



30 June 2022

Tēnā koe

On 22 May 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *I would like to know the number of people who are in emergency housing that are from Hamilton in Hamilton?*
- *How many are from out of Hamilton?*
- *If they aren't from Hamilton, where are they from?*
- *Where are people in emergency housing in Waikato being put - i.e. Hamilton, Morrinsville, Thames, Raglan, Pōkeno, Te Kauwhata, Port Waikato, Huntly, Cambridge etc? And how many are in those areas?*
- *Why are people being housed out of their area?*
- *Is this a long-term option?*
- *Do people request to be in a certain town, and do you accommodate those requests?*

For the sake of clarity, your questions have been grouped together where appropriate.

- *I would like to know the number of people who are in emergency housing that are from Hamilton in Hamilton?*
- *How many are from out of Hamilton?*
- *If they aren't from Hamilton, where are they from?*
- *Where are people in emergency housing in Waikato being put - i.e. Hamilton, Morrinsville, Thames, Raglan, Pōkeno, Te Kauwhata, Port Waikato, Huntly, Cambridge etc? And how many are in those areas?*

Information about a person's or household's residence prior to being granted Emergency Housing is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review a substantial number of files and divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources

would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the 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 requests 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.

I note that similar information was created for the purpose of the report *Rotorua Emergency Housing Demand – an analysis*. This document is a bespoke piece of analysis which was commissioned by Hon Carmel Sepuloni, Minister for Social Development, and an analysis of this complexity cannot be repeated for an Official Information Act request as the Ministry would have to divert personnel from their core duties and allocate extra time to complete this task as stated above.

In the spirit of being helpful, please find the following tables attached in **Appendix A:**

- **Table One:** The number of Emergency Housing Special Needs Grants, broken down by the number of clients and the amount granted for Hamilton City during the quarter ending 31 March 2022.
- **Table Two:** The number of Emergency Housing Special Needs Grants for the Waikato Region broken down by supplier name during the quarter ending 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 that is 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.

- *Why are people being housed out of their area?*

For a request to be considered under the Act, the information must already be held by the agency concerned. With the exception of providing a response to a request for a statement of reasons about the request decision itself, there is no obligation on an agency to form an opinion or create information to answer

a request in the form of questions or interrogatory. In accordance with this advice from the Office of the Ombudsman, the agency is not required to answer this part of your request, as it does not specifically qualify as a request for official information.

- *Is this a long-term option?*
- *Do people request to be in a certain town, and do you accommodate those requests?*

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

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.

For people with high and complex needs, it can sometimes be challenging to identify suitable long-term housing, which can lead to longer stays in emergency housing. The Ministry works closely with these people to see what can be done to ensure that once they have a home of their own, they have the skills to sustain it, and the support they need to keep it.

When supporting clients to access emergency housing, the Ministry works with clients to identify emergency housing options best suited to their individual circumstances at the time of their application. Clients also often have their own preferences for where they wish to stay, which we consider. This is assessed on a case-by-case basis based on the client's need at the time. In the majority of cases, clients will be granted Emergency Housing in the place they typically reside however, clients may occasionally request a specific region to be placed, and factors such as family support, employment opportunities and health/medical requirements are considered before Emergency Housing would be granted.

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'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, 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



Karen Hocking
**Group General Manager
Housing**

Appendix A

Table One: The number of Emergency Housing Special Needs Grants, Clients and Amount Granted for Hamilton City during the quarter ending 31 March 2022.

TLA	March 2022		
	Grants	Clients	Amount Granted
HAMILTON CITY	4,383	1,026	\$19,138,512.60

Table Two: The number of Emergency Housing Special Needs Grants for the Waikato Region during the quarter ending 31 March 2022, broken down by supplier name.

MSD Supplier Name	March 2022
	Grants
52 ON RIFLE MOTEL	S
AARON COURT MOTOR INN HAMILTON	S
ABBEY MOTEL	57
ABBOTS HAMILTON HOTEL & CONFERENCE CENTRE	105
ACADEMY AT BOTANY MOTOR INN	S
ACE MOTOR LODGE	S
ADELPHI MOTEL	48
ADMIRAL MOTEL	S
AIRPORT GOLD STAR MOTEL	S
ALCAMO HOTEL	90
ALLENBY PARK HOTEL	S
ALPHA MOTEL	102
AMISFIELD MOTEL	36
ANCHORAGE MOTEL WHITIANGA	S
ANGLESEA MOTEL & CONFERENCE CENTRE	327
AQUARIUS MOTOR INN	114
ASCOT LODGE MOTEL	66
ASHLEIGH COURT MOTEL	S
ASHWOOD MANOR MOTOR LODGE	195
ASPEN MANOR MOTEL	180
ASURE ALBERT PARK MOTOR LODGE	S
ATRIUM ON ULSTER	12
AVONDALE MOTOR PARK	S
BACKPACKERS CENTRAL HAMILTON	93
BALLINOR MOTOR INN	96
BARCELONA MOTEL	60

