



3 May 2022

Tēnā koe

On 4 February 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information for the Auckland Super City Territorial Local Authority (TLA):

- *The number of people in emergency accommodation on the last day of each month from August 2020 - February 2022.*  
*Broken down by:*
  - *Type of accommodation (motels, boarding houses, other temporary social housing)*
  - *Demographics (age, ethnicity, sex/gender, family type, local board or ward area)*
  - *Number of addresses/facilities that have wrap around services*
  - *Number of units/addresses/facilities that are accessible (for disability, wheelchair access for example)*
- *The number of people who received an emergency housing special needs grant each month from August 2020 - February 2022.*  
*Broken down by:*
  - *Demographics (age, ethnicity, sex/gender, family type, local board or ward area)*
- *The number of people on the social housing register on the last day of each month from August 2020 - February 2022.*  
*Broken down by:*
  - *Demographics (age, ethnicity, sex/gender, family type, local board or ward area)*
  - *A / B priority group*
- *Average time on housing register per quarter, August 2020-February 2022.*
- *Average consecutive weeks receiving emergency housing special needs grants per quarter, August 2020-February 2022.*

On 14 February 2022, the aspects of your request relating to transitional housing was transferred to Ministry of Housing and Urban Development (HUD) in accordance with section 14 of the Act, for response as this information is

more closely related to their functions and responsibilities. You can expect to receive a response from HUD in due course.

Demand for housing across New Zealand is growing and more people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing driving up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

After these seven nights Work and Income arrange another appointment with the client to discuss their housing situation and if another grant is required. The Ministry works hard to support people in emergency housing to secure a long-term housing solution, either through public housing or private rental accommodation. Other options such as transitional housing can also be explored depending on availability and the individual's circumstances.

The Ministry recognises that motels are not a long-term solution or the solution that we want to deliver for people who are potentially in a vulnerable situation. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available at the following link: [www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html).

The Ministry provides support to help individuals manage their journey towards sustainable housing. This includes intensive case management, housing navigators, ready to rent programmes and a housing broker service to support people into sustainable housing. Government agencies, in collaboration with Council and community providers, are working to support those whānau and individuals to support themselves with a place-based approach.

Further information regarding the assessment of a client's housing need, housing need priority ratings and the calculation of overall priority ratings can be found on the Work and Income website at the following link: [www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/assessment-of-housing-need-01.html](http://www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/assessment-of-housing-need-01.html).

Please see enclosed the following tables in the attached Excel spreadsheet:

- **Table One:** The number of clients in emergency accommodation in Auckland Super City territorial local authority (TLA) on the last day of

each month during the period August 2020 to February 2022, broken down by month, type of accommodation, age group, gender, family type and ethnicity.

- **Table Two:** The number of distinct clients in receipt of the Emergency Housing Special Needs Grant in the Auckland Super City TLA during the period August 2020 and February 2022, broken down by month, age group, gender, family type and ethnicity.
- **Table Three:** Average consecutive weeks in receipt of the Emergency Housing Special Needs Grants in the Auckland Super City TLA during the period August 2020 to February 2022, broken down by month.
- **Table Four:** The number of clients on the Social Housing Register in the Auckland Super City TLA on the last day of each month during the period August 2020 and February 2022, broken down by month, priority group, age, gender, family type, and ethnicity.
- **Table Five:** The average time on the Social Housing Register for Auckland Super City TLA during period August 2020 and February 2022, broken down by month.

Regarding the tables provided, please note that the TLA is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing or social housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

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. The Ministry will do this by publishing this letter and attachment on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

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

If you are not satisfied with this response regarding Emergency Housing Special Needs Grants in the Auckland Super City TLA, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp   
Karen Hocking  
**Group General Manager**  
**Housing**