



14 OCT 2020

Tēnā koe

On 16 September 2020, you emailed Oranga Tamariki – Ministry for Children requesting, under the Official Information Act 1982, the following information:

- *What are the Emergency Housing accommodation providers in Napier, Hastings, Central Hawke's Bay and Wairoa? Names and locations for all please.*
- *How much is each earning from the Emergency Housing and special needs grants scheme?*
- *How many grants and distinct clients does each have?*
- *What's the average length of stay for each motel?*

On the same day, the request was transferred in entirety to the Ministry of Social Development (the Ministry) for response.

The Ministry understands that demand for housing across New Zealand is growing and more people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing, driving house price and rent growth. People on low incomes are most affected by rising housing costs, and many seek financial help from the Ministry.

Across the government, there is a wider programme of work underway aimed at increasing the supply of public housing and improving housing affordability and supply. The Ministry of Housing and Urban Development (HUD) leads the programme of work on New Zealand's housing and urban development.

This includes planning, and with Kāinga Ora, delivering more public housing, transitional housing, and services to tackle homelessness. HUD is also working to improve housing affordability and supply for aspiring home owners. The Government Housing Programme Dashboard tracks progress on key parts of the Government's housing programme.

The Ministry's role is to assess eligibility for public housing, provide financial support to eligible people to access and sustain suitable housing, and to provide immediate assistance to meet emergency housing needs.

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

The Ministry recognises that motels are not a long-term solution. They provide a shorter-term solution while more sustainable options are progressed.

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 of time. Please note that the EH SNG is not a scheme, it is a policy.

Please find the **Appendix** enclosed, containing **Table One** showing the names of the Emergency Housing suppliers paid by East Coast Service Centres, the number of grants granted, the number of distinct clients and the amount granted for the most recent quarter (ending June 2020).

Your request for the locations of the Emergency Housing accommodation suppliers is refused under section 18(g) of the Official Information Act as this information 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.

I am unable to provide you with the average length of stay for each motel as 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 hundreds of files. As such, I refuse your request for the average length of stay for each motel 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.

However, I am able to advise you that case managers from the East Coast region granted EH SNGs to 743 distinct clients in the quarter ending June 2020, and that the average length of stay for these clients was 9.48 consecutive weeks.

The year 2020 has seen a significant increase in demand for Emergency Housing, as the Ministry supported people through the COVID-19 pandemic period with accommodation in which they could safely self-isolate. Due to the COVID-19 lockdown restrictions, people also could not easily move out of Emergency Housing into long-term accommodation during this period, contributing to longer durations of stay and higher costs. In addition, during Alert Levels 2-4, the Ministry was able to grant EH SNGs for up to 21 days (an increase from the standard 7-day period). This means that the data provided in this response can not be compared to similar data from previous quarters.

Please note that there are several things to consider in regards to the Ministry's calculation of the consecutive weeks a client stays in Emergency Housing. Consecutive weeks is a calculation which estimates how long a client has been in Emergency Housing for a continuous period. The average consecutive weeks data is based on the clients most recent grant within a quarter. These clients may have had multiple grants in a quarter. Please also note that a client's total stay may cross more than one quarter. The length of stay at the time of their last grant in each quarter is what is used to calculate the average time here.

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 Emergency Housing in the East Coast region, 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.

Ngā mihi nui

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

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

**Appendix.**

**Table One: Emergency Housing suppliers, number of grants, distinct clients and amount granted from the East Coast Service Centres for the quarter ending June 2020**

<b>Supplier</b>	<b>Grants</b>	<b>Distinct Clients</b>	<b>Amount</b>
Ace High Motor Inn	96	26	\$110,512.50
Adelphi Motel	S	S	\$2,430.00
Albatross Motel	S	S	\$3,535.00
Albert Residents Park	95	31	\$244,260.00
Amble Inn Motel Levin	S	S	\$693.00
Aqua Lodge	S	S	\$4,620.00
Ascot Motor Lodge	S	S	\$1,650.00
Ascot on Fenton	S	S	\$1,603.00
BK's Palm Court Motor Lodge	72	27	\$304,920.00
Bay Beauty Motel	41	8	\$56,910.00
Bella Tuscany Motel	41	7	\$69,945.00
Bluewater Hotel Ltd	242	81	\$453,535.00
Broadway Motor Inn	S	S	\$1,000.00
Camberley Court Motel	20	6	\$55,830.00
Caravans Direct NZ	8	S	\$48,387.50
Cedar Court (2015) Ltd	S	S	\$990.00
Cherry Grove Motel	51	20	\$129,300.00
Claremonte Motor Lodge	80	27	\$210,115.00
Colonial Lodge Motel	43	13	\$69,390.00
Colonial on Gladstone Motel	51	14	\$365,260.00
Cottages On St Andrews Ltd	8	S	\$13,450.00
Criterion Artdeco Backpackers	51	22	\$45,136.00
DW Group Ltd	6	S	\$22,000.00
Deco City Motor Lodge	123	35	\$261,180.00
Dunblane Lifecare	S	S	\$17,136.00
Edgewater Motor Lodge	55	11	\$76,495.00
Endeavour Lodge Motel	30	10	\$106,546.35
Enz of the Earth Ruatoria	16	S	\$23,184.00
Fairmont Motor Lodge	109	30	\$232,385.00
Fergusson's Motor Lodge	11	S	\$17,850.00
Fern Motel Napier Ltd	17	7	\$34,446.47
Fountain Court Motel	232	61	\$398,905.00
Future Services Ltd	9	S	\$31,395.00
George & Mildred Supermarket	S	S	\$12,571.36

