



Dear

On 23 May 2017, you emailed the Ministry requesting, under the Official Information Act 1982, information regarding emergency housing and social housing. You simultaneously asked the same questions of Housing New Zealand.

On 1 July 2016, the Ministry introduced a non-recoverable Emergency Housing Special Needs Grant (SNG). This grant has been made 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. Assistance is generally granted for up to seven-nights, but can be extended dependent on individual circumstances. In most cases the grant does not need to be repaid.

Further information regarding Emergency Housing SNGs can be found on the Ministry's website: [www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/emergency-housing.html](http://www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/emergency-housing.html)

Your questions are answered in turn.

- *The number Emergency Housing Special Needs Grants (SNGs) issued by Auckland Region and by South Auckland (District) Work and Income offices in the last quarter (1 July 2016 – 31 March 2017).*
- *The total number of Pacific people living in Auckland who have been housed in an emergency house from 1 July 2016 to 31 March 2017.*
- *Any other information collected by government agencies that is used to determine the Total Number of individuals and families in South Auckland who require Emergency Housing accommodation and where this information is available, a breakdown by ethnicity.*

Emergency housing need is assessed based on the number of people who apply for this service. Table 1, attached, breaks down the estimated number and amount of Emergency Housing SNGs in the Auckland Work and Income Region for the quarter ending 30 September 2016, by ethnicity. Table 2 narrows this data to the South Auckland service centres.

Tables 3 and 4 provide the number and amount of Emergency Housing SNGs for the quarters ending 31 December 2016 and 31 March 2017, broken down by ethnicity, in the Auckland Work and Income Region and in South Auckland respectively.

Prior to the 2016 December quarter, emergency housing related hardship grants were coded in the Ministry's IT system as 'other emergency grants', which included hardship grants for various other emergency reasons. The Ministry cannot disaggregate emergency housing hardship payments from other types of assistance granted under the 'other emergency grants' category and any information regarding emergency housing grant payments prior to the December quarter is recorded in notes on individual case files.

Consequently, the data in tables 1 and 2, which was collated as a one-off exercise while reporting methods were being developed, is an approximation.

In order to break this data down by site, tables 1 and 2 rely on different reporting parameters than have previously been used to collate Emergency Housing SNG data for the quarter ending 30 September 2016. As such this information does not necessarily match figures for Emergency Housing SNGs broken down by Work and Income region previously released.

Since the release of the data in tables 1 and 2, the Ministry has introduced a new code dedicated to Emergency Housing SNGs. The data in tables 3 and 4 was compiled using this new code and therefore is not comparable to the data in table 1 and 2.

- *The Social Housing register breakdown by ethnicity of the main applicant and bedrooms required in the Auckland Local Board areas of: Mangere-Otahuhu; Manurewa; Papakura; Otara-Papatoetoe.*

The attached table 5 details the Social Housing Register applications for selected Auckland City Boards by ethnicity and number of bedrooms required as at 31 March 2017.

- *The total number of social housing places in South Auckland supplied by Community Housing Providers with a breakdown of the ethnicity of the main tenant*

I am unable to provide you with this information for South Auckland as social housing tenancies are grouped by Territorial Local Authority, which in this case is the Auckland Super City, with more granular detail being held on individual files. To provide this information for South Auckland, Ministry staff would have to manually review thousands of files. As such, I refuse your request under section 18(f) of the Official Information Act.

I have considered whether the Ministry would be able to provide you with information about social housing tenancies in South Auckland given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the greater public interest is in the effective and efficient administration of the public service.

In lieu of providing this information for South Auckland, the attached table 6 details social housing tenancies in the Auckland Super City Territorial Local Authority by provider type and main tenant ethnicity as at 31 March 2017.

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 regarding emergency housing and social housing 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, 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.

Yours sincerely



Scott Gallacher  
**Deputy Chief Executive, Housing**

**Table 1: Estimated number and amount of Emergency Housing Special Needs Grants in the Auckland Work and Income Region for the quarter ending 30 September 2016 broken down by ethnicity.**

<b>Ethnicity</b>	<b>Grants</b>	<b>Distinct Clients Granted</b>	<b>Amount Granted</b>
Māori	1,427	475	\$1,151,670.78
Pacific Island	366	122	\$302,579.99
NZ European	418	151	\$266,824.69
Other	253	94	\$186,661.42
Unspecified	45	20	\$34,397.10
<b>Total</b>	<b>2,509</b>	<b>862</b>	<b>\$1,942,133.98</b>

**Notes:**

- This is the amount granted. The total amount granted may not be the same as the amount spent.
- This data includes Emergency Housing SNGs granted under the "Emergency Housing" payment reason and those granted under "Other" with client events identified as emergency housing related. This quarter's data should not be compared to future quarters as it includes security deposits and is indicative only.
- 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.
- Ethnicity data is self-identified. A client may nominate multiple ethnicities as fits their preference or self-concept. However, when the Ministry reports on this data people are grouped by a single ethnicity based on standard Ministry practice. Ethnic groups do not currently align with Statistics New Zealand ethnicity groupings.