MSD Supplier Name	March 2022
	Grants
BARCLAY MOTEL	156
BAVARIA MOTEL	45
BAYCOURT LAKEFRONT MOTEL	6
BELLA VISTA MOTEL - ROTORUA	9
BJ'S BUDGET MOTOR INN	219
BK'S COUNTIES MOTOR LODGE	S
BK'S EGMONT MOTOR LODGE	S
BK'S SETTLERS MOTOR LODGE	99
BOUNDARY COURT MOTOR INN	150
BROOKLYN MOTOR LODGE	108
CACTUS JACKS	S
CAMBRIDGE TOP 10 HOLIDAY PARK	S
CAMELLIA COURT MOTEL	24
CASA MEXICANA MOTEL	24
CASCADES LAKEFRONT MOTEL	54
CAVES MOTOR INN	9
CEDAR LODGE MOTEL	84
CHURCH VIEW MOTEL	S
CITY TOWERS APARTMENTS	S
CLASSIC MOTEL	39
COLONIAL CITY MOTEL	105
COLONIAL LODGE MOTEL - TAUPO	S
COURTESY COURT MOTEL	S
EAGLES NEST BACK PACKERS	27
ELLERSLIE INTERNATIONAL HOTEL	S
ENERGY MOTOR LODGE	6
FOUNTAIN CITY MOTOR INN	165
FRANKTON PARK LTD	9
GARDENA COURT MOTEL	93
GLENVIEW HOLIDAY PARK	S
GLENVIEW INN	66
GOLDEN CROSS HOTEL	18
GOLFLANDS MOTEL	S
GRAFTON COTTAGE AND CHALETS	12
GRANDEUR THERMAL SPA RESORT	S
GROSVENOR MOTOR INN	225
HAKA HOTEL NEWMARKET	S
HAKARIMATA LODGE	6
HAMILTON CAMPGROUND LIMITED	111

MSD Supplier Name	March 2022
	Grants
HEARTLAND AMBASSADOR HOTEL HAMILTON	S
s9(2)(a) OIA	S
HORSE & JOCKEY INN	S
HYGATE MOTOR LODGE	252
KARAKA TREE MOTEL	48
KATIKATI MOTEL	S
KAWHIA MOTEL	S
KEA MOTELS & HOLIDAY PARK	12
KERRS MOTEL AND HOMESTAY	9
KUIRAU PARK MOTOR LODGE	S
LA MIRAGE MOTEL	6
LAKE FRONT LODGE TAUPO	90
LAKEPOINT MOTEL	111
LAKES DISTRICT HEALTH BOARD	S
LORNE APARTMENTS	36
MANHATTAN LODGE MOTEL	57
MANOR VIEWS	15
MANUKAU CITY LODGE	S
MANUKAU GATEWAY MOTEL	S
MANUKAU MOTOR LODGE	S
MATARIKI MOTOR LODGE	18
MAYFAIR COURT MOTEL	S
MICROTEL LODGE	231
MORNING CALM LODGE	213
MT EDEN MOTEL	S
NO. 1 MOTELS ON VICTORIA	36
NORTH END MOTEL	27
O'REILLYS MOTEL	102
OAKWOOD MANOR MOTOR LODGE	S
OASIS MOTEL	42
ORBIT TRAVELLIANCE LTD	75
OSSIE'S MOTELS AND CHALETS	S
OTOROHANGA KIWI HOLIDAY PARK	48
PACIFIC HARBOUR VILLAS	S
PAEROA HOTEL	S
PAEROA MOTEL	48
PANORAMA MOTOR INN	S
PARK HOTEL AUCKLAND	S
PARK LODGE MOTEL	39

MSD Supplier Name	March 2022
	Grants
PENINSULA MOTEL - WHITIANGA	S
PLANET BACKPACKERS ROTORUA	S
PODIUM LODGE	S
PUKEKOHE MOTEL	S
PUTARURU ARMS MOTOR INN	42
QUEST - PONSONBY	S
QUEST HENDERSON	S
QUEST ON QUEEN	S
RAINBOW POINT MOTEL	51
RED ROSE MOTEL	87
REDWOOD LODGE	12
RIVER BED MOTEL	24
ROLLESTON MOTEL	63
ROSETOWN MOTEL	9
SAILS MOTOR INN HAMILTON LIMITED	105
SHERBORNE MOTOR LODGE	S
SHORTLAND COURT MOTEL	39
TAUMARUNUI COMMUNITY KOKIRI TRUST	S
TE AROHA HOLIDAY PARK	9
THAMES VALLEY MOTEL	24
TIRAU MOTOR INN	48
TONGARIRO JUNCTION	96
TUDOR MOTOR LODGE	S
UNI MOTEL	51
UNITED AUCKLAND	S
UNKNOWN/OTHER	S
WAIHI MOTEL	S
WAIKOI LIMITED	S
WAINGARO HOT SPRINGS	9
WAITOMO MOTELS 2016 LTD	9
WAIUKU MOTEL	S
WAVERLEY HOTEL	S
ZETA MOTEL	90
TOTAL	5,847

Notes for Table Two:

- The Waikato region is based on the following Territorial Local Authorities:

- Hamilton City, Hauraki District, Matamata-Piako District, Otorohanga District, South Waikato District, Taupo District, Thames-Coromandel District, Waikato District, Waipa District, Waitomo District

Notes for all Tables:

- Grants is not the same as clients. A client may have more than one grant within a period.
- Amount Granted may not necessarily be the same as the amount spent.
- Territorial Local Authority (TLA) is based on the clients address as at the date of grant and may not be reflective of where their Emergency Housing is located.
- One registered supplier may provide accommodation across multiple premises. These premises may be in different locations or operating trading names but are receiving payment through the single supplier record.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.
- 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.
- Suppressed numbers have been replaced by an 'S'.