DAP Reporting Template – January 2021

Name of Agency	Kāinga Ora — Homes and Communities
Name of Work Programme	Accessibility work programme

Overall Status *(Please select one from options available below)*

☐ On track or ahead	⦿ On track – with minimal risks/issues	☐ Off track – but low risks/issues	☐ Off track - with significant risks/issues	☐ Complete
Programme Summary	The Kāinga Ora Accessibility work programme has three key components. The first is about increasing the number of our homes that meet universal design standards. The second component aims to better meet the needs of our customers through our modifications and retrofit programmes for our existing properties. The third component focuses on improving the information we have about our customers' needs, and the accessibility of our properties.			
Alignment	The Kāinga Ora Accessibility work programme aligns with the Disability Strategy's Outcome 5: Accessibility The Kāinga Ora Accessibility work programme aligns with contributing to the IMM Making Disability Rights Real Report's recommendations 25, 27, and 28. The Kāinga Ora Accessibility work programme overlaps or aligns with these other, external programmes:			

	• MSD's Accelerating Accessibility programme • Human Rights Commission's Decent Home Guidelines • Ministry of Health's Healthy Aging Strategy • Auckland Council's initiative: "Age Friendly Auckland".		
Progress against Plan for the period			
Actions that were planned for the period	Actions completed in the period	Note any impacts from COVID-19	Status *(Please select one out of dropdown options available)*
Stakeholder engagement: • We continue to engage with stakeholders and confirm stakeholder engagement approach	• 2nd Kāinga Ora Accessibility Symposium with stakeholders held 29 July and 7 August 2020 • Our external website has videos and other material from the 2020 Accessibility Symposium sessions: https://kaingaora.govt.nz/tenants-and-communities/our-tenants/kainga-oras-accessibility-policy/accessibility-symposium-2020/ • The Kāinga Ora Board approved the Partnership and Engagement Framework in Oct 2020.	• The Symposium was planned to be in-person, but was shifted to online, in two parts, because of Covid-19 restrictions and the need to keep participants safe.	**On track - with minimal risks/issues**

		• Accessible format interpretation for both sessions was available for those in attendance. • We estimated an increase in the number of attendees from the previous year due to the greater accessibility of the online format. • Both sessions were recorded and uploaded to our external website.	
Performance requirements	• The definition of universal design as it applies to Kāinga Ora has		**Complete**

• Review performance requirements for new build properties in light of Accessibility Policy	been agreed upon, these features have been taken from the currently approved design standards and reviewed against industry standard. • A checklist has been developed and communicated to the business that clearly outlines the criteria required in order for a development to be identified as a universal designed or accessible development. This clear definition and set of criteria allows consistency in outcomes and reporting to ensure that we can adhere to our commitment regarding 15% new builds meeting our full universal design standard. • Ongoing continuous improvement research is underway to ensure that we are aware of industry best practice in this area. Any amendments to the requirements as a result will go through the full approval process.		

Asset data • Enable the collection of asset information about accessibility features within Kāinga Ora systems	• We are continuing to work on developing a digital tool to help provide the level of detail required to ensure that properties can be built and accurately reported on as being universally designed and/or accessible. • To date the definition of what we want to achieve, scoping, and requirements have been completed, and we continue working to implement these in Kāinga Ora systems. • We continue to work on developing a data dictionary that will specify exactly what we want to survey in our homes. It is anticipated that the initial release will be a Pilot, timeframes are yet to be confirmed.		**On track - with minimal risks/issues**
'At least 15%' target • We continue planning for the implementation	• We are continuing to work on developing and implementing a solution to help provide the level of detail required to ensure that properties can be accurately		**On track - with minimal risks/issues**

of recording against the 'at least 15% target' and monitoring and reporting of the target within Kāinga Ora systems. • We anticipated beginning to record and report on the number of our new builds that meet our full universal design standards from late 2020	reported on as being built to full universal design. • In order for this to happen a number of internal business processes across Kāinga Ora will be updated to reflect the new Kāinga Ora performance requirements on Universal Design and Accessibility. • Systems and business process changes will be in place by the end of the 2020/2021 financial year, in June 2021.		
Modifications Develop business case for consideration about the role Kāinga Ora should play in	• Initial meetings were held in August / September 2020 with the Ministry of Health and ACC to start the joint korero/conversation around changes to the current modifications process and		**Off track - but low risks/issues**

funding modifications for our public housing customers where other funding is not available.	inequities with the existing funding arrangements. • The low risks identified with this component of the work programme centre around allocating sufficient resources within Kāinga Ora to this work and engagement. Kāinga Ora is still working through a significant internal refocus, including the setting up of new business groups and teams, and new functions and roles. This has impacted the resource capacity allocation for this piece of work over the latter half of 2020, and into 2021.		
Retrofit and accessibility • We are continuing to run a pilot to discover what the costs and other implications are	• We are continuing to work with our Retrofit Programme team to evaluate the results of the Hutt Valley Retrofit pilot so far, and to assess how accessible homes will be considered as the Retrofit team rolls out the Retrofit Programme to another 18 new towns across New Zealand.		**On track - with minimal risks/issues**

of a retrofit programme and will use that to set a target in future	• We have commenced the property assessments and design process across the 18 new towns, with construction expected to start in the first quarter of 2021. Progress in the Hutt Valley continues which an additional 123 properties delivered from 1 July 2020. • The Retrofit Programme team is developing a close-out report on the Hutt Valley pilot, which will include findings and next steps. The report on the pilot will be available in the near future.		

Narrative

• Kāinga Ora learnt that the Covid-19-driven decision to shift the 2020 Kāinga Ora Accessibility Symposium to an online event, from an in-person event, worked well for most stakeholders, and allowed a more diverse attendance. For a future symposium, we would look to make it more regionally-focussed, and allow more time for attendees to ask questions, and interact in ways that suit their needs in an online format.

Risks/Issues that are impacting or may impact progress and mitigations

- Kāinga Ora needs to work through the appropriate allocation of resources across the business for our accessibility work programme as a consequence of a significant reshaping, reconfiguring and realignment of our business groups and functions, which is still underway.

Impacts on inequities

- We acknowledge the proportion of Māori and Pasifika families in our homes in general, and those Māori and Pasifika families with disabled family members.
- During the first part of 2021, we are looking to engage over cultural sensitivities, including working with iwi and the community sector to better understand the requirements and considerations relating to cultural design and any particular unmet needs around accessibility for this specific group.

Programme changes based on COVID-19 learnings.

- Kāinga Ora has not made any programme changes in this reporting period (July-December 2020) because of the impact of Covid-19.
- As noted in this report, Kāinga Ora shifted our 2020 Accessibility Symposium online to ensure that attendees were kept safe during the Covid-19 pandemic, and to adhere to the Covid-19 alert level in place at the time of the Symposium.

Next Steps

1 January to June 2021

- Continue developing the asset data collection tool and capabilities so they are fit for purpose
- Continue implementing our agreed performance requirements for universal design
- Prepare for the 2021 Accessibility Symposium.