



23 October 2025

HUD2025-007550

s 9(2)(a)

Tēnā koe s 9(2)(a)

Thank you for your email dated 18 July 2025 to Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (the Ministry) requesting the following information under the Official Information Act 1982 (the Act):

1. *Copies of all drafts of the most recent Homelessness Insights Report that was provided to Associate Housing Minister Tama Potaka in June 2025, including any earlier versions and tracked changes, prepared prior to the final version being presented to the Minister.*
2. *Copies of any correspondence (emails, memos, briefings, meeting notes, Teams/Slack messages or similar) between officials and staff within HUD, HUD and the Office of the Associate Minister of Housing (Tama Potaka), HUD and the Minister of Housing or the Prime Minister's Office, concerning the preparation, review, revision, or release of the report.*
3. *Copies of any feedback, comments, suggested edits or directions from Minister Tama Potaka or his office (or any other ministerial office) regarding the content, framing, timing, or public release of the report.*
4. *Copies of records of any internal discussions or meetings within HUD that refer to ministerial input, concern, or influence over the contents or tone of the report.*
5. *Copies of any communications or documents discussing potential public or political sensitivity of the report and its implications, including whether it should be withheld or delayed from public release.*
6. *Copies of any documents or analysis prepared by HUD staff or contractors assessing the impact of the August 2024 emergency housing criteria changes on homelessness trends, and whether the report establishes or refutes a causal link between these policy changes and observed increases in homelessness.*
7. *Copies of all correspondence between HUD and frontline homelessness service providers (such as The People's Project, Downtown Community Ministry, and Housing First Auckland Collective), relating to any data, insights, or feedback that informed or was excluded from the final report.*

On 1 August 2025, you refined part two of your request to:

as pertaining to correspondence within HUD, to focus on correspondence that relates to discussions or directives from Ministers' offices regarding either the publication or content of the report

Forty-six documents have been found to be within scope of your request. One document is withheld in full under section 9(2)(ba)(i) of the Act, to protect information which is subject to an obligation of confidence and releasing it would be likely to prejudice to the ongoing supply of confidential information. The remaining 45 documents are released to you with some information withheld under the following sections:

Section of Act	Reason to withhold
9(2)(a)	To protect the privacy of natural persons.
9(2)(ba)(i)	To protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information
9(2)(f)(iv)	To maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials.
9(2)(g)(i)	To maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to Ministers of the Crown or employees of the Ministry.

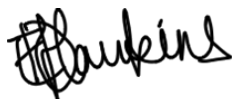
Please note that information outside the scope of your request has been redacted as such. The documents are detailed in the attached document schedule.

In terms of section 9(1) of the Act, I am satisfied that, in the circumstances, the decision to withhold information under section 9 of the Act is not outweighed by other considerations that render it desirable to make the information available in the public interest.

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website at: www.ombudsman.parliament.nz.

As part of our ongoing commitment to openness and transparency, the Ministry proactively releases information and documents that may be of interest to the public. As such, this response, with your personal details removed, may be published on our website.

Nāku noa, nā



Eleisha Hawkins

Deputy Chief Executive Strategy, Insight and Governance
Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development

Annex A: Document schedule

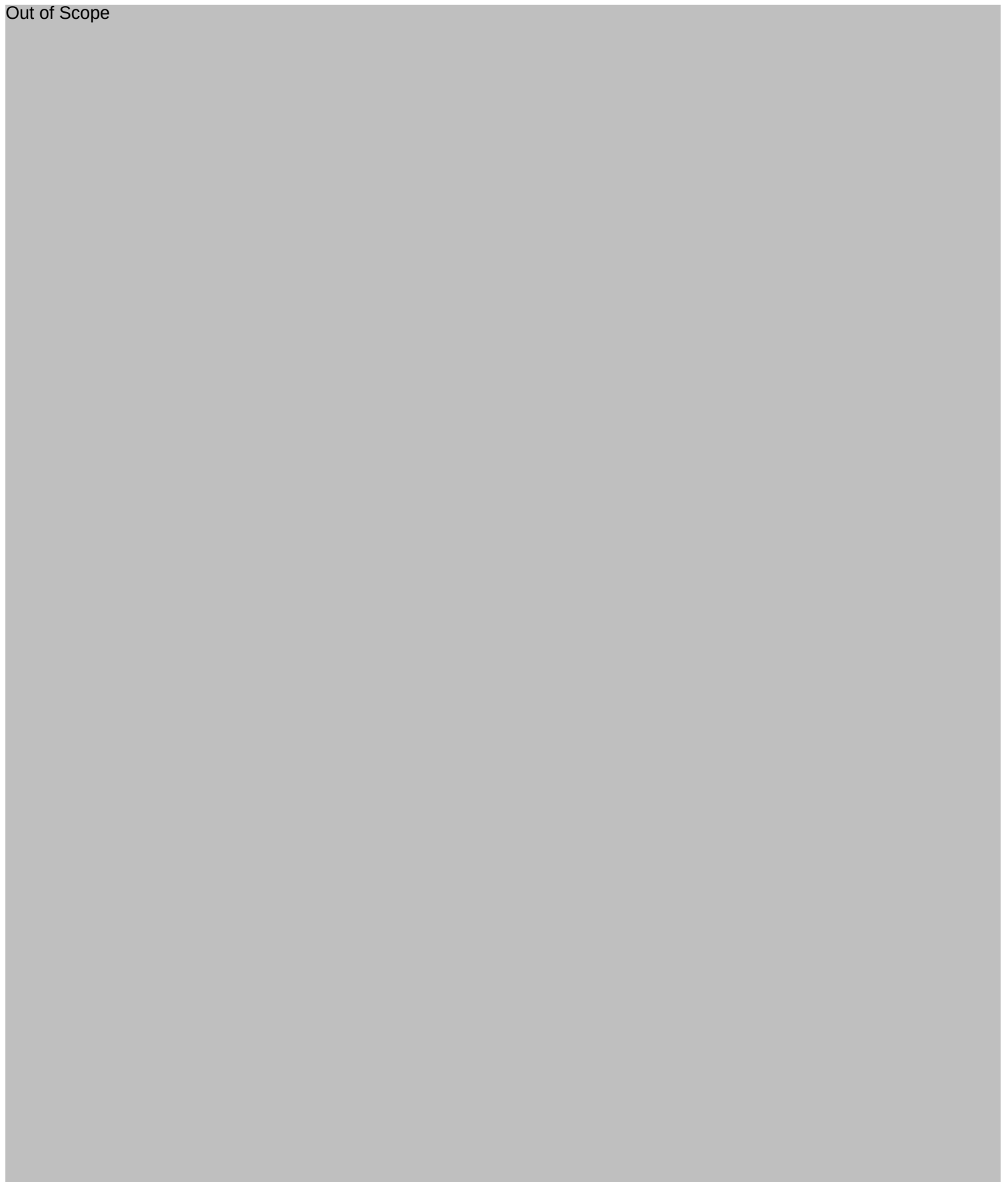
Documents released – Parts 1 - 5 – HUD2025-007550			
	Date	Document	Section of the Act applied
1.	7 January 2025	June 2025 Homelessness Report - Timeline planning	N/A
2.	29 January 2025 4:09 PM	Joe's key points for you from Min Potaka meeting	9(2)(a)
3.	30 January 2025 1:04 PM	RE: FYI about Homelessness Insights report	9(2)(a) 9(2)(g)(i)
4.	10 February 2025 10:18 AM	Extract from Huriwai's notes from his catch up with Minister Potaka	9(2)(a)
5.	21 May 2025 11:01 AM	RE: Homelessness Insights Report _ early MSD QA	9(2)(a)
6.	22 May 2025	SLT Memo: Draft June Homelessness Insights Report	9(2)(g)(i)
7.	27 May 2025	Senior Leadership Team Meeting Agenda Tuesday 27 May 2025	N/A
8.	27 May 2025	Senior Leadership Team meeting minutes	N/A
9.	10 June 2025	Senior Leadership Team Meeting Agenda Tuesday 10 June 2025	N/A
10.	10 June 2025	Senior Leadership Team meeting minutes	9(2)(g)(i)
11.	10 June 2025 1:57 PM	FW: Review of Homelessness Insights report	9(2)(g)(i)
12.	26 June 2025 1:09 PM	HUD2025-007240 Homelessness Insights – June 2025	9(2)(a) 9(2)(f)(iv)
13.	2 July 2025 11:31 AM	FW: Questions on Homelessness Insights - June 2025 CRM:0736227	N/A
14.	4 July 2025 9:02 AM	RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report	9(2)(a)
15.	8 July 2025 11:49 AM	HUD2025-007240 Homelessness Insights – June 2025 (revised)	N/A
16.	8 July 2025 4:27 PM	RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report	9(2)(a)
17.	8 July 2025 6:51 PM	FW: HUD2025-007240 Homelessness Insights – June 2025 (revised)	N/A
18.	17 July 2025 9:45 AM	RE: HUD2025-007240 Homelessness Insights – June 2025 (revised)	9(2)(a)
19.	21 July 2025 4:02 PM	RE: HUD/DPMC - Discuss Homelessness Insights report	9(2)(a)
20.	22 July 2025	HUD engagement with MSD regarding June Homelessness Insights report	N/A
21.	23 July 2025 9:04 AM	FW: Publishing Homelessness Insights report	9(2)(a) 9(2)(f)(iv) 9(2)(g)(i)
Documents released – Part 6 – HUD2025-007550			
	Date	Document	Section of the Act applied
1.	29 July 2025	Oral Parliamentary Question prep pack – Hon Potaka	N/A

Documents released – Part 7 – HUD2025-007550			
	Date	Document	Section of the Act applied
1.	24 February 2025 3:40 PM	FW: EH target	9(2)(a) 9(2)(g)(i)
2.	11 March 2025 12:01 PM	RE: survey questions?	N/A
3.	19 March 2025	Homelessness data needs – for councils	N/A
4.	4 April 2025 9:40 AM	RE: slides	9(2)(a)
5.	8 April 2025 8:19 AM	Mental health and addictions homelessness data	N/A
6.	8 April 2025 2:18 PM	Porirua rough sleepers	N/A
7.	9 April 2025 3:43 PM	RE: Homelessness Insights	9(2)(a)
8.	16 April 2025 2:20 PM	Homelessness Insights data	9(2)(a)
9.	5 May 2025 10:58 AM	Re: New Plymouth figures	9(2)(a)
10.	7 May 2025 3:35 PM	Homelessness Insights - HUD & CCM	9(2)(a)
11.	7 May 2025 4:24 PM	RE: Homelessness Insights	9(2)(a) 9(2)(g)(i)
12.	9 May 2025 4:15 PM	RE: Homelessness Insights	9(2)(a)
13.	13 May 2025 12:01 PM	FW: TH presentations	9(2)(a)
14.	13 May 2025 12:46 PM	Re: Media package percentages Jan to Mar 2025.xlsx	9(2)(a)
15.	15 May 2025 11:25 AM	Homeless insights - CCM Outreach data Mar24-Mar25	9(2)(a)
16.	27 May 2025 11:44 AM	RE: TH slide packs	9(2)(a) 9(2)(g)(i)
17.	3 June 2025 10:23 AM	RE: check for Homelessness Insights report	9(2)(a) 9(2)(ba)(i)
18.	4 June 2025 9:00 AM	RE: check for homelessness insights report	9(2)(a) 9(2)(ba)(i)
19.	6 June 2025 10:59 AM	RE: Homelessness Insights	9(2)(a)
20.	9 June 2025 9:19 AM	RE: Check of figures in Homelessness Insights report	9(2)(a) 9(2)(ba)(i)
21.	9 June 2025 3:28 PM	RE: Street People New Plymouth	9(2)(a)
22.	9 June 2025 4:02 PM	RE: Update re: June Homelessness Insights report	9(2)(a)
23.	10 June 2025 3:28 PM	RE: Insights on emergency housing target	Withheld under section 9(2)(ba)(i)
24.	13 June 2025 11:10 AM	RE: Outreach trends - ministerial briefing opportunity	9(2)(a)

Documents in scope of parts 1 - 5

June 2025 Homelessness Report

Out of Scope



Out of Scope

Following ministerial feedback, and discussion of the December report, initial key points for directing the June 2025 report are:

- the December 2024 report is an acceptable minimum viable product
- include a little bit more regarding transitional housing
- continue the summary of any official information from providers
- pursue council relationships and reporting any data they are willing to provide
- further insights from the severe housing deprivation estimates.

Other considerations:

- (how) can we quantify any barriers clients are facing in accessing services?
- there is a particular interest in declines – can this be presented more clearly?
- Groups that it may be useful to highlight/present more information on:
 - Pacific peoples – potentially Māori, Pacific peoples and a combined Māori and/or Pacific peoples group
 - Rangatahi/youth
 - Single mums.

Out of Scope

From: [Emily Shrosbree](#)
To: [Miranda Devlin](#)
Subject: Joe's key points for you from Min Potaka meeting
Date: Wednesday, 29 January 2025 4:09:18 pm
Attachments: [image001.png](#)
[image002.png](#)

Kia ora Miranda

Joe met with Min Potaka today on Homelessness Insights report. Much of the conversation turned to what are HUD and MSD going to do about non-EH parts of the homelessness picture policy-wise (policy colleagues were also in the room).

The two things he said Min Potaka is interested in for you to think about for next Homelessness Insights report are youth homelessness and single mothers.

Joe can have do a more detailed download to you when you're back.

Ngā mihi, nā

Emily.

Emily Shrosbree ([she/her](#))

Manager, Strategy & Impact

Strategy, Insight & Governance

Emily.Shrosbree@hud.govt.nz | Mobile: **S 9(2)(a)**

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Subscribe for updates on research and data from HUD [here](#).



Outlook

RE: FYI about Homelessness Insights report

From Jessie Wilson <jessie.wilson@HUD.govt.nz>**Date** Thu 1/30/2025 1:04 PM**To** Miranda Devlin <Miranda.Devlin@hud.govt.nz>

And just learned that Jo Hughes was also present. 😊

From: Jessie Wilson**Sent:** Thursday, 30 January 2025 8:56 am**To:** Miranda Devlin <Miranda.Devlin@hud.govt.nz>**Subject:** FYI about Homelessness Insights report

Kia ora Miranda,

s 9(2)(a)

This is just a FYI email about the homelessness insights report to help you sew "next step" pieces together for the next version.

Joe W met with Minister Potaka yesterday (29 Jan) to discuss feedback on the first report. I've asked Emily to ask Joe to give you a full download of what was discussed and suggested this feedback actually be documented somewhere/via email at least rather than just delivered verbally. If he hasn't done that by the time you're back on board, I'd suggest giving her/him a prompt.

My understanding of what was discussed during the 25-ish minutes Joe and the Minister had together (via Emily via Joe) was that while there is a lot of work happening in the emergency housing space, the insights report indicates that there are other factors at play and different, less-explored parts of the story of what's happening with homelessness in Aotearoa at the moment. Minister Potaka questioned what else HUD could provide about "non-emergency" aspects of homelessness (e.g., transitional housing) that could inform our understanding of homelessness. Surely there were other aspects discussed that Joe can fill you in on.

I also reminded Emily that the MSD/HUD relationship and processes behind the relationship need to be carefully re-considered/planned s 9(2)(g)(i)

Ngā mihi,

Jessie

From: Jessie Wilson <jessie.wilson@hud.govt.nz>**Sent:** Wednesday, 29 January 2025 2:57 pm**To:** Jessie Wilson <jessie.wilson@hud.govt.nz>**Subject:** Homelessness insights report

Homelessness insights report: lots of focus and action on EH, but insights report shows that there are other factors and other parts of the story, so question for HUD is what else can we provide about non-emergency parts of homelessness that can help inform? Joe W suggested this was focused on people sleeping rough, transitional housing groups...

What does this mean for the next insights report? Emily will talk to Joe W about how we communicates his chat with Minister Poutaka ...

And process bits with MSD/HUD

Jessie Wilson (she/her)

Principal Advisor | Strategy and Impact

Strategy, Insight and Governance

jessie.wilson@hud.govt.nz | Phone: s 9(2)(a)





[UNCLASSIFIED]

From: [Joseph Winton](#)
To: [Emily Shrosbree](#); [Miranda Devlin](#)
Cc: [Eleisha Hawkins](#)
Subject: extract from Huriwai's notes from his catch up with Minister Potaka
Date: Monday, 10 February 2025 3:18:08 pm
Attachments: [image001.png](#)
[image003.png](#)
[image005.png](#)
[image007.jpg](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.jpg](#)

Hi

Each week Huriwai has a 10 min catch up with Min Potaka. These catch-ups usually cover any issues/comments on papers provided in the weekend bag or time used by the minister to signal things in his mind that he might raise at officials.

An extract Huriwai's notes, sent today.

Jo Hughes - Homelessness – minister spent most of the catch-up on homelessness especially around comments/queries from externals raising concerns.

- Minister would like HUD to get more targeted on the evidence/attribution in homelessness insights/data. He noted the ongoing challenge in this space and appreciated the housing insights.
- Minister wanted to know what, if anything, would be the forward direction for homelessness. His comments came after reading the HAP evaluation by Litmus given to him last month. He wanted to see how the HAP evaluation would inform what programmes get carried forward if any.
- We discussed the five-year Housing First review from Otago Uni and wider positive social outcomes like lower in-patients bed nights for mental health etc. Minister was wanting to make sure that any forward homelessness response was holistic and included the health/justice overlap.

Joe

Joseph Winton ([he/him](#))

Manager, Data and Products
Strategy, Insights and Governance

Joseph.Winton@hud.govt.nz | Phone: +64 4 830 6916 | Mobile: [s 9\(2\)\(a\)](#)
www.hud.govt.nz | Level 9,7 Waterloo Quay, Pipitea, Wellington

From: [MSD Income Housing Insights \(MSD\)](#)
To: [Miranda Devlin](#)
Cc: [Michelle Parsons](#); s 9(2)(a); [Katy Te Amo](#); [Alex McKenzie](#); [MSD Income Housing Insights \(MSD\)](#); s 9(2)(a)
Subject: RE: Homelessness Insights Report _ early MSD QA
Date: Wednesday, 21 May 2025 11:01:42 am
Attachments: [image001.png](#)
[image002.png](#)

Morning Miranda!

Katy Te Amo started as the new GM of Housing Policy on Monday – passing on her feedback from Malisha.

We wanted to also convey feedback from the new General Manager, Katy Te Amo, of Housing Policy at MSD. Her feedback links with our concerns that the homelessness report should seek to cover the different populations within “homelessness”, consistent with StatsNZ’s definition. Katy said that in the Officials meeting with Minister Potaka on Monday 19 May, the Minister was clear that the next EH target delivery plan is not a plan for homelessness, but he thinks something is still needed. The Minister recognises that there are still a lot of people with housing issues and we don’t have a good enough grasp of those numbers. The Minister’s direction highlights the need for the homelessness report to look at the broader population experiencing homelessness to potentially inform policy advice on broader interventions for these issues.

In light of Ministerial direction, there is a risk of the homelessness report being too focussed on EH as it would not provide insights on general trends for cohorts experiencing homelessness, therefore limiting the evidence base for future policy advice.



Ngā mihi

s 9(2)(a)

(she/they)

Kaitātari Kaupapahere Matua (Senior Policy Analyst)

Housing Policy

📞 s 9(2)(a) | ✉ s 9(2)(a)

📍 The Aurora Centre | Level 9 | 56 The Terrace | P O Box 1556 | Wellington | New Zealand



MSD Purpose - We help New Zealanders to help themselves to be safe, strong and independent

Senior Leadership Team

Cover sheet

Title Draft June Homelessness Insights Report	Discuss
Purpose • Provide SLT with early visibility of the progress of the June Homelessness Insights report (due to Ministers in the last week of June). • Provide key findings. • Seek directions on the focus and key messages. • Test comfort with the format and level of detail.	
Background and context • A six-monthly report on monitoring homelessness was commissioned by the Associate Minister of Housing in 2024, as a tool to monitor any unintended consequences of the EH target delivery plan. • A first iteration of the Homelessness Insights report was collated and delivered to the Associate Minister of Housing (and copied to the Minister of Housing) in December 2024. This has since been released through our OIA process.	Recommendation(s) 1. That SLT: • note the progress of the June Homelessness Insights report • note the key finding that data indicates the number of people living without shelter has increased • discuss and provide feedback on the focus and key messages of the June Homelessness Insights report • discuss and provide feedback on the overall format and level of detail in the draft June Homelessness Insights report • discuss and provide a recommendation on proactive release of the Homelessness Insights report.
Consultation undertaken Draft versions of the report have been shared and are under review by colleagues around HUD and MSD. MSD provided feedback on a long-form written document, prior to the A3 mock-up being prepared. Key feedback includes: • the need to look at the broader population experiencing homelessness to potentially inform policy advice on broader interventions for these issues ○ We are comfortable with the focus on the harder end for this product given its purpose and the HUD resource available.	

- concern regarding the strong focus on EH, given the small numbers involved and that there should be a stronger focus on TH, with this higher up
 - We're comfortable with the balance, noting this work came out of the EH Delivery Plan.
- concern regarding the robustness of individual data points
 - We've added in a caveat and clearer descriptions to make the limitations regarding these clearer.
- pleased to see the inclusion of health and justice insights, would love to see more on rental affordability and availability, tenure length and other such macro factors.
 - Have added a rental inflation insight, note that we have other tools monitoring the wider housing system, such as the Housing Market Update.

There will be a further opportunity for their review before the report is finalised.

Implications

Supporting memo/papers attached	Yes
Appendices	Yes
Author	Miranda Devlin
SLT sponsor	Jo Hughes

SLT Memo

Draft Homelessness Insights Report	
To	SLT
From	Miranda Devlin
Approved by	Jo Hughes, Deputy Chief Executive - System Insights and Governance
Date	22 May 2025

Purpose
1. Provide visibility of the progress of the June Homelessness Insights report. 2. Provide key findings. 3. Seek directions on the focus and key messages. 4. Test comfort with the format and level of detail.

Recommendations

2. That SLT:

- **note** the progress of the June Homelessness Insights report
- **note** the key finding that data indicates the number of people living without shelter has increased
- **discuss** and provide feedback on the focus and key messages of the June Homelessness Insights report
- **discuss** and provide feedback on the overall format and level of detail in the draft June Homelessness Insights report
- **discuss** and provide a recommendation on proactive release of the Homelessness Insights report.

Background

3. As part of monitoring progress toward the Government Target to reduce the number of households in Emergency Housing, HUD is required to report on the potential unintended consequences. One of the key risks identified is the potential for increases in homelessness.
4. As a result of this a six-monthly report on monitoring homelessness was commissioned by the Associate Minister of Housing in 2024.
5. Robust estimates of severe housing deprivation are available from Census every five years. However, their infrequency does not enable more regular monitoring of shorter-term trends.
6. A first iteration of the Homelessness Insights report was collated and delivered to the Associate Minister of Housing (and copied to the Minister of Housing) in December 2024. This has since been released through our OIA process.

7. The Homelessness Insights report is planned to be a six-monthly report and Ministers were informed that the next Homelessness Insights report was planned for mid-2025.

Focus of this report

8. The structure and basis for the June 2025 report is consistent with the December 2024 report.
9. Key points guiding the June 2025 report are:
 - a steer from the Associate Minister to focus on the population 'living without shelter'
 - data compiled and analysed based upon March 2025 reporting
 - a continued focus on the quantitative material we can gather, including from government agencies outside of HUD and MSD
 - continuing a summary of any official information from providers
 - develop council relationships and reporting any relevant data available (see below).
10. The collated information indicates:
 - an increase in the number of people 'living without shelter' – based on figures from around the country (eg, councils and providers)
 - a likely decrease in those living in temporary accommodation – based on service-use data (eg, TH and Housing Register data).
11. It is not possible to quantify the exact shift in these figures based on the data currently available, s 9(2)(g)(i)
12. We do not have sufficient data to draw any conclusions as to whether other categories of severe housing deprivation (see table), or total homelessness, have increased, decreased, or remained stable since the point-in-time estimates from the March 2023 Census.

Table: Severely housing deprived people by homelessness category, estimated count and prevalence rate, 2023

Type of Severe Housing Deprivation	2023 estimate of people	2023 prevalence rate per 10,000 people
Without shelter (e.g., sleeping rough, in a car, or in a tent)	4,965	10.1
Temporary accommodation (e.g., Emergency and Transitional Housing, motel, or campground)	13,796	28.0
Sharing another household's dwelling due to no other place to live (e.g., couch surfing)	24,768	50.3
Uninhabitable housing lacking one or more basic amenities such as electricity	68,967	140.0
Total	112,496	228.3

Source: The National Collective of Independent Women's Refuges, 2023 Census

Note: Due to rounding, individual figures may not always sum to the stated total(s). Women's Refuge dwellings are not identifiable using census data.

Some figures in this table differ from those in Aotearoa Data Explorer tables. These figures include Women's Refuge data and estimates for children living in non-private dwellings (see [Severe housing deprivation \(homelessness\) estimates – updated methodology: 2023 Census](#))

13. Data was collated from the same sources that informed the December Homelessness Insights report, as well as data from other government agencies and councils (see Annex B).
14. We have analysed the data to pull out themes and tell a story, focusing on where we have numbers.
15. While not all the data and information collated can be included in the Homelessness Insights report, a long-form draft document has been shared with HUD and MSD colleagues to inform their work. A detailed list of information collated but not included in the current mock-up can be found in Annex A.