Gisborne Apartments Ltd	22	6	\$128,815.00
Gisborne Women's Refuge Inc	S	S	\$660.00
Gloucester House Motel	29	6	\$51,210.00
Harvest Lodge Motel	59	19	\$101,735.00
Hastings Top 10 Holiday Park	264	65	\$273,256.47
Havelock North Motor Lodge	17	S	\$41,915.00
Highway Motel	76	16	\$394,390.00
Hill Rentals Limited	20	S	\$72,450.00
Kaha Properties Ltd	S	S	\$10,505.25
Lake Whakamarino Lodge	S	S	\$6,037.50
M Y Gold Investments Limited	107	29	\$271,947.50
Masterton Motor Lodge	S	S	\$2,800.00
Motel Oasis	28	12	\$48,120.00
NZL Property Management	S	S	\$4,445.00
North Lodge	S	S	\$630.00
Ocean Beach Motor Lodge	43	12	\$124,164.31
Ocean Inn Motel	S	S	\$980.00
Omahu Motor Lodge	8	S	\$13,955.00
Palm Court Motel	S	S	\$1,485.00
Quest Napier	67	23	\$104,095.00
Quest Palmerston North	S	S	\$770.00
Rotorua International Motor Inn	S	S	\$1,157.00
Santa Maria Motel (2006) Limited	S	S	\$13,230.00
Showgrounds Holiday Park / Camp	S	S	\$750.00
Spanish Lady Motel	9	S	\$21,150.50
Te Ao Puangi-Angi Henry	10	S	\$14,501.50
Te Araroa Holiday Park	7	S	\$14,820.00
Te Runanganui O Ngati Porou	9	S	\$70,370.00
Te Wiremu House Lifecare	S	S	\$2,959.32
Teal Motor Lodge	65	22	\$206,872.44
The Fish Shop Holiday Park	6	S	\$6,497.50
The Nautilus Napier	20	10	\$32,978.66
Tolaga Bay Holiday Park	12	S	\$19,544.00
Tolaga Bay Inn	S	S	\$2,940.00
Travellers Inn Motel	62	15	\$353,520.00
Tudor Park Motel	S	S	\$23,660.00
Tuki Tuki Motel	49	23	\$75,984.00
Twin Rivers Motel	S	S	\$980.00
Village Motel	S	S	\$495.00
Waikanae Beach Motel	41	6	\$72,314.00
Wairoa Motel	60	22	\$213,310.00

West Lake Hotel	S	S	\$400.00
Westshore Holiday Park	79	24	\$126,622.85
Whispering Sands Beachfront Motel	45	10	\$174,260.00
Wine Country Motel Havelock North	S	S	\$346.00
Wine Country Motor Lodge	S	S	\$1,211.00
Zen Limited	S	S	\$22,995.00
<b>Total</b>	<b>2,780</b>	<b>743</b>	<b>\$6,555,800.98</b>

**Notes:**

- The number of grants is not the number of individuals. A client can have more than one grant in the time period.
- Emergency Housing assistance payments are granted as Special Needs Grants.
- "Amount" is the amount granted. The total amount granted may not be the same as the amount spent.
- The region of the Emergency Housing supplier is not stored in the Ministry's systems. The data is the number of suppliers in the East Coast Region, based on the Work and Income region where the recommending case manager for the application was based at the time of the grant.
- This table does not count suppliers that are not paid directly (either through direct credit or via a payment card) as their supplier ID and details are not recorded in a reportable way. Client event notes would need to be read to determine which Emergency Housing supplier was paid for these grants.
- In certain circumstances, low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated. Secondary suppression rules have also been applied when required. Suppressed numbers have been replaced by an 'S'.
- Typically an EH SNG grant represents up to 7 nights of stay however, during Alert Levels 2-4 grants were typically up to 21 days.