



30 APR 2018

Dear [REDACTED]

On 20 February 2018, you emailed the Ministry requesting, under the Official Information Act (the Act) 1982, information regarding the relocation of clients living in motels in Hawke's Bay temporary accommodation during the 2017/2018 Art Deco Festival.

You will appreciate the complexities of emergency housing, particularly as places are limited or already at capacity, and the demand for affordable public housing is high. The Ministry must consider other housing options for people who require assistance and, in some cases, motels or hotels may be the only viable option available at the time that meets the immediate need of a person's or a family's circumstances.

The Ministry encourages anyone who needs assistance with housing to approach them, so that help can be provided. This may mean helping them to stay in their current accommodation by paying rent arrears, providing bond and rent in advance to help them into private accommodation or referring them to a contracted transitional housing provider.

Where there are no contracted transitional housing places available the Ministry can help identify appropriate short-term, commercial accommodation and meet the costs of this through an Emergency Housing Special Needs Grant (EHSNG) that in most cases does not need to be paid back.

When a planned event or holiday is going to create an accommodation shortage, Case Managers speak with individuals staying in commercial accommodation weeks in advance to establish a plan. This helps the Ministry identify a place where clients can stay for a short period of time, or ways the Ministry can provide assistance in the form of petrol, food or assistance to travel to family members or friends in other areas for this time.

Regional events such as the Art Deco Weekend are busy times for motels and other commercial accommodation, and the Ministry appreciates that some motels will have pre-existing commitments that they need to honour. The Ministry has worked hard to minimise the impact on its clients and works with its clients who are currently staying in motels and who may require assistance in finding alternative accommodation. The Ministry also works closely with accommodation providers to explore all possible accommodation options in the Hawke's Bay and wider East Coast region. While motels are not the Ministry's preferred option, the Ministry's priority is on ensuring that people have a warm, dry and safe place to stay.

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

1. *I'd like to know how many WINZ or MSD clients that were living in temporary accommodation in motels in Hawke's Bay were relocated from their motel during the Art Deco Festival, which ran from the 14th to 18th February 2018.*
2. *I'd also like to know the same figures for the 2017 Festival, which ran from 15th to 19th February 2017 in Napier.*
3. *Also, how many children were part of this relocation and their ages too please?*

A manual review of each client's record was required to determine whether their household was able to remain in commercial accommodation during the weekend of the Art Deco Festival in 2017 and 2018. The review only identified clients in the weeks immediately before and during the 2017 and 2018 Art Deco Festival weekends. It found that the majority of households or individuals staying in commercial accommodation were unaffected by the festival.

The table below shows the number of households or individuals in Hastings and Napier that were unable to remain in their commercial accommodation during the weekend of the Art Deco Festival in 2017 and 2018.

Year	Number of households or individuals affected	Total number of associated children
2017	15	10
2018	10	S

Notes:

- The Ministry is unable to confirm whether the children included in the table were staying in commercial accommodation. A child may not have stayed with the main client while in commercial accommodation.
- The number of children is based on their social housing application as at 22 February 2018.
- Emergency Housing Special Needs Grants are granted to one client who may or may not belong in a multiple-person household.

In order to protect client privacy, the number of children associated with the relocation in 2018 has been suppressed and is represented by an 'S.' The Ministry is unable to provide you with this information, including the age of the children involved, as releasing this information is likely to risk identifying the individuals concerned. As such, this 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.

4. *For the 2018 and 2017 festivals, can you please tell me exactly where the clients were relocated to, how long for, and how much this cost.*

Those households that needed to relocate may have been able to stay with friends or family during the weekend, or the Ministry may have been able to identify other suitable options. The Ministry's priority is on ensuring that people have a warm, dry and safe place to stay. The Ministry worked hard to minimise the impact on its clients and worked with them to secure alternative accommodation. The Ministry also worked closely with accommodation providers to explore all possible accommodation options in the Hawke's Bay and wider East Coast region. The Ministry is not aware of anyone that had nowhere to go over the Art Deco weekend.

Information relating to exactly where the clients were relocated to, the length of time and the total cost of this relocation is refused under section 9(2)(j) of the Act to enable the Ministry to carry on, without prejudice or disadvantage, negotiations (including

Information relating to exactly where the clients were relocated to, the length of time and the total cost of this relocation is refused 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. This information is also refused 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.