Improving data and insights

16. None of the reported individual figures is a robust measure of total homelessness on its own, however each provides a small part of the story.
17. It is not possible to determine the extent to which changes described in this report reflect existing trends and broader economic and social contexts (e.g., unemployment) or are attributable to policy changes. Improved data and evidence on homelessness and further monitoring is required if we are to robustly understand trends, prevalence and absolute numbers experiencing severe housing deprivation.
18. We are continuing to engage agencies about research, data and insights that may help to reduce known data gaps.
19. We are working with SIA to progress an estimate of housing insecurity using the Stats NZ Integrated Data Infrastructure. We hope to progress this work further with them from July.
20. Given the Future Census work by Stats NZ, and the current uncertainty regarding future estimates of severe housing deprivation, we are working with Stats NZ to inform their work in this space.
21. We recently became aware of a survey of councils that includes questions regarding homelessness, s 9(2)(g)(i) . We are following up on this to understand what might be available and whether we can access it. We don't anticipate this being available for the June report.

Release

22. We recommend that HUD proposes to the Minister of Housing, and Associate Minister of Housing that this report be proactively released.
23. The December Homelessness Insights report was OIA'd by more than one requestor and subsequently released via the HUD website.
24. Through our engagements to collate data and information for this report there has been interest in seeing the compiled report. Given this, we expect to receive several requests for it to be released once finalised.

25. Proactively releasing the report will allow HUD to front foot the narrative.

Next steps

We request your discussion and feedback when we meet on 27 May.

26. We are in the process of collating feedback from reviewers to inform the final content for the report. The report will be refined and receive a final quality assurance check.

27. The report will be distributed for a final MSD and HUD review from 3 to 13 June. Following this any final changes will be made.

28. Final sign-off of the report sits with the Deputy Chief Executive System Insights and Governance.

29. The report is due to be delivered, with an accompanying Aide Memoire on 26 June.

30. Should you support proactive release, we propose this be done within six weeks of the Associate Minister receiving the report.

Annexes

Annex A: Data analysed for the report

Annex B: Summary of engagement

Annex C: Draft June Homelessness Insights report – see [25_05_22 Mock up.pdf](#)

Annex A: Data analysed for the report

Topic	Included in the A3 mock-up	Other breakdowns available
Severe housing deprivation	• Living without shelter breakdowns • Placeholders for data describing usual residence a year prior and household composition.	
People serving time in the community	• National estimate	• Estimates by region for March 2024 and March 2025
Council and provider figures	• All available	
Mental health and addictions	• National numbers homeless in 2024 compared to 2023. • Number of bednights of those who were homelessness.	• Māori • Graph of bednights
Oranga Tamariki	• Key findings from narrative reports	
HUD Outreach services	• Living situation • Reason for homelessness	• Demographics
Emergency housing	• Reasons for declines • Applications and declines • Ratios of grants to declines for total, Māori and Pacific peoples • Spell length • First spell • Exits	• applications and declines for people aged under 30 years. • Household composition
Social Outcomes Contracting		High-level information

Topic	Included in the A3 mock-up	Other breakdowns available
Transitional housing	• Primary reason for needing TH • Exits	• Information describing places • Household composition • Length of stay • Numbers entering and exiting • Composition of households exiting
Housing register	• Decrease in numbers • Regions with largest and steepest decreases • Living situation	• Age group • Ethnicity • Household composition • Exits from the register, where not housed in social housing
Housing First	• Waiting to be housed: • Duration homeless • Episodes homeless • 65+ years • Māori and Pacific peoples	• CHP vs KO and other properties • Time to house and time in service • Age group • Ethnicity
Broader societal impacts	• Unemployment • Population growth • Residential construction • Interpersonal violence • Family offences • Methamphetamine consumption	

Annex B: Summary of engagement

Organisation	Notes
Porirua City Council, Kāpiti Coast District Council, Christchurch City Council, Hutt City Council, Auckland Council, Tauranga City Council, Dunedin City Council, Wellington City Council, Rotorua Lakes Council, Hamilton City Council, Whangārei District Council.	Seeing increased numbers of people living without shelter, providing data where possible. A national council network has been initiated, we have been invited to present at this, regarding the data that would be helpful to inform our work. s 9(2)(g)(i)
Ara Poutama Aotearoa – Department of Corrections	s 9(2)(g)(i)
Oranga Tamariki	Provided qualitative data from narrative reports. Hope to provide quantitative data regarding the number of people they are paying to support in emergency housing for the next report.
NZ Police	Have limited data regarding housing-related referrals through their AWHI system – a tikanga-based voluntary referral system. Referrals are made to local wellbeing service providers in the areas of mental health, family wellbeing and addiction services, driver licencing, accommodation, budget assistance and care for older people.
MSD	We have included staff from Insights, Policy and Delivery-related areas of MSD in informing our data requests and reviewing the content and narratives. MSD are undertaking analysis of their administrative data to better understand housing insecurity, this work is still in progress.
MBIE	Data sought to monitor any changes since RTA changes came into force 30 January does not yet indicate any significant impact on homelessness.

Organisation	Notes
Te Puni Kōkiri	Do not have any regular reporting data pertinent to this kaupapa, however will continue to provide any relevant information that may arise.
Te Whatu Ora	Homelessness related codes are available for clinicians to use for Emergency Department patients; however, these are only recorded if the clinician thought it was directly relevant to the person's presentation and it's currently likely to be a significant undercount. Likewise, information as to whether a patient has an address or not also appears to be a significant undercount, however the trend may be indicative. Accommodation status is asked and recorded of people who access mental health and addictions services. Data has been requested, but not yet received, regarding hospitalisations.
Community Housing Aotearoa, Auckland Housing First Collective, The Salvation Army	Concerned regarding a repeat of winter 2016 (when EH-SNGs were initiated). Providing their own report to Ministers.
The University of Otago – Nevil Pierse	Working with three providers to pilot a survey of new contacts, this includes data regarding engagement with MSD. Preliminary data likely to be available for the December report.
Christchurch City Mission, Downtown Community Ministry (DCM), Christchurch Methodist Mission, Ōtepoti – Dunedin Whānau Refuge, The People's Project.	Providing data where possible.
SIA	Collaborating on a measure of housing insecurity using the IDI.
Coalition to End Women's Homelessness	Developing a gender analysis tool.

June Homelessness Insights Report available at [www.hud.govt.nz/
documents/homelessness-insights-report-june-2025](http://www.hud.govt.nz/documents/homelessness-insights-report-june-2025)

Senior Leadership Team Meeting Agenda Tuesday 27 May 2025

Chairperson:		Jo Hughes	Governance:		Richard West
Members:		Brad Ward, Colin Lynch, Jessica Smith			
Apologies:		Jo Hogg			
Delegate(s):		Malo Ah-You			
Attendees:		Item 4: James Gavey Item 5: James Gavey Item 6: Eleisha Hawkins, Joseph Winton, Miranda Devlin, Rebekah Hood, Laura Miller, Kate Reid Item 7: Jessica Garland Item 8: Emily Scarlett			
Date/Time:		Tuesday 27 May, 09.30 am – 12.00 pm			
Room:		Room 9.03			
Item	Time	Topic	Supporting Material	Action	Lead/s
Administration & Welcome / Karakia					
1	Out of Scope				



	Context sharing				
2	Out of Scope				
3					
	Items for Discussion				
4	Out of Scope				
5					
6	11.00 – 11.30 am <i>30 minutes</i>	Draft Homelessness Insights Report	<i>Paper</i>	Discuss	Eleisha Hawkins, Joseph Winton, Miranda Devlin, Rebekah Hood, Laura Miller, Kate Reid
7	Out of Scope				
8					
	Closing Karakia				
	Out of Scope				



BLANK PAGE



SENIOR LEADERSHIP TEAM MEETING MINUTES

Members: Jo Hughes, Brad Ward, Jessica Smith
Jo Hogg, Colin Lynch
Apologies: Malo Ah-You (delegate), Colin Lynch
Delegates: Hilary Joy
Attendees: Item 6: Eleisha Hawkins, Joseph Winton,
Miranda Devlin, Rebekah Hood, Laura
Miller, Ariel McLean-Robinson

Governance: Richard West
Date: Tuesday 27 May 2025
Time: 09.30am – 12:00pm
Venue: Room 9.03 (WLG)
Security:

6.0 Draft Homeless Insights report

The Senior Leadership team:

- **Discussed** the Draft Homelessness Insights report (annex C) and provided positive feedback on the product and work to date.
- **Noted** the report took the same structure as the December report but with a greater focus on the population without shelter.
- **Noted** the difficulty of breaking down the population without shelter further into cohorts due to the inaccessibility of this data.
- **Requested** the key messaging in the report to be clearer about the difficulty in breaking down population data into cohorts, as per the point above.
- **Requested** the key messaging in the report to provide a narrative on what we do know about cohorts of the population without shelter based on census 23 data (e.g., predominantly single adults) and, from engaging with councils and stakeholders to develop this report, HUD does not have reason to believe this representation has shifted (e.g., to predominantly Rangatahi and Whānau).
- **Requested** the key messaging in the report to give a stronger narrative about the ballpark likely scale of the increasing population without shelter and also about the difficulty attributing this to any single cause.
- **Requested** the key messaging in the report to highlight that HUD knows where 86% of those leaving EH are going (the housing situation remains unknown when exiting EH has reduced to 14%).
- **Requested** a discussion takes place with Te Matapihi on the key messages of the report to incorporate their perspective – Jessica Smith committed to having this kōrero when she and Malo meet with Te Matapihi next week.
- **Requested** SIS and Policy develop a stronger narrative in the report (key messaging or a stand-alone tile) highlighting the support mechanisms in place and pipeline of work that could support this population, culminating in the context of how the agency is interpreting the data to work towards better outcomes (the “so-what”).
- **Requested** for the group to come back to SLT in two weeks (10 June) to present an updated draft report.
- **Agreed** to provide advice to the Minister to proactively release the Homelessness Insights Report once it is finalised and **noted** this will set a precedent for future reports.
- **Noted** Policy have the Reset of Housing Supports work underway and this will provide advice on any adjustment to government interventions to help ensure the response is proportionate to the situation.

Senior Leadership Team Meeting Agenda Tuesday 10 June 2025

Chairperson:		Jo Hughes	Governance:		Richard West
Members:		Brad Ward, Colin Lynch, Jo Hogg, Jessica Smith			
Apologies:		None			
Delegate(s):		N/A			
Attendees:		Item 4: Hilary Joy, Fiona McCarthy, David Hermans, Nick McNabb Item 5: Eleisha Hawkins, Joseph Winton, Miranda Devlin, Rebekah Hood, Laura Miller, Ariel McLean-Robinson, Jeremy Steele Item 6: James Gavey, Richard D'Ath			
Date/Time:		Tuesday 10 Jun, 10.00 am – 12.30 pm			
Room:		Room 9.03			
Item	Time	Topic	Supporting Material	Action	Lead/s
Administration & Welcome / Karakia					
1	Out of Scope				



Context sharing					
2	Out of Scope				
3					
Items for Discussion					
4	Out of Scope				
5	11.10 – 11.40 am <i>30 minutes</i>	Homelessness Insights Report	<i>Paper</i>	Discuss	Eleisha Hawkins Joseph Winton Miranda Devlin Rebekah Hood Laura Miller Ariel McLean-Robinson Jeremy Steele
6	Out of Scope				
7					
Closing Karakia					
Out of Scope					



BLANK PAGE



SENIOR LEADERSHIP TEAM MEETING MINUTES

Members: Jo Hughes, Brad Ward, Jessica Smith
Jo Hogg, Colin Lynch

Apologies:

Delegates:

Attendees: Item 5: Eleisha Hawkins, Joseph Winton,
Miranda Devlin, Rebekah Hood, Laura
Miller, Ariel McLean-Robinson, Jeremy
Steele

Governance: Richard West

Date: Tuesday 10 June 2025

Time: 10.00am – 12:30pm

Venue: Room 9.03 (WLG)

Security:

5.0 Homelessness Insights Report

The Senior Leadership team:

- **Discussed** the key messages section of the report and:
 - s 9(2)(g)(i) [REDACTED]
 - **Discussed** whether reference in the fifth bullet to people living without shelter being slightly more likely to be male is needed, and if this could cause confusion for some stakeholders as there is an increasing percentage on women making up the overall homelessness cohort – final wording decision is being left with the report team.
 - **Requested** the final bullet to include examples of products available for support – noting MSD has provided similar feedback which will be incorporated.
- **Requested** the mention to “close to four in ten Housing First Clients waiting to be housed having experienced homelessness for 3 years or more” be clearer on how that timeframe is worded.
- **Discussed** the ‘Broader system insights that may be affecting homelessness’ and provided positive feedback for this new section, and **noted** the narrative aligns with what we hear from the sector on what’s contributing to living with shelter.
- **Requested** a sharper narrative in the ‘How the system is responding to Homelessness’ section, focusing on the housing solution that forms part of the response, Budget announcements for increasing housing supply, and other government programmes.
- **Noted** Māori feature highly in the stats, and HUD needs to think about this from a Tribunal perspective.
- **Requested** for the team to ensure messaging from the report and homelessness estimates section align.
- **Noted** Gateway settings as an important short-term lever to support living without shelter.
- **Discussed** feedback received from MSD on the report, most of which can be easily addressed.
- **Agreed** for Eleisha to push back on MSD feedback on the Housing Register or EH narratives and visualisation of data.
- **Noted** the Housing First Collective feedback will lead to some strengthening of messages and that they also produce a six-monthly report on Homelessness – their next report is due around the same time as HUD – key messages are likely to be aligned based on their feedback.

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent on: Tuesday, June 10, 2025 1:56:48 AM
To: Joseph Winton <Joseph.Winton@hud.govt.nz>
CC: Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Subject: FW: Review of Homelessness Insights report

Kia ora Joe,

Below is the email of feedback from MSD.

Here are my notes:

As you have noted, there are a number of suggestions where we have already made changes (I count 8 'dones'). Including the addition of specific wording in the 'response section'.

We have also noted a number of suggestions where we will review and likely make changes:

- Review and number footnotes/sources
- Placement of insufficient data message.
- Key message re: missing 14% and that some may be living without shelter.
- Add dates to Outreach section
- Potentially add SHD call-out box re: no. of young people
- Transitional housing - add some more data
- Broader systems - have another look re: rents, migration

Some things are scope/commission/direction and won't be changed:

- Focus of the report
- Section on vulnerable populations
- s 9(2)(g)(i)

Need to discuss – we think both of these tell a story:

- EH applications/declines graph.
- Housing Register graph.

Note that the 'response section' is undergoing re-wording based on feedback from SLT, this will be 'punchier' and may contain content that may be redacted from release due to awaiting decisions from the Minister/s.

We are working on getting the final wording to MSD by COP Monday 16th. Which means that we need to get sign-offs on our side on Friday morning, so any further data needs to be provided ASAP.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact

Strategy, Insights and Governance

Level 9, 7 Waterloo Quay, Pipitea, Wellington

For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a) @msd.govt.nz

Sent: Monday, June 9, 2025 5:15 PM

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; s 9(2)(a) @msd.govt.nz; s 9(2)(a) @msd.govt.nz; s 9(2)(a) @msd.govt.nz

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; MSD_Income_Housing_Insights (MSD)

<MSD_Income_Housing_Insights@msd.govt.nz>

Subject: RE: Review of Homelessness Insights report

Aroha mai,

A little extra s 9(2)(a) is your contact here.

Housing Policy Feedback

- Previous input into the structure of the report such as adding a section that discusses vulnerable populations hasn't been fully incorporated into this version of the report, and general themes of what policy raised this report could try to achieve still stand. s 9(2)(g)(i)
- The shift to primarily focussing on those without shelter and specific insights on associated supports for that cohort help clarifies scope, but our preference was for a broader discussion that uses the different homelessness indicators.
- Appreciate the addition of a section describing the system, which partially addresses our feedback requesting an addition of a section that discusses the various supports for homelessness. However, it hasn't established the relative scale and size of each support.
- 'Steady decrease' might be understated r.e. net migration trends between the peak of ~135k in October 2023 and ~26k in March 2025 – historically it looks like a sharp fall.

From: s 9(2)(a) @msd.govt.nz>

Sent: Monday, June 9, 2025 5:01 PM

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; s 9(2)(a) msd.govt.nz>; s 9(2)(a) @msd.govt.nz>

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; MSD_Income_Housing_Insights (MSD) <MSD_Income_Housing_Insights@msd.govt.nz>

Subject: RE: Review of Homelessness Insights report

Ahiahī Mārie Miranda,

Below is the feedback from MSD on the revised draft.

s 9(2)(a) will be the best contact for SD feedback, and myself for Insights feedback.

Overall, we felt this later draft was a much clearer story and we could see the inclusion of some of our feedback from the first round.

Particularly:

- The key focus on 'without shelter' is much clearer now, as is the difference between this and total homelessness
- There is a stronger narrative laid out in the key points, however the connection between this narrative and sections within the main text are still uncertain in places e.g. the core argument is 'when combined, data and observations from around the country are indicating an increase in the number of people living without shelter'. Each section could explain how it contributes to this point (or doesn't, if inconclusive). Story-lined headings would help with this
- TH section still feels very light on the ground
- Caveats need to be directly referenced within the text.

We may be able to send some TH referral insights over early tomorrow – as this was indicated as something HUD was interested in.

We have also provided a specific line around MSD supports which we would really like to see included in the section on systems responding to homelessness.

Specifics from Service Delivery and Insights below.

Thank you,
s 9(2)(a)

MSD Service Delivery feedback

- Key Message #1 – is there a reason why this report is focused on those living without shelter as opposed to the other categories within the homelessness definition?
The report needs to outline the plan for covering all angles of the definition used, last report was EH focus, this one is without shelter, the next one will be TH?
- Key Message #2 “...increase in number of people living without a shelter...” can we add a footnote which shows the evidence and number along with a comparison of a previously listed number of those living without shelter. This may very well be the case, the evidence is needed to strengthen the claim.
- Key Message #8 – this is a pretty bold claim – do we have anything to support an increase in availability to methamphetamine... or its link to homelessness... is this appropriate to make this connection?
- Overall there is a lack of referencing data sources to validate the claims (Caveats need to be directly referred to)
- Key Message #6 “... Insufficient data ... Homelessness increased ...” link this one up with Key message #2, separately it looks like a contradiction,
- 2023 shelter estimates – has come from the census? Make clear
- Observations from the sector – who is Pars? What is their role – need to provide this context
- MHA – preliminary data – where has the data come from?
- Rangatahi – was this data supplied by OT?
 - This whole section feels like it might have been obtained through discussion, however implies data? – if so add the mini box that is in the sections which have findings resulting from discussions rather than raw data
- Transitional housing section is very light
 - What are the numbers, how have they changed?
 - Number of properties occupied, how has that changed?
 - Average length of stay, has this changed
 - Where are the other 40% going?
- Housing first section, talks in percentages and then has one in actual figures, if doing this then we need the overall number for context.
- Broader system insights
 - Mention data sources
- System responding to homelessness
 - MSD supports in place not mentioned. Please add into the section:
“MSD continues to offer a range of services, packages and supports which clients can access to help with housing instability. These include community navigators, housing brokers and ready to rent courses. There are also financial supports available to help people access and sustain suitable accommodation”

Income and Housing Insights feedback

Key messages

- Definition of homelessness much clearer, as is decided focus on without shelter.
- Link (or strength of link) between methamphetamine and rough sleeping/ homelessness trends unclear. Danger of playing into ‘deserving/undeserving poor’ narratives.
- HUD and MSD service-use data point should come after the one beginning 'We have insufficient data to draw any conclusions as to whether other categories of homelessness...' because this is a subpoint/evidence demonstrating the wider point.
- Some points should be rearranged around their main point – s 9(2)(g)(i)

This percentage has got smaller because of better data collection. Or, a reduction of people living in temporary accommodation could mean an improvement however because we're not sure where some of the people exiting end up, we can't be sure of this.

Common themes

- Mention of cross agency groups collaborating - is this saying they are or they should be?

2023 living without shelter

- This is from the census, right? Could the source be repeated here to make it obvious?

HUD funded and Housing First

- These figures are over what time period? Has this changed?

Mental health

- There is an increase in the number of people receiving services overall, which should be made clearer (it's the proportions of those who are homeless that is the important bit)

Rangatahi

- Increasingly difficult to access EH isn't the same as more people seeking it – is the point here that there are extra challenges faced by rangatahi which are not adequately addressed by EH or other assistance?
- Could this section be linked to other evidence, e.g. are young people disproportionately affected by homelessness?

Emergency Housing

- The graph is misleading. It is not clear what the squiggly line is conveying, and it looks like the number of applications plummeted in March 2024.

Placing the proportion of declines on the same graph as the number of applications also makes the declines look far greater than applications. This could be rectified by showing a numbers perspective of the declines, in columns beside the applications.

- The data caveats in the back are not connected to the specific lines of text they need to be referencing. Numeric references would fix this. It is important for many of the paragraphs in this section. The current design makes identifying the relevant caveats for any given point difficult.
- Still not sure what point is being made - what does an increase in declines mean? - for either definition of homelessness?

Transitional housing

- Still light on the ground – needs application/declines info as well. We may have some insights on this to hand shortly which you could add in.

Housing register

- The graph included risks readers drawing inappropriate inferences. It is not currently explained in the text, the story the reader is supposed to draw from it is unclear, and insights from this data have significant limitations which are not acknowledged.

It would be better to briefly explain a particular trend within the text -e.g. that the proportion of those 'without shelter' who entered the register increased by xx percent, or the similar drop in TH, and connect to how this aligns with trends elsewhere. This would make the connection to your overall narrative clearer instead of the data being presented as telling a story by itself – which it doesn't yet, without us digging in further. [Recommending removal of graph and replacement with textual narrative].

Key limitations to the data include:

- s 9(2)(g)(i) (clear from looking at register status prior to EH entry). We don't know how this is biased toward different living situations.
- Register trends are also impacted by register management, which can affect the composition of register entries (particularly significant given the recent drop in Reg)

- The previous version of this section highlighted homelessness as reason declining, this version highlights without shelter living situation at time of entry increasing – appears to make the opposite point. Without thesis statement/argument it is unclear.

Broader system insights

- Do we not have more recent data on rents?
- s 9(2)(g)(i)

- What happened to the 'no fixed abode' corrections stuff (aside from in the themes from councils bit)? I thought there was actual data on this?

Data caveats

- Point 1 under 'Regarding exits from EH' section looks incorrect. What it says it is not possible to do sounds like exactly what we have provided – whether people have accessed other housing services or returned to EH up to 60 days following their EH spell end.

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Sent: Thursday, June 5, 2025 4:48 PM

To: s 9(2)(a) <[REDACTED]@msd.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Subject: RE: Review of Homelessness Insights report

Kia ora anō,

Please find attached an updated version of the report, the main section that is different in this version is the “How the system is responding” section on p.4.

A reminder that any comments are needed **by 9am Tuesday 10 June**.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact

Strategy, Insights and Governance

Level 9, 7 Waterloo Quay, Pipitea, Wellington

For data requests contact: hud.insights@hud.govt.nz

[IN-CONFIDENCE]

From: Miranda Devlin

Sent: Tuesday, June 3, 2025 2:58 PM

To: s 9(2)(a) <[REDACTED]@msd.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Subject: Review of Homelessness Insights report

Kia ora kōrua,

Please share this with colleagues.

Thank you for the feedback that was sent through and meeting and sharing with us directly as well. The report has changed somewhat since you last saw it, informed by your feedback, as well as colleagues from HUD.

Please find attached the most recent draft report. HUD SLT discussed and provided feedback on the report regarding the key messages and adding in a ‘so what’ section – see the newly drafted section on page 4.

We invite you to review the updated report, with a focus on each of the sections: the key messages, page 3, the newly drafted “How the system is responding” section, and the data caveats.

Please ensure any feedback is provided back to us **by 9am Tuesday 10 June** – this will allow us to ensure we can reflect on your feedback when we meet with SLT that day.

A revised version of the report will be provided back to you by 16 June for approval of any MSD-related text by Thursday 19 June.

Thank you again for your earlier feedback, broadly we noted:

- the need to look at the broader population experiencing homelessness to potentially inform policy advice on broader interventions for these issues
 - We are comfortable with the focus on the harder end for this product given the direction we've received, its purpose and the HUD resource available. We note significant challenges in sourcing data regarding populations sharing someone else's private dwelling, or living in uninhabitable housing.
- concern regarding the robustness of individual data points
 - We've added in a caveat and clearer descriptions to make the limitations regarding these clearer.
- concern regarding the strong focus on EH, given the small numbers involved and that there should be a stronger focus on TH, with this higher up
 - We're comfortable with the balance, noting this work came out of the EH Delivery Plan.
- pleased to see the inclusion of health and justice insights, would love to see more on rental affordability and availability, tenure length and other such macro factors.
 - Have added rental inflation and availability insights, note that we have other tools monitoring the wider housing system, such as the Housing Market Update.

