

# Community Reference Group – Meeting #06

<b>Date:</b>	Thursday 3/3/2022	<b>Time:</b>	6:00pm	<b>Zoom Meeting</b>
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<b>Attendees</b>	<b>Organisation</b>
Jane Black	Chairperson
Steve Cromb	Community Member
Mary Hutchinson	Community Member
Jack Wood	Community Member
Karen Smyth	Community Member
Carol Comber	Community Member
Peter Cooke	Community Member
Cathy Penetito	Community Member
Elfrida Harper	Community Member
Brad and Emma	Community Member
Murray Edridge	Wellington City Mission
Olivia Lange (to 7.14pm)	Wellington City Mission
Jonathan Scholes	Kāinga Ora
Colleen McCorkindale	Kāinga Ora
Jo Burleigh	Kāinga Ora
Alice Daniel-Kirk	Kāinga Ora
Caroline Speight	Kāinga Ora
Jan Carel Erasmus	Kāinga Ora
Jake Henry	Kāinga Ora
Marion McDonald	Kāinga Ora
Nick Harrison	Kāinga Ora
Ben Pilborough	Kāinga Ora
Gary Sue	Kāinga Ora
Tim Parker	Kāinga Ora
Lalla Smits	Kāinga Ora

## Apologies

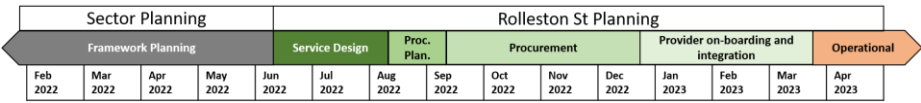
### Agenda

1	Welcome and Introductions
2	Previous minutes and actions
3	Clarifying the purpose of support partners CRG presentations
4	Presentation from Wellington City Mission
5	Update on operational planning
6	Construction and funding updates for Arlington
7	Construction updates for Rolleston
8	Community spaces
9	Next CRG meeting – 5 May 2022 Proposal for naming workshop
10	Any other business
11	Close

## Agenda Items and Minutes

Item	Particulars	Action	By
<b>1</b>	<b>Welcome and introductions</b> <b>Previous minutes and actions</b>		
	Jane welcomed everyone to the CRG Meeting via Zoom. Apologies noted: Judy Hutt <sup>i</sup> , Dr Victor Anderlini, Rayleen Hirini and Rua Eagle (Kahungunu Whānau Services), Taone O'Regan (Downtown Community Ministry), Maria Millin (Wellington City Mission) Kathy Furfie (Kāinga Ora)		
<b>2</b>	<b>Previous minutes and actions</b>		
	The Minutes of the 27 January 2022 Meeting had been circulated prior to the Meeting.		
<b>3</b>	<b>Clarifying the purpose of support partners CRG presentations – Colleen McCorkindale</b>		
	In response to questions raised regarding the purpose and rational for our service provider partners presentations, the series of presentations we have organised are in direct response to CRG members' request at the second CRG Meeting in August 2021: <ol style="list-style-type: none"> <li>1. To date we have heard from Downtown Community Ministry/Aro Mai Housing First and Kahungunu Whānau Services. At this meeting Wellington City Mission will present.</li> <li>2. Each of these service providers do invaluable work to support people, both Kāinga Ora and non Kāinga Ora tenants to live well and to help Wellington work towards its homelessness programme goals.</li> <li>3. These presentations provide an understanding of what constitutes wrap-around services and who delivers them.</li> <li>4. It is important to note: regardless of which provider ends up as the resident provider in the Rolleston site, all organisations will continue to help and support our tenants and the homeless community in Wellington.</li> <li>5. Each of the service providers get to hear and consider, first hand, the feedback from the community by joining these meetings and presenting. This means members' voices are heard across the sector, rather than in relation to the single site under discussion or in direct conversation with Kāinga Ora.</li> </ol>		
<b>4</b>	<b>Presentation from Wellington City Mission (WCM) – Murray Edridge</b>		
	Murray Edridge focused on the work they are doing particularly around Mount Cook. In summary: <ol style="list-style-type: none"> <li>1. They operate throughout Wellington, Hutt Valley, Wainuiomata to Rimutaka, Porirua Basin and Kapiti Coast. Each area looks slightly different to fulfill particular needs.</li> </ol>		