5. I would also like to request any reports or briefings on the temporary relocation cited above that was provided within the Ministry, and/or between the Ministry and the Minister's office.

The Ministry does not hold any reports or briefings regarding the temporary relocation for the Art Deco Festival in 2017 and 2018. However, please find enclosed some email updates the Ministry provided to the former Associate Minister's Social Housing office in 2017. Some information is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons; section 9(2)(j) of the Act to enable the Ministry to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations); and section 9(2)(k) of the Act in order to reduce the possibility of staff being exposed to phishing and other scams. Ministry official also provided verbal updates at meetings with the Minister.

6. Has the Ministry shifted EH tenants in Hawkes Bay for events other than the Art Deco Festival and if so, which ones, how many people shifted etc.?

The Ministry has relocated emergency housing tenants previously when other events have been held in the Hawke's Bay region, however I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information Ministry staff would have to manually review thousands of files. As such your request is refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced. Please note, this reporting is not from an 'event' tag in the system, rather all who relocated during the period for any reason.

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

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

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

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

If you are not satisfied with this response regarding the temporary relocation of emergency clients during the 2017/2018 Art Deco Festival, 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,



Scott Gallacher
Deputy Chief Executive, Housing

s 9(2)(a) OIA

From: s 9(2)(a) OIA
Sent: Tuesday, 24 April 2018 11:54 a.m.
To: s 9(2)(a) OIA
Subject: FW: Napier/Hastings EH
Attachments: s 9(2)(a) OIA

Importance: High

s 9(2)(a) OIA

Principal Advisor | Office of the Deputy Chief Executive, Housing | Ministry of Social Development
Direct Dial: s 9(2)(k) OIA | D2D: s 9(2)(k) OIA | Mobile: s 9(2)(k) OIA | email: s 9(2)(k) OIA

From: s 9(2)(a) OIA
Sent: Thursday, 16 February 2017 4:17 p.m.
To: s 9(2)(a) OIA
Subject: FW: Napier/Hastings EH
Importance: High

Hi s 9(2)(a) OIA

Latest from HB.

We've just had a media query about a client who claims we haven't found her accommodation in Napier.

Cheers
s 9(2)(a) OIA

From: s 9(2)(a) OIA
Sent: Thursday, 16 February 2017 2:17 p.m.
To: s 9(2)(a) OIA
Cc: Annie Aranui; s 9(2)(a) OIA
Subject: FW: Napier/Hastings EH
Importance: High

Hi there,

I have attached our spreadsheet which is up to date as at now. Some headline figures are below:

We have 59 people on our list currently – 7 of these who presented with an emergency housing need this week but are not currently in a Motel as none have been available.

Of these 59:

- 15 have found alternative accommodation this week including (boarding, Salvation Army – Warwick Cres)
 - s 9(2)(a) OIA may have a need next week for Matatini
- s 9(2)(a) OIA are able to stay in their current motel accommodation this week
 - s 9(2)(a) OIA found alternative accommodation next week boarding
 - s 9(2)(a) OIA hopefully have accepted a HNZ property by next week
 - 10 can remain in their motel for next week as well

- This leaves 15 that could potentially need accommodation next week pending confirmation from their motel of unavailability
- 10 indicated they would go to s 9(2)(f) OIA this week when motel accommodation runs out
 - 3 of these have shown up at s 9(2)(f) OIA
 - 7 are yet to show at s 9(2)(f) OIA and we cannot contact
- 6 we cannot contact and have missed their Emergency Housing follow up appointments but may present today or tomorrow.
- s 9(2)(a) OIA found a private rental

Since the start of the week we have moved 31 people off our list as we have determined they no longer have an emergency housing need.

- 12 have accepted a HNZ property
- s 9(2)(a) OIA have moved into s 9(2)(a) OIA run by the Salvation Army
- s 9(2)(a) OIA moved out of the region
- s 9(2)(a) OIA long-term alternative accommodation boarding with whanau
- 8 have moved into a private rental
- s 9(2)(a) OIA in Salvation Army/Womens Refuge and do not have a need over the next two weeks
- s 9(2)(a) OIA had no further contact since last Emergency Housing grant over a week ago but have not updated us where they are

Hopefully that's the info you wanted. Any questions about the attached – give me a call.

