



26 APR 2018

Dear [REDACTED]

On 25 March 2018, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *Information on the amount of people in the West Auckland/Waitemata area currently in emergency accommodation and for the past year.*
- *The amount of people that are currently waiting for emergency accommodation to become available in the West Auckland/Waitemata area and how long they have been waiting for. Thank you for your help in this matter.*

Where transitional housing or public housing is not available or appropriate for those in immediate need, the Ministry may grant an Emergency Housing Special Needs Grant to assist with the cost of temporary emergency accommodation.

In July 2016, the non-recoverable Emergency Housing Special Needs Grant was introduced. The grant supports people and families with the cost of short term accommodation in times of urgent need. Please find enclosed a table that shows the number of distinct clients in receipt of Emergency Housing Special Needs Grants, and the number of grants made, for the Auckland Metro Area, by site, between 1 January 2017 and 31 December 2017. Further information about emergency housing is available from the Ministry's Manuals and Procedures website here: www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/emergency-housing.html

If the Ministry becomes aware of a person or family in need of emergency accommodation, and public housing or transitional housing is not available, the Ministry will assist them to find and pay for emergency accommodation immediately, the person or family do not wait for emergency accommodation to become available. As such, there are no people waiting for emergency accommodation to become available.

You are likely to also be interested in information about the Social Housing Register. Households on the Social Housing Register are in a range of circumstances, including:

- Living in public housing but awaiting a transfer (for instance to a different region or to a different sized property due to a change in circumstances);
- Staying with friends or family;
- Renting;
- Or, as outlined above, in transitional housing provided by the Ministry or in receipt of an Emergency Housing Special Needs Grant.

The Social Housing Register consists of the Housing Register and the Transfer Register. The Housing Register records those who are not currently in public housing

but who have been assessed as eligible for public housing. The Transfer Register represents those already in public housing who are eligible to be rehoused, generally due to a change in circumstances prompting a move to somewhere more appropriate to their needs.

Clients eligible for public housing are placed on a register according to their priority rating. The Social Housing Register is dynamic rather than static, and it changes as people's circumstances and situations change. Placing people and families into public housing accommodation is about matching them with the right property in the area they want to live. Those assessed as having a greater need for housing will be prioritised higher. As people's needs change their priority and place on the register may change also.

Households on the Register with the highest needs are placed in public housing if they can be matched to suitable accommodation. Others may leave the Register because they make their own arrangements or their circumstances change.

Further information about the requirements to be eligible for public housing may be found in the Ministry's Manuals and Procedures at: www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/index.html

Sometimes clients on the register may have an emergency housing need. Generally, clients can remain on the register while their emergency housing need is responded to, as emergency housing is temporary.

Information about the Housing Register is available from the Ministry's website here: www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/index.html. If you scroll to the bottom of this page, there is an excel spread sheet which breaks the register information down by Territorial Authority and by Auckland City Board.

The Ministry produces quarterly housing reports and quarterly regional factsheets, these are documents are available here: www.msd.govt.nz/about-msd-and-our-work/work-programmes/social-housing/news/

More general information about the Ministry's housing work programme is available here: www.msd.govt.nz/about-msd-and-our-work/work-programmes/housing/index.html.

If you would like to discuss the possibility of working with the Ministry on emergency housing, please contact Andrew Plant, General Manager Strategic Purchasing at Andrew.Plant001@msd.govt.nz.

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 in Auckland with us, please feel free to contact 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 or 0800 802 602.

Yours sincerely



Scott Gallacher

Deputy Chief Executive, Housing

The number of distinct clients in receipt of Emergency Housing Special Needs Grants, and the number of grants made, for the Auckland Metro Area, by site, between 1 January 2017 and 31 December 2017, by quarter.

Quarter Ending	Site	Number of Distinct Clients	Number of Grants
March 2017	Albany	7	17
March 2017	Avondale	49	160
March 2017	Birkenhead District	9	14
March 2017	Browns Bay	S	S
March 2017	Clendon	111	222
March 2017	Glenfield	33	83
March 2017	Glenmall	27	58
March 2017	Grey Lynn	10	18
March 2017	Helensville	S	9
March 2017	Highland Park	62	186
March 2017	Hunters Corner District	96	306
March 2017	Mangere	167	663
March 2017	Manukau District	81	164
March 2017	Manurewa	158	430
March 2017	Mt Albert	22	24
March 2017	Mt Eden	17	32
March 2017	New Lynn	23	27
March 2017	Onehunga	72	321
March 2017	Orewa	26	47
March 2017	Otahuhu	98	243
March 2017	Otara	51	120
March 2017	Papakura	85	196
March 2017	Papatoetoe	60	114
March 2017	Pukekohe	9	14
March 2017	Queen Street	109	261
March 2017	Takapuna	36	72
March 2017	Tamaki	68	185
March 2017	Three Kings	47	96
March 2017	Waiheke	6	10
March 2017	Waitakere	52	139
March 2017	Waiuku	7	10
March 2017	Warkworth	S	S
March 2017	Westgate	10	21
June 2017	Albany	11	12
June 2017	Avondale	62	193
June 2017	Birkenhead District	6	10
June 2017	Browns Bay	S	S

