



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

16 JUL 2020

Dear

On 16 June 2020, you emailed the Ministry of Housing and Urban Development requesting, under the Official Information Act 1982, the following information:

- 1. How much money was spent on emergency housing grants in Rotorua and Tauranga since March 25 until today (June 16)?*
- 2. Please list how many placements, how many motels/providers and the total value of the contracts.*
- 3. Please list the names of each motel/provider and how much each was given individually, for both Rotorua and Tauranga.*
- 4. Please list how many placements each motel/provider had.*

On 17 June 2020, you added the following point to your request:

- 5. How much Government money has been paid to the Visions of a Helping Hand Trust in Rotorua since March 25, 2020 and each year for the two years prior (March 2018 to March 2019 and March 2019 to 2020) for the purpose of housing the homeless.*

On 17 June 2020, points 1-4 were transferred, under section 14 of the Official Information Act, to the Ministry of Social Development (the Ministry) for response.

Although the request for information regarding Visions of a Helping Hand Trust was not transferred to the Ministry, the Ministry was able to find information concerning the Visions of a Helping Hand Trust Rotorua. This information is included in this response.

In July 2016, the Emergency Housing Special Needs Grant (EH SNG) was introduced. The purpose of the EH SNG is to help individuals and families with the cost of staying in short-term emergency accommodation (motels, hotels, hostels, etc) if they are temporarily unable to find suitable private rental accommodation or access the Ministry's contracted Transitional Housing places.

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The Ministry does not own any accommodation places, and instead uses the EH SNG to pay for short-term accommodation provided by commercial and community providers, for up to a 21 days (as of 31 March 2020). Every EH SNG applicant must make reasonable efforts to find longer-term secure accommodation. For most applicants, this includes applying for transitional housing and public housing.

Please see attached, in an Excel spreadsheet, the following tables:

- **Table One** which shows the number of EH SNGs, number of distinct clients, and amount granted in the Rotorua Service Centre during the period 1 March 2020 to 31 May 2020, broken down by provider and month
- **Table Two** which shows the number of EH SNGs, number of distinct clients, and amount granted in the Tauranga Service Centre during the period 1 March 2020 to 31 May 2020, broken down by provider and month
- **Table Three** which shows the number of EH SNGs, the number of distinct clients, and amount granted to Visions of a Helping Hand Charitable Trust Rotorua during the period 1 March 2018 to 31 March 2020, broken down by provider and quarter.

In the wake of the COVID-19 pandemic, the Ministry implemented changes to ensure key functions were maintained. During Alert Levels 2-4, one of these changes was the ability to grant EH SNGs for up to 21 days at a time. This means that the data may not accurately reflect the grants or amounts paid over the period it represents.

Another one of these changes allowed staff to grant EH SNGs for clients from other areas, including clients assigned to another Work and Income site. Previously, staff granted EH SNGs in their assigned site only.

Please note that Tables One and Two have been created by compiling grants made by those assigned to the Rotorua and Tauranga Service Centres respectively, and as such, should be viewed in light of the above COVID-19 related changes.

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 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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding EH SNGs in Rotorua and Tauranga, and Visions of a Helping Hand Charitable Trust Rotorua, 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

A handwritten signature in blue ink, appearing to read 'K. Hocking', with a long horizontal flourish extending to the right.

Karen Hocking  
**General Manager Housing  
Service Delivery**