



4 FEB 2020

Dear [REDACTED]

On 10 November 2019, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *Are Hawks Inn Motel and Trentham Motel the only providers for Emergency Housing in Upper Hutt?*
- *For each provider in Upper Hutt, please give quarterly figures from 1 April 2017 to present for:*
 - *Number of grants paid*
 - *Total amount of grants paid*
 - *Number of grants paid for families of 4 or more*
 - *Total amount of grants paid for families of 4 or more.*

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place or 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 and private rental accommodation. Other options including transitional housing can also be explored as an option 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/map/income-support/extra-help/special-needs-grant/emergency-housing.html.

It is important to note that over 50 percent of people accessing EH SNGs only need between one to three grants before securing more suitable accommodation.

Some people may struggle to access suitable housing due to a lack of available supply or they simply may not be able to meet the high cost of housing which may result in them receiving EH SNG support for an extended period.

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There are also distinct groups of people that face a range of complex issues that may hinder their ability to access Emergency Housing, such as mental health and addictions, criminal history, or family violence. Additionally, there are others that need to live in specific areas to maintain access to specialist care or educational needs for them or their family.

For people with high and complex needs, it can sometimes be challenging to identify suitable long-term housing, which can lead to longer stays in emergency housing. Work and Income works closely with these people to see what can be done to ensure that once they have a home of their own they have the skills to sustain it and the support to maintain it.

Hawks Inn Motel and Trentham Motel are not the only Emergency Housing Suppliers in Upper Hutt. A list of some Emergency Housing Suppliers in Upper Hutt can be found on Table One. Table One provides the number of Emergency Housing Special Needs Grants approved by the Upper Hutt Service Centre to Emergency Housing suppliers in Upper Hutt from 1 April 2017 to 31 December 2019, broken down into quarterly figures. The total amount approved (rounded to the nearest dollar) for each Emergency Housing Supplier is also provided in table one. The Emergency Housing suppliers reported are those with a postcode of 5018.

It is important to note the limitations of compiling a list of Emergency Housing Suppliers in Upper Hutt based on postcode. In some instances, the supplier's address for service may differ from the street address. This list may, therefore, exclude some Emergency Housing Suppliers, or include some additional suppliers that are not located in Upper Hutt. In order for the Ministry to accurately provide this list, staff would have to look into individual client files for every Emergency Housing Special Needs Grant that was granted to confirm the location of each supplier. As such I refuse your request under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

The Ministry does not record EH SNGs in a manner that allows us to derive figures for EH SNGs granted to families of four or more. This information 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 I refuse your request under section 18(f) of the Official Information 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 that figures in Table One are derived from EH SNGs granted from the Upper Hutt Service Centre only. On occasion, an individual may present to a Service Centre outside of Upper Hutt and be granted an EH SNG for accommodation in the Upper Hutt region. In order to include EH SNGs granted from other Service Centres, we would have to derive data from each Service Centre in New Zealand. The Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such your request is refused under section 18(f) of the Official Information Act, as it requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

In order to protect client privacy, some values are suppressed and are represented by 'S'. The Ministry is unable to provide you with the exact number 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. The need to protect the privacy of these individuals outweighs and public interest in the information.

Some Emergency Housing suppliers are recorded under the names of the owners (as opposed to the business or organisation). To protect the privacy of natural persons, names of some individuals are withheld under section 9(2)(a) of the Act. 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 Emergency Housing suppliers in Upper Hutt, 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

A handwritten signature in blue ink, appearing to read 'K. Hocking', with a large, stylized flourish extending from the end of the signature.

Karen Hocking
General Manager Housing

Table 1 (page 1 of 3) Emergency Housing Special Needs Grants paid to Suppliers in Upper Hutt that were approved by the Upper Hutt Service Centre from 1 April 2017 to 31 December 2019, by quarter

