



30 June 2022

Tēnā koe

On 11 May 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

We requested the following data for the New Zealand total, Rotorua District, Taupo District, Western Bay of Plenty District, Tauranga District, Opotiki District, Whakatane District, and Kawerau District

For each year 2018 to 2022:

- *The total number of Emergency Housing Special Needs Grants*
- *The total number of Households that received the EHSNG,*
- *Number of Households With children,*
- *Total number of people the EHSNGs supported (eg the client and family living with them),*
- *and total number of children supported by the EHSNG.*
- *For each district Listed and New Zealand we request summary statistics about amount of time for which the EHSNG was received.*
 - *The summary statistics requested for the continuous period a grant was being received are the average, median, maximum, 10th percentile, 25th centile, 75th centile, 90th centile and minimum.*
 - *The we would like the summary statistics about length of time receiving the EHSNG by all households, households with children and households without children.*

For each Quarter from 2018 to the Quarter ending 31 March 2022:

- The number of Special Needs Housing Grants*
- The total number of weeks the grants for the quarter funded accommodation for*
- The number of households the grants provided accommodation for*
- The number of households with children*
- Number of People the grants provided accommodation for*
- Number of children the grants provide accommodation for*
- The number of households or grant recipients who were located in a different Territorial authority to where they were living before they received the EHSNG*

For the Quarter ending 31 March 2022:

- A list of all facilities in (including name and address) in the districts listed (Rotorua District, Taupo District, Western Bay of Plenty District, Tauranga District, Opotiki District, Whakatane District, and Kawerau District) hosting people receiving the EH SNG or receiving payments to host people.*
- Number of Households and number of people hosted by the facility for the quarter ending March 2022*
- The amount of Money paid to the facility.*
- A copy of the report mentioned in the recent Rotorua Daily Post article: <https://www.nzherald.co.nz/nz/government-report-reveals-nearly-a-third-of-rotoruas-homeless-in-emergency-housing-are-from-out-of-town/M5TXKTRHS23LVJPZMRMEW4DPMI/>.*

The Emergency Housing Special Needs Grant (EH SNG) is 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. 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 or 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/housing/nowhere-to-stay/emergency-housing.html.

Please find attached **Appendix One**, containing the data tables for the Kawerau, Opotiki, Rotorua, Taupo, Tauranga, Whakatane and Western Bay of Plenty Districts, listed below:

- **Table One:** The number of Emergency Housing Special Needs Grants granted and the number of distinct clients granted in the period of 1 January 2018 to 31 March 2022.
- **Table Two:** The number of clients and the number of children in Emergency Housing, as at the end of each quarter from March 2020 to March 2022.
- **Table Three:** The number of clients in Emergency Housing as at the end of each quarter from March 2020 to March 2022, broken down by household type.
- **Table Four:** The number of consecutive weeks of Emergency Housing Special Needs Grants in the period 1 January 2018 to 31 March 2022.
- **Table Five:** The number of Emergency Housing Special Needs Grants granted and the number of distinct clients granted, as at the end of each quarter from 1 January 2018 to 31 March 2022.
- **Table Six:** The number of Emergency Housing Special Needs Grants granted and the number of distinct clients to suppliers in selected Territorial Local Authorities in the period 1 January 2022 to 31 March 2022.

Please find attached **Appendix Two**, containing the data tables for the whole of New Zealand, listed below:

- **Table One:** The number of Emergency Housing Special Needs Grants granted and the number of distinct clients granted in the period 1 January 2018 to 31 March 2022.
- **Table Two:** The number of clients and the number of children in Emergency Housing, as at the end of each quarter from March 2020 to March 2022.
- **Table Three:** The number of clients in Emergency Housing as at the end of each quarter from March 2020 to March 2022, broken down by household type.

- **Table Four:** The number of consecutive weeks of Emergency Housing Special Needs Grants in the period 1 January 2018 to 31 March 2022.
- **Table Five:** The number of Emergency Housing Special Needs Grants granted and the number of distinct clients granted, as at the end of each quarter from 1 January 2018 to 31 March 2022.
- **Table Six:** The number of Emergency Housing Special Needs Grants granted and the number of distinct clients to suppliers in New Zealand from 1 January 2022 to 31 March 2022.

Regarding the tables provided, please note that the Territorial Local Authority (TLA) is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

You will note that information regarding some individuals is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

Please note that the registered supplier name is the name of the parent company of the accommodation supplier, and not necessarily the name of the accommodation itself. One registered supplier may provide accommodation across multiple premises in different locations or trading names, receiving payment through the single supplier record. You will also note that some suppliers may be listed due to a coding error when a client receives multiple assistance payments at one point in time, for example for petrol or groceries.

Regarding the final part of your request for a copy of the report mentioned in the New Zealand Herald article, you can find a publicly available version on the Ministry's website here: www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/information-releases/rotorua-emergency-housing-analysis-redacted.pdf.

This document contains a breakdown of whether emergency housing occupants in Rotorua were living in Rotorua before moving into emergency housing. The report demonstrates that the overwhelming majority of people receiving EH SNGs in Rotorua over the period were from Rotorua, neighbouring territorial authorities, or had a prior connection to the city.

Please note, the information contained within this document is a bespoke piece of analysis that cannot be repeated for other regions due to the information requiring extensive manual collation.

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'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, 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.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'KH', with a large loop at the end.

Karen Hocking
**Group General Manager
Housing**