

**Working Together to**

**Prevent and Reduce**

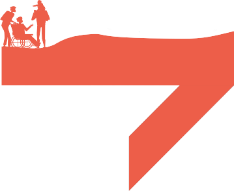
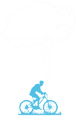
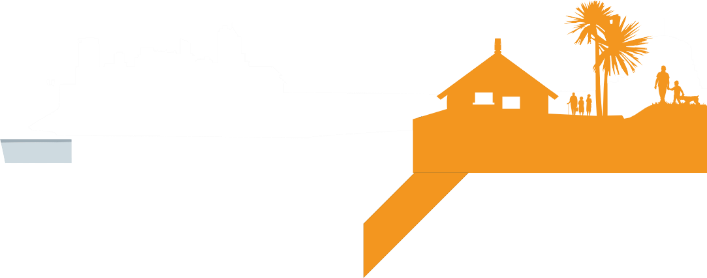
**Homelessness**

Aotearoa New Zealand

**HOMELESSNESS ACTION PLAN**

Six-Monthly Public Progress Report

**for the period: September 2022 – February 2023**



**Homelessness Action Plan**

Interagency Six-Month Public Progress Report | September 2022 – February 2023

The Aotearoa New Zealand Homelessness Action Plan (HAP) was launched in February 2020 and sets out a multi-year approach to deliver on the vision that ‘homelessness is prevented where possible, or is rare, brief and non-recurring’. The plan provides support to over 10,000 individuals and whānau over the plan’s lifetime. This is the sixth, six-month progress report, or 36 months from programme launch. Below is an overview of progress to February 2023 and is available at [www.hud.govt.nz](http://www.hud.govt.nz).

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**Prevention Supply Support System**

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**110**

Places for young people leaving Oranga Tamariki care

**>6500**

Additional public homes since February 2020

**1,622**

Households housed through Housing First

**17**

Projects have been funded through LIPF

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\*as at 31 March 2023, <https://www.hud.govt.nz/stats-and-insights/maihi-ka-ora-ka-marama/he-kura-te-tangata/#tabset>

**206**

Homes approved or contracted through He Kūkū ki te Kāinga\*

**>800**

Households assisted in accessing private housing

**26**

Women

leaving prison have been supported with accommodation and services



**41**

Returned homeless overseas offenders supported

**60**

Tangata Whaiora transitioned to housing from acute mental health units across pilot sites in Auckland & Waikato



**30**

Projects funded through He Taupua\*



**138**

Places in rangatahi-focused transitional housing available

**>3,000**

Additional transitional housing places since 2019



**1,517**

Participants in Sustaining Tenancies



**$25m**

Investment in kaupapa Māori responses to homelessness

**100%**

MSD EH clients allocated a case or intensive case manager

**30**

Projects funded through He Kūkū Ki Te Kāinga\*

**Status of Actions as at February 2023**

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| **Individuals, families and whānau receive the support they need so that homelessness stops happening in the first place**  Prevention actions work to ensure individuals and whānau receive the support they need so that homelessness stops happening in the first place. Pathways into homelessness are varied, and there are many touch points where people are interacting with other government agencies or other organisations in their communities. Support at the right time can prevent someone from becoming homeless or needing emergency housing. Immediate actions will help people address issues that put their tenancies at risk and support people at points where they are at risk of homelessness. In the longer-term, agencies will continue to embed prevention responses and work to better coordinate services so that no one falls through gaps in support. | | | |
| **Action (and responsible Agency)** | **Description and expected outcome areas** | **Status update February 2023** |
| **Expand housing support for young people leaving Oranga Tamariki care**  (OT) | This initiative extends supported living placements to eligible young people leaving Oranga Tamariki care, or youth justice, to support them into adulthood.  Expected Outcome Areas:   * Sufficient housing supply * Responsive, appropriate support system | **In place**  As at February 2023, Oranga Tamariki are delivering 110 placements for young people leaving care and youth justice placements using funding secured through the Homelessness Action Plan. This is an additional eleven placements since July 2022. Oranga Tamariki is on track to deliver 120 placements by the end of June 2023, on top of the additional 35 placements funded through the Oranga Tamariki Budget 2019. |
| **Support women/wāhine who are leaving prison**  (Corrections) | This initiative seeks to provide safe and stable accommodation with reintegration support services for women/wāhine leaving prison.  Expected Outcome Areas:   * Sufficient housing supply   Responsive, appropriate support system | **In place**  Since funding commenced, 26 women have entered the service. Of those, four women remain in the service and 17 transitioned into independent living. The women who transitioned to independent living have access to ongoing outreach support by the provider.  The number of women entering the service continues to be lower than the target of 20 per annum, due to the reducing women’s prison population and restricted access to some prison sites due to staffing challenges during this time, the provider has been navigating alternative methods of engaging with the women remotely and supporting them to be parole ready for their parole board hearings. |
| **Improve discharge planning for people leaving hospital and inpatient units** (Manatū Hauora) | Manatū Hauora will undertake scoping work to look at how discharge from hospital and other healthcare facilities can be improved. This will focus on ensuring people do not become homeless following discharge, and that any housing needs are identified. | **Underway**  Manatū Hauora has completed scoping work looking challenges and opportunities when discharging people from hospitals and in-patient units who are at risk of homelessness. Manatū Hauora are continuing to work with Te Whatu Ora and Te Aka Whai Ora to identify improvements to discharge protocols and procedures, including by improving linkages to appropriate housing and social supports. Any improvements will need to be implemented by Te Whatu Ora and Te Aka Whai Ora. |
| **Redesign and expand Sustaining Tenancies**  (HUD) | This initiative redesigns and expands Sustaining Tenancies. Sustaining Tenancies provides tailored support to assist people with a range of needs such as mental health and addiction, budgeting, or homecare to maintain existing tenancies.  Expected Outcome Areas:   * Access to support   Responsive, appropriate support system | **In place**  The redesign and expansion of Sustaining Tenancies is complete. The initiative is in place across Aotearoa, with 1,517 participants as of February 2023. This is an increase of 1,235 since February 2020. |

