



[REDACTED]

Dear [REDACTED]

On 25 March 2019, you emailed the Ministry of Housing and Urban Development requesting, under the Official Information Act 1982, a copy of the following document:

- *REP/19/2/121 Housing overview and operational options*

On 26 March 2019, your request was transferred to the Ministry for Social Development.

Please find enclosed a copy of the report you requested.

You will note that some information is withheld under section 9(2)(f)(iv) of the Official Information Act as it is under active consideration. The release of this information is likely to prejudice the ability of government to consider advice and the wider public interest of effective government would not be served.

Some information has also been withheld under section 9(2)(j) of the Act to enable the Ministry to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations). The greater public interest is in ensuring that government agencies can continue to negotiate without prejudice.

Finally, you will note that 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.

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

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

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

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding *REP/19/2/121 Housing overview and operational options*, 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.

Yours sincerely



Cassandra Wise
Manager, Issue Resolution, Service Delivery

Housing overview and operational options

Date: 22 February 2019

Report no.: REP/19/2/121

Security level: IN CONFIDENCE

Priority: Medium

To: Hon Phil Twyford, Minister of Housing and Urban Development
Hon Carmel Sepuloni, Minister for Social Development

Cc: Hon Jenny Salesa, Associate Minister of Housing and Urban Development
Hon Nanaia Mahuta, Associate Minister of Housing and Urban Development
(Māori Housing)

Purpose

1. Please find enclosed a set of A3s developed by the Ministry of Social Development (MSD) and the Ministry of Housing and Urban Development (HUD). The A3s provide you with an overview of the housing interventions provided by Government across the housing continuum, and short term operational options to support a discussion at your agency Meeting on Monday 25 February. Officials from HUD will also attend your agency meeting for this discussion.

Overview of current interventions across the housing continuum

2. The first A3 provides an overview of the various housing interventions funded by Government across the housing continuum.
3. Interventions range from support for those in urgent or immediate need of housing (eg the Emergency Housing Special Needs Grant) through to those who require support to sustain their current private rental tenancy (eg the Accommodation Supplement).
4. Information about cost of these interventions – per household, per week – and the total amount spent between 1 July 2018 and 31 December 2018 is provided. As well as information about the number of households that have been supported by these interventions as at 1 November 2017 and as at 31 December 2018.

Short term operational options





5. The second A3 sets out MSD's current service interventions and presents short term operational improvements that MSD are proposing to action or further explore, subject to your support. These include exploring how we could better use our case management approaches to support those with a housing need, and how we could strengthen support to assist people to stay in the tenancies they have.
6. We have already started a stocktake of SNG motels, improved our check-in with clients and implemented an escalation process for where our clients raise concerns with the quality of their accommodation.
7. As at the time of writing, this A3 is still in draft form and we expect that minor changes will be made with a final version to be tabled at your Agency meeting.

Next Steps

8. MSD and HUD will work together, with Ministers, to look at how policy and operations for emergency accommodation could be improved. This will include MSD's Emergency Housing Special Needs Grants, HUD's short-term contracted transitional housing, and the various other ways motels are utilised by other agencies to house vulnerable cohorts of people.¹
9. HUD officials understand Ministers' aspirations to consider an ambitious programme for phasing out motels for both Transitional housing and Emergency Housing Special Needs Grants. Officials will provide further advice in early March.

¹ Including Housing New Zealand, Oranaga Tamariki, Corrections, District Health Boards