	<ol style="list-style-type: none"> <li>2. Key Principles are empowerment, dignity of choices, transformation, hope that life can be different and fullness of life allowing people to live into the potential and possibility they have in their context.</li> <li>3. Community services, residential services and advocacy are offered with the focus being on providing services with respect and without judgement. They are involved in social housing and placement needs and putting support structures around people.</li> <li>4. WCM are not a housing provider, they are a social services provider however they offer transitional housing and social services.</li> <li>5. Housing has become the most significant problem in terms of access, quality, affordability and adequacy of household income.</li> <li>6. 58 Tory Street is funded by support from the Ministry of Housing and Urban Development (HUD), they provide family run transitional housing services helping people move into permanent housing within the community.</li> <li>7. 304 Taranaki Street is going through a major refurbishment and a facility will be opening that supports people who are doing life really hard into an alternative pathway.</li> <li>8. 4-8 Oxford Terrace will have a new building completed by end of 2023. There will be 25 residential 5x2 bedrooms and will be supported by a fully staffed model run on a 24 hour shift pattern (for transitional housing, they run a fully staffed model like in Tory Street). They will be trialing an innovative approach to a supermarket at these premises.</li> <li>9. In 2020, Ka Te Manuwa Community Lounge started in response to Covid-19 where food was provided as part of dignity and connection. A public café will be trialed where everyone can walk alongside people as they are on their journey.</li> <li>10. Cathy Penetito acknowledged the amazing programme and hopes Kāinga Ora, with its resources, can learn from what WCM is doing.</li> <li>11. In response to questions raised, Murray Edridge outlined which WCM premises have disability facilities. He also understands Kāinga Ora's Rolleston Street premises are for permanent housing not transitional housing. In terms of concentrated housing, the key issue is with the design of accommodation and common areas and Kāinga Ora are putting attention into the design of the common areas – it is building a community and community creates longevity, same as in design.</li> <li>12. Jane Black thanked Murray Edridge for the enlightening and uplifting presentation that will be circulated with the Minutes.</li> </ol>		
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5	<b>Update on operational planning – Colleen McCorkindale and Alice Daniel-Kirk</b>		
	<p>Indicative timeline:</p>  <p>Model will be:</p> <ul style="list-style-type: none"> <li>• Supported by the new Kāinga Ora Customer Programme.</li> <li>• Adhere to the government procurement requirements</li> </ul> <p>Matters raised:</p> <ol style="list-style-type: none"> <li>1. We hear the CRG’s concern of the perceived risk of progress and provisions for the 24/7 support and security and tailored wrap around support services. We acknowledge that over the last five meetings, we are on a journey to develop the model before Rolleston Street goes live.</li> <li>2. Rolleston Street is a single site supported housing development, it combines permanent housing with on-site support services.</li> <li>3. The Homelessness Action Plan (HAP) provides us with an overarching framework in reducing homelessness in all our communities across New Zealand. The plan can be accessed here: <a href="https://www.hud.govt.nz/assets/Community-and-Public-Housing/Support-for-people-in-need/Homelessness-Action-Plan/271a3c7d79/Homelessness-Action-Plan.pdf">https://www.hud.govt.nz/assets/Community-and-Public-Housing/Support-for-people-in-need/Homelessness-Action-Plan/271a3c7d79/Homelessness-Action-Plan.pdf</a></li> <li>4. Two key commitments within the Plan are: continue to roll out Housing First and to explore options for housing support and supported housing.</li> <li>5. Being an early adopter of an operating model, the overarching framework means we are working with Government agencies on the scope of services we can provide in Rolleston Street. This will give us to access to funding which allows us to provide what is needed. The funder of the service is the Ministry of Housing and Urban Development (HUD).</li> <li>6. It is important for us to invest time and engage with the sector to make sure we have a long-term framework that will genuinely provide better outcomes for the community.</li> <li>7. We expect the framework planning to continue into the second week of June.</li> <li>8. We would then move to the procurement process which will be run by HUD and result in the appointment of a provider to work within Rolleston Street to provide the services to our tenants.</li> <li>9. This will be completed ahead of ‘go live’, i.e. tenants moving into Rolleston Street.</li> <li>10. We do not have a model to share as it is evolving. Once a service provider is confirmed that model will change as we adapt it. There is not one</li> </ol>	AP16 AP17	CMcK CMcK