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| **Action (and responsible Agency)** | **Description and expected outcome areas** | **Status update February 2023** |
| **Improve transitions from acute mental health and addiction inpatient units**  (MOH) | This initiative seeks to develop a pilot programme to help strengthen and improve housing and wraparound responses of Mental Health Inpatient Units when discharging service users who have experienced or are at risk of homelessness back into the community.  Expected Outcome Areas:   * Sufficient housing supply * Improved access to support * Responsive, appropriate support system | **In place**  A total of 60 tāngata whaiora have been referred across two pilot sites, with 39 in Auckland and 21 in Waikato. There are 35 active cases in Auckland and ten active cases in the Waikato. Interim accommodation is available in Auckland for Rapua whaiora moving from hospital into the community. This supports whaiora who are unable to move into a home immediately, and includes security measures and a full-time staff member supporting their needs. Te Tūāpapa Kura Kāinga has also begun working with the community housing provider to develop capability in sourcing housing from the private market.  The COVID-19 pandemic continues to impact on service delivery at both sites such as with health workforce shortages affecting clinical service delivery. Staff shortages are also impacting social work assessments. |
| **Support returned overseas offenders who are homeless**  (Corrections) | This initiative provides accommodation and support for returning overseas offenders with high and complex needs deported or returned to New Zealand.  Expected Outcome Areas:   * Sufficient housing supply * Responsive, appropriate support system | **In place**  Since 1 March 2021, 41 men have received or are receiving support through the initiative with participants able to stay in each whare for up to six months. 27 men have completed the service and moved into sustainable accommodation. The service in Auckland has achieved significant outcomes for individuals, including securing ‘homes for life’ through Kainga Ora.  Most deportees are choosing to settle in Auckland, which is impacting on utilisation of service in other regions. A third service has been set up in Auckland, increasing the total number of beds to 20 as of February 2023. |
| **Partner with Māori, iwi, hapū, and marae to prevent homelessness through whenua-based initiatives**  (HUD) | The focus of this initiative is on prevention of homelessness among Māori through whenua-based initiatives. These whenua-based activities aim to identify and reduce system barriers at the local level, enable further housing delivery and support whānau Māori into housing solutions.  Expected Outcome Areas:   * Sufficient housing supply * Responsive, appropriate support system | **Delivered**  This fund, targets and initiatives have now been fully delivered. Further funding for Māori Housing initiatives occurs through Whai Kainga Whai Oranga (<https://www.hud.govt.nz/our-work/whai-kainga-whai-oranga/>). |