Annex 1: HUD & MSD Interventions across the Housing Continuum

| | Intervention | Cost | 1 November 2017 | 31 December 2018 | Change since 1 November 2017 |
|---|--|---|--|---|---|
| <div>Emergency Response</div> <div></div> | Emergency Housing Special Needs Grants (accommodation) | \$1,500 average per grant per week \$35.4m granted from 1 Jul 2018 to 31 Dec 18 | 482 grants | 1,245 grants | 763 increase |
| | Housing First (accommodation and intensive support) | <div>s 9(2)(j)</div> \$3m spent from 1 Jul 2018 to 31 Dec 18 | 108 households placed | 521 households placed | 413 increase |
| | Transitional Housing (accommodation and support) | <div>s 9(2)(j)</div> <div>s 9(2)(j)</div> \$77m spent from 1 Jul 2018 to 31 Dec 18 | 1,718 total TH places 312 contracted motel places | 2,669 total TH places 720 TH contracted motel places | 951 total increase 408 increase in TH contracted motel places |
| | | | | | |
| <div>Long-term housing response</div> <div></div> | Public Housing (accommodation) | \$285 average IRRS cost per place per week \$483m spent in IRRS from 1 Jul 2018 to 31 Dec 18 | 66,216 PH places | 68,025 PH places | 1,809 increase |
| | Private Rentals (accommodation) | \$103 AS cost per household per week \$771m spent on AS from 1 Jul 2018 to 31 Dec 18 | 577,400 places 285,215 households receiving AS | 596,300 places 302,840 households receiving AS | 18,900 total increase 17,625 increase in households receiving AS |
| <div>Targeted responses</div> <div></div> | Sustaining Tenancies (support) | <div>s 9(2)(j)</div> \$1.4m spent in from 1 Jul 2018 to 31 Dec 18 | 160 households supported | 472 households supported | 312 increase |
| | Creating Positive Pathways for People with a Corrections History (accommodation and support) | <div>s 9(2)(j)</div> \$0.004m spent from 1 Jul 2018 to 31 Dec 18 | Service not commenced | <div>s 9(2)(a)</div> households placed | <div>s 9(2)(a)</div> increase |
| <div>Unmet need</div> <div></div> | Public Housing Register Housing Register (HR) Transfer Register (TR) | - | 5,820 applicants on the HR 1,496 applicants on the TR | 10,712 applicants on the HR 2,374 applicants on the TR | 4892 increase on the HR 878 increase on the TR |

Our current service provision

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Keeping people in their tenancy

We have a range of initiatives and financial assistance in place to help clients sustain their existing tenancy. This includes:

- Assistance for rent arrears
- Housing Support Products
- Redirections of benefit
- Referrals to budgeting, tenancy or health services
- Sustaining Tenancies trial

Assistance for Emergency Housing (Special Needs Grant)

Emergency housing provides short-term accommodation for individuals and their immediate family who have an urgent need for accommodation, because they're unable to remain in their usual place of residence, and have no access to other accommodation that is adequate for their needs.

- Generally, case managers will provide assistance to locate a suitable emergency housing provider and make referrals to other services i.e. Housing Assessment
- Assistance is generally paid for seven days at a time, until a client secures longer term accommodation
- All clients who apply for emergency housing should be screened for public housing
- Assistance can not be paid where there is a suitable transitional housing place available

Transitional Housing

Transitional housing provides accommodation for people in need, along with tailored social support while they're there.

Transitional housing is managed by contracted providers, who are skilled in supporting tenants with a range of social and tenancy-related services, and are also responsible for maintaining the properties.

- People living in transitional housing contribute up to 25% of their income, which is in line with income-related rents for public housing.

Public Housing

Public housing is provided for people who are most in need of housing for as long as they need it. Policy settings are managed by HUD.

