot say for certain at this stage that this is the case.
  - If there is an impact to CHP social housing data, then it will also impact the reporting against major spending for budget 23 which is published on our website and provided to treasury.
  - The ethnicity breakdown in the Target 8 quarterly dashboard is incorrect. MSD have informed DPMC and will let us know as soon as there is an updated number so that we can update.
  - MAIHI Ka Ora, Kā Mārama has not been updated with December data- this usually happens quarterly.
- What are we doing:
  - I am keeping in touch with MSD
  - My team are doing some work tomorrow to estimate the potential impact on CHP social housing data. It is likely this impact will be small.
    - MSD notes that we cannot confirm this for certain at this stage either (noting some preliminary investigations suggest it is correct, however further checks are required).
  - If the team con confirm that the likely impact is small then I am proposing that we continue to publish CHP social housing stats as planned, and then revise when corrected data becomes available.
- I have let key HUD contacts know and I will be working with MSD to make sure ministers offices are informed.

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From: Joseph Winton <joseph.winton@hud.govt.nz>
Sent: Tuesday, 17 February 2026 9:01 AM
To: Leah Asmus <leah.asmus004@msd.govt.nz>
Cc: Helen Cox <helen.cox@HUD.govt.nz>
Subject: FW: MSD Data Update

Kia ora Leah

FYI – here is the update I provided to Eleisha yesterday.

Can you please let me know if I have got anything wrong? Or whether there is any further update you can provide on resolution timing?

I am on leave from mid-day tomorrow, returning on Tuesday. I will provide an alternate contact before I go – likely Helen.

Thanks

Joe

Short summary

- There is a system issue at MSD which means that certain data can't be reliably produced.

HUD and MSD do not have reliable data past November for: CHP Social Housing, Register, EH, AS or Housing Support Services. (TH data is unaffected)

- December CHP Social Husing data published on the Housing Dashboard, and on the PM Dashboard may be impacted. If impacted, we will have likely reported a small undercount for December.
- Other products including the housing dashboard, MSD monthly housing statistics, MAIHI Ka Ora, Kā Mārama and the Target 8 quarterly dashboard have also been affected.
- MSD do not have a timeline for resolution but are working on it.
- I am proposing that we continue to publish CHP social housing stats as planned and then revise when corrected data becomes available.
- I have let key HUD contacts know and I will be working with MSD to make sure ministers offices are informed.

Slightly longer explanation:

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- We have a full set of data for November 2025, but have not received any of our regular data for December or January . (with the exception of TH data which is unaffected) and MSD have not been able to publish their own dashboards. It is likely that February data will also be delayed and MSD do not have a timeline for resolution but are working on it.
- Impact on HUD products:
    - Register, EH, AS or Housing Support Services data on the housing dashboard is only up to November.
    - I have learned today that Social Housing tenancy data may also be affected. This means that the count of CHP social housing for December which was published on the Housing Dashboard, and on the PM Dashboard may be impacted. From the conversations my team have had with MSD, I understand that if the data is impacted, then the number we have published will be an undercount.
    - If there is an impact to CHP social housing data, then it will also impact the reporting against major spending for budget 23 which is published on our website and provided to treasury.
    - The ethnicity breakdown in the Target 8 quarterly dashboard is incorrect. MSD have informed DPMC and will let us know as soon as there is an updated number so that we can update.
    - MAIHI Ka Ora, Kā Mārama has not been updated with December data- this usually happens quarterly.
- What are we doing:
    - I am keeping in touch with MSD
    - My team are doing some work tomorrow to estimate the potential impact on CHP social housing data. It is likely this impact will be small.
    - If the team con confirm that the likely impact is small then I am proposing that we continue to publish CHP social housing stats as planned, and then revise when corrected data becomes available.
- I have let key HUD contacts know and I will be working with MSD to make sure ministers offices are informed.

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Thanks

Joe

Joseph Winton (he/him)
General Manager, System Insights and Strategy
Intelligence and System Direction
s9(2)(a) | Phone: s9(2)(a) | Mobile: s9(2)(a)
www.hud.govt.nz | Level 9,7 Waterloo Quay,Pipitea,Wellington

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Number	Requestor	Question	s9(2)(g)(i)
6124 (2026)	Hon Kieran McAnulty	Are the processing issues affecting some data series on the Ministry of Housing and Urban Development's Housing Dashboard issues with Ministry systems and if not, what agencies are responsible for the data series affected?	