More specifically, we've:

- pulled the definition to the front and highlighted it
- revised the key messages and findings
- added to and revised the caveats
- highlighted the vulnerability of those sharing someone else's private dwelling
- re-configured the EH section, using your wording regarding reasons, re-framed ethnic group differences, amended the exits graph to reflect the decrease in numbers
- removed the Housing Register reasons graph as discussed, updated the living situations graph to be consistent with previous report
- added a point regarding priority one
- clarified regarding increase in MHA numbers.

We note there is some discussion between the HUD Data and Products team and MSD Income and Housing Insights regarding the analysis of TH data including ethnicity, referrals and declines. We hope to be able to draw on this for the next report.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team

Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz



www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea,

Wellington



Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. The Ministry of Social Development accepts no responsibility for changes made to this message or attachments after transmission from the Ministry.

From: [Miranda Devlin](#)
To: [Huriwai Paki \(Guest\)](#)
Cc: [Darashpreet Johal](#); olivia.burnett@parliament.govt.nz; [Ministerial Services](#); [Eleisha Hawkins](#); [Emily Shrosbree](#); [Ariel McLean-Robinson](#); [Bronwyn Lauten](#)
Subject: HUD2025-007240 Homelessness Insights – June 2025
Date: Thursday, 26 June 2025 1:08:00 pm
Attachments: [image001.png](#)
[image003.png](#)
[image005.png](#)
[image007.jpg](#)
[HUD2025-007240 Homelessness Insights – June 2025.docx](#)
[HUD2025-007240 Homelessness Insights – June 2025.pdf](#)
[HUD2025-007240 Homelessness Insights – June 2025 Annex A.pdf](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.jpg](#)

Kia ora Huriwai,

Attached is the June Homelessness Insights report and related briefing (in both .pdf and .docx formats).

I note that Eleisha would like to be present when this report is discussed, and she will be on leave next week.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team

Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington



Briefing

HOMELESSNESS INSIGHTS – JUNE 2025			
To Minister	Hon Tama Potaka	Portfolio	Associate Minister of Housing
CC Minister	Hon Chris Bishop	Portfolio	Minister of Housing
Date	26/06/2025	Priority	Routine
Tracking number	HUD2025-007240		
ACTION SOUGHT			
Action sought	Note the findings and ongoing work to monitor homelessness. Agree to the report being released on the HUD website.		
Deadline	19/07/2025		
CONTACT FOR DISCUSSION			
Name	Position	Telephone	1st contact
Eleisha Hawkins	Acting Deputy Chief Executive Strategy, Insight and Governance	s 9(2)(a)	✓
Miranda Devlin	Senior Advisor, Strategy and Impact	04 832 2469	
OTHER AGENCIES CONSULTED			
Ministry of Social Development (MSD)			



RECOMMENDED ACTIONS

It is recommended that you:

- | | | |
|----|---|-----------------------|
| 1. | Note the content and findings of the June Homelessness Insights report. | <i>Noted</i> |
| 2. | Agree to the release of the June Homelessness Insights report via the HUD website. | <i>Agree/Disagree</i> |
| 3. | Note we are continuing to improve how we monitor homelessness. | <i>Noted</i> |
| 4. | Note the next Homelessness Insights report is planned for December 2025. | <i>Noted</i> |

Eleisha Hawkins
**Acting Deputy Chief Executive,
Strategy, Insight and Governance**
26 / 06 / 2025

Hon Tama Potaka
Associate Minister of Housing
..... / /



Purpose

1. To provide the second iteration of the six-monthly Homelessness Insights report (Annex A).
2. To seek your approval to release the June Homelessness Insights report via the HUD website.

Background

3. As part of monitoring progress toward the Government Target to reduce the number of households in Emergency Housing, HUD is required to report on the potential unintended consequences. One of the key risks identified is the potential for increases in homelessness.
4. Robust estimates of severe housing deprivation are available from Census every five years. However, their infrequency does not enable more regular monitoring of shorter-term trends. To facilitate this, a range of data and observational reports from around the country are collated and analysed.
5. The first six-monthly report on monitoring homelessness, the Homelessness Insights report, was collated and delivered in December 2024 (HUD2024-005837).

Data from around the country indicates an increase in the number of people living without shelter

6. The June Homelessness Insights report has a focus on people living without shelter.
7. The report includes:
 - a. insights from the March 2023 Census estimates of those living without shelter
 - b. quantitative data from:
 - i. councils and providers around the country
 - ii. Government agencies, including: Te Whatu Ora, the Department of Corrections, MSD and HUD
 - c. qualitative data from Oranga Tamariki, as well as councils and providers around the country
 - d. broader system insights describing other factors that may affect homelessness
 - e. a description of how the system is responding to homelessness
 - f. recent relevant research and reports.
8. Separate to this, Annex B provides some data regarding selected services available around the country.



9. Collated information from councils and providers around the country indicates an increase in the number of people 'living without shelter'.
10. It is not possible to quantify the exact shift in this figure based on the data currently available, however it appears to be greater than our 3 percent population growth. It is not possible to determine the extent to which this change is attributable to policy changes or simply reflects existing trends and broader economic and social contexts.
11. HUD and MSD service-use data indicates a likely decrease in the number of people living in temporary accommodation, however we do not currently have further information on this group from other sources to support this finding.
12. We do not have sufficient data to draw any conclusions as to whether the number of people sharing someone else's private dwelling or those living in uninhabitable housing, or homelessness overall, have increased, decreased, or remained stable since the point-in-time estimates from the March 2023 Census.

We are responding to the increase

13. While any increase of homelessness is unfavourable, HUD remains focused on fixing the underlying issues with the broader housing system, including:
 - a. enabling efficient land markets to increase supply, through the Going for Housing Growth programme
 - b. s 9(2)(f)(iv)
 - c. the reset of housing and support programmes.

Improving data and insights

14. None of the reported individual figures is a robust measure of homelessness on their own, however each provides a small part of the story.
15. The modernised approach to Census will significantly impact the timeseries of severe housing deprivation estimates. If we are to robustly understand trends, prevalence, and absolute numbers going forward, we need improved data and evidence on homelessness. Given this, we are continuing to progress these critical activities:
 - a. Actively engaging and working with Stats NZ to support robust collection and analysis of housing-related data, such as dwellings.
 - b. Engaging agencies about research, data and insights that may help to reduce known data gaps.
 - c. Working with SIA to progress an estimate of housing insecurity using the Stats NZ Integrated Data Infrastructure. We hope to progress this work further with them from July.



16. Reviewers have noted the absence of data in the Homelessness Insights report regarding 90-day no-cause evictions. It is too early for the data to indicate whether the policy changes made in January have resulted in a higher number of evictions, however we will continue to monitor the data.

Release

17. We propose the Homelessness Insights report be released via the HUD website.
18. The December Homelessness Insights report was requested through the Official Information Act by multiple requestors and subsequently released via the HUD website.
19. Through our engagements to collate data and information for this report there has been interest in seeing the compiled report. Given this, we expect to receive several requests for it to be released once finalised.
20. Proactively releasing the report will allow HUD to front foot the narrative.

Other data-related work the sector is undertaking

21. Interim findings from a 10-week Entry Point Survey Pilot of new people providers interact with show that 90 percent of participants had interacted with MSD in the past year, with 76 percent seeking housing support and 46 percent being declined emergency or transitional housing. Additionally, 38 percent were currently unsheltered, 25 percent were temporarily staying with friends and family, and those previously homeless were 3.6 times more likely to be currently homeless.
22. The Entry Point Survey Research pilot project involves four providers across New Zealand - Christchurch Methodist Mission, DCM, Link People and Whatever it Takes, with oversight and guidance from Dr. Nevil Pierse (University of Otago).
23. The Auckland Housing First Collective and partners are continuing to further discuss and agree 'Solutions' to "The truth behind New Zealand's housing crisis" that they presented at the Homelessness Summit in April.
24. In December 2024 you received a report produced by the Salvation Army on behalf of a number of groups working in the homelessness sector. We understand you'll receive another report from this group in June or July.

Next steps

25. We will continue to meet and work with SIA, Stats NZ, MSD and other government agencies, as well as councils and provider entities to strengthen our understanding and improve our ability to monitor homelessness.
26. The next Homelessness Insights report is planned for December 2025.



27. Should you agree to release the June Homelessness Insights report via the HUD website, we will work with your office regarding any necessary redactions from the report, as well as appropriate proactive and reactive communications.

Annexes

Annex A: Homelessness Insights: June 2025

Annex B: Selected services available around Aotearoa New Zealand



Annex A: Homelessness Insights: June 2025

Document available at www.hud.govt.nz/documents/homelessness-insights-report-june-2025

Annex B: Selected services available around Aotearoa New Zealand as at end of May 2025

LOCATION	HOUSING FIRST	RAPID REHOUSING	TRANSITIONAL HOUSING	
	Participants	Participants	Contracted Places	Available Places*
Far North District	188	0	126	50
Whangarei District	117	123	132	17
Auckland Super City	2,064	680	2,679	152
Hamilton City	181	98	572	59
Tauranga City	100	32	173	32
Rotorua District	204	66	224	14
Gisborne District	0	46	111	9
New Plymouth District	0	0	56	11
Whanganui District	0	0	27	s 9(2)(a)
Central Hawke's Bay District	0	0	23	
Masterton District	0	0	46	
Wellington City	344	0	250	
Nelson City	57	0	73	s 9(2)(a)
Tasman District	0	0	12	6
Christchurch City	326	s 9(2)(a)	482	32
Dunedin City	0	0	101	20

* Available Places for Transitional Housing reported here measures the total number of Transitional Housing places that, according to the placement and place status data provided via THVMT, did not have a household occupying that place as at the end of the reporting month, and were not unavailable or other. Please note this is not the usual metric used for public reporting on the programme. Figures are based on provider reporting, which may be revised and updated as more reports are received. Contracted and Available Places are not applicable for Housing First and Rapid Rehousing. Figures are based on provider reporting, which may be revised and updated as more reports are received.

Please note the 1,970 Housing First clients figure cited below was incorrect. The corrected figure was included in the final June Homelessness Insights Report

From: [Miranda Devlin](#)
To: [Emily Shrosbree](#); [Kate Reid](#); [Helen Cox](#)
Cc: [Ariel McLean-Robinson](#)
Subject: FW: Questions on Homelessness Insights - June 2025 CRM:0736227
Date: Wednesday, 2 July 2025 11:30:55 am
Attachments: [image001.png](#)
[image003.png](#)
[HUD2025-007240 Homelessness Insights – June 2025.pdf](#)
[image005.png](#)
[HUD2025-007240 Homelessness Insights – June 2025.docx](#)
[image007.jpg](#)
[HUD2025-007240 Homelessness Insights – June 2025 Annex A.pdf](#)
[image004.png](#)
[image008.jpg](#)
[image002.png](#)
[image006.png](#)

Kia ora koutou,

FYI – looks like it'll be a policy response, but I imagine some data will be needed re: HF and HF waiting to be housed.

Ngā mihi,

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Ministerial Service Workflow <MSworkflow@hud.govt.nz>
Sent: Wednesday, July 2, 2025 10:34 AM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Subject: FW: Questions on Homelessness Insights - June 2025 CRM:0736227

FYI

----- Original Message -----

From: Bronwyn Lauten <bronwyn.lauten@parliament.govt.nz>;
Received: Wed Jul 02 2025 10:21:01 GMT+1200 (New Zealand Standard Time)
To: Rebekah Hood <rebekah.hood@hud.govt.nz>; Laura Miller <laura.miller@hud.govt.nz>; Laura Miller <laura.miller@hud.govt.nz>; Rebekah Hood <rebekah.hood@hud.govt.nz>;
Cc: Jeremy Steele <jeremy.steele@hud.govt.nz>; Jo Hogg <jo.hogg@hud.govt.nz>; Eleisha Hawkins <eleisha.hawkins@hud.govt.nz>; Jo Hughes <jo.hughes@hud.govt.nz>; Libby Nesus <nesusl@parliament.govt.nz>; Olivia Burnett <olivia.burnett@parliament.govt.nz>; Jo Hughes <jo.hughes@hud.govt.nz>; Ministerial Services <ministerial_services@hud.govt.nz>; <ministerial_services@hud.govt.nz>;
Subject: Questions on Homelessness Insights - June 2025

Kia ora kōrua

Apologies I'm not sure which of your teams would be best placed to lead this. Grateful if you could discuss and let me know.

By **COP Monday 14 July** can I please have an aide memoire on the following issues:

- With reference to the section of the report titled 'Observations from the sector', information on HUD's view about private landlords pulling out of Housing First and increasing insurance rates for CHPs to house tenants with complex needs. Do we have any other info to support the observations from the sector? How big is the problem? Are we doing anything, or have we been thinking about how to address, these issues? What, if any, links are there to the work we are doing re. reset of access and support services?
- With reference to the section on 'Housing First – waiting to be housed' – do we have any more context for the figure re. 1,970 housing first clients waiting to be housed? I'm assuming from a time series perspective, this will be high but would be good to confirm. Also, do we have any info about the rate of people graduating from the programme? Again, any link to the reset work, and incentives for providers to support people to graduate from the service?

Timeframe negotiable.

Happy to discuss.

Bronwyn

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Thursday, 26 June 2025 1:09 PM
To: Huriwai Paki <Huriwai.Paki@parliament.govt.nz>
Cc: Darashpreet Johal <Darashpreet.Johal@parliament.govt.nz>; Olivia Burnett <Olivia.Burnett@parliament.govt.nz>; Ministerial Services <Ministerial_Services@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>; Ariel

McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Bronwyn Lauten <Bronwyn.Lauten@parliament.govt.nz>

Subject: HUD2025-007240 Homelessness Insights – June 2025

Kia ora Huriwai,

Attached is the June Homelessness Insights report and related briefing (in both .pdf and .docx formats).

I note that Eleisha would like to be present when this report is discussed, and she will be on leave next week.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team

Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz



www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Graphical user interface, website   Description automatically generated



Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited.

Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Attachments can be found in document 12 - *HUD2025-007240*
Homelessness Insights – June 2025

From: [Kate Reid](#)
To: [Eleisha Hawkins](#); [Miranda Devlin](#); [Emily Shrosbree](#); [Ariel McLean-Robinson](#)
Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report
Date: Friday, 4 July 2025 9:02:00 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)

Hi, Ariel can give you the details, but as an overview:

- Miranda got onto it right away and contacted MSD about the request. I think (but Ariel may correct me) that the additional EH content is likely to be incorporated in the updated AM rather than the report itself
- Miranda and Ariel have revised some of the graphs and you will see a revised and reformatted version of the report and accompanying AM soon

From: Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>
Sent: Friday, 4 July 2025 8:03 am
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Cc: Kate Reid <Kate.Reid@hud.govt.nz>
Subject: Re: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Thanks Miranda - I note you have an out of office today but maybe [@Ariel McLean-Robinson](#) or Kate can give me an update on where we are at with these requests? I wonder if some should form part of another aide mem or reporting, rather than in here directly. Have MSD been engaged yet?

Cheers, E

Eleisha Hawkins ([she/her](#))

Acting Deputy Chief Executive | Strategy, Insight and Governance
eleisha.hawkins@hud.govt.nz | Mobile: s 9(2)(a)

 www.hud.govt.nz | Level 7, 7 Waterloo Quay, Wellington

Executive Assistant | Manisha.Johnstone@hud.govt.nz



From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Tuesday, July 1, 2025 2:54 PM
To: Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Cc: Kate Reid <Kate.Reid@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>
Subject: FW: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

MSD were not keen on having a larger EH section.

I expect we will need extra space to include the requested content. I suggest we urgently seek the content from MSD.

We assume the new EH content will take up a quarter of a page and ask Nitika to start some reformatting based on this.

Feedback	Person/agency responsible	Notes
Some information on why the EH decline rate has increased and there has also been a drop in applications for EH. Will require MSD input. This has led to concerns that some clients may be choosing not to apply for emergency housing, due to believing they will be declined.	MSD	Extra space needed.
Interested in insights on the emergency housing situation a year on from the gateway changes – are the changes acting as we wanted them to?	MSD HUD – Becky’s team	Extra space needed – covered in EH DP update?
Where are people going if they are declined EH? Are the gateway changes leading (or contributing) to homelessness? Are there regional differences? For example 22.5% of declines are listed as “circumstances could have been reasonably foreseen” – what are alternative options for that cohort?	MSD	Extra space needed We’ve stated that we cannot “determine the extent to which changes described in this report reflect existing trends and broader economic and social contexts or are attributable to policy changes.” Regional data not provided for report

		We note “MSD may provide other options, such as a referral to Transitional Housing, or Housing Support Products that provide financial assistance, including rent and bond support to help people access and sustain suitable accommodation.”
Is there a period in which an EH decline due to “contributing your own circumstances” resets? E.g. if someone returns (with similar circumstances) 3 or 6 months later?	MSD	Extra space needed
Generally, there should be more narrative around the graphs that were used – numeric may be better than percentages – some “are not intuitive”	HUD – Miranda/Ariel	Would be useful to understand which graphs/talk to someone re: what’s not intuitive. We have some text re: all the graphs, so prob don’t need extra space for this.
The final paper will need to go to Minister Upston – can HUD please include a rec in the paper for the Minister to sign, agreeing to pass this onto Upston and any other relevant Ministers.	HUD – Miranda/Ariel	Do we use the same HUD ref number and re-submit, or create a new one??
Annex B – information on Housing First and Rapid re-housing should be updated as it wasn’t clear. Information should include the total placements available, in the same way as for transitional housing in the same table.	HUD – Nitika and Saera	

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Libby Nesus <NESUSL@parliament.govt.nz>

Sent: Tuesday, July 1, 2025 2:03 PM

To: Ministerial Services <Ministerial_Services@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Cc: Euan Alexander <Euan.Alexander@parliament.govt.nz>; Marley Phillips <Marley.Phillips@parliament.govt.nz>

Subject: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Kia ora

The Minister and the Advisor have provided feedback on the Homelessness Insights Report, which has been outlined below. These points need to be clarified/addressed in the paper before the Minister will approve the release of the Report.

Can you please ensure that you work with appropriate MSD staff on this. The updated version of the paper is due back to the office **by 12pm Tuesday 8 July**.

Feedback or queries as a result of the Homelessness Insights Report:

- Some information on why the EH decline rate has increased and there has also been a drop in applications for EH. Will require MSD input. This has led to concerns that some clients may be choosing not to apply for emergency housing, due to believing they will be declined.
- Generally, there should be more narrative around the graphs that were used – numeric may be better than percentages – some “are not intuitive”
- Annex B – information on Housing First and Rapid re-housing should be updated as it wasn’t clear. Information should include the total placements available, in the same way as for transitional housing in the same table.
- The final paper will need to go to Minister Upston – can HUD please include a rec in the paper for the Minister to sign, agreeing to pass this onto Upston and any other relevant Ministers.
- Interested in insights on the emergency housing situation a year on from the gateway changes – are the changes acting as we wanted them to?
- Where are people going if they are declined EH? Are the gateway changes leading (or contributing) to homelessness? Are there regional differences? For example 22.5% of declines are listed as “circumstances could have been reasonably foreseen” – what are alternative options for that cohort?
- Is there a period in which an EH decline due to “contributing your own circumstances” resets? E.g. if someone returns (with similar circumstances) 3 or 6 months later?

From: [Miranda Devlin](#)
To: [Libby Nesus - Parliament](#)
Cc: olivia.burnett@parliament.govt.nz; [Ministerial Services](#); [Eleisha Hawkins](#); [Emily Shrosbree](#); [Ariel McLean-Robinson](#); [Bronwyn Lauten](#); [Joseph Winton](#)
Subject: HUD2025-007240 Homelessness Insights – June 2025 (revised)
Date: Tuesday, 8 July 2025 11:48:00 am
Attachments: [image001.png](#)
[image003.png](#)
[image005.png](#)
[image007.jpg](#)
[HUD2025-007240 Homelessness Insights June 2025 - Revised \(Signed EH\).pdf](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.jpg](#)

Kia ora Libby,

Attached is the revised June Homelessness Insights briefing and report.

Please note that in undertaking the revisions, an error was identified. This has been corrected, as at the end of March 2025 there were 985 Housing First clients waiting to be housed.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Miranda Devlin
Sent: Thursday, June 26, 2025 1:09 PM
To: Huriwai Paki (Guest)
Cc: Darashpreet Johal <darashpreet.johal@parliament.govt.nz>;
olivia.burnett@parliament.govt.nz; Ministerial Services <Ministerial_Services@hud.govt.nz>;
Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Emily Shrosbree
<Emily.Shrosbree@hud.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Bronwyn Lauten
Subject: HUD2025-007240 Homelessness Insights – June 2025

Kia ora Huriwai,

Attached is the June Homelessness Insights report and related briefing (in both .pdf and .docx formats).

I note that Eleisha would like to be present when this report is discussed, and she will be on leave next week.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team

Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Attachments can be found in document 12 - *HUD2025-007240*
Homelessness Insights – June 2025

From: [Miranda Devlin](#)
To: [Michelle Parsons](#)
Cc: [Rebekah Hood](#); [Jeremy Steele](#); [Paul Merwood](#); s 9(2)(a) ; [Ariel McLean-Robinson](#); [Emily Shrosbree](#)
Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report
Date: Tuesday, 8 July 2025 4:27:43 pm
Attachments: [HUD2025-007240 Homelessness Insights June 2025 - Revised \(Signed EH\).pdf](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image008.png](#)

Kia ora anō Michelle,

Attached is the final revised June Homelessness Insights briefing and report.

Please note that in undertaking the revisions, an error was identified. This has been corrected, as at the end of March 2025 there were 985 Housing First clients waiting to be housed.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Miranda Devlin
Sent: Monday, July 7, 2025 4:18 PM
To: s 9(2)(a) @msd.govt.nz>
Cc: Rebekah Hood <Rebekah.Hood@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>; s 9(2)(a) @msd.govt.nz>; s 9(2)(a) @msd.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Many thanks for the super-quick turnaround Michelle! Much appreciated!

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a) @msd.govt.nz>
Sent: Monday, July 7, 2025 4:15 PM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Cc: Rebekah Hood <Rebekah.Hood@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>;

s 9(2)(a) @msd.govt.nz; s 9(2)(a) @msd.govt.nz; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Hi Miranda,

Our feedback attached

Regards
Michelle

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Monday, July 7, 2025 12:54 PM
To: s 9(2)(a) @msd.govt.nz
Cc: Rebekah Hood <Rebekah.Hood@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>; s 9(2)(a) @msd.govt.nz; s 9(2)(a) @msd.govt.nz; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Kia ora Michelle,

Apologies for the tight turnaround on this, can you please respond with any necessary changes **by 4pm today**. Noting these are due with our DCE for sign-out by 8.30am tomorrow morning.

As noted by Emily, there is no room for further content in the report itself, rather the provided text has been included into the briefing.

Changes to the report (which have been QA'd):

- Included very brief description of graph to EH section with reference to figure.
- Added number values to fig. 3 and re-ordered/re-coloured slightly for visibility.
- Slightly altered text in TH section, removed reference to Auckland, and added reference to the figure.
- Changed figure 5 to number of primary applicants rather than percent of primary applicants. Moved reference to figure up to where the numbers are described.

Ngā mihi,

Miranda Devlin (she/her)
Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Sent: Thursday, July 3, 2025 5:07 PM
To: s 9(2)(a) <[REDACTED]@msd.govt.nz>
Cc: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; Rebekah Hood <Rebekah.Hood@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Thanks Michelle and team, including for getting this to us within the timeline. We'll have to see how much we can fit into the report itself of what you have provided as it was getting very tight, and will come back to you on Monday with updated versions as agreed.

Ngā mihi, nā

Emily.

Emily Shrosbree (she/her)
Acting GM System Insights & Strategy
Strategy, Insight & Governance
Emily.Shrosbree@hud.govt.nz | Mobile: s 9(2)(a) <[REDACTED]>
www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington
Subscribe for updates on research and data from HUD [here](#).

From: s 9(2)(a) <[REDACTED]@msd.govt.nz>
Sent: Thursday, July 3, 2025 4:41 PM
To: Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Cc: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; Rebekah Hood <Rebekah.Hood@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>
Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Hi Emily,

Please combined feedback from our area, Service delivery and Policy below.

Ngā mihi
Michelle

Feedback

We recommend reiterating that the purpose of the homelessness report is to provide insights on homelessness as a whole, which is a complex and multifaceted issue, with Emergency Housing (EH) being just one component. It also includes people sleeping rough, staying with friends or family, living in temporary(EH, TH , CEH) or uninhabitable housing.

The Delivery Plan and Quarterly Reports for the overarching Emergency Housing target are the primary tools used to track progress across individual initiatives within the programme, including changes to the Emergency Housing gateway.