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| Icon  Description automatically generated with medium confidence  **All New Zealanders have a place to call home, the use of motels for emergency housing is reduced**  There needs to be enough houses for people to call home. Increasing public housing and affordable housing is a key part of any response to homelessness, and crucial to the success of the plan. Despite the significant investment already made, demand for public housing is increasing faster than new supply and, in some locations, new supply is needed urgently. Action is needed now to reduce the number of individuals and whānau currently staying in emergency accommodation. Immediate and longer-term actions will focus on increasing supply of different types of housing, with a focus on working with Māori Community Housing providers and other Māori and iwi providers. | | | |
| **Action (and responsible Agency)** | **Description and expected outcome areas** | **Status update February 2023** |
| **Urgently increasing supply of transitional housing to reduce the use of emergency accommodation**  (HUD, KO, MSD) | This initiative seeks to urgently increase the supply of transitional housing places to help reduce the use of emergency accommodation such as motels. Transitional housing provides individuals, families, and whānau with a warm, dry, safe place to live and wraparound services while they are supported in finding longer-term accommodation.  Expected Outcome Areas:   * Sufficient housing supply | **Delivered**  This action was delivered in February 2021 with 1,005 places made available across New Zealand using HAP funding. Overall, between February 2020 and February 2023, 2,776 additional transitional housing places have been made available, taking the total number of places to 5,824.  Agencies continue to focus on increasing housing places available to those in need. |
| **Continue to increase public housing**  (HUD, KO) | This ongoing initiative will increase the supply of public housing from the 69,317 places as of 30 June 2019.  Expected Outcome Areas:   * Sufficient housing supply | **Underway**  The supply of public housing has steadily increased, delivered as part of the Public Housing Plan. As of February 2023, there were 77,887 public houses available (an increase of over 6,500 since February 2020). |
| **Support Māori Community Housing providers and other Māori and iwi providers**  (HUD) | The focus of this initiative is on supporting Māori Community Housing providers to expand their services and use land for transitional housing and long-term housing in areas of greatest need of homelessness support.  Expected Outcome Areas:   * Sufficient housing supply * Responsive, appropriate support system | **Delivered**  This fund, targets and initiatives have now been fully delivered. Further funding for Māori Housing initiatives occurs through Whai Kainga Whai Oranga (<https://www.hud.govt.nz/our-work/whai-kainga-whai-oranga/>). |
| **Expand Rangatahi Transitional Housing**  (HUD) | This initiative increases the supply of rangitahi-focused transitional housing.  Expected Outcome Areas:   * Sufficient housing supply * Access to support | **Underway**  Through Budget 2022, funding was provided to expand provision of rangatahi transitional housing. As of February 2023, there were 139 rangatahi transitional housing places available across Aotearoa. Further funding has been allocated to providers, with the majority of places to be operational by the end of 2023. |
| **Rangatahi Supported Housing**  (HUD) | This initiative designs and develops a new supported housing service for rangitahi with higher and more complex needs.  Expected Outcome Areas:   * Sufficient housing supply * Access to support * Responsive, appropriate support system | **Underway**  This is a new service funded through Budget 2022, aimed at supporting rangatahi with higher or more complex needs. The design of this pilot service is underway and will be operational from mid-2023. |
| A picture containing shape  Description automatically generated  **Individuals and whānau experiencing homelessness move quickly into stable accommodation and access wider social support to address needs.**  Through the action plan more support will be provided for individuals and whānau experiencing homelessness to move as quickly as possible into stable accommodation and access wider social agencies. Some individuals and whānau require more support to navigate through the system of organisations and services designed to help. Support provided should involve identifying and addressing a range of individuals’ needs, including any need for on-going assistance. The approach to working with people will be culturally appropriate and tailored to individuals and whānau. Housing First will continue to be the core response to chronic homelessness. | | |
| **Action (and responsible Agency)** | **Description and expected outcome areas** | **Status update February 2023** |
| **Expand supports to all people in emergency housing**  (MSD) | This initiative extends Intensive Case Management services (ICM) and navigation services to a broader cohort of people who are receiving Emergency Housing Special Needs Grants over 7 days. Expected Outcome Areas:   * Access to support * Responsive, appropriate support system | **Delivered**  This action is fully operating as business-as-usual within MSD. As of March 2023[[1]](#footnote-2), there were approximately 1987 households engaged with an ICM, and 649 households engaged with a Navigator as a snapshot in time. Findings confirm that clients in emergency housing see obtaining a secure rental as the biggest goal and success factor (whether that be public housing or private rental). Staff and contracted support agencies can see the difference it makes in clients who are generally more confident engaging with the system (as it can be difficult), maintaining their current accommodation, and are able to access their entitlements and necessary supports to maintain some level of wellbeing. In December 2022 Cabinet agreed to increasing existing supports for EH SNG clients through to June 2024.  All EH clients (100%) have a case manager or intensive case manager[[2]](#footnote-3). Note Intensive Case Management services and navigation services are available to all people who are receiving Emergency Housing Special Needs Grants over 7 days. |
| **Improve access to healthcare for people experiencing homelessness** (Manatū Hauora) | Manatū Hauora will undertake scoping work to look at what can be done to improve access to healthcare for people who are homeless such as improving access to primary health care for people without a permanent address.  Expected Outcome Areas:   * Access to support * Responsive, appropriate support system | **Underway**  Manatū Hauora has completed scoping work on what can be done to improve health and wellbeing outcomes for people experiencing homelessness and better connect and integrate health and housing services. Manatū Hauora have worked closely with HUD, Te Whatu Ora and Te Aka Whai Ora to identify practical opportunities through the health system reform to increase access to healthcare for people experiencing homelessness. This includes improving how health services meet the needs of people in emergency housing and connecting homelessness and health services. Many of the practical opportunities identified require direct effort and implementation by Te Whatu Ora and Te Aka Whai Ora to progress. |
| **Introduce housing broker roles**  (MSD) | This initiative will help people in emergency housing and on the public housing register who cannot sustain a tenancy.  Expected Outcome Areas:   * Access to support * Responsive, appropriate support system | **Delivered**  This action is delivered and operating as business-as-usual within MSD. Eleven regions have dedicated Housing Broker services in place, Northland is the exception as it was identified that there was not enough housing options available to make it a viable service to run. Between 1 July 2022– 31 March 2023 over 800 households were assisted in accessing private housing and 367 people in this cohort were previously housed in emergency housing. A further 462 preventive outcomes were achieved where a possible entry into emergency housing was prevented. An evaluation of the implementation of the Housing Brokers and Ready to Rent has been completed and is available on the MSD website[[3]](#footnote-4).  Housing Broker staff (particularly in Auckland and Napier where severe weather events caused significant disruption in early 2023) pivoted to try and get people straight into private rentals rather than entering the temporary accommodation system. |
| **Better prepare people for private rental (ready to rent programmes)**  (MSD) | The Ready to Rent initiative aims to prevent homelessness by partnering with NGOs to deliver a nationally recognised and standardised programme; providing clients with the necessary education, practical skills, and confidence they require to secure and sustain tenancies in the private rental market.  Expected Outcome Areas:   * Access to support * Responsive, appropriate support system | **Delivered**  This action is operating as business-as-usual within MSD. For the period 1 July 22 – 31 March 23 there have been 55 Ready to Rent programmes delivered across twelve regions, due to the severe weather events, it has impacted the delivery of the Ready to Rent programmes. Generally, all attendees of the course are staying in emergency housing. An evaluation of the implementation of the Housing Brokers and Ready to Rent has been completed and is available on the MSD website. |
| **Flexible funding package for whānau with children in emergency housing**  (MSD) | The flexible fund initiative gives the flexibility to help families with children in emergency housing with a range of needs, where other government support is not available. It will help keep children connected with school, early childhood education and other activities important for their wellbeing – for example by paying for transport to school  Expected Outcome Areas:   * Access to support * Responsive, appropriate support system | **Delivered**  This action is fully implemented and operating as business-as-usual within MSD. Initial intentions in 2019 were for this fund to be used for one-off needs or payments specific to one child or family. Over time, this fund recognises the wider-scale challenges and disadvantages children staying in motels are facing. Flexible funding has covered extra-curricular activities, tuition, mentoring, activity packs and support for children to re-engage with school following lockdown. The impacts on families of being stuck in one room, and the increased expenses that come from being dislocated from usual networks are wide ranging and always changing. Flexible funding allows for provision of things ‘out of the ordinary’ to the usual benefit system that help children engage positively and enable moments of ‘normality’ amongst the challenges of living in Emergency Housing. |
| **Homelessness Outreach Services**  (HUD) | This initiative seeks to fund homelessness outreach services to engage individuals and whānau to help them gain the appropriate support to transition safely to linger-term housing solutions.  Expected Outcome Areas:   * Access to support * Responsive, appropriate support system | **Underway**  This initiative received funding in Budget 2022, and the design and locations for the service are nearly finalised. This will be operational from mid-2023, providing critical support for people currently experiencing homelessness. |