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			s9(2)(g)(i) [redacted]
6125 (2026)	Hon Kieran McAnulty	When do officials expect the Ministry of Housing and Urban Development Housing Dashboard to be updated with the December 2025 and January 2026 data?	
6126 (2026)	Hon Kieran McAnulty	When were the data processing issues affecting the Ministry of Housing and Urban Development Housing	

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		Dashboard first identified and what action was taken to address those issues?	s9(2)(g)(i) [redacted]

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			s9(2)(g)(i)
6127 (2026)	Hon Kieran McAnulty	Prior to 25 January 2026, had figures for December 2025 been posted to the Ministry of Housing and Urban Development's Housing Dashboard and if so, how, if at all, were those figures incorrect?	
6128 (2026)	Hon Kieran McAnulty	What processing issues are affecting some data series used in the Ministry of Housing and Urban Development's Housing Dashboard and how is each of those series affected?	

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From:	Leah Asmus
To:	Joseph Winton
Cc:	Blair McCarthy
Subject:	Quick update
Date:	Friday, 13 March 2026 9:26:00 am
Attachments:	image001.png image002.png

Hi Joe,

Just further to our chat – we provided the following update to Hon Upston's office yesterday. This will be shared with Housing Ministers this morning.

Will keep you posted with any further updates as they come through.,

Thanks
Leah

Update for Housing Minister's 12 March

The priority this week has been focusing on the feasibility and accuracy of reporting for February and checking quality assurance and accuracy. A decision was made on Thursday that all quality assurance standards have been met and to prepare the February monthly housing report in full. It will be put through usual analysis and quality assurance prior to publishing. This will be ready for Housing Minister's offices by Wednesday 25th March, and available to publish on the MSD website by Friday 27th March.

The priority for next week will also be on the feasibility of merging the restored data from December and January into regular reporting, to enable the December and January monthly reports and December quarterly report to be published. As the IAP supports a range of operational functions that extend beyond data and reporting, careful consideration is being given as to how this transfer could be undertaken safely and effectively, especially given the age of the IAP.

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Leah Asmus (she/her)
Aporei | General Manager Evidence and Effectiveness
Strategy and Insights
☎ Mobile s9(2)(a)
✉ Ls9(2)(a) @msd.govt.nz
The Aurora Centre | Level 10 56 The Terrace | PO Box 1556 | Wellington | New Zealand

From: Paul Merwood
To: Pablo Correa-Gonzalez
Cc: Ben Leggett; Elena Koefman; William Adams
Subject: RE: Draft BTT and GTRM T5
Date: Friday, 13 March 2026 9:15:00 am
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png
image006.png
image007.png
image008.png

Hi Pablo

Thanks for sharing the dashboard.

MSD is currently not publishing any data that may have been impacted by our data issue. We have published high level numbers for December, but not disaggregated data (eg ethnicity) because the data issue has impacted our reporting for some data domains below the high level counts. We strongly recommend not using December data beyond what we've already published. We are progressing a fix and will let you know as soon as possible when the issue is resolved.

Ngā mihi

Paul

From: Pablo Correa-Gonzalez s9(2)(a)
Sent: Thursday, 12 March 2026 5:40 pm
To: Paul Merwood s9(2)(a) @msd.govt.nz>
Cc: Ben Leggett s9(2)(a)
Subject: RE: Draft BTT and GTRM T5

[IN-CONFIDENCE]

Kia ora Paul

Thank you again for the feedback from your team on Target 8. I am sending through the most up to date version of the A3 for your review. Apologies for the delay getting this to you.

Regarding the December 2025 figures, we understand the uncertainty arising from the technical issue you noted. Our preference is to retain these data points for now, as they still provide a useful indicative sense of movement for Ministers, while making it clear that the figures are provisional. To support this, we have added the label:

"Dec 2025 figures indicative and subject to change – MSD verification in progress."