We’ve provided further insights as requested below:

Feedback	Person/agency responsible	Notes
Some information on why the EH decline rate has increased and there has also been a drop in applications for EH. Will require MSD input. This has led to concerns that some clients may be choosing not to apply for emergency housing, due to believing they will be declined.	MSD	Recommend to include in report: Following changes to the Emergency Housing Gateway there have been fewer applications for EH, as well as an increase in grants declined. Provided for extra context to Minister: On 26 August 2024, MSD introduced changes to the Emergency Housing Gateway. The Gateway changes shift EH to a more rules-based approach and ensure that emergency housing grants are targeted to those in genuine need and have met their responsibilities. MSD has reported an increase in the number of clients being declined EH. The Ministry’s practice and data capture, in respect of emergency housing, has improved. All applications now have a result recorded, providing greater transparency for clients. However, this makes it difficult to compare data pre/post implementation of the new rules for entry into

		emergency housing. Anecdotal evidence from stakeholders (Community Law, NBACG) is that ‘word on the street’ is that many people no longer approach MSD for EHGs as they think they will declined or turned away. All requests/applications for emergency housing should be assessed, the client should be informed of that outcome including their review rights. As part of the assessment MSD staff first look at alternative options for a client. This ensures their wider needs are addressed by other government and community services, including identifying alternative accommodation options, where appropriate.
Interested in insights on the emergency housing situation a year on from the gateway changes – are the changes acting as we wanted them to?	MSD HUD – Becky’s team	Recommend to include in the report: None- this feels out of scope. The Delivery Plan and Quarterly Reports for the overarching Emergency Housing target are the primary tools used to track progress across individual initiatives within the programme, including changes to the Emergency Housing gateway. Provided for extra context to Minister: The changes to the EH gateway reflected the government’s wider objectives to end large scale and long- term use of EH by ensuring it is rarely needed, and when used stays are brief and non-recurring, targeting those who have exhausted all other adequate accommodation options and met responsibilities if previously in EH, and supporting people to move quickly into suitable long-term housing.

		The number of households in emergency housing has decreased by 62%, from 1,215 in August 2024 to 456 in May 2025. Over the same period, the six-month rolling average number of grants has also declined by 76.5%. It is important to note that gateway changes are one of several initiatives contributing to the reduction in emergency housing numbers. For example, priority one placement into social housing has had a significant impact with 1,023 households being housed from EH since May 2024, which included 2,175 children. Further questions are best addressed via the Delivery Plan and Quarterly Reports for the Emergency Housing target eight workstream.
Where are people going if they are declined EH? Are the gateway changes leading (or contributing) to homelessness? Are there regional differences? For example 22.5% of declines are listed as “circumstances could have been reasonably foreseen” – what are alternative options for that cohort?	MSD	Recommend to include in the report: ● A review of EH applications declined during May 2025 shows the Ministry offered those clients the following alternative assistance: ○ 4 percent granted Accommodation Supplement ○ 12 percent received at least one Housing Support Product (HSP) ○ 49 percent received at least one hardship assistance (excludes HSP) Caveats: ○ This data only includes primary recipients of each assistance and does not include

where partners received assistance within the defined period.

- These percentages do not capture situations where a client has been declined assistance for emergency housing and their partner has applied for other MSD support (e.g. Accommodation Supplement, Housing Support Products or hardship assistance) or been referred to Transitional Housing.
- Housing Support Product includes:
 - Bond Grant (HSP)
 - Moving Costs Grant (HSP)
 - Costs (rent) in Advance Grant (HSP)
 - Tenancy Costs Cover Letter (HSP)
 - Rent Arrears Grant

- Where MSD clients have been declined emergency housing, it is important to note that they may be offered other forms of assistance such as:

- The Accommodation Supplement
- Bond Grant
- Moving Costs Grant
- Costs (rent) in Advance

		Grant ○ Tenancy Costs Cover Grant (provides assurances to potential landlords that the Ministry will pay the applicant's outstanding costs at the end of the tenancy, if those costs exceed the amount of bond paid) Provided for extra context to Minister: We've stated that we cannot "determine the extent to which changes described in this report reflect existing trends and broader economic and social contexts or are attributable to policy changes." Regional data was not provided for the report, however is available if required. Applications , grants and declines for EH do vary by region.
Is there a period in which an EH decline due to "contributing your own circumstances" resets? E.g. if someone returns (with similar circumstances) 3 or 6 months later?	MSD	Recommend to include in the report: While MSD must consider if they can meet a clients immediate emergency housing need in another way when checking if the client qualifies, legislation states that MSD may consider if the client has caused and contributed to their immediate emergency housing need. MSD can decline for this reason, but can also take into account the rest of the client's situation and choose to grant based on their circumstances. There is no requirement that MSD wait a certain amount of time after declining a grant before assessing a new application. MSD may apply its discretion to each grant to determine whether the client

		qualifies, regardless of how much time has passed. If MSD chooses to uphold its decision, then the standard review of decision rules apply.
Generally, there should be more narrative around the graphs that were used – numeric may be better than percentages – some “are not intuitive”	HUD – Insights team	MSD would also support changing declines in the EH graph to numeric as we consider this to be difficult to read and misleading for the average reader.
The final paper will need to go to Minister Upston – can HUD please include a rec in the paper for the Minister to sign, agreeing to pass this onto Upston and any other relevant Ministers.	HUD – Insights team	
Annex B – information on Housing First and Rapid re-housing should be updated as it wasn’t clear. Information should include the total placements available, in the same way as for transitional housing in the same table.	HUD – Insights team	

From: Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>

Sent: Wednesday, July 2, 2025 10:49 AM

To: Michelle Parsons <Michelle.Parsons003@msd.govt.nz>

Cc: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; Rebekah Hood

<Rebekah.Hood@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>

Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

I just spoke with Libby (HUD PS) and the MSD PS to confirm what changes are for the report vs what can be supplied in an updated briefing so we aren't unnecessarily re-designing the already squeezed 4 page report. They were pragmatic about this. I've added to the table below to confirm what is briefing edits (could be as an Appendix C if that's easiest) and what is report edits.

They also requested adding a para to the Briefing to say "You requested some changes to the Report. These have been actioned."

Hope that helps!

Ngā mihi, nā

Emily.

Emily Shrosbree ([she/her](#))

Acting GM System Insights & Strategy
Strategy, Insight & Governance

Emily.Shrosbree@hud.govt.nz | Mobile: s 9(2)(a)
www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Subscribe for updates on research and data from HUD [here](#).

From: s 9(2)(a) [@msd.govt.nz](mailto:s 9(2)(a)@msd.govt.nz)
Sent: Tuesday, July 1, 2025 4:39 PM
To: Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Cc: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; Rebekah Hood <Rebekah.Hood@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>
Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Thanks Emily will get this underway.

From: Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Sent: Tuesday, July 1, 2025 4:27 PM
To: s 9(2)(a) [@msd.govt.nz](mailto:s 9(2)(a)@msd.govt.nz)
Cc: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; Rebekah Hood <Rebekah.Hood@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>

Subject: RE: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Kia ora Michelle

See below for the feedback from our Ministers Office on the Homelessness Insights report. Please can you coordinate the input required from MSD – we’ve done a table below to show which bits HUD will cover and which we need from you.

Timeline for sign-out:

MSD input to HUD Insights team – by cob 3rd July

MSD check that what you have provided is presented ok in updated report + briefing - 7th July

HUD Insights DCE – final sign-out – 8th July

I will test with our PS whether they want the all the feedback adopted into the report itself or whether some of it can be addressed in an updated version of the accompanying briefing. If it all needs to go in the report we will have to add another page. Will let you know on that one asap.

Feedback	Person/agency responsible	Notes
Some information on why the EH decline rate has increased and there has also been a drop in applications for EH. Will require MSD input. This has led to concerns that some clients may be choosing not to apply for emergency housing, due to believing they will be declined.	MSD BRIEFING	Extra space needed.
Interested in insights on the emergency housing situation a year on from the gateway changes – are the changes acting as we wanted them to?	MSD HUD – Becky’s team BRIEFING	Extra space needed – covered in EH DP update?
Where are people going if they are declined EH? Are the gateway changes leading (or contributing) to homelessness? Are there regional differences? For example 22.5% of declines are listed as “circumstances could have been reasonably foreseen” – what are alternative options for that cohort?	MSD BRIEFING	Extra space needed We’ve stated that we cannot “determine the extent to which changes described in this report reflect existing trends and broader economic and social contexts or are attributable to policy changes.” Regional data not provided for report

		We note “MSD may provide other options, such as a referral to Transitional Housing, or Housing Support Products that provide financial assistance, including rent and bond support to help people access and sustain suitable accommodation.”
Is there a period in which an EH decline due to “contributing your own circumstances” resets? E.g. if someone returns (with similar circumstances) 3 or 6 months later?	MSD BRIEFING	Extra space needed
Generally, there should be more narrative around the graphs that were used – numeric may be better than percentages – some “are not intuitive”	HUD – Insights team REPORT	
The final paper will need to go to Minister Upston – can HUD please include a rec in the paper for the Minister to sign, agreeing to pass this onto Upston and any other relevant Ministers.	HUD – Insights team BRIEFING	
Annex B – information on Housing First and Rapid re-housing should be updated as it wasn’t clear. Information should include the total placements available, in the same way as for transitional housing in the same table.	HUD – Insights team BRIEFING	

Ngā mihi, nā

Emily.

Emily Shrosbree ([she/her](#))

Acting GM System Insights & Strategy
Strategy, Insight & Governance

Emily.Shrosbree@hud.govt.nz | Mobile: **S 9(2)(a)**

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Subscribe for updates on research and data from HUD [here](#).

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Tuesday, July 1, 2025 2:54 PM
To: Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>
Cc: Kate Reid <Kate.Reid@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>
Subject: FW: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Libby Nesus <NESUSL@parliament.govt.nz>
Sent: Tuesday, July 1, 2025 2:03 PM
To: Ministerial Services <Ministerial_Services@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Cc: Euan Alexander <Euan.Alexander@parliament.govt.nz>; Marley Phillips <Marley.Phillips@parliament.govt.nz>
Subject: Minister's Office Feedback - HUD2025-007240 Homelessness Insights report

Kia ora

The Minister and the Advisor have provided feedback on the Homelessness Insights Report, which has been outlined below. These points need to be clarified/addressed in the paper before the Minister will approve the release of the Report.

Can you please ensure that you work with appropriate MSD staff on this. The updated version of the paper is due back to the office **by 12pm Tuesday 8 July**.

Feedback or queries as a result of the Homelessness Insights Report:

- Some information on why the EH decline rate has increased and there has also been a drop in applications for EH. Will require MSD input. This has led to concerns that some clients may be choosing not to apply for emergency housing, due to believing they will be declined.
- Generally, there should be more narrative around the graphs that were used – numeric may be better than percentages – some “are not intuitive”
- Annex B – information on Housing First and Rapid re-housing should be updated as it wasn’t clear. Information should include the total placements available, in the same way as for transitional housing in the same table.
- The final paper will need to go to Minister Upston – can HUD please include a rec in the paper for the Minister to sign, agreeing to pass this onto Upston and any other relevant Ministers.

- Interested in insights on the emergency housing situation a year on from the gateway changes – are the changes acting as we wanted them to?
- Where are people going if they are declined EH? Are the gateway changes leading (or contributing) to homelessness? Are there regional differences? For example 22.5% of declines are listed as “circumstances could have been reasonably foreseen” – what are alternative options for that cohort?
- Is there a period in which an EH decline due to “contributing your own circumstances” resets? E.g. if someone returns (with similar circumstances) 3 or 6 months later?

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. The Ministry of Social Development accepts no responsibility for changes made to this message or attachments after transmission from the Ministry.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author

immediately and erase all copies of the email and attachments. The Ministry of Social Development accepts no responsibility for changes made to this message or attachments after transmission from the Ministry.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. The Ministry of Social Development accepts no responsibility for changes made to this message or attachments after transmission from the Ministry.

Attachments can be found in document 12 - *HUD2025-007240*
Homelessness Insights – June 2025

From: Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>
Sent: Tuesday, July 8, 2025 6:51 PM
To: Nicole Rennie <nicole.rennie@hud.govt.nz>; Brad Ward <brad.ward@hud.govt.nz>
Subject: FW: HUD2025-007240 Homelessness Insights – June 2025 (revised)

Kia ora both,

Hope the last few days have been good Brad

Giving you visibility of the attached update too – note the error corrected (Brad this had been one of your questions as well – let me know if you want to chat about it – essentially a data processing issue that further prompts to check again picked up).

What is great is that both Ministers/offices had questions off the back of the report. Min Potaka's office had a few questions – this content was largely reflected into the briefing and was relating to EH; plus a couple of things to make the graphs more understandable at their end, along with request to share with Min Upston. Minister Bishop had some questions that Policy are actioning in a follow-up aide-mem re observations from the sector about landlords pulling out of HF & increased insurances; and in understanding the HF waiting to be housed, an graduation from programme and linkage to reset work and incentives.

Cheers, E

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Tuesday, 8 July 2025 11:49 am
To: Libby Nesus - Parliament <Libby.nesus@parliament.govt.nz>

Cc: Olivia Burnett (Guest) <olivia.burnett@parliament.govt.nz>; Ministerial Services <Ministerial_Services@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Bronwyn Lauten <Bronwyn.Lauten@parliament.govt.nz>; Joseph Winton <Joseph.Winton@hud.govt.nz>

Subject: HUD2025-007240 Homelessness Insights – June 2025 (revised)

Kia ora Libby,

Attached is the revised June Homelessness Insights briefing and report.

Please note that in undertaking the revisions, an error was identified. This has been corrected, as at the end of March 2025 there were 985 Housing First clients waiting to be housed.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Miranda Devlin

Sent: Thursday, June 26, 2025 1:09 PM

To: Huriwai Paki (Guest)

Cc: Darashpreet Johal <darashpreet.johal@parliament.govt.nz>; olivia.burnett@parliament.govt.nz; Ministerial Services <Ministerial_Services@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Bronwyn Lauten

Subject: HUD2025-007240 Homelessness Insights – June 2025

Kia ora Huriwai,

Attached is the June Homelessness Insights report and related briefing (in both .pdf and .docx formats).

I note that Eleisha would like to be present when this report is discussed, and she will be on leave next week.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance
Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469
Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz
www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Attachments can be found in document 12 - *HUD2025-007240 Homelessness Insights – June 2025*

From: [Joseph Winton](#)
To: [Bronwyn Lauten](#); [Miranda Devlin](#); [Emily Shrosbree](#)
Cc: [Ministerial Services](#); [Eleisha Hawkins](#); [Ariel McLean-Robinson](#); [Nicole Rennie](#)
Subject: RE: HUD2025-007240 Homelessness Insights – June 2025 (revised)
Date: Thursday, 17 July 2025 9:44:36 am
Attachments: [image001.png](#)
[image010.png](#)
[image012.png](#)
[image014.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)

Kia ora Bronwyn

Here are a list of changes to the report and accompanying briefing.

Regarding changes to the Homelessness Insights report:

- Corrected the number of Housing First waiting to be housed.
- Updated second paragraph of EH section to include a short description of, and reference to, Figure 2.
- Added number values to Figure 3 and re-ordered/re-coloured slightly for visibility, included a reference in the text below to the Figure.
- Re-ordered and slightly altered the text in TH section, removed reference to Auckland from brackets, and added reference to Figure 4.
- Changed Figure 5 to number of primary applicants rather than percent of primary applicants. Moved reference to Figure 5 up to the relevant description of the numbers.

Regarding changes to the Briefing:

- Added recommendation that the briefing be forwarded to Hon Louise Upston (cover sheet rec 2)
- Para 3 is new
- New section added – Further information regarding Emergency Housing
- Para 39, have added “Any release via the HUD website will need to be in an accessible format. This means that it will be in a different format, however the content will not change.”
- Para 40 (apologies this isn’t actually numbered!) is new
- Annex B – reformatted table notes to numbered, note 1 is new, removed relevant text from the end of note 2.

Thanks

Joe

Joseph Winton ([he/him](#))
Manager, Data and Products
s 9(2)(a)

From: Bronwyn Lauten <Bronwyn.Lauten@parliament.govt.nz>
Sent: Thursday, 17 July 2025 8:49 am
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>; Joseph Winton <Joseph.Winton@hud.govt.nz>
Cc: Ministerial Services <Ministerial_Services@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Nicole Rennie <nicole.rennie@hud.govt.nz>
Subject: RE: HUD2025-007240 Homelessness Insights – June 2025 (revised)

Kia ora koutou

I'm not sure who should take lead on this request, but by 3pm today can I please have a summary of the changes between the previous version and this revised version?

Bullet points in an email will be sufficient.

Thanks

B

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Tuesday, 8 July 2025 11:49 AM
To: Libby Nesus <NESUSL@parliament.govt.nz>
Cc: Olivia Burnett <Olivia.Burnett@parliament.govt.nz>; Ministerial Services <Ministerial_Services@hud.govt.nz>; Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Emily Shrosbree <Emily.Shrosbree@hud.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Bronwyn Lauten <Bronwyn.Lauten@parliament.govt.nz>; Joseph Winton <Joseph.Winton@hud.govt.nz>
Subject: HUD2025-007240 Homelessness Insights – June 2025 (revised)

Kia ora Libby,

Attached is the revised June Homelessness Insights briefing and report.

Please note that in undertaking the revisions, an error was identified. This has been corrected, as at the end of March 2025 there were 985 Housing First clients waiting to be housed.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Miranda Devlin
Sent: Thursday, June 26, 2025 1:09 PM
To: Huriwai Paki (Guest)
Cc: Darashpreet Johal <darashpreet.johal@parliament.govt.nz>;
olivia.burnett@parliament.govt.nz; Ministerial Services <Ministerial_Services@hud.govt.nz>;
Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>; Emily Shrosbree
<Emily.Shrosbree@hud.govt.nz>; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Bronwyn Lauten
Subject: HUD2025-007240 Homelessness Insights – June 2025

Kia ora Huriwai,

Attached is the June Homelessness Insights report and related briefing (in both .pdf and .docx formats).

I note that Eleisha would like to be present when this report is discussed, and she will be on leave next week.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance
Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469
Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT
For data requests contact: hud.insights@hud.govt.nz
www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

From: [Emily Shrosbree](#)
To: [s 9\(2\)\(a\)](#)
Cc: [Miranda Devlin](#)
Subject: RE: HUD/DPMC - Discuss Homelessness Insights report
Date: Monday, 21 July 2025 4:01:00 pm
Attachments: [HUD2025-007240 Homelessness Insights June 2025 - Revised \(Signed FH\).pdf](#)
[image001.png](#)
[image002.png](#)

Kia ora Heather

Great to meet you and thanks for your questions on the Homelessness Insights report from our 9th July meeting.
Apologies in the delay in us coming back to you with this information.

Here is the requested data from Figure 4 of the homelessness insights report, which covers the reasons for entry into transitional housing from April 2024 to March 2025.

I've also attached the revised version of the June 2025 Homelessness Insights Report and accompanying briefing, which were provided to the Minister and Associated Minister of Housing on Tuesday 8 July.

The briefing contains requested additional context around Emergency Housing. Changes to the report itself are primarily minor adjustments to better tie the figures to the surrounding text, with the exception of changes to Figures 3 and 5. Figure 3 now includes the totals for each category as well as the percentage, while Figure 5 has been changed to numeric instead of percentage.

In the process of revising the report, we corrected the number of people in Housing First services waiting to be housed. As at the end of March 2025 there were 985 Housing First clients waiting to be housed nationally.

Number of households entering transitional housing, by reason, April 2024 to March 2025

	Homelessness – Sharing accommodation	Homelessness - Temporary accommodation	Homelessness - Uninhabitable housing	Homelessness – Without shelter	Housing related	Non-housing specific
Apr-24	25	167	5	79	75	114
May-24	40	198	16	132	133	183
Jun-24	29	145	17	84	137	126
Jul-24	41	232	19	173	142	140
Aug-24	39	270	24	148	161	141
Sep-24	38	200	16	120	122	115
Oct-24	47	193	12	136	178	133
Nov-24	41	193	21	122	155	149
Dec-24	38	215	19	137	172	142
Jan-25	38	162	12	135	124	149
Feb-25	40	148	20	150	139	139
Mar-25	50	188	22	130	149	146

Just let me know if you have any further questions.

Ngā mihi, nā

Emily.

Emily Shrosbree ([she/her](#))
Acting GM System Insights & Strategy
Strategy, Insight & Governance
Emily.Shrosbree@hud.govt.nz | Mobile: [s 9\(2\)\(a\)](#)
www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pīritea, Wellington
Subscribe for updates on research and data from HUD [here](#).

-----Original Appointment-----

From: Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>
Sent: Wednesday, July 9, 2025 10:37 AM
To: Eleisha Hawkins; Eleisha Hawkins; Emily Shrosbree; [s 9\(2\)\(a\)](#) [s 9\(2\)\(a\)](#)
Cc: Miranda Devlin
Subject: HUD/DPMC - Discuss Homelessness Insights report
When: Wednesday, 9 July 2025 12:30 pm-1:00 pm (UTC+12:00) Auckland, Wellington.
Where: Microsoft Teams Meeting; MEET WL9 9.01 (10) VC W8

Hi Liesle and Heather,

Teams link included below to join HUD online.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 426 222 961 625 3

Passcode: Pw6S4SY2

Dial in by phone

[+64 4 280 7338.497763014#](#) New Zealand, Wellington

[Find a local number](#)

Phone conference ID: 497 763 014#

Join on a video conferencing device

Tenant key: [847795097@t.plcm.vc](#)

Video ID: 137 716 774 0

[More info](#)

Attachments can be found in document 12 - *HUD2025-007240*
Homelessness Insights – June 2025

HUD engagement with MSD regarding June Homelessness Insights report

Engagement summary:

- HUD and MSD had high levels of engagement throughout the report's development
- HUD offered MSD four formal feedback opportunities and also worked collaboratively with MSD on development of the narrative, and MSD provided feedback (eg ways to clarify the narrative, ensure data accuracy and data caveats, tested data robustness and insights that were being drawn from the data presented)
- HUD received and actioned relevant feedback: HUD did not action some MSD feedback, notably:
 - Wanting a broader focus on other aspects of homelessness rather than living without shelter, as this was the focus requested by Minister Potaka.
 - Wanting less focus on EH and more on TH.
 - The presentation of the declines data – particularly our choice to display numbers and percentages on the same chart, showing the % of declines rather than the number. We chose to keep the format consistent with the December report.

Out of Scope

From: [Tony Wallace](#)
To: [Kate Reid](#); [Kate Garvie](#); [Miranda Devlin](#); [Ariel McLean-Robinson](#)
Subject: FW: Publishing Homelessness Insights report
Date: Wednesday, 23 July 2025 9:03:00 am
Attachments: [image001.png](#)
[image010.png](#)
[image012.png](#)
[image014.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)

From: Bronwyn Lauten <Bronwyn.Lauten@parliament.govt.nz>
Sent: Tuesday, 22 July 2025 6:12 pm
To: Jeremy Steele <Jeremy.Steele@hud.govt.nz>; Tony Wallace <Tony.Wallace@hud.govt.nz>; Media <media@hud.govt.nz>; HUD Insights <HUD.Insights@hud.govt.nz>; dce_sd_advisors@msd.govt.nz
Cc: Eleisha Hawkins <eleisha.hawkins@hud.govt.nz>; Jo Hughes <jo.hughes@hud.govt.nz>; Kate Goodman <kate.goodman@hud.govt.nz>; Euan Alexander <Euan.Alexander@parliament.govt.nz>; i_request (MSD) <i_request@msd.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>; Media (MSD) <media@msd.govt.nz>; housing_team_servicedelivery@msd.govt.nz; Nicole Rennie <nicole.rennie@hud.govt.nz>
Subject: RE: Publishing Homelessness Insights report

Thanks everyone – passing feedback on now. Will advise announcement time tomorrow as soon as I know, and will circulate final PR.