Thanks
s 9(2)(a) OIA

From: s 9(2)(a) OIA
Sent: Thursday, 16 February 2017 1:19 p.m.
To: s 9(2)(a) OIA
Subject: FW: Napier/Hastings EH
Importance: High

fyi

From: s 9(2)(a) OIA
Sent: Thursday, 16 February 2017 1:18 p.m.
To: Annie Aranui; s 9(2)(a) OIA
Cc: s 9(2)(a) OIA
Subject: Napier/Hastings EH
Importance: High

Hi team,

Are you able to forward the latest updates on the accommodation shortage s 9(2)(a) OIA and I please. We've just realised that with all the activity of the week we haven't been included in these ☺

Thanks in advance.

s 9(2)(a) OIA

§ 9(2)(a) OIA

From: § 9(2)(a) OIA
Sent: Tuesday, 24 April 2018 11:56 a.m.
To: § 9(2)(a) OIA
Subject: FW: Emergency Housing update - East Coast

§ 9(2)(a) OIA

Principal Advisor | Office of the Deputy Chief Executive, Housing | Ministry of Social Development
Direct Dial § 9(2)(k) OIA D2D § 9(2)(k) OIA Mobile § 9(2)(k) OIA email § 9(2)(k) OIA

From: § 9(2)(a) OIA
Sent: Tuesday, 21 February 2017 9:43 a.m.
To: § 9(2)(a) OIA
Subject: RE: Emergency Housing update - East Coast

Hi § 9(2)(a) OIA

No SNGs for the Salvation Army Hall – we’re meeting some costs associated with insuring the hall for Emergency Housing purposes through the response team.

Yes, the down-tick in SNG payments would likely reflect the fact that up to 50 families (always a moving target) have had to leave motel accommodation due to tourism demand - if I recall a small number (less than 10) have been able to remain in motels. Interestingly, less than half of the approx. 50 households who’ve moved out of motels have taken up the offer of § 9(2)(l) OIA / Salvation Army communal accommodation...

Hope this helps.

§ 9(2)(a) OIA

From: § 9(2)(a) OIA
Sent: Tuesday, 21 February 2017 8:11 a.m.
To: § 9(2)(a) OIA
Subject: RE: Emergency Housing update - East Coast

Thanks for this.

Do you know if we are paying anything by SNG for this option?

I was wondering if the reporting of less SNG payments could in some way be linked to the fact we have no SNG options in Hawkes Bay at the moment?

This is just me wondering so don’t offer anything else other than your opinion 😊

From: § 9(2)(a) OIA
Sent: Monday, 20 February 2017 6:16 p.m.
To: § 9(2)(a) OIA
Subject: FW: Emergency Housing update - East Coast

Hi § 9(2)(a) OIA

FYI: update from East Coast re: use of the Salvation Army church hall.

We're covered for the moment, but if demand grows through the week we may need to get inventive.

Cheers
§ 9(2)(a) OIA

From: § 9(2)(a) OIA
Sent: Monday, 20 February 2017 4:43 p.m.
To: Kay Read; Scott Gallacher; § 9(2)(a) OIA
Cc: Annie Aranui; § 9(2)(a) OIA
Subject: Emergency Housing update - East Coast

Hi all,

Just to update you on where we are currently at in the region with the above.

We ran two seminars today – one in Hastings and one in Napier to discuss accommodation arrangements for this week with client's who have indicated an emergency housing need.

We have 17 people going to The Salvation Army hall in Flaxmere tonight – 6 adults and 11 children – and they can take up to 20. Our Manager Regional Services has been working closely with § 9(2)(a) OIA the contact person there on when these whanau will be arriving and who they are. The Salvation Army will be providing them dinner this evening as a welcome to the hall. The region has provided mattresses to use at the venue and clients are to provide their own bedding. There are kitchen and toilet/shower facilities there. § 9(2)(a) OIA whanau staying here will only be in for the night and tomorrow – § 9(2)(a) OIA whanau will move in – taking total numbers there from tomorrow to 16 people. Salvation Army will be providing their own pastoral support for the families staying here.