We would appreciate your view on whether this approach works for MSD, or if you would prefer that we remove the December 2025 points entirely. We are happy to adjust based on what is most appropriate from your side.

Please let us know what you think and thank you again for the close engagement on this material.

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Ngā mihi

Pablo Correa
Kaitohu Matua | Senior Advisor
Te Aroturukitanga o te Rāngai Tūmatanui | Public Sector Monitoring
Te Aroturukitanga o te Ahunga Pūnaha | System Performance Monitoring
Te Puni Rautaki | Strategy

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Te Puni Kōkiri, Te Iho, 1 Bowen Street,
Wellington, New Zealand.
PO Box 3943, Wellington 6140

Tūhono mai | Connect with us

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[IN-CONFIDENCE]

From: Paul Merwood s9(2)(a) @msd.govt.nz>
Sent: Thursday, 12 March 2026 3:55 pm
To: Pablo Correa-Gonzalez <s9(2)(a)
Cc: Ben Leggett s9(2)(a) >
Subject: FW: Draft BTT and GTRM T5

IN-CONFIDENCE

Kia ora Pablo, are there updates to the T8 dashboard?

Ngā mihi

Paul

From: Paul Merwood
Sent: Monday, 9 March 2026 5:04 pm
To: 'Ben Leggett' s9(2)(a) >
Cc: 'Pablo Correa-Gonzalez' s9(2)(a) >; Michelle Parsons s9(2)(a) @msd.govt.nz>; William Adams s9(2)(a) @msd.govt.nz>; Elena Koefman s9(2)(a) @msd.govt.nz>
Subject: RE: Draft BTT and GTRM T5

Kia ora Ben

Thanks for the meeting today. We're collating our feedback on the BTT and T5 dashboards. Will you send through an updated version of the T8 one?

Regards

Paul

From: Paul Merwood
Sent: Wednesday, 4 March 2026 2:25 pm
To: 'Ben Leggett' s9(2)(a)
Cc: Pablo Correa-Gonzalez s9(2)(a) ; Michelle Parsons s9(2)(a) @msd.govt.nz>; William Adams <s9(2)(a) @msd.govt.nz>; Elena Koefman s9(2)(a) @msd.govt.nz>
Subject: RE: Draft BTT and GTRM T5

Kia ora Ben

Thanks for your understanding.

We'll come back to you separately with any feedback on the commentary.

Regards

Paul

From: Ben Leggett s9(2)(a)
Sent: Wednesday, 4 March 2026 2:20 pm
To: Paul Merwood s9(2)(a) @msd.govt.nz>
Cc: Pablo Correa-Gonzalez s9(2)(a) ; Michelle Parsons s9(2)(a) @msd.govt.nz>; Leah Asmus s9(2)(a) @msd.govt.nz>; Fleur McLaren s9(2)(a) @msd.govt.nz>; William Adams s9(2)(a) @msd.govt.nz>; Blair McCarthy s9(2)(a) @msd.govt.nz>; Elena Koefman s9(2)(a) @msd.govt.nz>
Subject: RE: Draft BTT and GTRM T5

[IN-CONFIDENCE]

Kia ora Paul

All good- we will make sure this is reflected in the final. If you do have any other feedback on the BTT and T5 dashboards, please let us know by the end of next week so we can amend for the final

Ngā mihi

Ben Leggett
Manager, Monitoring and Evaluation | Kaiārahi, Ngā Aroturukitanga me te Arotake

Tauwaea **DDI :** | *Waea Pūkoro* **M :** s9(2)(a)
Waea Whakaahua **F :** 0800 875 329

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Te Tari Matua

Wellington, New Zealand.
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From: Paul Merwood <s9(2)(a) @msd.govt.nz>
Sent: Wednesday, 4 March 2026 2:10 pm
To: Ben Leggett <s9(2)(a) >
Cc: Pablo Correa-Gonzalez <s9(2)(a) >; Michelle Parsons s9(2)(a) @msd.govt.nz>; Leah Asmus s9(2)(a) @msd.govt.nz>; Fleur McLaren s9(2)(a) @msd.govt.nz>; William Adams s9(2)(a) @msd.govt.nz>; Blair McCarthy s9(2)(a) @msd.govt.nz>; Elena Koefman s9(2)(a) @msd.govt.nz>
Subject: RE: Draft BTT and GTRM T5

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Kia ora Ben

Thanks for sending through the dashboards for feedback.