From: Jeremy Steele <Jeremy.Steele@hud.govt.nz>
Sent: Tuesday, 22 July 2025 5:52 PM
To: Bronwyn Lauten <Bronwyn.Lauten@parliament.govt.nz>; Tony Wallace <Tony.Wallace@hud.govt.nz>; Media <media@hud.govt.nz>; HUD Insights <HUD.Insights@hud.govt.nz>; dce_sd_advisors@msd.govt.nz
Cc: Eleisha Hawkins <eleisha.hawkins@hud.govt.nz>; Jo Hughes <jo.hughes@hud.govt.nz>; Kate Goodman <kate.goodman@hud.govt.nz>; Euan Alexander <Euan.Alexander@parliament.govt.nz>; i_request (MSD) <i_request@msd.govt.nz>; s 9(2)(a) <[REDACTED]@msd.govt.nz>; Media (MSD) <media@msd.govt.nz>; housing_team_servicedelivery@msd.govt.nz; Nicole Rennie <nicole.rennie@hud.govt.nz>
Subject: RE: Publishing Homelessness Insights report

Kia ora Bronwyn,

A couple of things from me:

- Suggest rather than it just focusing on “rough sleepers” ... you use “those living without shelter including rough sleepers” ... this is mentioned a couple of times
- “Accurate numbers are difficult to pin down - people without shelter often move around and avoid contact with services - but it’s clear we have a real problem. I think

more accurate to say that they “...may avoid **engaging with government services**” but may be other services too

- At present, over \$550 million is spent annually across hundreds of contracts run by multiple agencies. It’s a fragmented and duplicative system that isn’t delivering value for money - and we’re not convinced it’s delivering good outcomes for all those who need help. –s 9(2)(g)(i)

The number quoted would be higher if it included EH grants etc and other agency programmes but I think safest to say with what you have here. Point is a lot is spent across multiple agencies

- *Suggest short term actions focus on “those living without shelter including rough sleepers”*
- *“We’re also looking at how to better support people leaving residential support programmes or prison who have nowhere to live. Stable housing is critical to successful reintegration and reducing reoffending.”*
- s 9(2)(f)(iv)

Thanks

Jeremy Steele ([he/him](#))

General Manager | Housing Supports and Supply
Policy Group

jeremy.steele@hud.govt.nz | Phone: +64 4 8322471 | Mobile: s 9(2)(a)
www.hud.govt.nz | Level 8, 7 WQ, 7 Waterloo Quay, Wellington

From: Bronwyn Lauten <Bronwyn.Lauten@parliament.govt.nz>

Sent: Tuesday, July 22, 2025 4:22 PM

To: Tony Wallace <Tony.Wallace@hud.govt.nz>; Media <media@hud.govt.nz>; HUD Insights <HUD.Insights@hud.govt.nz>; Jeremy Steele <Jeremy.Steele@hud.govt.nz>; dce_sd_advisors@msd.govt.nz

Cc: Eleisha Hawkins <eleisha.hawkins@hud.govt.nz>; Jo Hughes <jo.hughes@hud.govt.nz>; Kate Goodman <kate.goodman@hud.govt.nz>; Euan Alexander <Euan.Alexander@parliament.govt.nz>; i_request (MSD) <i_request@msd.govt.nz>; s 9(2)(a) <s92a@msd.govt.nz>; Media (MSD) <media@msd.govt.nz>; housing_team_servicedelivery@msd.govt.nz

Subject: FW: Publishing Homelessness Insights report

Importance: High

Hi Team

Please see request below.

[@HUD Insights](#), can you please fill in the highlighted gaps?

HUD and MSD – can you please provide any comments or tracked changes by COP today?

Thanks

Bronwyn

From: Mikaela Bossley Clark

Sent: Tuesday, 22 July 2025 4:13 PM

To: Bronwyn Lauten <Bronwyn.Lauten@parliament.govt.nz>

Subject: RE: Publishing Homelessness Insights report

Thanks Bronwyn. I've attached a draft press release. Is it possible for someone to look over it before COP today? Apologies for the late notice, but I don't think there's a huge amount of fact checking to do in there.

However, in addition to a general read over for anything inaccurate, could someone please help me fill in the yellow highlighted blanks?

Also, am always keen for any suggestions for additional context or information I could potentially include if you think it's relevant.

Cheers,

Mikaela

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Documents in scope of part 6

Impact of changes to emergency housing on homelessness

- The total number of households in emergency housing has reduced by 83 percent from 3,141 in December 2023 to 528 households at 31 March 2025 as a result of the focus on reducing its large scale and long-term use.
- We have seen an increase in the number of households entering stable housing after exiting emergency housing, families with children in emergency housing for longer than 12 weeks are now prioritised into social housing through the priority one fast-track, and we are also seeing an increase in the number of households being housed from the Register each month, indicating some of the positive impacts of recent policy changes on homelessness.
- Due to the limitations of existing data, we are not able to determine the full impact of the changes to emergency housing on homelessness.

Monitoring homelessness

- The most robust estimates of homelessness (also known as estimates of Severe Housing Deprivation) are available from Census every five years. March 2023 estimates show homelessness has continued to increase over time in terms of numbers of people and has been broadly unchanged in terms of prevalence per 10,000 people. The 2023 estimate of those living without shelter was 4,965 (refer to table below).
- As there is no single measure or indicator that can provide a complete picture of homelessness in the short-term, the Ministry produces six-monthly reports on homelessness that combine a range of indicators using available data and observational reports. These reports provide insights on any changes in homelessness.
- The first of these was produced in December 2024, and the June Homelessness Insights report has recently been provided to Ministers.
- Collated information from councils and providers around the country indicates an increase in the number of people 'living without shelter'. There are a number of programmes available to support these people (see above).
- It is not possible to quantify the exact shift in this figure based on the data currently available. Nor is it possible to determine the extent to which this change is attributable to policy changes or simply reflects existing trends and broader economic and social contexts.
- HUD and MSD service-use data indicates a likely decrease in the number of people living in temporary accommodation, however we do not currently have further information on this group from other sources to support this finding.

- We do not have sufficient data to draw any conclusions as to whether the number of people sharing someone else's private dwelling or those living in uninhabitable housing, or homelessness overall, have increased, decreased, or remained stable since the point-in-time estimates from the March 2023 Census.
- The Ministry is engaging agencies, about research, data and insights that may help to reduce known data gaps (for example, information regarding people who choose not to engage with services).

Out of Scope

Documents in scope of part 7

From: [Melanie Smith](#)
To: [Miranda Devlin](#)
Subject: FW: EH target
Date: Monday, 24 February 2025 3:40:08 pm
Attachments: [image009.png](#)

Hi Miranda

In advance of our meeting at 3,45 I thought I would send you some anecdotal info we have gotten on EH (via Will Baris), which I framed up for Becky and Jeremy below.

Melanie

From: Melanie Smith
Sent: Friday, February 14, 2025 12:08 PM
To: Rebekah Hood ; Jeremy Steele
Cc: Anna Lees
Subject: EH target

Kia ora kōrua

s 9(2)(g)(i)



Some anecdotal info below from provider, Kāhui tū Kaha, Barbara Brown below in case you haven't seen it:

From: s 9(2)(a)
Sent: Tuesday, February 11, 2025 8:01 AM
To: s 9(2)(a)
Cc: Jevon Upton <Jevon.Upton@hud.govt.nz>; William Barris <William.Barris@hud.govt.nz>
Subject: Access to emergency accommodation

Kia ora Ron

I understand you are meeting with elected members today.

As sent through yesterday, as of this date we are working with 345 people in Auckland, who are currently homeless and who are accepting of help.

I also want to send through details of some of the people we have placed into two MHUD funded emergency motels. We have been grateful that MHUD have continued support for

these emergency motels, but they are closing shortly, removing emergency accommodation in Auckland for people needing assistance outside of MSD office hours or for people who MSD declines to assist.

With MHUD funding, these are some of the people we have provided with emergency accommodation in the last 3 months:

- 125 police referrals
 - 46 found sleeping rough s 9(2)(a)
 - s 9(2)(a) reported as being discharged into homelessness from s 9(2)(a) health services
 - 23 family harm with children
 - 19 family harm without children
 - 20 male perpetrators of family harm with their own vulnerabilities s 9(2)(a)
 - s 9(2)(a) recently released from prison
 - from house fires
 - police assisted MSD emergency motel evictions
 - police assisted boarding house evictions
 - Sleeping in car with s 9(2)(a)
 - Evicted from apartment s 9(2)(a)
- 11 emergency department referrals s 9(2)(a)
- s 9(2)(a) MSD referrals
 - MP referral – exit from another transitional housing provider
 - School referral – family s 9(2)(a) sleeping in their car s 9(2)(a)
- s 9(2)(a) FENZ referrals - loss of rental property due to fire
- Kainga Ora referrals – gang-related safety concerns.
- 31 Outreach – all sleeping rough.

The average length of stay in these two emergency motels is 3-months, either moving them into transitional housing or to other accommodation.

Without access to emergency accommodation, the number of people rough sleeping in Auckland will increase and our ability to house people will become slower. It is quicker to offer emergency accommodation to people immediately they are found to be homeless, rather than trying to engage with them while they continue to be rough sleeping.

Police are adept at finding people who are homeless, or who have become homeless due to family violence. The police referrals for victims of family harm have all been declined by Women's Refuge and are either not suitable for our new family harm emergency accommodation due to a high risk of violence following them or our new service is full.

I am hopeful that Council will consider how best to support people who require emergency accommodation, emergency being after-hours access to safe accommodation.

Nāku noa, nā

Barbara Browne | **CEO Tumu Whakarae** | **Kāhui Tū Kaha**

650 Great South Rd, Ellerslie | PO Box 74270, Greenlane 1051

Ph: 09 531 4040 | Mob: s 9(2)(a) | Fax: 09 520 4068

www.kahuitukaha.co.nz

Kahui Tu Kaha LOGO



From: [Nevil Pierse](#)
To: [Miranda Devlin](#)
Subject: RE: survey questions?
Date: Tuesday, 11 March 2025 12:01:43 pm
Attachments: [image001.png](#)
[image010.png](#)
[image012.png](#)
[image014.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)
[Entry Point Research Pilot Overview for Staff.pdf](#)

Kia ora Miranda

Sorry about that, it slipped off my list. Attached are the questions.

Great to know the paper is useful.

Cheers

Nevil

From: Miranda Devlin
Sent: Tuesday, 11 March 2025 9:51 am
To: Nevil Pierse
Subject: survey questions?

Kia ora Nevil,

You mentioned you'd be able to send us through the questions being used in the survey providers are piloting with new contacts?

As an aside, this paper - [The impact of transitions from emergency housing to public housing in Aotearoa New Zealand](#) has had a lot of interest from colleagues.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Entry Point Research Pilot: Overview

Background

In late 2024 a taskforce of representatives from CHA, Housing First Auckland Backbone and sector leaders established the National Homelessness Data Project (NHDP) to address the need for more robust homelessness data. As a sector we must have timely, consistent, and coordinated data to:

- evidence need and any increase in homelessness
- maintain a spotlight on the issue of homelessness, and
- ensure we are well-positioned to respond to the requirement from government and politicians for more data and evidence.

One of the priority actions of the NHDP project is to gather regular and consistent 'entry point' data across Aotearoa.

Why conduct Entry Point Research?

This research is important because:

- Government and the Housing Minister have suggested that homelessness is falling. Yet this is in contrast to what providers are seeing.
- Census data does not reflect the current situation and does not report many of the key concerns we have about the impact of changes in policy.
- Providers have shared anecdotal feedback that MSD is making Emergency Housing Special Needs Grant (EHSNG) harder to get by front desk refusal, misdirection to other services, lengthening the process, and higher refusal. Additionally, this is taking more provider staff time to get full entitlements. We need to collect data on people's experience with government departments following the recent policy changes.
- As a sector, we need to retain control of data collection and reporting to maintain our data sovereignty.
- There are big data gaps and government has recently withdrawn its commitment to run a nationwide homelessness data project.
- While providers currently collect their own data in their own way, we do not have a common consistent and interchangeable approach across Aotearoa for collecting entry point (first touchpoint) data that we can report on.

The Entry Point Research Pilot

A simple survey at entry/ first touchpoint, (when people phone or 'come in the door' for help) will be piloted to gather the data we need as a sector to address the issues above.

Who's involved?

Three providers (Christchurch Methodist Mission, DCM Wellington and LinkPeople Auckland) have generously agreed to be part of the pilot. The NHDP taskforce and sector is grateful to frontline staff and kaimahi at these providers who will have the important role of collecting the data at entry point.

When does the pilot start?

Frontline staff at pilot providers will start collecting data on Monday 10 February.

How long will it run for?

An eight-week pilot is planned. Unless there is a review or extension of the pilot, data collection for the pilot will end on Friday 4 April

Key features of the pilot

The survey will be:

- A) Short. Following a process of consultation with sector leaders and pilot providers 10 questions (including age, ethnicity, gender and current housing situation) have been selected to include in the research.
- B) Anonymised
- C) Consent-based
- D) Collated/reported at the end of each four-week period (the Housing First Auckland Backbone and Dr Nevil Pierse will take care of collation and analysis.)

See Appendix for suggested consent statement and to see the survey questions. To access the online version of the survey, click [here](#)

Who should be surveyed?

Ideally everyone at first contact point (those who phone for help or 'who come in the door') will be asked if they would consent to complete the short survey. People and whānau do not need to be 'in service' to be included in this research.

For the pilot, we need providers to record:

- (1) Total number of first contact point enquiries per day, and
- (2) Number of those willing/consenting to take part in the research. It is important that we know the number of people who refuse or are not suitable to be asked.

How to access and complete the survey?

For this pilot you will use an eForm that has been built in your Microsoft Office environment.

The survey can be completed directly online using a link or if you prefer, you can print paper copies of the survey to use with people and whānau at first contact point and enter the paper copy data later online. Please use whichever works best for you.

If you have already collected information from the person or whānau (e.g. age, ethnicity, gender), you can also use this to complete the form. Part-filling of the form is totally acceptable/fine if people do not want to answer some questions.

What do I do if I have any questions or concerns about the research?

Please contact the team leader/manager at your organisation who is overseeing this pilot to discuss any questions or concerns.

We encourage you to share any issues or problems you encounter as soon as possible. The purpose of running a pilot is to understand what works and what needs changed.

Thank you for your time and help to make this pilot possible

Appendix

Sample Consent Statement

Provider Name is working with researchers and other providers to understand more about homelessness in NZ and how to end it. To help with this research we would like to invite you to answer a few short survey questions. This includes questions about your experience with Work and Income. Your responses will not be shared with Work and Income and will not in any way affect the support you receive from **Provider Name**. We will share your survey answers with our research partners, but we will not share your name or any information that would identify you.

I consent to my data being de-identified and linked for research including to Statistics New Zealand's Integrated Data Infrastructure

☐ yes

☐ no

Survey questions

(1) Which of these age groups do you belong to?

- 1 0-14 Years
- 2 15-19 years
- 3 20-24 years
- 4 25-34 years
- 5 35-44 years
- 6 45-54 years
- 7 55-64 years
- 8 65-74 years
- 9 75+ years
- .K Don't know
- .R Refused

(2) Which ethnic group or groups do you belong to?

[Select all that apply]

- 1 New Zealand European
- 2 Māori
- 3 Samoan
- 4 Cook Island Māori
- 5 Tongan
- 6 Niuean
- 7 Chinese
- 8 Indian
- 77 Other [Specify] _____
- .K Don't know
- .R Refused

(3) What is your gender?

Male/Female/Non-binary/ Other

- .K Don't know
- .R Refused

(4) In general, would you say your health is:

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- .K Don't know
- .R Refused

(5) In the past year have you stayed in...

[Select all that apply]

- 1. Unsheltered (Rough Sleeping/ Sleeping in Car/tent)
- 2. Squatting
- 3. Temporarily Staying with Friends/Family
- 4. Emergency Housing (with government funding)
- 5. Transitional Housing (with government funding)
- 6. Boarding House/ Back packers /Lodges (non-emergency, non-transitional)
- 7. Other NGO housing (eg Women's Refuge, Marae)
- 8. Prison / remand
- 9. Hospital / respite care / rehab
- 10. Refugee centre
- 11. Motel (Paid yourself or by friends/family/church/NGO)
- 12. Caravan Park
- 13. Private Rental with a lease agreement
- 14. Private Rental without a lease agreement
- 15. Public Housing (KO or a Community Housing Provider)
- 16. Own home
- 17. Other
- .K Don't know
- .R Refused

(6) You current housing situation is:

1. Unsheltered (Rough Sleeping/ Sleeping in Car/tent)
2. Squatting
3. Temporarily Staying with Friends/Family
4. Emergency Housing (with government funding)
5. Transitional Housing (with government funding)
6. Boarding House/ Back packers /Lodges (non-emergency, non-transitional)
7. Other NGO housing (eg Women's Refuge, Marae)
8. Prison / remand
9. Hospital / respite care / rehab
10. Refugee centre
11. Motel (Paid yourself or by friends/family/church/NGO)
12. Caravan Park
13. Private Rental with a lease agreement
14. Private Rental without a lease agreement
15. Public Housing (KO or a Community Housing Provider)
16. Own home
17. Other

.K Don't know
.R Refused

(7) Have you had any dealing with WINZ in the past 12 months?

Yes/No

If no, finish survey here

If yes, please continue

(8) What help was discussed?

[Tick all that apply]

1. Housing support (Accommodation Supplement, Emergency Housing, Transitional Housing, Social Housing)
2. Referral to Housing support NGO's
3. Income support (Emergency/ Temporary additional support, Jobseeker, Health and Disability Allowance, Superannuation, Student support)
4. Budgeting advice including referral to NGO's including (food banks or financial services)
5. Employment services (Discussion of employment opportunities or supports to apply for a job)
6. Other support

(9) Can you rate how satisfied you feel about your interactions with WINZ, on a scale from 0 to 10, with 0 meaning you felt “not at all satisfied” and 10 meaning you feel “completely satisfied”.

Overall, how satisfied are you with your interactions with WINZ? [0-10]

Number [0-10]

(10) Are you currently on the social housing register (Kainga Ora waitlist)?

Yes/No/Don't Know

Homelessness Insights

- Data and information you're collecting can help HUD to monitor homelessness
- Ngā mihi to all those HUD has connected with and spoken with over the last couple of months!
- Policy makers are finding your insights very valuable.
- This information complements reports HUD receives from providers and other agencies.



What data would HUD like?

The primary type of homelessness you're focused on is visible rough sleeping.

- Counts/numbers of those living without shelter regularly collected in the same way.
- For example: regular (quarterly/six-monthly/annual) point-in-time snapshots of the number of people you and/or your colleagues are aware are living without shelter.
- As well as any limitations to be aware of when interpreting this data.





Other detail that would be helpful

- New/subsequent period living without shelter
- Age group/life stage – ie, children, young people, younger-adults, older adults, adults aged 50+ years.
- Mental health
- Alcohol and/or other substance addiction/abuse
- Experienced interpersonal/family violence
- Household composition - ie, single adults, single parents, families with children, other compositions
- MSD client/on the housing register/won't engage with MSD
- Bail/parole conditions
- Living situation eg, Living in a car/makeshift dwelling/tent/on the street/etc
- Engaged with a provider
- Ethnicity
- Gender
- Rainbow/LGBTIQ+
- Disability

Other types of homelessness

Any insights regarding:

- dwellings being used as boarding houses or similar types of temporary accommodation for people who can't access more secure accommodation.
- dwellings that have become overcrowded to support people who have nowhere else to live
- dwellings that lack key amenities.

Let's kōrero

If HUD hasn't been in touch and you have homelessness-related data and/or research you'd be happy to share with them, please get in touch: Hud.insights@hud.govt.nz attn: Miranda



From: [Paul Barber](#)
To: [Miranda Devlin](#)
Subject: RE: slides
Date: Friday, 4 April 2025 9:40:42 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)

Kia ora Miranda – thanks for this. I think I have used this data in previous work focused on access to alcohol and drug addiction services but hadn't made the connection with homelessness so thanks for this. Ngā mihi, Paul

From: Miranda Devlin
Sent: Friday, 4 April 2025 9:01 am
To: Paul Barber
Subject: RE: slides

WARNING: This email is not from a Salvation Army NZ, Fiji, Tonga, or Samoa account. Be careful of all links and attachments even if you recognise the name. If you don't know them, consider deleting. If you have any doubts, contact sender by phone (don't reply) to verify authenticity of message and attachments.

Kia ora anō Paul,

Apologies, I also meant to send you this [Mental Health and Addiction: Service Use web tool](#) – select 'more data' then supplementary consumer records.

There's a guide available to download here regarding how the data is collected
[Supplementary Consumer Record Collection and Use Guide \[... | Te Pou](#)

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Miranda Devlin
Sent: Thursday, April 3, 2025 3:03 PM
To: s 9(2)(a)

Subject: RE: slides

Kia ora Paul,

A quick update, I've pushed the conference attendance issue upwards.

I have also been given a nod in terms of checking in with agencies as to whether they are happy for me to share any data with:

- Govt agencies
- Local govt
- NGOs – explicitly noting you've shown interest given the reporting you're doing.

I'll probably start with the Health one – once I have a 'final' set we've agreed on and ensured they are happy for it to come to you. It won't have any further analysis/insights I've drawn.

If/when we have more certainty on this potentially being an ongoing report (post-June),

then we'll re-visit the potential efficiencies of working more closely.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance

Level 9, 7 Waterloo Quay, Pipitea, Wellington

For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)

Sent: Thursday, April 3, 2025 2:43 PM

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Subject: RE: slides

Kia ora Miranda – it was great to meet up in person and talk about the various data issues and thanks for sharing the slides. We will see what comes from the upcoming homelessness conference. Thanks again, Paul

Paul Barber

Principal Social Policy Analyst | Social Policy & Parliamentary Unit | New Zealand, Fiji, Tonga & Samoa Territory of The Salvation Army Te Ope Whakaora

A: Territorial Headquarters, 202- 204 Cuba St, Wellington 6011 | PO Box 6015, Wellington 6141

T: 04 8026269 x24709 | M: S 9(2)(a) |

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Sent: Thursday, 3 April 2025 1:43 pm

To: s 9(2)(a)

Subject: slides

WARNING: This email is not from a Salvation Army NZ, Fiji, Tonga, or Samoa account. Be careful of all links and attachments even if you recognise the name. If you don't know them, consider deleting. If you have any doubts, contact sender by phone (don't reply) to verify authenticity of message and attachments.

Kia ora Paul,

Thank you for meeting me for a chat today.

While I remember, attached are the slides I have shared with Peniel (and John Slaughter) for sharing with the council network.

I haven't been more specific at this stage, though where Stats NZ has [mandated data standards](#) (gender) these should be followed. I also noted I'd be happy to contribute to any collaborative conversations on this topic as appropriate.

As I noted to you, another area of data that is of interest to us is quantitative data regarding any barriers people are facing in accessing services.

I'll have some other conversations on this side and let you know if there's any traction.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington



Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

The email message may contain information which is confidential. If you are not the intended recipient, you must not peruse, use, disseminate, distribute or copy this email or attachments. If you have received this message in error, please notify us immediately by return email, facsimile or telephone and delete this email. Thank you.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

The email message may contain information which is confidential. If you are not the intended recipient, you must not peruse, use, disseminate, distribute or copy this email or attachments. If you have received this message in error, please notify us immediately by return email, facsimile or telephone and delete this email. Thank you.

Homelessness Insights

- Data and information you're collecting can help HUD to monitor homelessness
- Ngā mihi to all those HUD has connected with and spoken with over the last couple of months!
- Policy makers are finding your insights very valuable.
- This information complements reports HUD receives from providers and other agencies.



What data would HUD like?

The primary type of homelessness you're focused on is visible rough sleeping.

- Counts/numbers of those living without shelter regularly collected in the same way.
- For example: regular (quarterly/six-monthly/annual) point-in-time snapshots of the number of people you and/or your colleagues are aware are living without shelter.
- As well as any limitations to be aware of when interpreting this data.





Other detail that would be helpful

- New/subsequent period living without shelter
- Age group/life stage – ie, children, young people, younger-adults, older adults, adults aged 50+ years.
- Mental health
- Alcohol and/or other substance addiction/abuse
- Experienced interpersonal/family violence
- Household composition - ie, single adults, single parents, families with children, other compositions
- MSD client/on the housing register/won't engage with MSD
- Bail/parole conditions
- Living situation eg, Living in a car/makeshift dwelling/tent/on the street/etc
- Engaged with a provider
- Ethnicity
- Gender
- Rainbow/LGBTIQ+
- Disability

Other types of homelessness

Any insights regarding:

- dwellings being used as boarding houses or similar types of temporary accommodation for people who can't access more secure accommodation.
- dwellings that have become overcrowded to support people who have nowhere else to live
- dwellings that lack key amenities.

Let's kōrero

If HUD hasn't been in touch and you have homelessness-related data and/or research you'd be happy to share with them, please get in touch: Hud.insights@hud.govt.nz attn: Miranda



From: [Miranda Devlin](#)
To: [Paul Barber](#)
Subject: Mental health and addictions homelessness data
Date: Tuesday, 8 April 2025 8:18:00 am
Attachments: [image001.png](#)
[image003.png](#)
[image005.png](#)
[image007.jpg](#)
[DS0001223 Response 02.04.2025.xlsx](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.jpg](#)

Kia ora Paul,

Attached is a file we've received from Te Whatu Ora, which they've permitted for me to share with you.

They note: Please can you make sure it is clear that this is in no way a reflection of actual levels of homelessness of people accessing health services but merely what information we can identify in the National Collections.

As shared previously, this data is published here [Mental Health and Addiction: Service Use web tool](#) and there's a guide available to download here [Supplementary Consumer Record Collection and Use Guide \[... | Te Pou](#)

Also note the cautions in the spreadsheet regarding the fact it is preliminary and subject to change.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Attachment refused under section 18(d), as the data is available at <https://tewhatuora.shinyapps.io/mental-health-and-addiction-web-tool/>

From: [Miranda Devlin](#)
To: [Paul Barber](#)
Subject: Porirua rough sleepers
Date: Tuesday, 8 April 2025 2:18:00 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.jpg](#)
[image008.jpg](#)

Kia ora Paul,

We've been given permission to share this with you.

Porirua City Council initiated quarterly Point in Time Audits for rough sleepers from June 2024 with a total of four audits conducted to date (up to March 2025). These audits have reported 7, 11, 13, and 18 rough sleepers respectively.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Impacts and Evaluation Team
Intelligence and System Direction

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469 | Mobile: +64 21 523 261

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

From: [Miranda Devlin](#)
To: [Jill Hawkey](#)
Cc: [Ariel McLean-Robinson](#)
Subject: RE: Homelessness Insights
Date: Wednesday, 9 April 2025 3:42:00 pm
Attachments: [image001.png](#)
[image010.png](#)
[image012.png](#)
[image014.jpg](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.jpg](#)

Thanks Jill!