Quarter Ending	Site	Number of Distinct Clients	Number of Grants
June 2017	Clendon	54	109
June 2017	Glenfield	32	94
June 2017	Glenmall	38	103
June 2017	Grey Lynn	13	17
June 2017	Helensville	10	23
June 2017	Highland Park	51	165
June 2017	Hunters Corner District	116	381
June 2017	Mangere	181	588
June 2017	Manukau District	113	304
June 2017	Manurewa	172	536
June 2017	Mt Albert	25	34
June 2017	Mt Eden	30	71
June 2017	New Lynn	24	32
June 2017	Onehunga	74	257
June 2017	Orewa	25	67
June 2017	Otahuhu	93	287
June 2017	Otara	45	119
June 2017	Papakura	84	223
June 2017	Papatoetoe	46	120
June 2017	Pukekohe	11	18
June 2017	Queen Street	153	476
June 2017	Takapuna	34	84
June 2017	Tamaki	94	326
June 2017	Three Kings	48	99
June 2017	Waiheke	S	S
June 2017	Waitakere	71	187
June 2017	Waiuku	7	8
June 2017	Warkworth	S	S
June 2017	Westgate	26	63
September 2017	Albany	15	20
September 2017	Avondale	56	177
September 2017	Birkenhead District	S	S
September 2017	Browns Bay	7	10
September 2017	Clendon	33	54
September 2017	Glenfield	47	127
September 2017	Glenmall	36	73
September 2017	Helensville	10	18
September 2017	Highland Park	35	98
September 2017	Hunters Corner District	94	217
September 2017	Mangere	181	641
September 2017	Manukau District	102	255

Quarter Ending	Site	Number of Distinct Clients	Number of Grants
September 2017	Manurewa	178	557
September 2017	Mt Albert	35	40
September 2017	Mt Eden	26	48
September 2017	New Lynn	8	11
September 2017	Onehunga	53	249
September 2017	Orewa	25	63
September 2017	Otahuhu	87	181
September 2017	Otara	33	109
September 2017	Papakura	70	209
September 2017	Papatoetoe	31	56
September 2017	Pukekohe	12	19
September 2017	Queen Street	144	457
September 2017	Takapuna	21	29
September 2017	Tamaki	69	183
September 2017	Three Kings	63	125
September 2017	Waiheke	S	S
September 2017	Waitakere	68	141
September 2017	Waiuku	S	S
September 2017	Warkworth	S	S
September 2017	Westgate	23	50
December 2017	AK Childcare Processing Centre	9	13
December 2017	Albany	16	29
December 2017	Avondale	50	148
December 2017	Birkenhead District	6	18
December 2017	Browns Bay	6	6
December 2017	Clendon	40	89
December 2017	Glenfield	29	81
December 2017	Glenmall	37	65
December 2017	Grey Lynn	S	S
December 2017	Highland Park	21	35
December 2017	Hunters Corner District	61	133
December 2017	Mangere	149	502
December 2017	Manukau District	76	203
December 2017	Manurewa	160	475
December 2017	Mt Albert	20	27
December 2017	Mt Eden	26	37
December 2017	New Lynn	10	15
December 2017	Onehunga	51	160
December 2017	Orewa	32	83
December 2017	Otahuhu	36	93
December 2017	Otara	18	44

Quarter Ending	Site	Number of Distinct Clients	Number of Grants
December 2017	Papakura	57	188
December 2017	Papatoetoe	27	58
December 2017	Pukekohe	8	11
December 2017	Queen Street	111	317
December 2017	Takapuna	24	33
December 2017	Tamaki	52	106
December 2017	Three Kings	17	41
December 2017	Waitakere	35	62
December 2017	Waiuku	7	9
December 2017	Warkworth	S	S
December 2017	Westgate	21	47

Notes:

- The client can have multiple grants over a period of time.
- Clients may be counted in more than one Work and Income site in a period
- S represents a suppressed cell to protect client confidentiality where numbers are low. This is in accordance with section 9(2)(a) of the Official Information Act.