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| Logo  Description automatically generated with medium confidence  **The system supports and enables our vision and together we can address homelessness**  Preventing and reducing homelessness, requires everyone to work together to respond to the different challenges faced in communities around New Zealand. The system needs to support and enable the action plan vision and together we can address homelessness. Actions focussed on building the capability and capacity of the workforce are a crucial component of any response, along with collaboration and better data and information on homelessness. | | |
| **Action (and responsible Agency)** | **Description and expected outcome areas** | **Status update February 2023** |
| **Create a local innovation and partnership fund**  (HUD) | This initiative creates a local innovation and partnership fund (LIPF). The LIPF supports local initiatives to respond to and prevent homelessness.  Expected Outcome Areas:   * Access to support * Enabled housing system | **In place**  Grants of close to $6 million have been allocated through round two of LIPF. Applications for round three funding closed in January 2023, and Te Tūāpapa Kura is assessing the applicants. In total, close to $10 million has been allocated, with the remainder of the $16.6million to be allocated through Round 3 in 2023. |
| **Build capacity and capability of Māori providers**  (HUD) | The focus of this initiative is to build the capacity and capability of Māori providers and services working with Māori experiencing homelessness.  Expected Outcome Areas:   * Sufficient housing supply * Responsive, appropriate support system | **Underway & Delivered (He Taupua fund)**  The action has been fully delivered and no future activity or reporting is required. Any new funding for Māori Housing initiatives are through Whai Kainga Whai Oranga.  The He Taupua and He Kūkū ki te Kāinga funds achieved the following:   * 100% funding allocated to 28 He Taupua providers, across 30 projects * MAIHI Ka Ora – Phase 2 – Implementation Plan operationalises the MAIHI Ka Ora – National Māori Housing Strategy * 100% funding allocated to 25 He Kūkū ki te Kāinga providers, across 30 projects * 206 homes approved or contracted through the He Kūkū ki te Kāinga fund |
| **Enable and support kaupapa Māori approaches**  (HUD) | The focus of this initiative is on enabling organisations to take kaupapa Māori approaches in developing and delivering services to achieve Māori housing and wellbeing outcomes.  Expected Outcome Areas:   * Sufficient housing supply * Responsive, appropriate support system | **Underway**  Budget 2022 announced $25 million for the provision of kaupapa Māori support services for Māori providers to deliver in a more flexible way that better meets the needs and aspirations of whānau. Te Tūāpapa Kura Kāinga is partnering with Te Matapihi to administer this funding. He Ara Hiki Mauri, a tangata whenua-led pilot response to homelessness, will begin delivering from mid-2023. |

