

## DAP Reporting Template – July 2021

<b>Name of Agency</b>	Kāinga Ora – Homes and Communities
<b>Name of Work Programme</b>	Kāinga Ora Accessibility work programme
<b>Overall Status</b>	
<b>On track - with minimal risks/issues</b>	
<b>Programme Summary</b>	<p>The Kāinga Ora Accessibility work programme has three key components. The first is about increasing the number of our public housing 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.</p>
<b>Alignment</b>	<p>The Kāinga Ora Accessibility work programme aligns with the Disability Strategy’s Outcome 5: Accessibility.</p> <p>The Kāinga Ora Accessibility work programme aligns with contributing to the IMM Making Disability Rights Real Report’s recommendations 25, 27, and 28.</p> <p>The Kāinga Ora Accessibility work programme overlaps or aligns with these other, external programmes:</p> <ul style="list-style-type: none"> <li>• MSD’s Accelerating Accessibility programme</li> </ul>

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	<ul style="list-style-type: none"> <li>• MSD Office for Seniors' He Oranga Kaumatua Better Later Lives Strategy 2019-2034</li> <li>• Human Rights Commission's Decent Home Guidelines</li> <li>• Ministry of Health's Healthy Aging Strategy</li> <li>• Ministry of Health's Enabling Good Lives transformational programme</li> <li>• Auckland Council's initiative: "Age Friendly Auckland"</li> <li>• New Zealand Green Building Council Homestar Programme</li> </ul>		
<b>Progress against Plan for the period</b>			
Actions that were planned for the period	Actions completed in the period	Note any impacts from COVID-19	Status
Stakeholder engagement <ul style="list-style-type: none"> <li>• We continue to engage with stakeholders and confirm stakeholder engagement approach</li> </ul>	<ul style="list-style-type: none"> <li>• We continue to engage with stakeholders and confirm stakeholder engagement approach</li> <li>• Specifically, we have engaged with:               <ul style="list-style-type: none"> <li>○ the Disability Rights Commissioner</li> <li>○ CCS Disability Action</li> <li>○ Disability Connect</li> <li>○ Community Housing Collective</li> </ul> </li> </ul>	Covid-19 has not impacted this work during this six-month reporting period.	<b>On track or ahead</b>

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	<ul style="list-style-type: none"> <li>○ Cerebral Palsy Society of NZ</li> <li>○ ACC and Ministry of Health (see also Modifications later in the report)</li> <li>○ the Independent Monitoring Mechanism and Ministerial Leadership Group's June 2021 meeting</li> </ul>		
<p>Improving information about our customers' needs</p>	<p>Note that these actions, and the Customer Programme as a whole, are ongoing. The update below is therefore general in nature.</p> <ul style="list-style-type: none"> <li>• Through the Customer Programme we're rethinking how we care for our customers and their whānau. We're deepening our understanding of our customers, ensuring our customers are at the heart of what we do.</li> <li>• Redesigning our services and how we operate, to ensure we meet the needs of our customers. Providing a more</li> </ul>	<p>Covid-19 has not impacted this work during this six-month reporting period.</p>	<p><b>On track or ahead</b></p>

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	<p>holistic and personalised services to address both the specific whānau housing and personal support needs.</p> <ul style="list-style-type: none"><li>• Our people will have reduced portfolio sizes, which will ensure they have more time for our customers and build stronger, trusting relationships. We understand one size does not fit all, so our people will be working with our customers to understand their needs and have conversations that truly matter. We want our customers to have choice and thrive in their home and community.</li><li>• We will have increased engagement with potential customers to understand what's really important for them when deciding about the right fit for a home and community. We know how important it is to make good placement decisions and</li></ul>		
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	<p>therefore we're creating a new placement team in each region, which brings together all Placement and Transfer functions under one leader.</p> <ul style="list-style-type: none"><li>• The new placement service 'Suitable home and right support' aims to build an understanding of new (prospective) and existing customers' housing and personal support needs to ensure that the property is a suitable match to support the customer and their whanau to sustain a tenancy. This will be enabled by increased capability of a new role with expertise in identifying support needs and knowledge of where to connect, refer or advocate for customers to get the support they need.</li><li>• Customers will be empowered to make choices that suits them, and choose how and where they</li></ul>		
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	<p>wish to interact with us during the placement process to ensure they feel comfortable sharing information relevant to finding a suitable home, and will be given the ability to view the inside of the home.</p> <ul style="list-style-type: none"><li>• Once a customer has accepted a property, they will be assigned the most appropriate "Tenancy Manager" (role name to be confirmed through the decision document) who will be their main contact person for ongoing support needed to live in their homes.</li><li>• The proposed changes to the Operating model and Service Delivery model will mean we are able to spend more time with our customers to build and sustain a relationship and tailor our service to meet the customer needs. We want to ensure our customers are able</li></ul>		
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	to live in a community where they have access to the support services they may need.		
<p>Performance requirements</p> <ul style="list-style-type: none"> <li>Review performance requirements for new build properties in light of Accessibility Policy</li> </ul>	<ul style="list-style-type: none"> <li>Kāinga Ora has defined the design standards required for a dwelling to be classified as meeting the Accessibility Policy commitments in relation to full universal design and accessible design categories as it applies to Kāinga Ora. These requirements were communicated to the business in January 2021. Since then, a training schedule has been implemented to ensure a consistent understanding of the definitions of 'full universal design' and 'accessible' design and the specific requirements of each category. This training has been approached in two phases, phase 1 focusing on the commitments under the Accessibility Policy with Phase 2 being a deep dive into the</li> </ul>	<p>Covid-19 has not impacted this work during this six-month reporting period.</p>	<p><b>On track or ahead</b></p>