Location	Accommodation provider	June 2017		September 2017		December 2017		March 2018	
		Number of grants	Total Amount	Number of grants	Total Amount	Number of grants	Total Amount	Number of grants	Total Amount
Kaitoke	Aston Norwood Ltd *Accommodation*	0	0	0	0	0	0	0	0
Upper Hutt	Caravan Hire	0	0	0	0	0	0	S	\$1,220
	Brentwood Manor *Accommodation Only*	0	0	0	0	0	0	0	0
	Bristol Motel	S	\$1,950	11	\$9,910	S	\$1,350	S	\$3,800
	Elderslea Manor	0	0	0	0	0	0	0	0
	Harcourt Holiday Park	11	\$8,042	31	\$24,307	27	\$20,290	16	\$9,722
	Hawks Inn Motel	57	\$55,846	9	\$11,166	11	\$10,403	7	\$5,223
	Matahari Bed and Breakfast	0	0	0	0	0	0	0	0
	Rentcare Property Management	0	0	0	0	0	0	0	0
	s 9(2)(a)	0	0	0	0	0	0	0	0
	Totara Lodge Motor Inn	0	0	0	0	0	0	0	0
	Tranquillity Homestay B & B	0	0	0	0	0	0	0	0
	Trentham Motel	0	0	0	0	0	0	0	0
	Upper Hutt Housing Trust - Homai te Whaiora	0	0	0	0	0	0	0	0
	Upper Hutt i-SITE Visitor Information Centre	0	0	0	0	0	0	0	0

Notes:

- This report excludes payments that were not made to an Emergency Housing supplier, such as payments made directly into client's bank accounts.
- This is a report of grants, not clients. A client may receive more than one grant in a quarterly period.
- Amounts granted might not be the same as the amount spent.

Table 1 (page 2 of 3) Emergency Housing Special Needs Grants paid to Suppliers in Upper Hutt that were approved by the Upper Hutt Service Centre from 1 April 2017 to 31 December 2019, by quarter

Location	Accommodation provider	June 2018		September 2018		December 2018		March 2019	
		Number of grants	Total Amount	Number of grants	Total Amount	Number of grants	Total Amount	Number of grants	Total Amount
Kaitoke	Aston Norwood Ltd *ACCOMMODATION*	0	0	0	0	0	0	0	0
Upper Hutt	Caravan Hire	0	0	0	0	0	0	0	0
	Brentwood Manor *Accommodation Only*	0	0	0	0	0	0	0	0
	Bristol Motel	S	\$980	S	\$980	S	\$2,575	S	\$5,530
	Elderslea Manor	0	0	S	\$1,168	0	0	0	0
	Harcourt Holiday Park	26	\$19,805	9	\$7,945	7	\$6,170	17	\$9,360
	Hawks Inn Motel	6	\$3,142	7	\$6,905	S	\$1,854	8	\$3,545
	Matahari Bed and Breakfast	0	0	0	0	0	0	0	0
	Rentcare Property Management	0	0	0	0	0	0	S	\$290
	s 9(2)(a)	0	0	0	0	0	0	0	0
	Totara Lodge Motor Inn	0	0	0	0	0	0	0	0
	Tranquillity Homestay B & B	0	0	0	0	0	0	0	0
	Trentham Motel	S	\$2,100	11	\$13,320	S	\$4,550	S	\$3,600
	Upper Hutt Housing Trust - Homai te Whaiora	0	0	0	0	0	0	S	\$150
	Upper Hutt I-SITE Visitor Information Centre	0	0	0	0	0	0	S	\$190

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Table 1 (page 3 of 3) Emergency Housing Special Needs Grants paid to Suppliers in Upper Hutt that were approved by the Upper Hutt Service Centre from 1 April 2017 to 31 December 2019, by quarter

Location	Accommodation provider	June 2019		September 2019		December 2019	
		Number of grants	Total Amount	Number of grants	Total Amount	Number of grants	Total Amount
Kaitoke	Aston Norwood Ltd *ACCOMMODATION*	0	0	7	\$6,860	5	\$2,345
Upper Hutt	Caravan Hire	0	0	0	0	0	0
	Brentwood Manor *Accommodation Only*	0	0	0	0	5	\$3,080
	Bristol Motel	15	\$18,360	5	\$5,040	9	\$11,160
	Elderslea Manor	5	\$5,320	13	\$15,430	10	\$11,230
	Harcourt Holiday Park	33	\$32,030	57	\$40,755	19	\$12,824
	Hawks Inn Motel	11	\$13,548	21	\$17,884	15	\$17,066
	Matahari Bed and Breakfast	12	\$12,965	19	\$39,270	44	\$102,970
	Rentcare Property Management	0	0	0	0	0	0
	s 9(2)(a)	0	0	0	0	5	\$7,445
	Totara Lodge Motor Inn	0	0	0	0	5	\$4,590
	Tranquillity Homestay B & B	0	0	5	\$1,650	5	\$793
	Trentham Motel	0	0	0	0	0	0
	Upper Hutt Housing Trust - Homai te Whaiora	0	0	5	\$100	0	0
	Upper Hutt i-SITE Visitor Information Centre	0	0	0	0	0	0

Notes:

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