John has provided us with Melissa McCreannor's details.

Yes, thank you for the overview of the Homelessness Data Project, we met with Nevil and he provided us with a copy of the survey. It looks like it'll be very useful and we hope to be able to draw on some insights from that later in the year. We've also met with Paul Barber from the Salvation Army about the report he's collating, and where we have permission, we are sharing data with him.

You mention your Housing First waiting list, I wonder if you have regular figures from that eg, how many were on it at the end of each month from say March 2023 to March 2024?

Ngā mihi,

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Jill Hawkey

Sent: Wednesday, April 9, 2025 2:32 PM

To: Miranda Devlin ; s 9(2)(a)

Cc: Ariel McLean-Robinson ; s 9(2)(a) ; s 9(2)(a)

Subject: RE: Homelessness Insights

Kia ora Miranda

Thank you for your email. I will follow up with the City Mission regarding who would be the best person for you to talk with.

You will also be aware of the Homelessness Data Project that we are currently piloting, together with DCM in Wellington and Link People in Auckland. This is pulling together data on people who coming to our services for the first time. Nevil Pierse from the University of Otago is collating and analysing this data for us. This data will be key to monitor what is happening regarding homelessness.

At a very local level, the waiting list for Housing First Ōtautahi is now longer than it ever has been, with over 100 people who meet the Housing First criteria waiting for housing. This is of considerable concern to us.

It is good to be working with you on this.

Warmest regards

Jill

Jill Hawkey

Executive Director

Christchurch Methodist Mission

Tel s 9(2)(a)

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Sent: Wednesday, 9 April 2025 2:06 pm

To: s 9(2)(a) s 9(2)(a)

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; s 9(2)(a); s 9(2)(a)

Subject: Homelessness Insights

Kia ora koutou,

Thank you for meeting with me back in February and sharing what you're seeing in the Christchurch area. The December Homelessness Insights report I mentioned will be available via our website from Friday - [Documents - Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development](#)

Ariel and I have now met people from a number of different councils across the country.

Common themes we've heard across these kōrero include:

- Increased (visible rough-sleeping) homelessness this summer
- Cross-agency groups collaborating on approaches and/or data
- Concern regarding
 - threshold for mental health assessment being too high
 - Corrections releasing people into 'no fixed abode'
 - people who do not trust government – won't engage with MSD and/or Police.
- Planned Kāinga Ora dwellings/complexes/units being paused/stopped.

We're in the process of pulling together any data that might be available to help monitor homelessness, particularly those living without shelter (rough sleepers, improvised and mobile dwellings including cars, tents, garages, etc).

You mentioned City Mission Outreach Team had 192 contacts in December, I wonder if you might connect us up with someone there who we could talk to about what data they might be able to share?

Is there any other data you're aware of that might be indicative of the growing population of those living without shelter in the area, and/or any data about the people living without shelter.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

From: [Miranda Devlin](#)
To: s 9(2)(a) ; s 9(2)(a)
Cc: [Ariel McLean-Robinson](#)
Subject: Homelessness Insights data
Date: Wednesday, 16 April 2025 2:19:00 pm
Attachments: [image001.png](#)
[image003.png](#)
[image005.png](#)
[image007.jpg](#)
[image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.jpg](#)

Kia ora kōrua ko Stephen rāua ko Natalia,

Thank you both for meeting with us yesterday and sharing your experiences and views. I noted that the key message you have is that we need more housing.

As discussed it would be helpful if you could provide us some data and information by the end of the month if possible:

Updated March data

An update of the figures published in the [media](#) “As of September this year, it recorded 464 people as homeless, compared to 330 in September 2023, a 40% increase. The number of rough sleepers on the streets also grew, with 143 recorded last month, compared to 104 in September 2023, a 37% rise.”

- This might be something like – As at (In the month of? In the year to?) the end of March 2025, DCM had recorded XXX people as homeless (brief description of types of situations included here), compared to XXX for March 2024, a X% increase/decrease. They also noted an increase/decrease in the number of rough sleepers from XXX recorded for March 2025, compared to XXX in March 2024, a XX% change.

Journeys data

You described that you’d done some analysis that described the churn people are going through in terms of bouncing from one programme to another. It would be helpful if you have some information describing this, ideally with some figures included where possible.

Barriers

You described two kinds of barriers people are facing when it comes to trying to secure permanent housing. I’ve had a go at briefly summarising these, but please re-write, review and update as you see fit:

DCM note two key types of barriers face people experiencing long-term chronic street homelessness when they’re trying to secure permanent housing. One group of these is personal for example, arson or other convictions, diagnosed, but untreated mental health and alcohol or other drug addictions. The other group of barriers is systemic, CHPs facing high insurance levies resulting in them avoiding tenants that are likely to have the highest ratings on the housing register; Kāinga Ora having a history (in Wellington?) of housing very few Housing First clients; people being required to meet certain criteria to access temporary housing such as emergency and transitional housing – these requirements going against the principal of Housing First that “There are no conditions people need to meet, such as sobriety or mental health treatment, to qualify for Housing First support.”

Housing First data

We will ask our colleagues if we’re able to look at this data nationally, however if you have some that is straightforward to pull it would be a useful example to describe:

- As at March 2025 DCM is supporting XX people through the Housing First programme, of these XX are in permanent housing. Of those who are not in permanent housing, the average (mean/median?) length of time they've been in the programme is XXX. These figures compare with March 2024, when DCM was supporting XX people through the Housing First programme, of these XX were in permanent housing. Of those who were not in permanent housing in March 2024, the average (mean/median?) length of time they'd been in the programme was XXX.

You also described using the whānau ora approach to understanding and assessing whether people are achieving positive outcomes. If/when you have any analysis of this written up, I'm sure our colleagues would appreciate it.

Like many others we'll be taking a break next week, however do let me know if you'd like any clarification on any of this.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

From: [Chris Glaudel](#)
To: [Miranda Devlin](#)
Cc: [David Zussman](#)
Subject: Re: New Plymouth figures
Date: Monday, 5 May 2025 10:57:58 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)

Kia ora Miranda,

From memory that number came from a news article announcing the funding for the new Night Shelter in NP.

I think Ben Ingram s 9(2)(a) would be a good contact there as the Taranaki Housing Initiative Trust is playing a coordinating role.

Also, at the Homelessness Summit in Tauranga a couple of weeks ago spoke with a Councillor from Napier City which is also setting up a Night Shelter. These activities follow the recently opened one in Masterton...

Let me know if any other questions.

āgā mihi,

Chris Glaudel | Deputy Chief Executive | **Community Housing Aotearoa**

PO Box 11543, Wellington 6142, New Zealand | Level 11, Ranchhod Tower, 39 The Terrace, Wellington

+64 4 385 8722 (O) s 9(2)(a) (M)

projects@communityhousing.org.nz | <http://www.communityhousing.org.nz/>

Community Housing Aotearoa is a peak body for New Zealand's community housing sector.

'e're working towards a future where all New Zealanders have a decent place to call home.

signature_3436924936



From: Miranda Devlin

Date: Monday, 5 May 2025 at 10:44AM

To: "projects@communityhousing.org.nz"

Cc: David Zussman

Subject: New Plymouth figures

Kia ora Chris,

When we met, you described 30 people being homeless on the street in New Plymouth and that they were tracking towards what Hamilton and Rotorua were like. I was wondering whether there is anyone tracking any data on this in NP and if so, if you would be able to connect us up with them?

Ngā  mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance
Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469
Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT
For data requests contact: hud.insights@hud.govt.nz
www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Kia ora Melissa,

Here's a link to the December report - OIA response to HUD2025-006701 - Insights Report on Homelessness - Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development <<https://www.hud.govt.nz/documents/oia-response-to-hud2025-006701-insights-report-on-homelessness>>

We're keen to include an update of these or other suitable figures that describe the situation in Christchurch appropriately.

We have spoken with the Council, and Jill Hawkey from Chch Methodist Mission, and we are aware of the survey they're piloting.

Ngā mihi,

Miranda

Microsoft Teams Need help? <<https://aka.ms/JoinTeamsMeeting?omkt=en-US>>

Join the meeting now <https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDNhODEXy2EtNjUzNi0NmMlLWE3MWMTOTgyODg2MDU5MmM3%40thread.v2/0?context=%7B%22id%22%3A%229e9b3020-3d38-48a6-9064-373bc7b156dc%22%2C%22Oid%22%3A%22ff940b6-4c25-44b0-a012-e990ec640ba%22%7D>

Meeting ID: 410 294 064 739

Passcode: Aq26QL6x

Dial in by phone

+64 4 280 7338,,618311555# <tel:+6442807338,,618311555> New Zealand, Wellington

Find a local number <<https://dialin.teams.microsoft.com/1db52a80-8a4e-4ae3-8249-915bd736ccde?id=618311555>>

Phone conference ID: 618 311 555#

Join on a video conferencing device

Tenant key: 847795097@t.plcm.vc

Video ID: 138 059 101 9

More info <<https://dialin.plcm.vc/teams/?key=847795097&conf=1380591019>>

For organizers: Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=ff940b6-4c25-44b0-a012-de990e6c40ba&tenantId=9e9b3020-3d38-48a6-9064-373bc7b156dc&threadId=19_meeting_NDNhODEXY2EtNjUzNi00NmM1LWE3MWMtOTgyODg2MDU5MmM3@thread.v2&messageId=0&language=en-US> | Reset dial-in PIN <<https://dialin.teams.microsoft.com/usp/pstnconferencing>>

From: [Simone Claire](#)
To: [Ariel McLean-Robinson](#); [Miranda Devlin](#)
Cc: [Gill Brown](#)
Subject: RE: Homelessness Insights
Date: Wednesday, 7 May 2025 4:25:22 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image861476.png](#)
[image608998.png](#)
[image144722.png](#)
[image162857.png](#)
[image616546.png](#)
[image968995.png](#)
[image425146.png](#)
[image298454.png](#)
[image755008.png](#)

Kia ora Ariel

I think what I would like to bring to attention is the realities we witness constantly in our mahi — an often-invisible link between āhānau (family) violence and wo'en's and children's homelessness.

At Ōtepoti Dunedin Wāānau Refuge, we continue to support āwāhine who are forced to leave their homes to escape violence or to sleep in the vehicle to have 'a 'reak'. For many, this means walking away from everything — stability, belongings, community — often with their tamariki.

Homelessness in this context is not a result of poor choices or economic hardship alone. It is a direct consequence of trauma, fear, and the urgent need for safety. These women are not just seeking housing — they are seeking safety, protection, healing, and a pathway to reclaiming their lives.

Many wāhine remain hidden — couch surfing, sleeping in cars, or staying in unsafe environments because the alternative is to return to violent relationships.

We also see the compounding impact of the cost of living and the housing crisis on āwāhānau experiencing violence. The lack of affordable, safe housing makes it incredibly difficult to create sustainable change. For many, repeated relocations result in damaged rental histories or a lack of references, which further entrenches housing insecurity and increases the risk of homelessness. Without access to stable housing, the ability to heal, rebuild, and move forward is severely compromised.

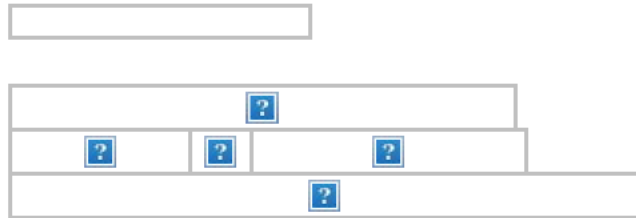
Thank you Ariel and I wish you and the team well in raising this issue.

Any questions please do not hesitate to ask

Simone

***Please note that I may send emails outside of typical work hours for convenience.
There's no expectation for you to respond outside of your own work schedule.
Thank you.***





The content of this email is confidential and intended for the recipient specified in message only. It is strictly forbidden to share any part of this message with any third party, without a written consent of the sender. If you received this message by mistake, please reply to this message and follow with its deletion, so that we can ensure such a mistake does not occur in the future.

From: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Sent: Wednesday, 7 May 2025 3:43 pm

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; s 9(2)(a)

Cc: s 9(2)(a)

Subject: RE: Homelessness Insights

Kia ora Simone,

I just wanted to follow up on this as we are starting to put the next report together. Do you have any information you'd be interested in sharing? No worries if not, just let us know.

Please let me know if the'e's information you need from our end for you to feel comfortable sharing with us or just to make the process easier.

Ngā mihi nui,
Ariel

Ariel McLean-Robinson (Te Aitanga a Mahaki_she/her/ia)

Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Sent: Wednesday, 9 April 2025 8:54 am

To: s 9(2)(a)

Cc: s 9(2)(a) Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Subject: RE: Homelessness Insights

Kia ora Simone and thank you Gill for sharing with us.

We really appreciate you suggesting a kōwhiri. However at this stage we won't interrupt the awesome mahi your frontline are doing.

Ariel and I are collating information to contribute to our monitoring of homelessness. An earlier report was undertaken and delivered to Ministers in December, it will be available on our website here [Documents - Te Tūāpapa KuraāKāinga - Ministry of Housing and Urban Development](#) on Friday (I can send a more specific link once it is available).

Gill noted that January is usually a quieter month for you, however this January was just as busy as other months. We were wondering if you have any data regarding this?

Eg, numbers supported by month from January 2023.

Gill also shared that the Refuge has had to come back from some s 9(2)(g)(i) challenges, so whatever is suitable in terms of a start date regarding the data.

We are also particularly interested in any data regarding people who may be living without shelter — I don't feel like you'll have any data on this, but if you do, we'd be interested.

If it would help to have a chat, just let me know any times that work for you.

Ngā mihi,

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)

Sent: Tuesday, April 8, 2025 4:22 PM

To: s 9(2)(a) Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Cc: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Subject: RE: Homelessness Insights

Back at you Gill!

Kia Ora Ariel and Miranda, the team and I have had many conversations as to the issues many whānau women escaping violence have and are currently still experiencing. I wonder if it would be beneficial to set up a team's hui and you could ask the questions of my frontline team? Let me know if this would be helpful or we can have a kōwhiri?

Thank you
Nāā mihi
Simone

*Please note that I may send emails outside of typical work hours for convenience.
There's no expectation for you to respond outside of your own work schedule.
Thank you.*



*The content of this email is confidential and intended for the recipient specified in message only.
It is strictly forbidden to share any part of this message with any third party, without a written consent of the sender. If you received this message by mistake, please reply to this message and follow with its deletion, so that we can ensure such a mistake does not occur in the future.*

From: s 9(2)(a)

Sent: Tuesday, 8 April 2025 2:19 pm

To: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; s 9(2)(a)
s 9(2)(a)

Cc: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Subject: Homelessness Insights

Tena Koutou

Simone — Ariel and Miranda are from the Ministry of Housing and Urban Design and HUD holds the National Strategy for homelessness. They (as you can see from below) have been asking questions/finding themes and are interested in the issues you have been finding in the housing space for your clients.

Ariel/Maranda — Simone is the CE oŌ Ōtepoti Dunedin Whanau Refuge (and just a great person).

Gill Brown (she/her)
Principal Policy Advisor, Housing
Dunedin City Council/Kaunihera a rohŌ o Ōtepoti

50 The Octagon, Dunedin 9016; PO Box 5045, Dunedin 9054, New Zealand
Telephone 03-477 4000 Mobile s 9(2)(a)
Email: s 9(2)(a)

Ki te Kotahi te kaakaho ka whaiti, kite kaapuia e kore e whaiti
When the reeds stand alone they are vulnerable but bound together they are unbreakable



Please consider the environment before printing this e-mail



If this message is not intended for you please delete it and notify us immediately; you are warned that any further use, dissemination, distribution or reproduction of this material by you is prohibited..

From: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Sent: Tuesday, 8 April 2025 1:52 p.m.

To: s 9(2)(a)

Cc: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Subject: RE: Homelessness Insights

Kia ora Gill,

Thank you for meeting with Miranda and I last month on insights into homelessness in your area.

We've now met people from a number of different councils across the country. Common themes we've heard across the kōrero include:

- Increased (visible rough-sleeping) homelessness this summer
- Cross-agency groups collaborating on approaches and/or data
- Threshold for mental health assessment reportedly too high
- Concerns re: Corrections releasing people into 'no fixed abode'
- Concern re: people who do not trust government won't engage with MSD and/or Police.
- Planned Kāinga Ora dwellings/complexes/units being paused/stopped.

Are you still interested in sharing information for the June report? We're interested in data (from early 2024) up to the end of March 2025.

Any information you're able to share from your work at Ōtepoti council or at Women's Refuge would be appreciated, though we understand that they're separate and we're happy to reach out to you via a different email account for Women's Refuge data. We also understand that the information Women's Refuge works with is more sensitive and understand if you have more precautions as a result or would prefer to leave that information off altogether. Just let us know

Ngā mihi nui,
Ariel

Ariel McLean-Robinson (Te.Aitanga.a.Mahaki.she/her/ia)

Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

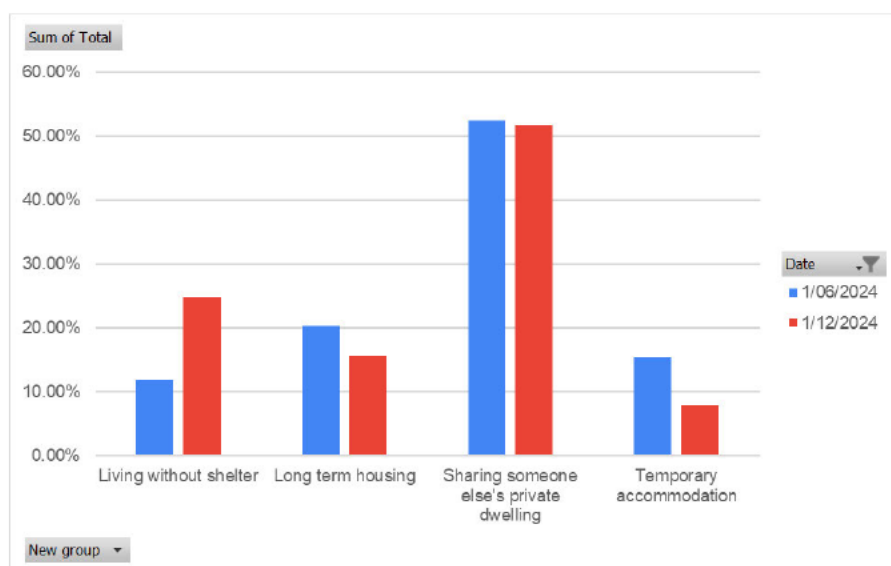
From: [Miranda Devlin](#)
To: [PARS Taranaki](#)
Cc: [Ariel McLean-Robinson](#)
Subject: RE: Homelessness Insights
Date: Friday, 9 May 2025 4:15:00 pm
Attachments: [image008.png](#)
[image009.gif](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.jpg](#)

Thank you for sharing this Kylie,

Here is what I have drafted currently, please let us know if you'd like any changes/corrections, etc.

A small example of data describing people released from prison is that from PARS Taranaki. Comparing June and December 2024, PARS Taranaki were supporting a greater number of clients, with a particular increase in clients living without shelter (from 10 in June, up to 35 in December).

Note that of those sharing someone el'e's private dwelling, nearly half (46.6 percent) were living in a situation PARS Taranaki describe as 'unsustainable couch s'rfing', due to the "being "more vulnerable than our actual rough sleepers as their bodies are transactional (whether through sexual acts or used to commit crimes on be"alf etc)."



Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: PARS Taranaki **s 9(2)(a)**
Sent: Thursday, May 8, 2025 11:08 AM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Subject: RE: Homelessness Insights

Morena Miranda and Ariel,

please find attached housing information for PARS clients - hope this is of use for you.

Please don't hesitate to contact us should you require further information.

tagio tumas, *(cheers / thank you very much)*

Kylie Ewing

Fieldworker

Office hours: 10am to 1pm, Monday to Friday



PARS Taranaki

163 Devon Street West, New Plymouth

PO Box 172, New Plymouth

Phone 758 1361

Mobile s 9(2)(a)

The content of this email is confidential and intended for the recipient specified in the message only; please do not share any part of this message with any third party, without the written consent of the sender. If you received this message by mistake, please reply to this message and then delete it. Kia ora rā.

On 07/05/2025 15:52 NZST Miranda Devlin <miranda.devlin@hud.govt.nz> wrote:

Thanks Kylie,

That's really useful context regarding the 'couch surfers'. Don't stress too much about reformatting.

It would be great if we could have the data in the next week if possible, as it'll be going out to reviewers on the 19th.

When you provide the data, would you be comfortable with us sharing this information, with:

Other Government agencies on request

Local Government agencies on request

NGOs on request – noting that the Salvation Army are preparing their own report on homelessness for Ministers on behalf of a number of organisations?

Ngā mihi,

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact

Strategy, Insights and Governance

Level 9, 7 Waterloo Quay, Pipitea, Wellington

For data requests contact: hud.insights@hud.govt.nz

From: PARS Taranaki s 9(2)(a)

Sent: Tuesday, May 6, 2025 3:25 PM

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Subject: RE: Homelessness Insights

Afternoon,

good luck getting information from Corrections - in our experience, it has proven difficult to get information around housing from them, and MSD, due to the formatting of their forms.

We have anecdotal information (from an admin at a local prison) that on average 40% of those released and returning to Taranaki are to no fixed abode.

I can reformat this information; when would you need this by?

We haven't split cohort into gender or ethnicity identifiers. But we run on average approx. 55% European, 44% Maori and 1% Pacifica and/or other for our client base. With approx. 93% of our clients being male.

Reason for us splitting the couch surfing category - is that we were finding that the majority of those in the unsustainable 'group' were/are more vulnerable than our actual rough sleepers as their bodies are transactional (whether through sexual acts or used to commit crimes on behalf etc).

This differed slightly from those who were in sustainable couch surfing butonly by way of safer cost.

Both groups stayed on multiple couches each week and both groups experienced at least 2 nights per week whereby they were unable to 'score' somewhere to stay.

tagio tumas, (*cheers / thank you very much*)

Kylie Ewing

Fieldworker

Office hours: 10am to 1pm, Monday to Friday



PARS Taranaki
163 Devon Street West, New Plymouth
PO Box 172, New Plymouth
Phone 758 1361
Mobile 9(2)(a)

The content of this email is confidential and intended for the recipient specified in the message only; please do not share any part of this message with any third party, without the written consent of the sender. If you received this message by mistake, please reply to this message and then delete it. Kia ora 🍀.

On 06/05/2025 14:33 NZST Miranda Devlin <miranda.devlin@hud.govt.nz> wrote:

Kia ora Kylie,

Thank you for doing the doing

As I have noted in our draft report, none of these individual figures is a robust measure of homelessness on its own, however each provides a small part of the story.

We are also working with Corrections to try and get better data from their end.

I prefer long tables for data (it makes it easier to explore with pivot charts), what we'd be interested in would be something like this:

Situation	Date	Number of Māori	Number of Pacific	Total
private rental	Dec-22	X	Y	T
KO housing	Dec-22	X	Y	T
Staying with family	Dec-22	X	Y	T
Motel accomodation	Dec-22	X	Y	T
Transitional/type accomodation	Dec-22	X	Y	T
Couch surfing - sustainable	Dec-22	X	Y	T
Couch surfing - unsustainable	Dec-22	X	Y	T
sleeping rough	Dec-22	X	Y	T
private rental	Mar-23	X	Y	T
KO housing	Mar-23	X	Y	T
Staying with family	Mar-23	X	Y	T
Motel accomodation	Mar-23	X	Y	T
Transitional/type accomodation	Mar-23	X	Y	T
Couch surfing - sustainable	Mar-23	X	Y	T
Couch surfing - unsustainable	Mar-23	X	Y	T
sleeping rough	Mar-23	X	Y	T
...??	...	...	...	

If straightforward (and we could do this if easier', then we'd probably simplify it to this (using NZ Definition of homelessness categories/groups):

Situation	Date	Number of Māori	Number of Pacific	Total
Long-term housing (private rental or KO housing)	Dec-22	X	Y	T
Staying with family (does this sit better with long-term, sharing as in couch surfing, or should it stay separate from both categories)	Dec-22	X	Y	T
Living in temporary accommodation (motel, transitional/type accom)	Dec-22	X	Y	T

Sharing someone else's private dwelling (couch surfing)	Dec-22	X	Y	T
Living without shelter (rough sleeping)	Dec-22	X	Y	T
Long-term housing	Mar-23	X	Y	T
Staying with family	Mar-23	X	Y	T
Living in temporary accommodation	Mar-23	X	Y	T
Sharing someone else's private dwelling	Mar-23	X	Y	T
Living without shelter	Mar-23	X	Y	T
... ? ?	...	...	...	

Obviously there would be limitations in terms of the number of people referred, and hence supported by PARS in each 6 mth period (so we'd probably present it as percentages in a graph), however I think it would be worth taking a look at it.