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	<p>individual requirements within each category. This training schedule is ongoing.</p> <ul style="list-style-type: none"><li>• Serious consideration is being given to setting an ambitious internal target for redevelopments to meet the 'accessible' category as defined by Kāinga Ora. This will be over and above the full universal design target of 'at least' 15% that Kāinga Ora has publicly committed to.</li><li>• A review of the current Kāinga Ora standard plan/multi-proof suite against the full universal design and accessible category requirements has been completed.</li><li>• A cultural sensitivities in design review has been commissioned that will look at our new build standards and design requirements from a cultural perspective, namely Māori and</li></ul>		
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	<p>Pasifika, to ensure that we understand any cultural considerations and/or impacts. This review will include considerations relating to the lived experiences of whānau/aiga with disabilities.</p>		
<p>Asset data</p> <ul style="list-style-type: none"> <li>• Enable the collection of asset information about accessibility features within Kāinga Ora systems</li> </ul>	<ul style="list-style-type: none"> <li>• From May 2021, we can now record full universal design and accessible housing standards (yes/no) under the property features within the internal Kāinga Ora asset management system. These are now mandatory fields within the system.</li> <li>• We are communicating internally about the changes to the asset management system and associated processes.</li> </ul>	<p>Covid-19 has not impacted this work during this six-month reporting period.</p>	<p><b>On track or ahead</b></p>
<p>'At least 15%' target</p> <ul style="list-style-type: none"> <li>• We continue planning for the implementation of recording against</li> </ul>	<ul style="list-style-type: none"> <li>• We are tracking our projects due for delivery in 2021/22 and are making good progress towards meeting our initial at-</li> </ul>	<p>Covid-19 has not impacted this work during this six-month reporting period.</p>	<p><b>On track or ahead</b></p>

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<p>the 'at least 15% target' and monitoring and reporting of the target within Kāinga Ora systems.</p>	<p>least 15 percent target of public housing new builds meeting full universal design.</p> <ul style="list-style-type: none"> <li>• Since January 2020, preliminary results, based on approved plans, show we have 36% of our units across 63 projects tracking to meet our full universal design standards.</li> <li>• These are preliminary results, based on plans, but they are giving us confidence that we will exceed this initial target.</li> <li>• We include as many universally designed features as we can in our homes.</li> </ul>		
<p>Modifications</p> <ul style="list-style-type: none"> <li>• Continue working on internal data systems to improve information on our existing homes and their modifications attributes and status.</li> </ul>	<ul style="list-style-type: none"> <li>• As of June 2021, around 4,500 Kāinga Ora homes have been modified to meet customers' needs. We are continuing to survey our properties and work on our internal data systems.</li> </ul>	<p>Covid-19 has not impacted this work during this six-month reporting period.</p>	<p><b>On track - with minimal risks/issues</b></p>