**Table 2: Estimated number and amount of Emergency Housing Special Needs Grants in the South Auckland service centres for the quarter ending 30 September 2016 broken down by ethnicity.**

<b>Ethnicity</b>	<b>Grants</b>	<b>Distinct Clients Granted</b>	<b>Amount Granted</b>
Māori	781	269	\$674,328.02
Pacific Island	235	71	\$193,915.99
NZ European	119	36	\$72,793.50
Other	43	17	\$35,304.90
Unspecified	19	10	\$16,865.50
<b>Total</b>	<b>1,197</b>	<b>403</b>	<b>\$993,207.91</b>

**Notes:**

- This is the amount granted. The total amount granted may not be the same as the amount spent.
- This data includes Emergency Housing SNGs granted under the "Emergency Housing" payment reason and those granted under "Other" with client events identified as emergency housing related. This quarter's data should not be compared to future quarters as it includes security deposits and is indicative only.
- Service centre is based on the Work and Income site where the recommending case manager for the application was based at the time of the grant.

- South Auckland includes grants granted from the following Work and Income service centres: Clendon, Hunters Corner, Mangere, Manukau, Manurewa, Otahuhu, Otago, Papakura, Papatoetoe, Pukekohe and Waiuku.
- Ethnicity data is self-identified. A client may nominate multiple ethnicities as fits their preference or self-concept. However, when the Ministry reports on this data people are grouped by a single ethnicity based on standard Ministry practice. Ethnic groups do not currently align with Statistics New Zealand ethnicity groupings.

**Table 3: Number and amount of Emergency Housing Special Needs Grants in the Auckland Work and Income Region for the quarters ending 31 December 2016 and 31 March 2017 broken down by ethnicity.**

Quarter Ending	Ethnicity	Grants	Distinct Clients Granted	Amount Granted
31 December 2016	Māori	2,237	622	\$2,303,477.94
	Pacific Island	814	209	\$937,624.46
	NZ European	508	166	\$419,461.90
	Other	337	101	\$324,727.51
	Unspecified	73	26	\$80,678.29
	<b>Total</b>	<b>3,969</b>	<b>1,123</b>	<b>\$4,065,970.10</b>
31 March 2017	Māori	2,323	588	\$2,522,871.50
	Pacific Island	877	224	\$1,145,059.00
	NZ European	536	151	\$483,897.98
	Other	433	112	\$425,591.40
	Unspecified	107	29	\$125,156.00
	<b>Total</b>	<b>4,276</b>	<b>1,104</b>	<b>\$4,702,575.88</b>

**Notes:**

- This is a count of grants. A client can have more than one grant in the period.
- This is the amount granted. The total amount granted may not be the same as the amount spent.
- 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.
- Ethnicity data is self-identified. A client may nominate multiple ethnicities as fits their preference or self-concept. However, when the Ministry reports on this data people are grouped by a single ethnicity based on standard Ministry practice. Ethnic groups do not currently align with Statistics New Zealand ethnicity groupings.

**Table 4: Number and amount of Emergency Housing Special Needs Grants in South Auckland for the quarters ending 31 December 2016 and 31 March 2017 broken down by ethnicity.**

Quarter Ending	Ethnicity	Grants	Distinct Clients Granted	Amount Granted
31 December 2016	Māori	1,413	403	\$1,497,953.00
	Pacific Island	582	151	\$720,887.50
	NZ European	163	53	\$126,909.50
	Other	68	26	\$77,634.00
	Unspecified	53	14	\$62,221.29
	<b>Total</b>	<b>2,279</b>	<b>647</b>	<b>\$2,485,605.29</b>
31 March 2017	Māori	1,472	371	\$1,675,565.80
	Pacific Island	642	162	\$913,675.00
	NZ European	187	53	\$193,381.00
	Other	112	38	\$126,602.00
	Unspecified	69	19	\$76,314.00
	<b>Total</b>	<b>2,482</b>	<b>643</b>	<b>\$2,985,537.80</b>

