



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

18 JUN 2020

Dear [REDACTED]

On 19 May 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- 1. The cost of or range of cost for individuals and families for emergency accommodation not the total but the actual weekly payments*
- 2. The number of individuals or families who have received emergency accommodation*
- 3. The length of or range of time spent in emergency accommodation (we can provide an average duration of stay in Emergency Housing)*
- 4. If possible, the frequency or range of frequency that any individual family is in emergency accommodation*
- 5. The numbers of individuals and families in Transitional Housing (TH)*
- 6. The weekly or range of cost paid by the Ministry for TH*
- 7. The length of time spent in TH*
- 8. The current numbers of people in TH*
- 9. The number of emergency or TH people who are permanently housed in IRR community housing.*

On 29 May 2020, we emailed you advising that the Ministry had formally transferred questions 5, 6, 7 and 8 of your requests to the Ministry for Housing and Urban Development (HUD). You can expect a response from them in regard to these questions.

Please find enclosed Table One, which outlines the number of Emergency Housing Special Needs Grants (EH SNG's) broken down by amount granted, the number of distinct clients, the total weekly amount granted, the median amount of approved grants, the average consecutive weeks, and average number of distinct stays in emergency housing for the quarter ending March 2020.

The Ministry is unable to provide you with the number of Emergency Housing or Transitional Housing clients who are permanently housed in Income-Related Rent public housing as the Ministry does not have visibility of Transitional Housing clients as the delivery of this programme is managed and funded by HUD. This means that

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the Ministry is unable to track a client's journey through the housing continuum. We have considered transferring this part of your request to HUD but have been advised that they would also not be able to respond to this question.

As such, I am refusing question nine of your request under section 18(g) of the Official Information Act as the information you have requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

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 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 individuals and families in Emergency Housing and Transitional Housing, 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

FP 

Karen Hocking  
**General Manager**  
**Housing**

**Table One. Number of Emergency Housing Special Needs Grants (EH SNG's) by number of grants, number of distinct clients, total granted amount, median grant approved, average consecutive weeks and the average number of distinct stays in Emergency Housing for the quarter ending March 2020.**

<b>EH SNG area</b>	<b>Number of grants</b>	<b>Number of distinct clients</b>	<b>Total amount granted</b>	<b>Median amount granted</b>	<b>Average consecutive weeks</b>	<b>Average number of distinct stays</b>
Upper Hutt Service Centre	172	67	\$302,503.70	\$1,820.00	4.81	1.55
Wellington Region	2,333	531	\$4,110,027.20	\$1,533.00	8.09	1.57
All of New Zealand	<b>32,141</b>	<b>6,341</b>	<b>\$54,069,680.00</b>	<b>\$1,470.00</b>	<b>7.71</b>	<b>1.49</b>

**Notes:**

- Emergency Housing assistance payments are granted as Special Needs Grants.
- Service Centre is based on the Work and Income site where the case manager who recommended the application was based at the time of the grant.
- Region is based on the Work and Income region where the case manager who recommended the application was based at the time of the grant.
- Clients can be counted more than once if they have a grant from more than one service centre.
- A client may not have had all of their grants granted by the same service centre or region. But they are included in this count if they had at least one grant from this service centre or region in the quarter.
- For this reason, the total distinct clients for the region will be different from the sum of distinct clients by service centre if you are to add them up.
- This data should be treated with caution. The averages expressed here are only accurate to the end of March 2020 and will change as additional monthly data is included as some of these clients will still currently be receiving EH SNGs.
- This includes the amount granted and average amount granted. It may be different from the amount and average amount spent.
- The median amount granted is the midpoint of the amount granted values.
- Consecutive weeks counts how many weeks a client has been in Emergency Housing for, continuously.
- Consecutive weeks looks at the number of weeks a client has had a grant in, where there is no more than 4 weeks between grants.
- If there is more than 4 weeks between grants, we consider this the end of a stay in Emergency Housing. After four weeks with no grants, a new stay in Emergency Housing is started.