I've been talking with our housing team and we're very concerned that the TPK Housing dashboard is reporting Dec 2025 data. We've informed your team through different channels (me, William Adams) that our December 2025 data has been impacted by a data reporting issue, and we've not been able to publish our regular reports. The issue has impacted ethnicity reporting, which is the reason why MSD has been unable to send our usual data file to TPK.

In the Jobseeker dashboard you've used Sept 2025 data as a placeholder, but the Housing dashboard has December 2025 data and analysis reporting a decrease, which may not be correct given what we know about the current data issue.

Can you please remove the Dec 2025 data from the housing dashboard altogether. You could use the Sept 2025 data as placeholder, but we cannot yet rely on the accuracy of the Dec 2025 data so it shouldn't be included even as a draft.

Ngā mihi

Paul

From: Ben Leggett s9(2)(a) >
Sent: Wednesday, 4 March 2026 12:32 pm
To: Paul Merwood s9(2)(a) @msd.govt.nz>
Cc: Pablo Correa-Gonzalez s9(2)(a)
Subject: Draft BTT and GTRM T5

[IN-CONFIDENCE]

Kia ora Paul,

As mentioned, please find attached the A3s for the Beyond Targets kaupapa and the Government Targets (T5: Jobseeker Support) kaupapa.

Thank you for your support so far, much appreciated. We look forward to receiving the updated data once it's ready.

To confirm, the finals are scheduled to go to the Minister for Māori Development on 18 March.

Ngā mihi

Ben Leggett
Manager, Monitoring and Evaluation | Kaiārahi, Ngā Aroturukitanga me te Arotake
Te Tari Matua

Tauwaea **DDI :** | *Waea Pūkoro* **M :** s9(2)(a)
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From:	Emily Wong
To:	Joseph Winton
Cc:	Leah Asmus; Michelle Parsons; David Arrow; MSD_Income_Housing_Insights (MSD)
Subject:	Number of CHP Social Housing Tenancies in Auckland to 28 Feb 2026
Date:	Wednesday, 18 March 2026 1:05:00 pm
Attachments:	Number of CHP Social Housing Tenancies in Auckland to 28 Feb 2026 (RR"ed) v2.xlsx

Hi Joe

Please find attached data as requested.

You will see data for December 2025 and January 2026 has been omitted due to the recent IPV incident. This has been noted in the report.

Ngā mihi

Emily Wong – Senior Insights Analyst
Income and Housing Insights | Evidence and Effectiveness | Rautaki me Matawhānui
Strategy and Insights Group
Phone: DDI s9(2)(a) | D2D 42405 | www.msd.govt.nz
Ministry of Social Development

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Number of CHP Social Housing Tenancies in Auckland to 28 Feb 2026
Source: IAP Data Warehouse, prepared by Income and Housing Insights, Ministry of Social Development

Note
All information in this data file has been randomly rounded to base 3, data found here is rounded independently from other products proc
This includes only Community Housing Provider (CHP) tenancies.
Housing Region is based of the tenancy address and grouped according to the Ministry of Housing and Urban Developments (HUD).
These regions have different geographic boundaries to MSD Regions and are not comparable between them. Unknown/Other Housing F
This data excludes December 2025 and January 2026 due to potential data issue.

Data Extracted Date	Housing Region of Current Residence	Count
31JAN2025	Auckland	6,888
28FEB2025	Auckland	6,894
31MAR2025	Auckland	6,906
30APR2025	Auckland	6,924
31MAY2025	Auckland	6,936
30JUN2025	Auckland	6,933
31JUL2025	Auckland	6,954
31AUG2025	Auckland	7,041
30SEP2025	Auckland	7,086
31OCT2025	Auckland	7,143
30NOV2025	Auckland	7,212
28FEB2026	Auckland	7,410

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Regions are Ungeocoded address records that are unable to be matched to a Region.

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