If you are happy to share some data/insights, perhaps you could also include a statement regarding gender eg, over the period from December 22 the majority of PARS Taranaki clients have been male, with the proportion of female and gender diverse clients sitting between x and x% over that period.

We would check any content back with you, and/or the appropriate person at PARS Taranaki before finalizing it for the report 'e're working on.

Happy to have a chat if it would be helpful, however also appreciate that you're probably trying to get everything in your current role in order.

We have reached out to you quite late in the process. If it's not going to be possible to pull insights from this data now, then we can revisit it if we get another chance later in the year.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: PARS Taranaki s 9(2)(a)

Sent: Tuesday, May 6, 2025 1:31 PM

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; s 9(2)(a)

s 9(2)(a) >; s 9(2)(a)

s 9(2)(a) ; s 9(2)(a)

s 9(2)(a)

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; s 9(2)(a)

s 9(2)(a) s 9(2)(a)

s 9(2)(a) ; s 9(2)(a) @msd.govt.nz>

Subject: RE: Homelessness Insights

Afternoon Miranda,

PARS Taranaki has been collating the housing status of its clients on a 6monthly basis since Dec 2022.

Survey is done by the Fieldworker - myself - and has been completed in December and June of each year.

This is based on what we know on the day (we complete the survey) as to where that person is at the moment.

It is broken down into 1 of the following categories:

private rental
KO housing
Staying with family
Motel accomodation
Transitional/type accomodation
Couch surfing - sustainable
Couch surfing - unsustainable
sleeping rough
currently in prison
currently in TPW/MH care
no longer in Taranaki/NP region
unknown - did not engage with PARS during this period
____not client____
deceased

while we don't have permission to share names, we can share other no identifiable details or just the % of engaged clients that fit into the categories of each of the housing needs.

Please advise.

An added complication is that Friday is my last day in the PARS role, however I will be going to role that will require access to this information and haven't yet been given official access, however I don't believe this will be an issues.

I have wanting to do more analysis on the data but current work load has meant I have been too busy doing the doing that I haven't had the time to

dedicate to any research. Hopefully within this new role I will be able to demonstrate a direct correlation between increased housing instability and prison and/or mental health residential care.

As a small charity, our sample size is limited to approximately 200 clients. Due to this, and the fact that most of our clients are single males with no functional family or support networks and have multiple convictions, the findings may be subject to bias and might not be broadly generalisable.

tagio tumas, *(cheers / thank you very much)*

Kylie Ewing

Fieldworker

Office hours: 10am to 1pm, Monday to Friday



PARS Taranaki

163 Devon Street West, New Plymouth

PO Box 172, New Plymouth

Phone 758 1361

Mobile 9(2)(a)

The content of this email is confidential and intended for the recipient specified in the message only; please do not share any part of this message with any third party, without the written consent of the sender. If you received this message by mistake, please reply to this message and then delete it. Kia ora rā.

On 06/05/2025 12:36 NZST Miranda Devlin

<miranda.devlin@hud.govt.nz> wrote:

Kia ora koutou!

Firstly, just to temper expectations, this work is simply about contributing to our monitoring of homelessness. We have no financial delegation, or funding explicitly tagged to it. A prior report on homelessness insights can be found [here](#).

What we're particularly keen on at this stage is any regular monitoring that has been undertaken at a local level.

Below are some examples that have been reported in various media regarding other areas:

- Auckland – ““The number of people known to be sleeping in cars, streets and local parks has risen by 53 per cent in the past four months - from 426 in September 2024 to 653 in January this” year.”
- Christchurch City – mission – outreach workers engaged with 59 people in January. From July 2024 to February 2025 they

engaged with more than 300 people, up from 215 in the same period a year earlier.

- Wellington (DCM) - As of September 2024, 464 people were recorded as homeless, compared to 330 in September 2023, a 40% increase.

I note this statement from an [RNZ article last month](#) “About 20 homeless men and between four and six women were sleeping rough in the New Plymouth CBD with many more believed to be doing so around the district”.

Is there any comparative data/observations from eg, a year ago?

I've attached some slides we've prepared for councils who may have an interest in monitoring homelessness.

We're keen to include a figure/figures from New Plymouth, but want to make sure a) they're as correct as possible and b) we're aware of the limitations/caveats.

Ngā  mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)

Sent: Tuesday, May 6, 2025 12:05 PM

To: s 9(2)(a) Miranda Devlin

<Miranda.Devlin@hud.govt.nz>; s 9(2)(a)

s 9(2)(a)

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>;

s 9(2)(a)

s 9(2)(a)

s 9(2)(a); Kylie Ewing, Prisoners Aid

s 9(2)(a); s 9(2)(a) @msd.govt.nz

Subject: RE: Homelessness Insights

Hi Miranda,

I've copied in Gareth Jones s 9(2)(a)

of YMCA who is leading their shelter project. Also I've copied in Amy Denham from TSA.

At Council we don't have a way to track numbers. I think if you talk with Justin, Kylie, Gareth and Amy you would likely get a good picture of the number of people living on the streets across our district. They may be able to suggest others to speak with too. We also have people sleeping in cars and other unsuitable shelter, sleeping in

unstable accommodation such as on 'eople's couches, and some people spending a lot of money on motels as they are also homeles'. I don't know those numbers but MSD did do some work a while ago or may be able to help with updated numbers.

We would love to have a housing first/rapid rehousing type programme tailored to the needs of our community (i.e. a programme that provides homes and support for both those who have been sleeping on the streets for a long period of time as well as those who have more recently become homeless) supported here by central government.

Happy to have a c'at if you'd like to call. Note I will be away from 8th to 18th May.

Ngā mihi

Rachel Lishman

Strategic Housing Specialist

New Plymouth District Council | Liardet St | Private Bag 2025 | New Plymouth 4340 | Phone: (06) 7596060 | Mobile: s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 6 May 2025 10:20 am
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>; s 9(2)(a)
s 9(2)(a)
Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>;
s 9(2)(a) s 9(2)(a)
s 9(2)(a); Kylie Ewing, Prisoners Aid
s 9(2)(a) s 9(2)(a) @msd.govt.nz>
Subject: RE: Homelessness Insights

[EXTERNAL EMAIL] CAUTION: This email is from an external sender. To minimise cyber security risks, do not click on any links or open any attachments unless you are certain that the sender is legitimate. Please note that no legitimate sender will ever ask you for password details.

Kia ora Miranda,

Great to hear from you. There is a lot happening in this space in New Plymouth. Here are a few key contacts:

Justin Clinton-Gohdes – Ngamotu Street Initiative
Hannah Drak – Ngamotu Street Initiative

Rachel Lish-an – Strategic Housing Specialist, New Plymouth
District Council
Damien –lark – Community Partnerships and Economic
Development Manager
Kylie Ewing, PARS Taranaki
Garet– Jones – YMCA - [@Rachel Lishman](#) are you able to provide
contact details?

Kind regards,
Ben



Ben Ingram

General Manager
Taranaki Housing Initiative Trust
s 9(2)(a)
www.thit.org.nz

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Monday, 5 May 2025 1:32 pm
To: s 9(2)(a)
Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Subject: Homelessness Insights

Tēāā koe Ben,

Chris Glaudel provided us with your email address.

My colleague Ariel and I are collating research, data and information
regarding homelessness to help us better monitor it.

Chris had mentioned to us that there were 30 people living on the
street in New Plymouth and we were wondering if we could connect
with someone who might be tracking the data on this in New
Plymouth.

Are you able to help us and/or connect us with someone across the
numbers?

We’d be keen to touch base with someone online this week if
possible?

Ngā mihi,

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington



Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

The content of this email is confidential and may contain copyright information and/or be legally privileged. The information contained in this email is intended only for the recipient named in the email message. If this email is not intended for you, you must not use, read, distribute or copy it. If you have received this email message in error please notify the sender immediately and erase the original message and any attachments from your system. Thank you.

Statements in this email and any attachments do not necessarily reflect the views of New Plymouth District Council.

For more information about New Plymouth District Council, visit our website at www.npdc.govt.nz

Are you a ratepayer? Did you know you can get your rates notices by email? Sign up now at www.npdc.govt.nz/home-and-property/rates-information/

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies

of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Attachment can be found in email titled *RE: slides*

From: [Eleisha Hawkins](#)
To: [Kate Reid](#); [Miranda Devlin](#); [Ariel McLean-Robinson](#)
Subject: FW: TH presentations
Date: Tuesday, 13 May 2025 12:02:27 pm
Attachments: [image001.png](#)
[image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.jpg](#)
[HUD TH presentation - MAR 2025 Housing Reference Group.pdf](#)
[Auckland TH data pack 2025_04_22.pdf](#)
[image003.png](#)
[image005.png](#)
[image007.png](#)
[image009.jpg](#)
[image014.png](#)
[image015.png](#)
[image016.png](#)
[image017.jpg](#)

FYI

From: Eleisha Hawkins
Sent: Tuesday, 13 May 2025 12:01 pm
To: Victoria Crockford [s 9\(2\)\(a\)](#)
Cc: Joseph Winton <Joseph.Winton@hud.govt.nz>
Subject: FW: TH presentations

Kia ora Vic,

Great to catch up the other day. I wanted to circle back on a few of the things we discussed:

- I promised to share some TH data, with gender breakdowns where possible. Attached are the recent presentations we've done on TH data. And below is a chart that presents a gender breakdown. We are able to do more gender breakdown – if this would be useful please just let us know what specifically you'd like – I've cc'd Joe Winton who is one of the managers in my team who can work his magic
- Regarding the 'housing insecurity' measure – Miranda in my team catches up periodically with SIA, she'll seek an update from them and note your interest. Happy for you to connect through your relationships too.
- You mentioned the gender analysis tool that is being developed – my team had interest in understanding a bit more about this. You said you were thinking about KO using it – did you have any other info you could share about scope, including intentions for who it is for, and outcomes expected from it?

Thanks heaps,

Eleisha

Eleisha Hawkins ([she/her](#))

GM System Insights and Strategy | Strategy, Insight and Governance

eleisha.hawkins@hud.govt.nz | Mobile: s 9(2)(a)

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Wellington

Executive Assistant | Cheryl.Milio@hud.govt.nz

From: Joseph Winton <Joseph.Winton@hud.govt.nz>

Sent: Tuesday, 13 May 2025 10:29 am

To: Eleisha Hawkins <Eleisha.Hawkins@hud.govt.nz>

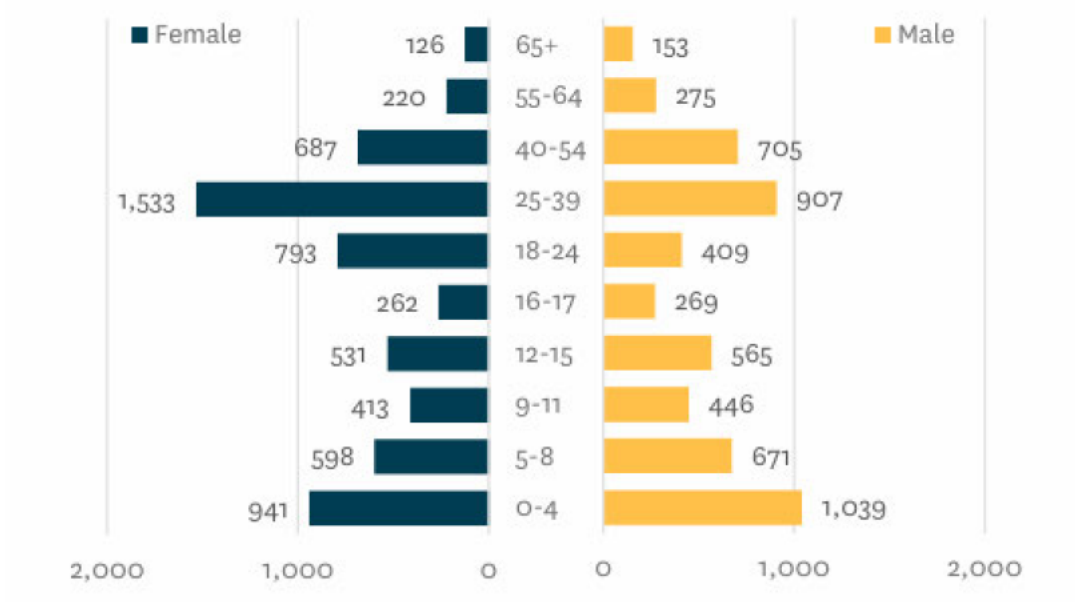
Subject: TH presentations

Hi Eleisha

Here are some useful files we have presented or shared recently.

Here is an age by gender chart for individuals in TH at the end of March 2025

2.3 Age and Gender of Individuals In Service



Attached are:

- The slides you shared at HRG; and
- The Auckland specific presentation

Joseph Winton ([he/him](#))

Manager, Data and Products

Strategy, Insights and Governance

Joseph.Winton@hud.govt.nz | Phone: +64 4 830 6916 | Mobile: s 9(2)(a)

Transitional housing data

- By March 2024, most transitional housing providers were using the new transitional housing vacancy management tool (THVMT)
- THVMT data means that reporting on households in transitional housing is now possible, more reliable, and with higher quality
- HUD is now able to use THVMT data to get further insight into:
 - who is in transitional housing
 - utilisation of the transitional housing stock
 - outcomes for households
- We have a year of consistent data and some insights which we are going to talk about now

4,879

Households Reported in TH
as at 28 February 2025

11,735

Individuals Reported in TH
as at 28 February 2025

6,013

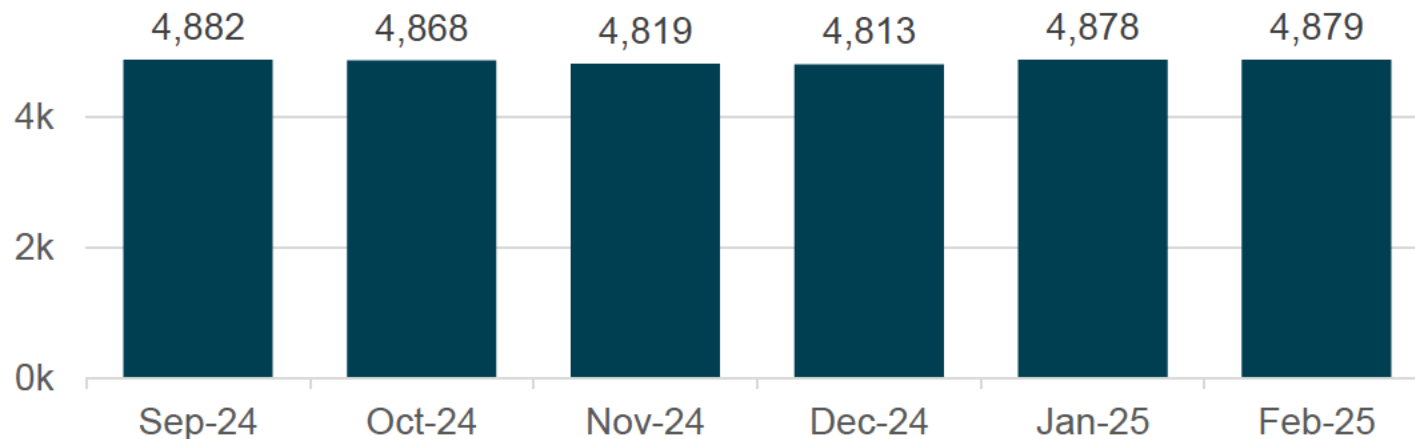
Adults Reported in TH as at 28 February 2025

5,722

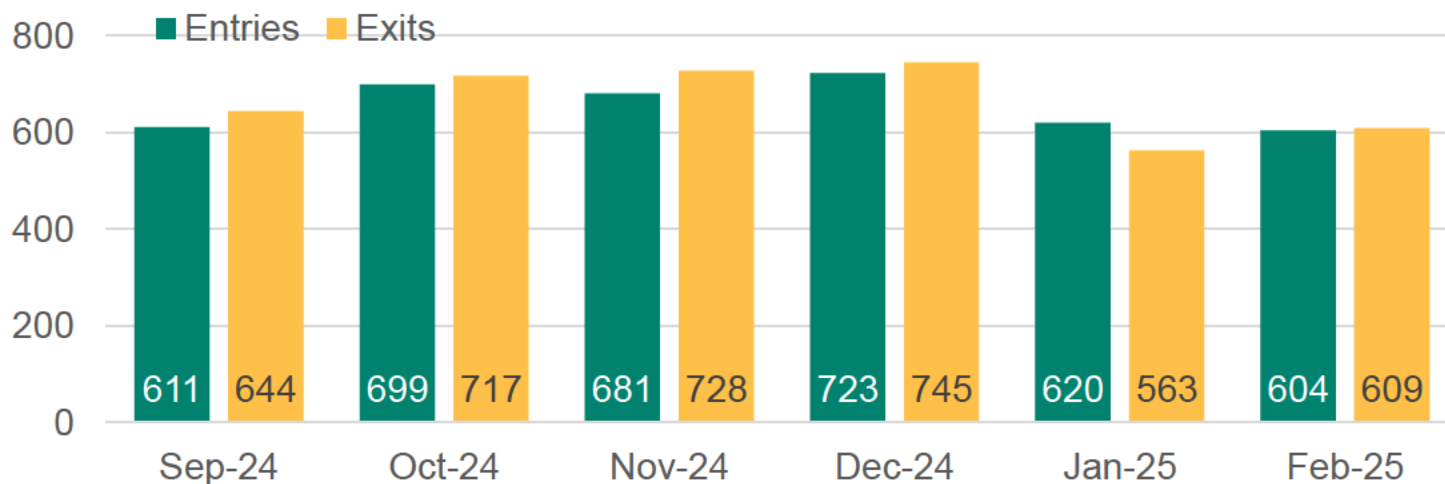
Children Reported in TH as at 28 February 2025

More than 10% of places are re-tenanted each month

Households reported in TH at the end of each month



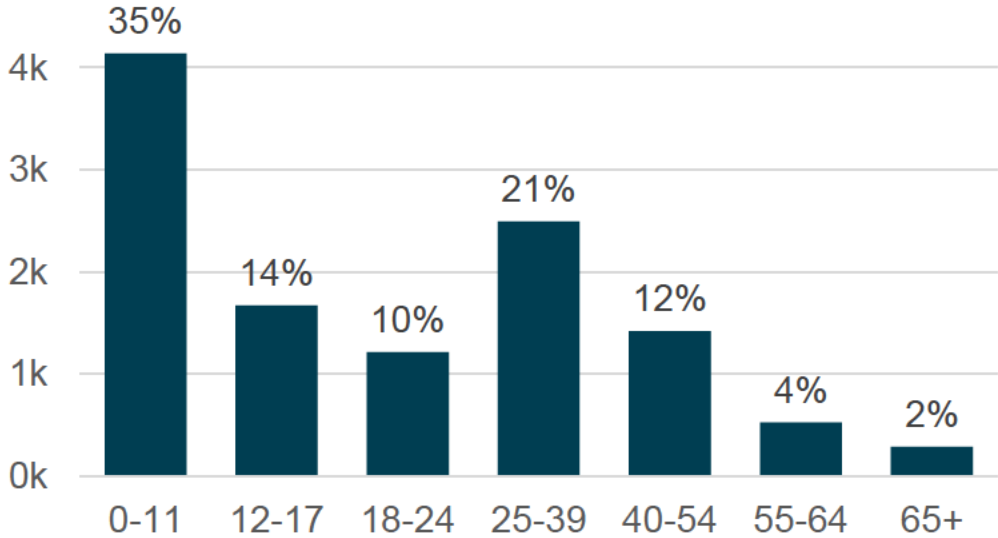
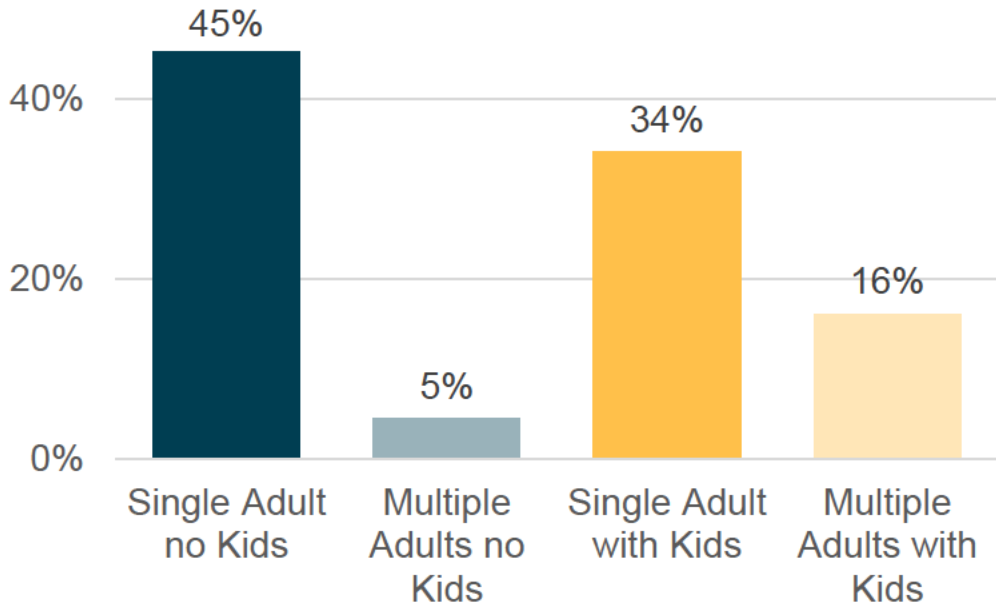
Households that enter and exit TH each month



recent months likely to be revised up as more information becomes available

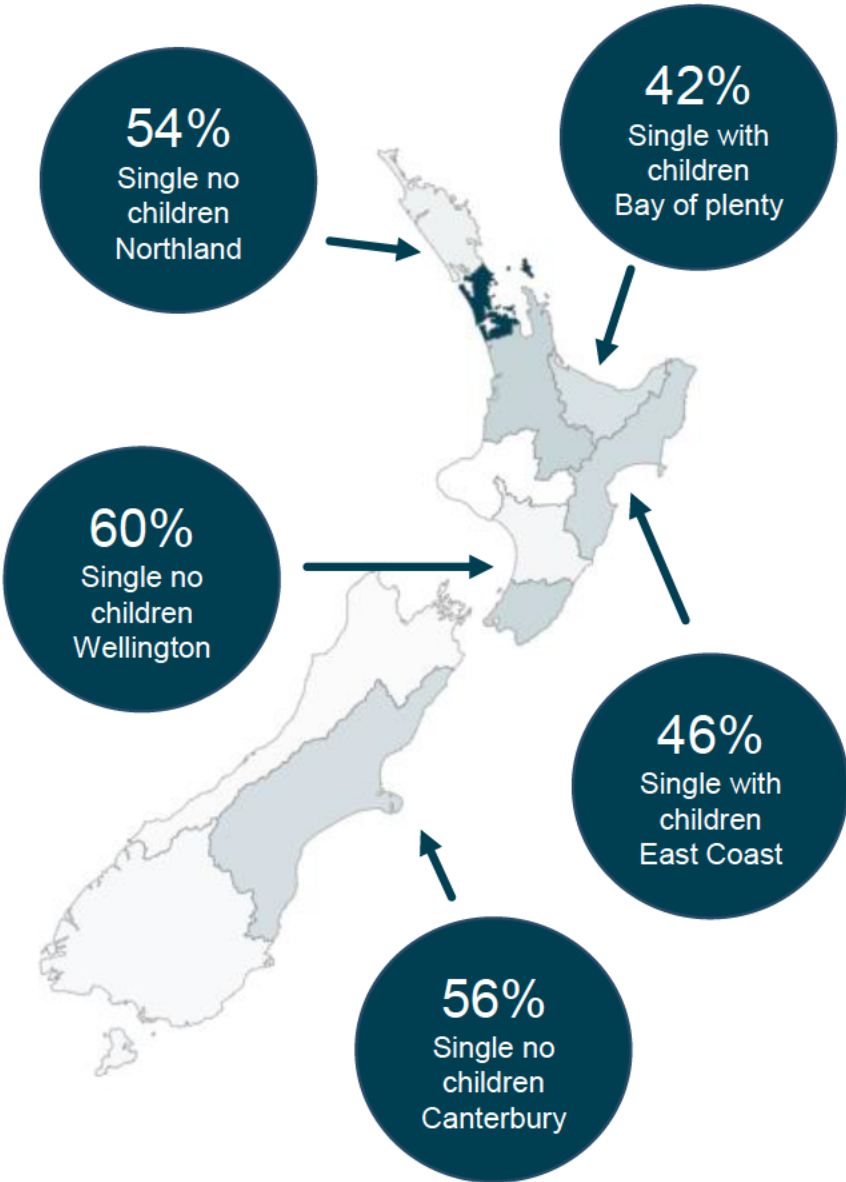
Composition of households in TH at end of Feb 2025

Households with just a single adult in them make up 80% of all households in service.



Age Distribution of individuals in TH at end of Feb 2025

Most adults in service are aged between 25-39 whilst most children are 11 or younger.

