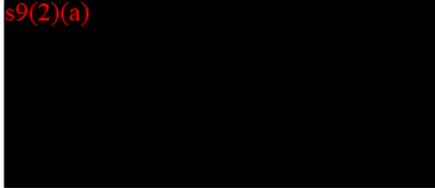


28 September 2021

s9(2)(a)



Thank you for your email of 10 September 2021 asking, under the Official Information Act (OIA) 1982, for statistics on OIA requests processed by Kāinga Ora – Homes and Communities. Answers to your questions are provided below.

1. From 1 January to 30 June 2021, how many OIA requests did your agency receive?

Kāinga Ora received 282 OIAs in the six-month period from 1 January 2021 to 30 June 2021.

2. From 1 January to 30 June 2021, what was the average OIA response time (including any extension time)?

Kāinga Ora responded to 284 OIAs in the period, which includes some received in the previous year. This represented a 55 percent increase in OIAs compared to the previous six months. Kāinga Ora aims to comply with our legal obligations under the OIA and respond to all OIAs it receives within 20 working days or a timeframe extended in accordance with the legislation. We responded to 60 percent of requests within 20 working days and completed 96.1 percent of requests within agreed statutory timeframes.

Kāinga Ora often receives requests involving a large volume of information or requiring consultation across many parts of our business, making an extension of the timeframe necessary. Including extensions, the average response time for completed OIAs in the period was 20.02 working days.

3. From 1 January to 30 June 2021, what was the longest OIA response time (including any extension time)?

The longest time for Kāinga Ora to provide a full response, including the requested documents, was 96 working days. Kāinga Ora notified the requestor of the decision a month prior (67 days).

The request was extended due to the large volume and complexity of information within scope. However, substantial internal and cross agency consultation was also necessary, which was not accounted for in the extended timeframe. Unfortunately, this resulted in the extension deadline being exceeded. Kāinga Ora apologised to the requestor for the delay.

4. From 1 January to 30 June 2021, what percentage of OIAs required a time extension?

As reported above, Kāinga Ora responds to the majority of OIAs well within the 20 working day timeframe. Of the 284 OIAs Kāinga Ora responded to in the period, 39.71 percent were extended.

5. From 1 January to 30 June 2021, what percentage of OIAs were refused?

Kāinga Ora adheres to the principle that official information should be made available unless there is good reason for withholding it and a request is rarely refused in full.

However, Kāinga Ora does not record or report on the number of requests refused in full or in part. To provide you with this information would require a review of each of the 284 OIAs responded to in the period. Therefore, this part of your request is refused under section 18(f) of the Act: *“the information requested cannot be made available without substantial collation or research.”*

6. From 1 January to 30 June 2021, what percentage of OIAs were partially refused or redacted?

Please refer to my response to question five.

You may be interested to know that the Public Service Commission (PSC) publishes a variety of OIA statistics for government agencies on its website, link provided below. The PSC web page also includes a link to statistics published by the Ombudsman.

<https://www.publicservice.govt.nz/resources/latest-oia-statistics-released-jan-june-2021>

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

Rachel Kelly
Manager Government Relations