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<ul style="list-style-type: none"> <li>• Work with Ministry of Health and ACC on identifying how to streamline processes to support our customers/clients who need modifications.</li> </ul>	<ul style="list-style-type: none"> <li>• The Kāinga Ora Principal Advisor - Accessibility met with the newly appointed ACC Lead Advisor – Disability, and separately with the Ministry of Health’s Operational Performance Portfolio Manager to continue progressing, in partnership, the existing modifications commitments and ways forward.</li> </ul>		
<p>State Housing Renewals and accessibility via the retrofit programme.</p> <ul style="list-style-type: none"> <li>• We are continuing to run the retrofit programme pilot to learn the best way to renew the state housing portfolio. This includes the works themselves as well as the implication on costs. Lessons learned</li> </ul>	<ul style="list-style-type: none"> <li>• For the period 1 January 2021 – 30 June 2021, work on the retrofit programme has continued as planned, although fewer homes have been delivered than initially expected.</li> <li>• The programme has been able to improve the universal design of many of our state houses that were delivered as part of the programme. During the course of the pilot work, preliminary findings have shown retrofit work has increased</li> </ul>	<p>Covid-19 has caused some residual slowness around the pilot’s progress, because of changing alert levels earlier in 2021, and the ability to safely access properties.</p>	<p><b>Off track - but low risks/issues</b></p>

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<p>here will inform future targets.</p>	<p>alignment with the specifications in our new M-134 Performance Requirements document. This is evidence of an increased focus on providing universal design into the scope of state housing renewals.</p> <ul style="list-style-type: none"> <li>Existing state housing has physical and practical constraints to improving accessibility. Unfortunately, the predominant kinds of homes in the region within the pilot programme have meant that it is not straightforward (and in many cases impossible) to successfully upgrade universal design features into these older properties. This finding will be important to take into consideration in the development of any future retrofit target.</li> <li>Pilot Evaluation: A paper setting out the approach to evaluating</li> </ul>		
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	<p>the pilot has been drafted by Kāinga Ora and work to consolidate findings commenced. Results for properties completed by 30 June 2021 will be consolidated, considering the evaluation framework, and will feed into the progress report to the Minister for Housing in September 2021.</p> <ul style="list-style-type: none"> <li>• The Kāinga Ora Board will consider subsequent investment in the renewals programme following the completed internal evaluation of the current stages of the programme.</li> </ul>		
<b>Narrative</b>			
<p>In addition to the progress we have made on the different parts of our accessibility work programme, we created and appointed to the role of Principal Advisor – Accessibility for Kāinga Ora during this reporting period. We also appointed an internal senior level Accessibility Champion.</p>			

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Investigate the possibility of including various case studies in future reports highlighting the renewal programme and the accessibility considerations.

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

Kāinga Ora is continuing 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.
- As we have noted elsewhere in this report, we have commissioned a cultural sensitivities in-design review that will look at our new build standards and design requirements from a cultural prospective, namely Māori and Pasifika, to ensure that we understand any cultural considerations and/or impacts. This review will include considerations relating to the lived experiences of whānau/aiga with disabilities.

#### **Programme changes based on COVID-19 learnings.**

- We have not made any programme changes because of Covid-19 during the 1 January–30 June 2021 reporting period.

#### **Next Steps**

##### **1 July–31 December 2021**

- Continue preparing for the 2021 Accessibility Symposium, which will be more regionally-focused.
- Begin reporting on the 'at least' 15% target of Kāinga Ora public housing new builds meeting our full universal design standards.
- Continue developing the asset data collection tool and capabilities so they are fit for purpose.

- Continue implementing our agreed performance requirements for universal design.
- Continue working to better understand the needs of our customers through the work of the Kāinga Ora Customer Programme.
- Continue to explore purpose-built supported housing options

### **Longer-term**

#### State Housing Renewal Programme: Retrofitting and Accessibility

- The pilot programme is scheduled to end 30 June 2022.
- Prior to the end of the pilot we will complete a “lessons learned” exercise, taking into consideration the findings from the internal evaluation and other key elements discovered in the pilot programme.
- Work on the development of a future retrofit target will follow the completion of the internal evaluation with possible options of different targets being included for consideration by the Kāinga Ora Board in a future business case for the retrofit programme.
- Note that our Community Group Housing (CGH) Portfolio is not part of our existing State Housing Renewal Programme. We are choosing to comment on the current process with regard to this portfolio for improved context and visibility.
- Within our CGH housing portfolio there is very little movement of groups vacating properties etc. For this reason, the actual number of CGH properties in this specific portfolio which are included in any existing planned programmes of work is very limited.
- Modifications to existing CGH properties are considered on a case-by-case basis where the resident service provider at the specific property makes direct contact with Kāinga Ora to discuss the modifications they need to make with the final decision to proceed with the requested modifications being considered and made and funded by Kainga Ora with work being undertaken through our normal contractor channels.

Better knowledge about our customers’ accessibility needs

- Investigate customer lifecycle mapping to better understand the current and changing needs of our customers and their families/whānau who have accessibility requirements (or may come to have accessibility needs/requirements in the near-future).

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