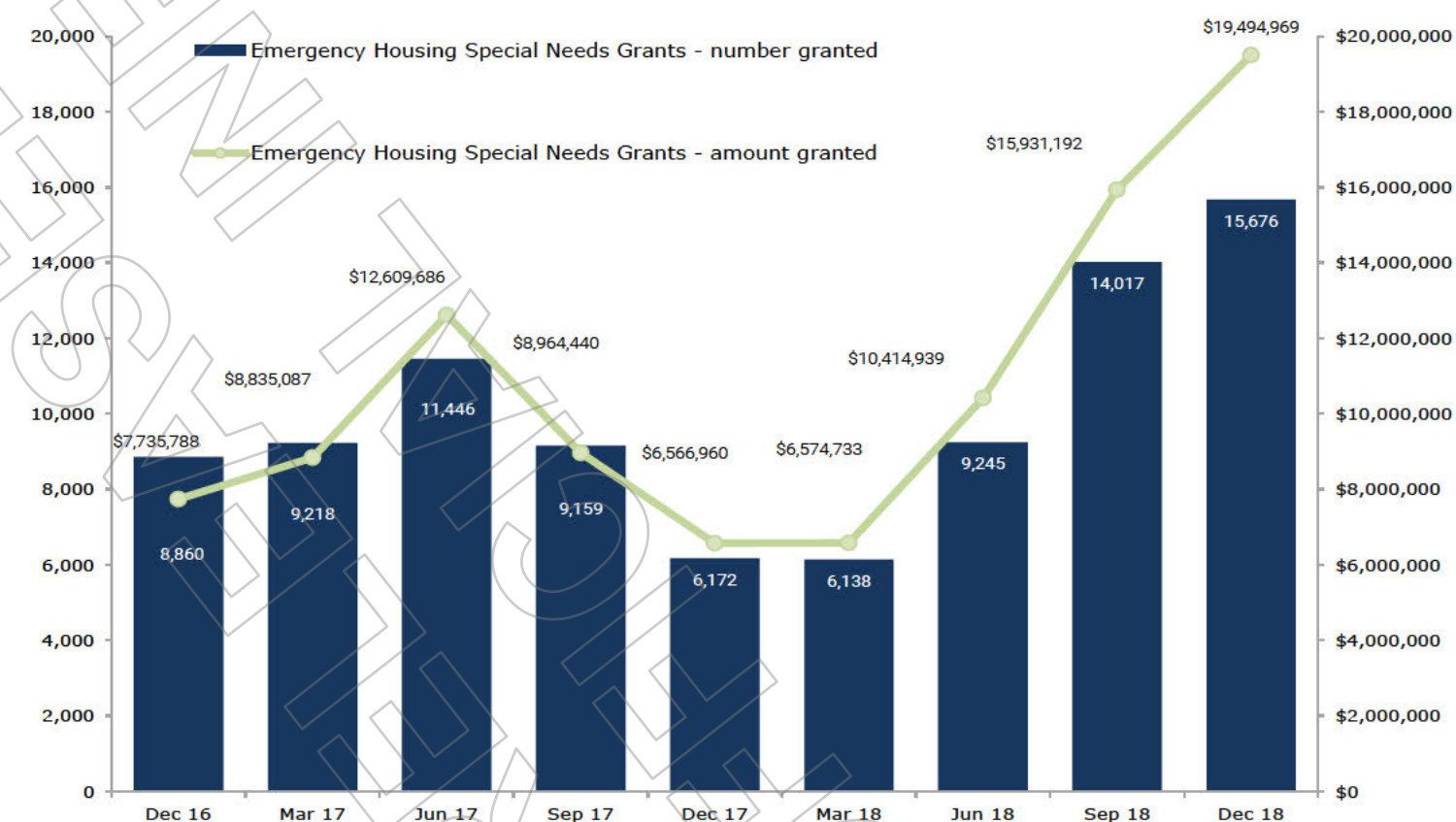
To be considered for public housing clients must have a serious housing need and be able to show that they've done everything they can to find somewhere to live.

- We complete assessments for public housing
- We place clients who are assessed as eligible on the social housing register, which we manage
- The length of time a client needs to wait is based on their needs, housing availability, and the needs of other people on the register
- When a client is in public housing their tenancy is managed by a housing provider, and we manage the assessment of their rent.

Applications on Social Housing Register by quarter



Emergency Housing SNG's granted from Dec 16 – Dec 18



Short term improvement options

DRAFT – Not government policy

Clients in emergency accommodation

| Stocktake | Agencies | Complexity | Effort |
|---|---|------------|-----------------|
| <p>We have:</p> <ul style="list-style-type: none">Engaged with Regional Commissioners about strenghtening relationships with local council to share on-going concernsEngaged with Regional Directors, Regional Housing Managers and Regional Housing Advisors to:<ul style="list-style-type: none">- notify National Office of any motels (contracted and non-contracted) that they have concerns about or unresolved complaints with, and get in front of any issues- implemented a “check-in” for case managers with clients at 7 day renewal regarding their current accommodation- implemented an escalation process to record and respond to any concerns with safety, sanitary standards or quality of the service in these motels <p>We will develop a process to contact and record any outstanding concerns from clients with safety, sanitary standards or quality of the service of motels (contracted and non-contracted motels). Regional Managers will re-enforce expectations with moteliers that our clients receive the same level of service that other guests receive.</p> <p>s 9(2)(f)(iv)</p> | <p>MSD HUD Local Government</p> | <p>Low</p> | <p>Underway</p> |

s 9(2)(f)(iv)

s 9(2)(f)(iv)