We have § 9(2)(a) OIA who will be going to the Greenmeadows East Hall this evening. We have contracted pastoral support for the hall in the form of those that provided this at § 9(2)(f) OIA and we met with the team there today and checked out the facilities. There is a kitchen and toilet facilities – and the region has hired a portable shower unit to use there. The region has provided mattresses and a pillow to be used by any clients and they are to provide their own bedding.

We have at least § 9(2)(a) OIA who need to move out of their accommodation throughout the week and do not have a plan on where they are going to go at this stage. They all have follow up appointments tomorrow, Wednesday and Thursday and will be given the Hall options as they attend their appointments if there is no other option. We continue to try and make contact with others who have been uncontactable and have not shown to our seminars.

We have been in touch with Armourguard who will be providing roaming patrols at both venues throughout the week overnight.

The Manager Regional Services has an appointment with the Regional Manager of HNZ tomorrow at 9am to discuss a potential 8 properties that may be becoming available within the next two weeks.

Thanks

§ 9(2)(a) OIA – Regional Commissioner Adviser

Phone: § 9(2)(a) OIA

Ministry of Social Development, Vautier House, Cnr Dalton & Vautier Streets, Napier 4110



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§ 9(2)(a) OIA

From: § 9(2)(a) OIA
Sent: Tuesday, 24 April 2018 11:57 a.m.
To: § 9(2)(a) OIA
Subject: FW: Housing Update East Coast 21 February 2017

§ 9(2)(a) OIA

Principal Advisor | Office of the Deputy Chief Executive, Housing | Ministry of Social Development
Direct Dial § 9(2)(k) OIA | D2D § 9(2)(k) OIA | Mobile § 9(2)(k) OIA | email § 9(2)(k) OIA

From: § 9(2)(a) OIA
Sent: Tuesday, 21 February 2017 4:29 p.m.
To: § 9(2)(a) OIA
Subject: FW: Housing Update East Coast 21 February 2017

Hi § 9(2)(a) OIA

The latest from East Coast Region.

Our friends from HNZ are turning up all sorts of properties!

Cheers
§ 9(2)(a) OIA

From: Annie Aranui
Sent: Tuesday, 21 February 2017 3:56 p.m.
To: Kay Read; Scott Gallacher; § 9(2)(a) OIA
Cc: § 9(2)(a) OIA
Subject: Housing Update East Coast 21 February 2017

Kia ora

Currently there are 18 people in the TSA Flaxmere Hall made up of § 9(2)(a) OIA
§ 9(2)(a) OIA. We have consciously sent parents with young children to the TSA Flaxmere Hall. TSA is providing 24 hour pastoral care. There are no known issues that occurred last night.

We have accommodated § 9(2)(a) OIA at Greenmeadows. § 9(2)(a) OIA

§ 9(2)(a) OIA The Maori Wardens are providing 24 hour pastoral care and informed us of this incident immediately. . This afternoon an incident occurred with two unknown people who are allegedly associated with one of our clients who had been referred.

Mobile security patrols from Armouguard are visiting both sites 4 times each night.

This afternoon we visited TSA Flaxmere this afternoon to see how things are going with clients who are currently staying in their hall and will also discuss the 5 properties that § 9(2)(a) OIA has advised are available. § 9(2)(a) OIA has indicated that these properties will be available on Friday. The TSA manager who is responsible for the properties is currently away until tomorrow. We will follow up with him when he returns so that we can fill the properties as quickly as possible. TSA provided dinner last night to the families staying.

Manager of Regional Services met this morning with HNZ who have given us 9 properties to match. We are currently in the process of matching clients to these properties. Five tenants have already been identified as likely tenants for some of these properties.

Napier Vacancies

21/02/2017 s 9(2)(a) OIA [redacted] Napier 3 bedrooms, s 9(2)(a) OIA [redacted] Napier both 3 bedrooms.

28/02/2017 s 9(2)(a) OIA [redacted] Napier, 2 bedrooms.

1/03/2017 s 9(2)(a) OIA [redacted] Onekawa, Napier 2 bedroom & s 9(2)(a) OIA [redacted] Napier 3 bedrooms.

3/03/2017 s 9(2)(a) OIA [redacted] Napier 3 bedrooms.

Hastings Vacancies

27/02/2017 s 9(2)(a) OIA [redacted] Flaxmere 4 bedrooms.

06/03/2017 [redacted] Hastings 1 bedroom

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