

Privacy

Thank you for your email of 1 September 2020 to the Ministry of Housing and Urban Development (HUD), requesting the following information under the Official Information Act 1982 (the Act):

I am looking to gather some information on the supportive housing (<https://kaingaora.govt.nz/developments-and-programmes/what-were-building/greys-ave/what-is-supportive-housing/>) in New Zealand (if they are able to be provided) through an OIA:

- 1. The number of people currently in 'supportive housing' in New Zealand*
- 2. The demographic/ethnicity breakdown of tenants in 'supportive housing' across New Zealand*
- 3. Criteria that qualify individuals for supportive housing i.e. is it the same as 'public housing' / how are individuals identified and/or prioritised*
- 4. The current running definition used by HUD/KO for 'supportive housing'*
- 5. Is 'supportive housing' divorced from 'Housing First' in New Zealand i.e. are they two separate policy responses (if so; what qualifies an individual for Housing First but not 'supportive housing' and vice versa)?*
- 6. Is supportive housing state or privately run: who delivers the health response/component?*

As you are aware, on 9 September 2020 your request was transferred to Kāinga Ora – Homes and Communities to reply to you.

We have considered your request under the Act, and have interpreted it to be about the supportive housing model described on our website, for Greys Ave, kaingaora.govt.nz/developments-and-programmes/what-were-building/greys-ave/what-is-supportive-housing/.

Please see the answers below to your questions.

- 1. The number of people currently in 'supportive housing' in New Zealand*

At this stage of the development, there are none, but I can advise that our Greys Ave development is intended to house up to 326 households under a single-site supported housing model.

- 2. The demographic/ethnicity breakdown of tenants in 'supportive housing' across New Zealand*

I am refusing under section 18 (e) of the Act, as our Greys Ave development is not expected to be ready for occupancy until mid-late 2022; therefore we have not identified the occupants yet and so the information requested does not exist.

- 3. Criteria that qualify individuals for supportive housing i.e. is it the same as 'public housing' / how are individuals identified and/or prioritised*

The same criteria that qualifies individuals for Greys Ave (supportive housing), is the same criteria Kāinga Ora uses to house our tenants for public housing – you must have a serious and immediate housing need, be ordinarily resident in New Zealand and a New Zealand citizen, or a permanent resident in New Zealand.

4. *The current running definition used by HUD/KO for 'supportive housing'*

Supported housing can be conceptualized and delivered in numerous ways, designed to meet different objectives, and established for people with different needs and at different stages of vulnerability. As a result, there are multiple and inconsistently used definitions of supported housing, referred to as supportive housing.

Kāinga Ora nor HUD has an official definition as yet, what is consistent in supported housing is the coordination of affordable housing and support services, targeted towards people with complex and high levels of social and health needs.

The definition that Kāinga Ora and HUD are using here is the '*provision of publicly funded housing where the coordination of housing and other support services is essential to the wellbeing of the customer*'.

There are two important things to note about this definition:

- The provision of housing is critical to the delivery of support services, and support services are critical to the successful sustained provision of housing i.e. supported housing customers need services to remain housed, and need housing to remain engaged in the receipt of services.
- The coordination of housing and other needs is undertaken by someone other than the customer (but with customers' needs in mind). These customers may struggle to identify their own needs and/or coordinate the various services available to them. Supported housing is, by definition, for customers who are vulnerable and very high need. By contrast, there are many customers in public housing who are able to engage in the services that they require without support or coordination by someone else.

5. *Is 'supportive housing' divorced from 'Housing First' in New Zealand i.e. are they two separate policy responses (if so; what qualifies an individual for Housing First but not 'supportive housing' and vice versa)?*

As described above, the term 'supported housing' covers a wide range of ways to support people within their home to improve outcomes. *Housing First* is a well - established way of supporting people experiencing homelessness into housing.

The intention of Kāinga Ora for 139 Greys Ave has strong alignment with the *Housing First* model, however it provides 24/7 support service on site, which differs to the current *Housing First* approach.

6. *Is supportive housing state or privately run: who delivers the health response/component?*

The Greys Ave building is being developed and will be operated by Kāinga Ora. Our intention is for the delivery of the on-site support services to be led by a non- Government organisation provider, whilst leveraging existing social and health services accessed within the community.

The information provided in this response is primarily about *Supportive Housing* as an individual housing model, as opposed to being information about the broader supported housing system in New Zealand, which includes *Housing First*, transitional and emergency housing, and public housing.

Information about broader supported housing programmes currently in place is available on the HUD website at www.hud.govt.nz/community-and-public-housing/support-for-people-in-need/our-housing-support-initiatives/. Should you have specific questions regarding these models, please contact HUD at oia_requests@hud.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

A handwritten signature in blue ink, appearing to read "Rachel Kelly".

Rachel Kelly
Manager Government Relations