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| **Action (and responsible Agency)** | **Description and expected outcome areas** | **Status update February 2023** |
| **Ongoing involvement of people with lived experience of homelessness**  (HUD) | This initiative will set up meaningful ongoing engagement of people with lived experience of homelessness to provide insights, views and voices within Government policy, evaluation, design, and delivery work on homelessness at a local, regional, and national level.  Expected Outcome Areas:   * Responsive, appropriate support system * Enabled housing system | **In development**  Homeless Sector Support Services (HSSS) is leading Ngā Puna Kōrero – the voices of lived experience initiative. They have engaged with stakeholders to understand the ways they currently engage with people with lived experience of housing need and what in their view, meaningful and ethical engagement looks like. Based on these findings HSSS is working with Te Tūāpapa Kura Kāinga to review the system limitations, enablers and settings that could support more meaningful and ethical engagement practice. This will inform a final report with recommendations on how the system can hear, listen and respond to people with lived- experience of housing need. |
| **Improve evidence and data on homelessness**  (HUD) | The data and evidence initiative seeks to build a comprehensive, fit for purpose, evidence, and data system for homelessness, and deepen understanding of what responses work, for whom and under what circumstances.  Expected Outcome Areas:   * Responsive, appropriate support system * Enabled housing system | **In Place**  HUD continues to build relationships and progress projects to improve data and evidence on homelessness and more broadly including:   * development of the Homelessness Outlook report, working closely with the Evidence and Data Technical Working Group (EDTWG) members and other stakeholders * continuing to build connections across the homelessness data and evidence community to bring latest research and data to light through the EDTWG * commenced work with Census 2023 and foundational work to improve HUD provider data * developing MAIHI Ka Ora, Ka Mārama - Māori Housing Dashboard * Homelessness data has been considered as a case study to support design of the future Government data system |

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1. MSD data is reported as of the end of March due to quarterly reporting period. [↑](#footnote-ref-2)
2. Note Intensive Case Management services and navigation services are available to all people who are receiving Emergency Housing Special Needs Grants over 7 days. [↑](#footnote-ref-3)
3. https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/research/housing-brokers-and-ready-to-rent-initiatives-process-evaluation/hbrr-report-process-evaluation-report-final-with-isbn.pdf [↑](#footnote-ref-4)