	<p>single approach to all customers.</p> <p>11. Karen Smythe asked about the consenting process that supported on-site staffing. In response Colleen McCorkindale outlined an Auckland development that will be completed ahead of Rolleston Street where an operating model and funding will be applied and this may influence the Rolleston Street framework planning. We do not have a definitive answer within the framework at this time.</p> <p>12. In response to Jack Wood's question about defining community, leading on to condensed housing. Kāinga Ora will continue to adapt to meet the changing needs of customers in order for them to feel safe in their community.</p> <p>13. As outlined by Jack Wood - there are multiple aspects, there is community who live within Kāinga Ora properties who communicate with the community around them and service providers and Kāinga Ora staff. Equally, there is community within those services in shared spaces, and then there is no community engagement. Community is everyone – Kāinga Ora staff, service providers, neighbours, locals.</p> <p>14. Again Jack Wood outlined what is of concern in the community (and he speaks on behalf of the community) is when a customer becomes confrontational and there has been no one there to diffuse that situation, or in situations where people feel isolated or there is a civil emergency. What he is referring to comes down to an operating plan so people live within the community and not seek assistance from their neighbours in the community. Colleen reaffirmed that the framework will be a holistic approach that takes into account the designing of safe communal spaces that bring people together.</p> <p>15. Murray Edridge also commented that the community having one point of contact would mean they could get hold of people.</p> <p>16. As we develop the framework with more detail, we will be able to share and discuss further.</p> <p>17. Karen Smythe pointed out that we still have no facts, no names or know whose job it is to monitor compliance with resource or how residents lives would be managed. She gave the example of a situation with Wellington High School. <b>Action AP16 Colleen McCorkindale will look into the High School's submission.</b></p> <p>18. Jane Black concluded that Kāinga Ora is developing the model, they do not have the answers here tonight and they have shared the timeframe to develop the model.</p> <p>19. <b>Action AP17: To provide details on the water tanking solution for Rolleston Street.</b></p>		
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<b>6.</b>	<b>Construction and funding updates for Arlington – Yan Carel Erasmus</b>		
	<p>Refer presentation attached.</p> <p>Matters raised:</p> <ol style="list-style-type: none"> <li>1. On 17 February 2020 Minister Woods announced that Arlington would be 100% public housing to meet demand.</li> <li>2. A letter has been sent out about the Wellington Water works.</li> <li>3. Members appreciated the windows into the hoardings and for Ben providing updates and photos for Steve’s circulation.</li> <li>4. Site contamination work has been taking place in parts of the site.</li> <li>5. <b>Action AP18: Colleen McCorkindale will follow up on whether the contamination assessment materials have been distributed to Mary as requested.</b></li> <li>6. In answer to the question raised about what measures are in place to protect the community from asbestos and lead. Jan Erasmus confirmed that there is air monitoring on site, contaminated areas are kept wet, loaded trucks have to be covered and sediment ponds are dried and lined with plastic and the water gets tested.</li> </ol>	AP17	CMcK
<b>7.</b>	<b>Construction updates for Rolleston – Tim Parker</b>		
	<p>Refer presentation attached.</p> <p>Matters raised:</p> <ol style="list-style-type: none"> <li>1. In response to the question raised at the last meeting about a person on site wearing an ankle bracelet. Hawkins run a partnership with a cleaning firm to re-integrate people into jobs. This is a fully supervised programme.</li> </ol>		
<b>8.</b>	<b>Community spaces – Alice Daniel-Kirk</b>		
	<ol style="list-style-type: none"> <li>1. The community space model being considered is a three-way partnership between Kāinga Ora, Wellington City Council and the Wellington City Mission, this model is currently used at the Berhampore Community Centre.</li> </ol>		
<b>9.</b>	<b>Next CRG meeting – 5 May 2022 Proposal for naming workshop</b>		
	<p>Kāinga Ora has been working with mana whenua to develop a cultural overlay and we are proposing a cultural naming workshop be held with mana whenua and the CRG.</p> <p>This workshop would be held in-person and will be led by mana whenua.</p> <p>This is an opportunity to share the work going on and outline the history of the sites and the principles we will employ in service provision and the environment.</p> <p>The community will contribute to developing the themes for future naming and identity.</p>		

	<p>Matters raised:</p> <ol style="list-style-type: none"> <li>1. Our Iwi partners will facilitate the workshop so there is likely to be no advance pre-reading materials provided, but the workshop will be guided.</li> <li>2. Confirmed that the workshop would not replace the next CRG Meeting, it would be in addition to.</li> <li>3. A date will be confirmed where Mana Whenua and the CRG can hold the workshop in face-to-face.</li> </ol>		
<b>10.</b>	<b>The next CRG Meeting will be held on Thursday 5 May 2022</b>		
<b>11.</b>	<b>The Meeting closed at 7.45pm</b>		

### Action Log

AP5	7.10.2021	Photos made available	<p>Photos are on the website</p> <p>Further photos will be sent out from time to time</p> <p>Regularly post photos of the construction of Rolleston Street.</p>	Jake/Ben  Tim	Ongoing
AP10	7.10.2021	How NGOs are going to work with Kāinga Ora and who has the overall responsibility for the building.	Ongoing presentations from NGO partners booked for future CRG meetings	Kathy/Alice	Resolved
AP16	3.3.2022	To look into the High School's submission.		Colleen	
AP17	3.3.2022	To provide details on the water tanking solution for Rolleston Street.		Tim/Marion	
AP18	3.3.2022	Follow up on whether the contamination assessment materials have been distributed to Mary as requested.	Confirmed	Colleen	Resolved

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<sup>i</sup> Judy Hutt has requested that the following comment be included in the record of this meeting following her review

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Thank you for including the apology of myself and Dr Victor Anderlini (emailed to you on 3<sup>rd</sup> March 2022) in the Minutes. I've copied my email below and would like the reason for us not attending noted. Particularly my concern that you will not be considering 24/7 care.

Best wishes, Judy

**My Email of 3<sup>rd</sup> March 2022:**

"Good afternoon Caroline,

Can I please extend my apology and an apology for Dr Victor Anderlini too.

We both feel that until Kainga ora engage more with the community and are ready to discuss their ideas for how both Arlington and Rolleston could possibly be managed, it is not productive for us to attend the CRG Meeting. My biggest concern is that you have advised that you will not be considering 24/7 care at Rolleston.