



17 FEB 2020

[REDACTED]

Tēnā koe [REDACTED]

On 21 January 2020, the Ministry of Social Development (the Ministry) received your request, under the Official Information Act 1982, for the following information:

- *How many people have been placed in motels in Rotorua as an alternative to public, social, community or transitional housing each year between 2009-2019?*
- *What is the total amount spent, by year, on payments for people to stay in motels as an alternative to public, social, community and transitional housing in Rotorua each year between 2009-2019?*

Your request for this information has been interpreted to be for information about Emergency Housing Special Needs Grants in Rotorua.

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. Assistance is generally granted for up to seven nights but can be extended dependent on individual circumstances.

The Ministry provides ongoing support to help people secure a long-term housing solution, including looking into public housing and private rental accommodation as an option depending on the individual's circumstances.

The Ministry recognises that emergency housing is not a long-term solution, particularly for vulnerable people with complex needs. It provides a short-term solution while more sustainable options are progressed. It is important that those who would otherwise be homeless have somewhere warm and dry to stay.

Affordable accommodation in New Zealand is in limited supply, including short term accommodation. More people are seeking help from the Ministry for emergency housing, which is reflected in the figures provided in this response. To address this shortage, the Government has invested significantly in creating more housing, overseen by the Ministry of Housing and Urban Development. An extra 6,400 public housing places will be delivered by June 2022. In the 2018/2019 financial year, the Ministry of Housing and Urban Development has delivered on 2,178 public houses and there's a future pipeline of more than 2,700. Last year's budget provided \$283 million to fund and maintain over 2,800 Transitional Housing places throughout New

Zealand, along with another \$197 million to expand and strengthen Housing First to high demand areas.

More information about EH SNGs is available here:

[www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html).

Attached is table one, showing the number and amount of EH SNGs granted, and the count of distinct clients from the Rotorua site from 1 January 2017 to 31 December 2019, broken down by quarter and accommodation type.

In order to protect client privacy, values under six are suppressed and are represented by 'S'. The Ministry is unable to provide you with the exact numbers 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 any public interest in the information.

The Ministry is unable to provide you with data from 2009-2016, as prior to October 2016, emergency housing grants were coded in the Ministry's IT system as 'other emergency grants', which includes hardship grants for various other emergency reasons. The Ministry cannot disaggregate emergency housing hardship payments from other types of assistance granted under the 'other emergency grants' category. Additionally, in the December 2016 quarter, EH SNGs were not recorded by accommodation type, and therefore we are unable to provide this data for you prior to 2017. Any information regarding emergency housing grant payments prior to this is recorded in notes on individual case files, and is therefore refused under section 18(f) of the Official Information Act, as it would require substantial manual collation to compile this information.

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.

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 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 about Emergency Housing Special Needs Grants in 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



Karen Hocking  
**General Manager, Housing**

**Table One:** Number and amount of Emergency Housing Special Needs Grants granted, and the count of unique clients from the Rotorua site from 1 January 2017 to 31 December 2019, broken down by quarter and accommodation type

