



26 JUL 2021

Tēnā koe

On 15 June 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *The names of Emergency Housing suppliers in Hawke's Bay, broken down to Hastings, Napier and Central Hawke's Bay between 1 July 2017 and 30 June 2020.*
- *The amount paid to those Emergency Housing providers between 1 July 2017 and 30 June 2020.*

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 up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

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 depending on 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. More information about emergency housing is available at the following link: www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html#null.

There has been a growing demand nationally for emergency housing, as the shortage of affordable housing and rising rents continues to impact low-income whānau, particularly those who are beneficiaries. The year 2020 saw a significant increase in demand for emergency housing, as the Ministry supported people through the COVID-19 lockdown restrictions, people also could not easily move out of emergency housing into long-term accommodation, which contributed to longer durations of stays and higher costs.

Please see the enclosed spreadsheet containing **Appendix A** which contain:

- **Table One:** The suppliers of Emergency Housing for clients whose address is in Hasting District, the number of grants, the number of distinct clients and the amount granted during the period 1 July 2017 to 30 June 2020.
- **Table Two:** The suppliers of Emergency Housing for clients whose address is in Central Hawke's Bay District, the number of grants, the number of distinct clients and the amount granted during the period 1 July 2017 to 30 June 2020.
- **Table Three:** The suppliers of Emergency Housing for clients whose address is in Napier City, the number of grants, the number of distinct clients and the amount granted during the period 1 July 2017 to 30 June 2020.

Please note that the lowest geographical boundary the Ministry reports on for clients receiving EH SNGs is Territorial Local Authority (TLA). 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.

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 payments through the single supplier record.

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

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.

If you are not satisfied with this response in regard to the Emergency Housing suppliers in Hawkes Bay, 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 be 'Karen Hocking', written in a cursive style.

Karen Hocking

 **General Manager
Housing**