**Notes:**

- This is a count of grants. A client can have more than one grant in the period.
- This is the amount granted. The total amount granted may not be the same as the amount spent.
- Service centre is based on the Work and Income site where the recommending case manager for the application was based at the time of the grant.
- South Auckland includes grants granted from the following Work and Income service centres: Clendon, Hunters Corner, Mangere, Manukau, Manurewa, Otahuhu, Otara, Papakura, Papatoetoe, Pukekohe and Waiuku.
- Ethnicity data is self-identified. A client may nominate multiple ethnicities as fits their preference or self-concept. However, when the Ministry reports on this data people are grouped by a single ethnicity based on standard Ministry practice. Ethnic groups do not currently align with Statistics New Zealand ethnicity groupings.

**Table 5: Social Housing Register applications for selected Auckland City Boards by ethnicity and number of bedrooms required as at 31 March 2017.**

Auckland City Board	Ethnicity	Bedrooms Required					Total
		1	2	3	4	5+	
Mangere-Otahuhu	Māori	22	25	17	S	S	72
	Pacific Island	24	52	12	25	14	127
	NZ European	6	S	S	S	S	13
	Other	7	9	S	S	0	26
	Unspecified	0	S	0	S	0	6
	<b>Total</b>		<b>59</b>	<b>93</b>	<b>38</b>	<b>37</b>	<b>17</b>
Manurewa	Māori	31	47	13	S	S	106
	Pacific Island	9	36	S	15	13	82
	NZ European	S	S	0	0	0	S
	Other	11	S	S	S	S	31
	Unspecified	S	0	0	S	0	S
	<b>Total</b>		<b>62</b>	<b>99</b>	<b>27</b>	<b>28</b>	<b>19</b>
Papakura	Māori	26	40	S	S	0	79
	Pacific Island	S	11	S	7	S	28
	NZ European	14	6	S	S	0	22
	Other	S	6	S	S	0	S
	Unspecified	S	0	0	0	0	S
	<b>Total</b>		<b>49</b>	<b>63</b>	<b>19</b>	<b>S</b>	<b>S</b>
Otara-Papatoetoe	Māori	24	30	S	S	S	63
	Pacific Island	13	36	S	15	S	76
	NZ European	S	S	0	0	0	S
	Other	9	9	S	S	S	24
	Unspecified	0	S	S	0	S	S
	<b>Total</b>		<b>52</b>	<b>79</b>	<b>S</b>	<b>23</b>	<b>S</b>

**Notes:**

- This only includes priority A and B applications. The A and B priority applications used in these tables are as at the end of the quarter and may have changed prior to this date.
- This includes applications both on the Housing Register and the Transfer Register.
- Auckland City Board is based on the client's current residential address. Auckland City Board is only available for geocoded records.
- 'S' represents a suppressed cell to protect client privacy.
- Ethnicity data is self-identified. A client may nominate multiple ethnicities as fits their preference or self-concept. However, when the Ministry reports on this data people are grouped by a single ethnicity based on standard Ministry practice. Ethnic groups do not currently align with Statistics New Zealand ethnicity groupings.

**Table 6: Social Housing tenancies in the Auckland Super City Territorial Local Authority by provider type and main tenant ethnicity as at 31 March 2017.**

<b>Ethnicity</b>	<b>Community Housing Providers</b>	<b>Housing New Zealand</b>	<b>Total</b>
Māori	884	6,951	7,835
Pacific Island	1,107	11,125	12,232
NZ European	360	3,294	3,654
Other	551	4,778	5,329
Unspecified	54	450	504
<b>Total</b>	<b>2,956</b>	<b>26,598</b>	<b>29,554</b>

**Notes:**

- This includes both Housing New Zealand (HNZ) and Community Housing Provider (CHP) tenancies.
- Reporting of ethnicity is voluntary and is based on the prioritised self reported ethnicity of the main tenant.
- Territorial Local Authority (TLA) is based on the tenancy address. TLA is defined under the Local Government Act 2002 as a city council or district council.
- Ungeocoded tenancy address records that are unable to be matched to a TLA through suburb and city details have an unknown TLA.
- There is sometimes a delay in tenancy information reaching MSD and as such tenancy numbers may not align with HNZ and CHP tenancy numbers at a point in time.
- Ethnicity data is self-identified. A client may nominate multiple ethnicities as fits their preference or self-concept. However, when the Ministry reports on this data people are grouped by a single ethnicity based on standard Ministry practice. Ethnic groups do not currently align with Statistics New Zealand ethnicity groupings.