| Quarter Ending | Accommodation Type         | Rotorua           |                       |                  |
|----------------|----------------------------|-------------------|-----------------------|------------------|
|                |                            | EMERGENCY HOUSING |                       |                  |
|                |                            | Grants            | Amount Granted        | Distinct Clients |
| March 2017     | Holiday park / Camp ground | S                 | \$2,023.00            | S                |
|                | Hostel                     | S                 | \$2,240.00            | S                |
|                | Motel / Hotel              | 76                | \$84,873.94           | 34               |
|                | <b>Total</b>               | <b>81</b>         | <b>\$89,136.94</b>    | <b>39</b>        |
| June 2017      | Holiday park / Camp ground | S                 | \$3,170.00            | S                |
|                | Hostel                     | 14                | \$4,750.00            | 10               |
|                | Motel / Hotel              | 260               | \$244,720.39          | 69               |
|                | Shelter                    | S                 | \$1,550.00            | S                |
|                | <b>Total</b>               | <b>284</b>        | <b>\$254,190.39</b>   | <b>88</b>        |
| September 2017 | Holiday park / Camp ground | S                 | \$1,820.00            | S                |
|                | Hostel                     | S                 | \$10,544.00           | S                |
|                | Motel / Hotel              | 395               | \$381,660.43          | 116              |
|                | <b>Total</b>               | <b>424</b>        | <b>\$394,024.43</b>   | <b>135</b>       |
| December 2017  | Holiday park / Camp ground | S                 | \$1,099.00            | S                |
|                | Hostel                     | 54                | \$33,862.84           | 21               |
|                | Motel / Hotel              | 168               | \$173,051.46          | 61               |
|                | Shelter                    | S                 | \$540.00              | S                |
|                | <b>Total</b>               | <b>225</b>        | <b>\$208,553.30</b>   | <b>85</b>        |
| March 2018     | Holiday park / Camp ground | S                 | \$1,985.00            | S                |
|                | Hostel                     | S                 | \$17,331.10           | S                |
|                | Motel / Hotel              | 34                | \$31,011.02           | 19               |
|                | <b>Total</b>               | <b>66</b>         | <b>\$50,327.12</b>    | <b>41</b>        |
| June 2018      | Holiday park / Camp ground | 12                | \$8,210.00            | 11               |
|                | Hostel                     | 55                | \$31,492.00           | 32               |
|                | Motel / Hotel              | 190               | \$168,467.80          | 79               |
|                | <b>Total</b>               | <b>257</b>        | <b>\$208,169.80</b>   | <b>122</b>       |
| September 2018 | Holiday park / Camp ground | S                 | \$267.00              | S                |
|                | Hostel                     | S                 | \$53,994.84           | S                |
|                | Motel / Hotel              | 886               | \$785,716.51          | 197              |
|                | <b>Total</b>               | <b>973</b>        | <b>\$839,978.35</b>   | <b>244</b>       |
| December 2018  | Holiday park / Camp ground | S                 | \$973.00              | S                |
|                | Hostel                     | S                 | \$72,624.77           | S                |
|                | Motel / Hotel              | 1,286             | \$1,522,956.60        | 244              |
|                | <b>Total</b>               | <b>1,380</b>      | <b>\$1,596,554.37</b> | <b>285</b>       |
| March 2019     | Holiday park / Camp ground | S                 | \$7,670.00            | S                |
|                | Hostel                     | 88                | \$78,173.17           | 57               |
|                | Motel / Hotel              | 1,806             | \$2,236,587.75        | 329              |
|                | Shelter                    | S                 | \$720.00              | S                |
|                | <b>Total</b>               | <b>1,904</b>      | <b>\$2,323,150.92</b> | <b>392</b>       |

| Quarter Ending | Accommodation Type         | Rotorua           |                       |                  |
|----------------|----------------------------|-------------------|-----------------------|------------------|
|                |                            | EMERGENCY HOUSING |                       |                  |
|                |                            | Grants            | Amount Granted        | Distinct Clients |
| June 2019      | Holiday park / Camp ground | S                 | \$29,296.50           | S                |
|                | Hostel                     | 100               | \$104,973.48          | 55               |
|                | Motel / Hotel              | 2,213             | \$3,132,249.29        | 415              |
|                | Shelter                    | S                 | \$1,173.00            | S                |
|                | <b>Total</b>               | <b>2,334</b>      | <b>\$3,267,692.27</b> | <b>488</b>       |
| September 2019 | Holiday park / Camp ground | S                 | \$29,703.50           | S                |
|                | Hostel                     | 304               | \$362,022.19          | 87               |
|                | Motel / Hotel              | 3,017             | \$4,046,609.60        | 432              |
|                | Shelter                    | S                 | \$3,043.53            | S                |
|                | <b>Total</b>               | <b>3,346</b>      | <b>\$4,441,378.82</b> | <b>535</b>       |
| December 2019  | Holiday park / Camp ground | 18                | \$17,456.00           | 11               |
|                | Hostel                     | 396               | \$604,746.94          | 99               |
|                | Motel / Hotel              | 2,432             | \$3,640,577.86        | 400              |
|                | <b>Total</b>               | <b>2,846</b>      | <b>\$4,262,780.80</b> | <b>510</b>       |

**Note:**

- 'Rotorua' is based on the Work and Income site where the recommending case manager for the application was based at the time of the grant.
- This data includes EH SNGs paid under the 'Emergency Housing' need code.
- The grants column is a count of grants. A client may have more than one grant in the time period.
- The count of distinct clients only applies to the quarter they are associated with and the same client can appear in multiple quarters.
- 'S' represents a suppressed call to protect client privacy.