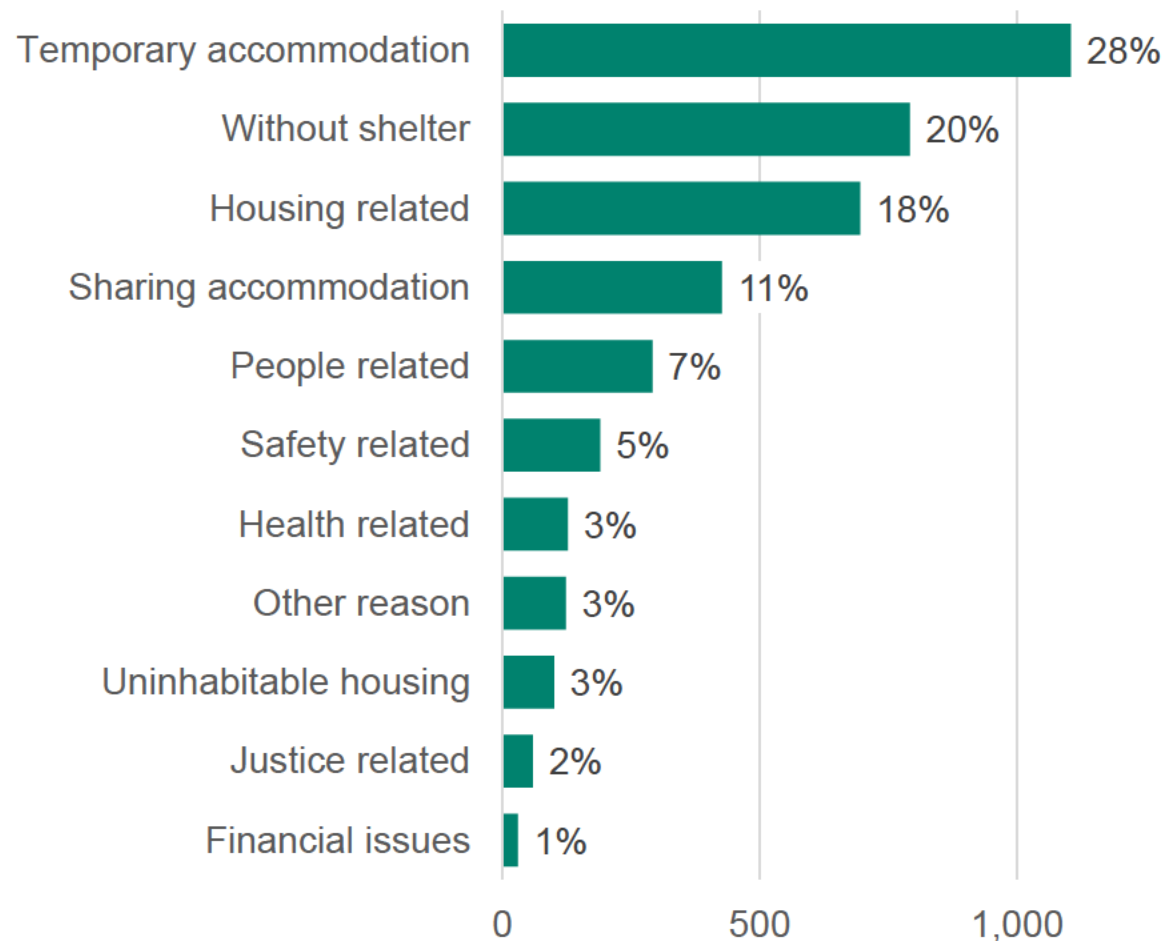


Colours in the map represent number of households in TH

+3,938

Entries in 6 months to Feb 2025

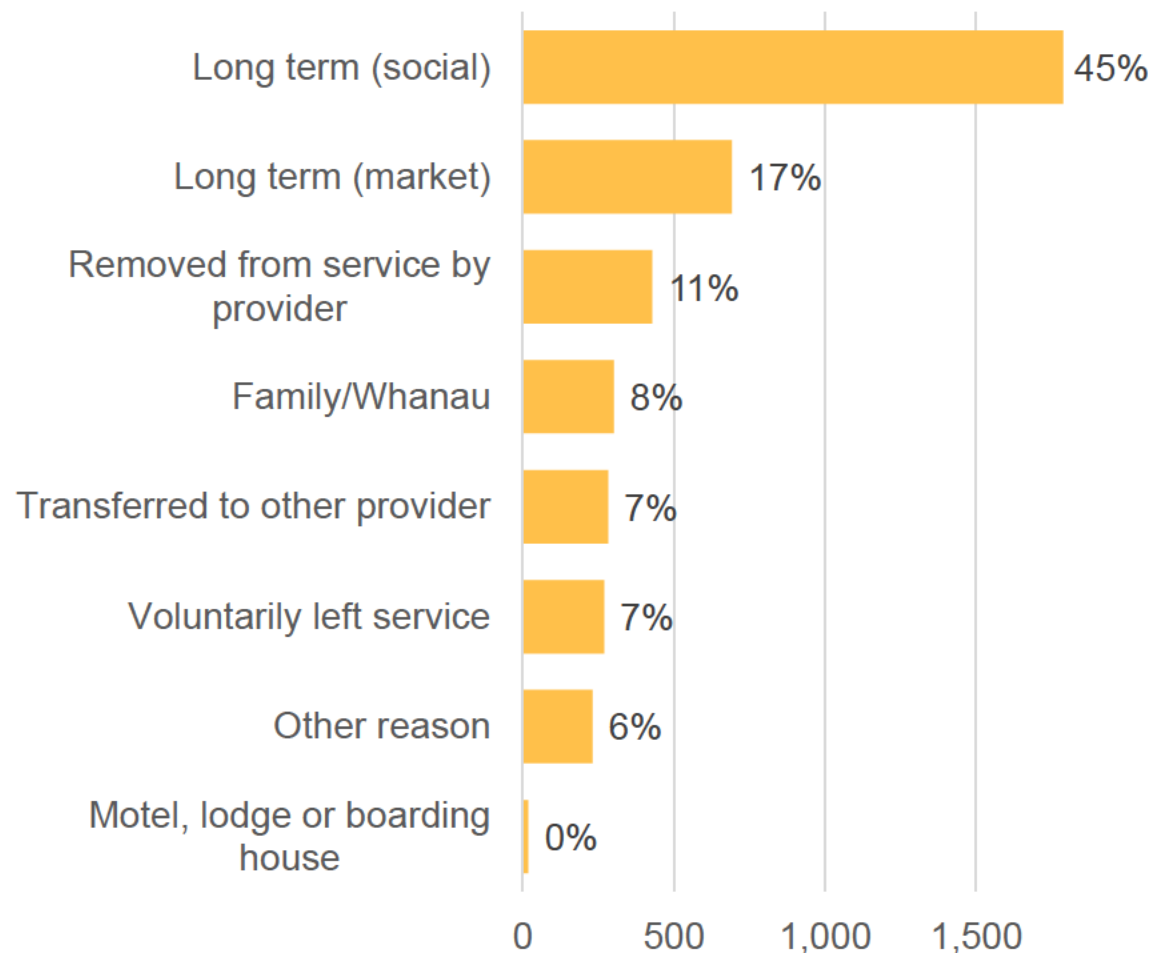
Entry Reason for Households that Entered TH



-4,006

Exits in 6 months to Feb 2025

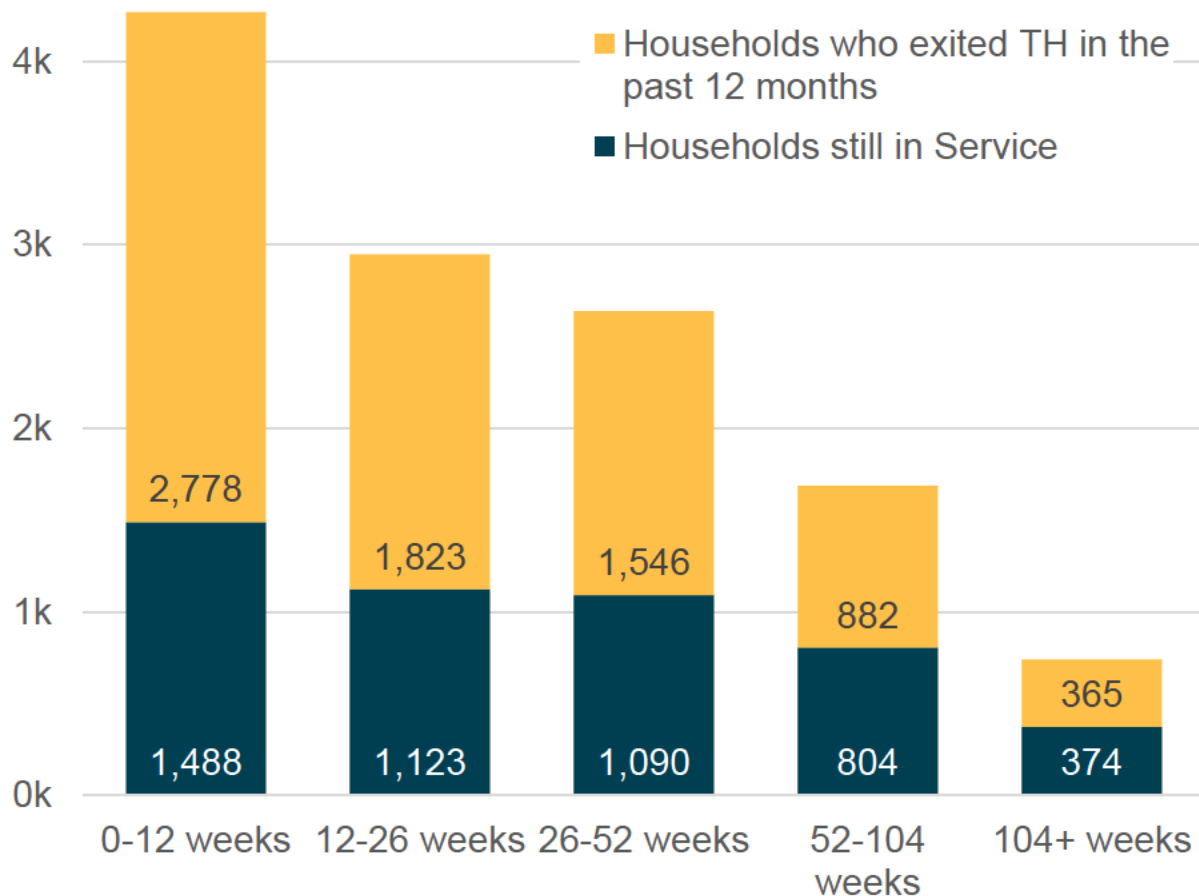
Exit Reason for Households that Exited TH



Length of stay in TH

9

Length of stay for households who have been in TH at some point over the last 12 months



- 12,273 households were reported in TH in the year to end Feb 2025.
- 38% of exits over the last year were within 12 weeks, with 63% less than six months.
- Variation by household type and size – couples with children had median time to exit of 36 weeks, compared to 23 weeks for singles without children.



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

Transitional Housing Auckland Stats

March 2025 Data



Purpose

- Share some Auckland specific data with ATHPN
- Share definitions and logic for selected measures
- Discuss the data and story behind some of the measures to improve our understanding of these measures and improve reporting.



Three data sources are combined to create these stats



- Created and held by HUD
- This is the source for all historic public reporting on the number of contracted TH places, as you would see on the Housing Dashboard etc.
- Information pulled from contracts to measure Transitional Housing “stock”
- Includes information on typology, contract status, expiry date, etc.



- From THVMT. Managed by MSD.
- Entered into THVMT by Providers and from other MSD systems.
- Processed and reported by HUD
- Includes placement information for households occupying TH places
- Includes age, gender, household size, household composition, entry/exit reason, etc.



- From THVMT. Managed by MSD.
- Derived from data entered into THVMT by Providers and MSD.
- Reports end of month place status for places entered into the tool including details of dates and reasons unavailable.



Monthly process for creating stats

- HUD receives occupancy and place extracts from MSD monthly.
- Places are linked to HUD supply data and some cleaning occurs.
- A standard set of Stats are created.
- Detailed stats are shared with HUD relationship managers to support conversations with providers
- High level summary is provided to other parts of MSD and HUD (similar to the stats in this pack but at a national level)



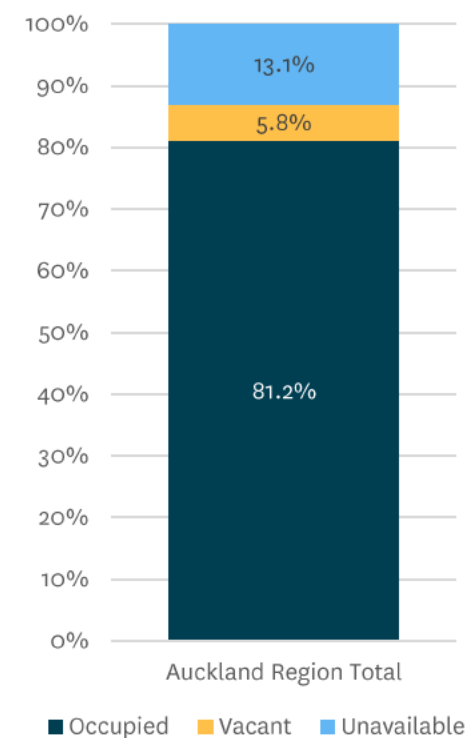
Measure Definitions: Place Status and Utilisation

An occupancy status is applied to each reported place based on the occupancy data, the place data, and the contract status from the supply data.

A Transitional Housing place can have one of the following statuses as at the end of a reporting month. Status is applied to each place in the following order:

- 
1. Occupied by MSD Client
 2. Occupied by Non-MSD Client
 3. Other – Expired
 4. Unavailable*
 5. Vacant/Unoccupied* (not Occupied or marked unavailable, so assumed to be vacant and ready for tenanting)
 6. Other – Unconfirmed Occupancy (place status says occupied but no household in occupancy data)
 7. Other – Unknown

Place occupancy status as at the end of March 2025



Let's get into the numbers!

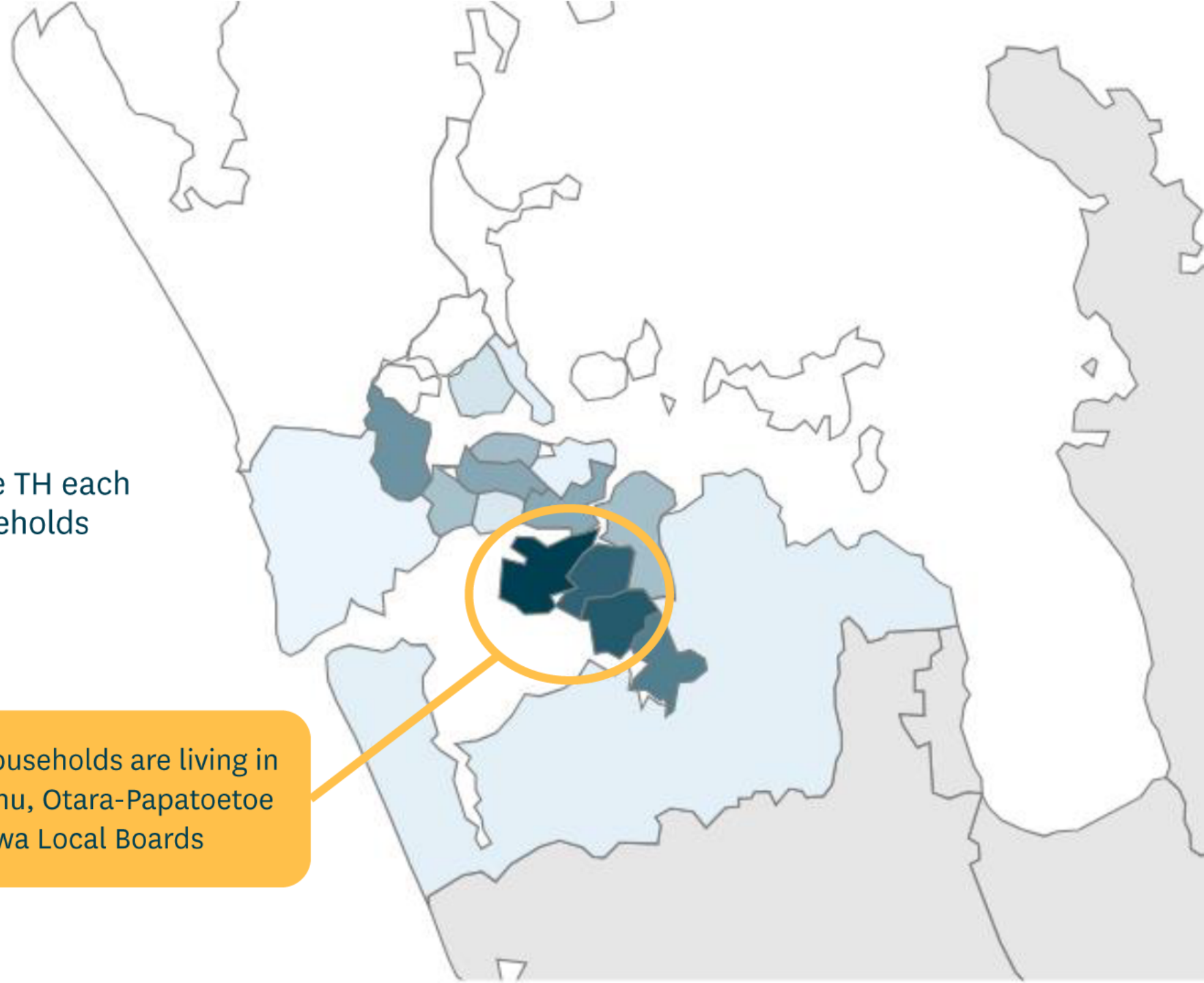


2,188

Households reported as
Occupying a TH place in
Auckland as at 31 March 2025

More than 300 households leave TH each
month and more than 300 households
start in TH each month.

Almost half of households are living in
Mangere-Otahuhu, Otara-Papatoetoe
or Manurewa Local Boards



2,758

* Contracted Transitional Housing Places in Auckland as at 31 March 2025

Including:

226

* Contracted **Motel** Transitional Housing Places in Auckland as at 31 March 2025

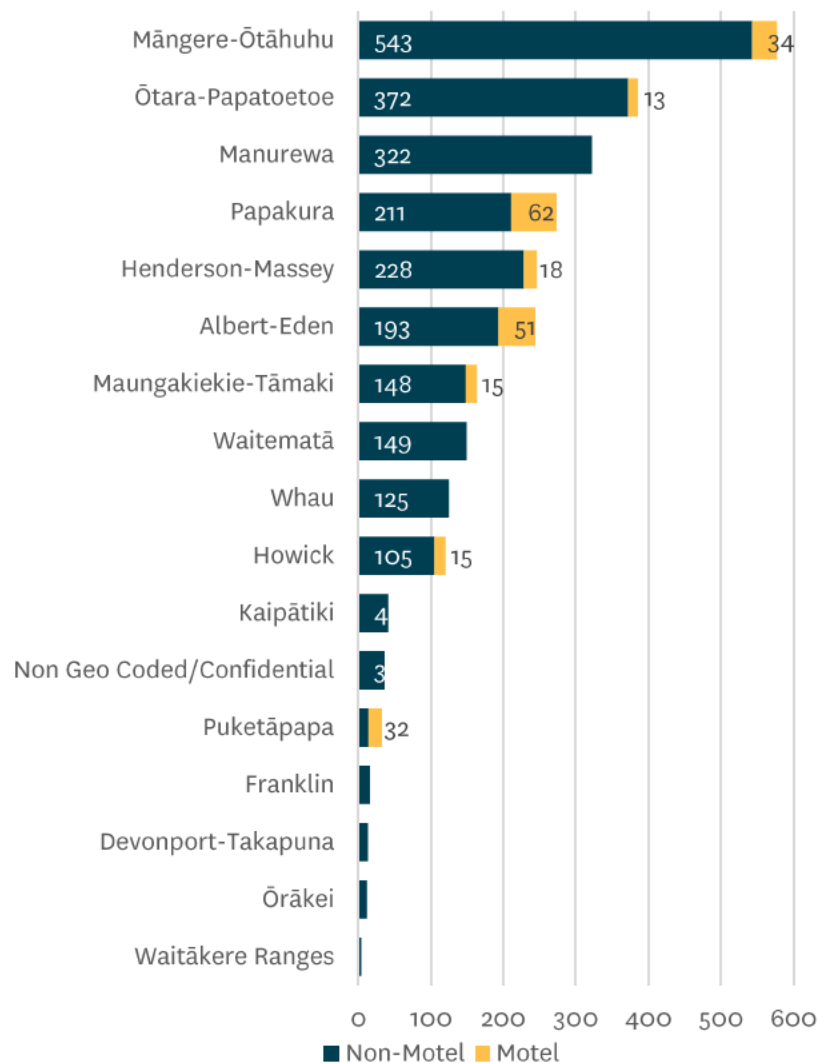
26

Unique Contracted Transitional Housing Providers in Auckland as at 31 March 2025

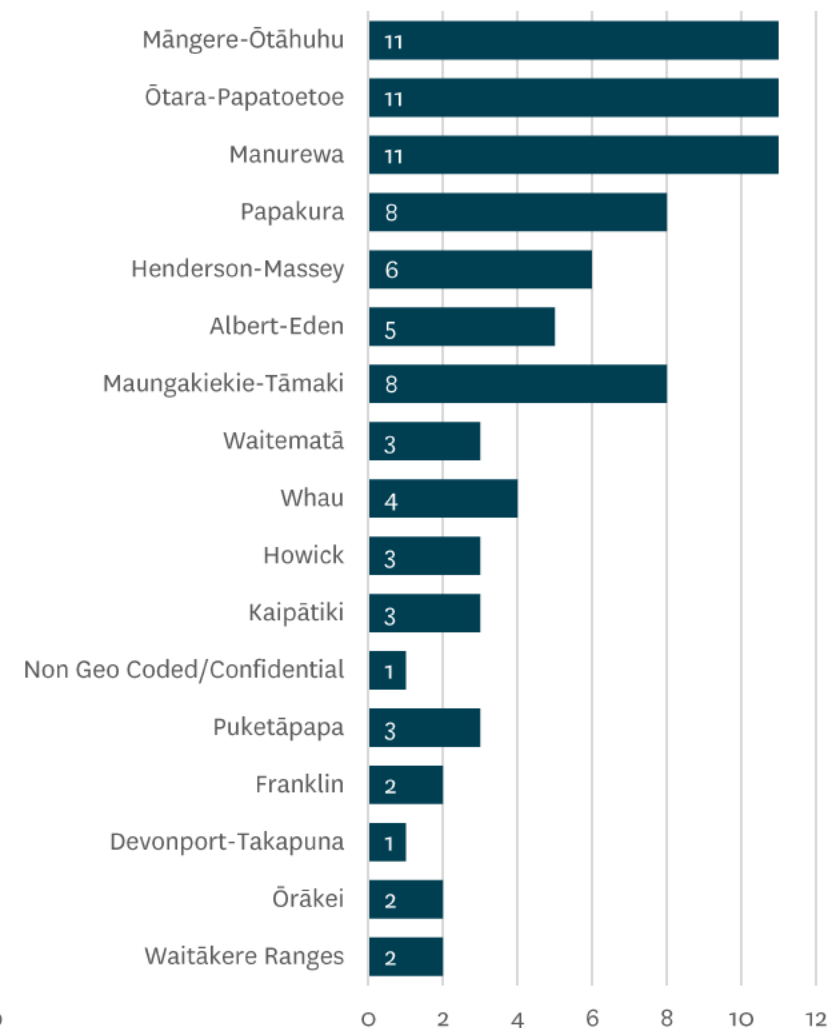
* Note that the number of Contracted Transitional Housing places will not equal the number of places reported on through THVMT due to incomplete reporting and contract timing.

1. Contracted Transitional Housing Places

1.1 Number of Contracted Transitional Housing Places



1.1 Number of Contracted Transitional Housing Providers



2. Households in Transitional Housing

2,188

Households Reported in TH in Auckland as at 31 March 2025

5,386

Individuals Reported in TH in Auckland as at 31 March 2025

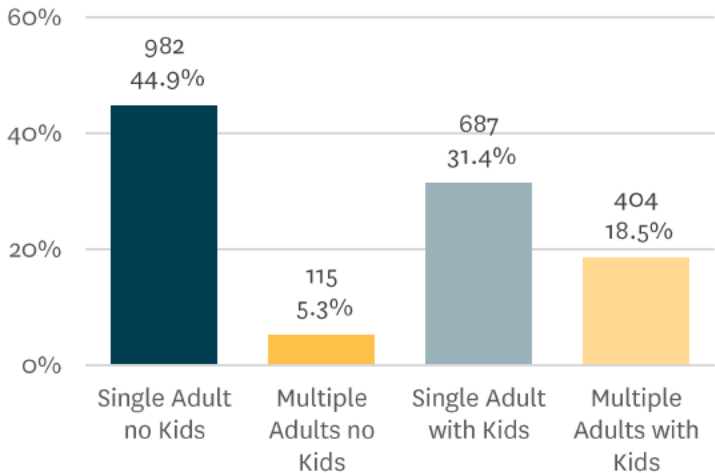
2,778

Adults Reported in TH in Auckland as at 31 March 2025

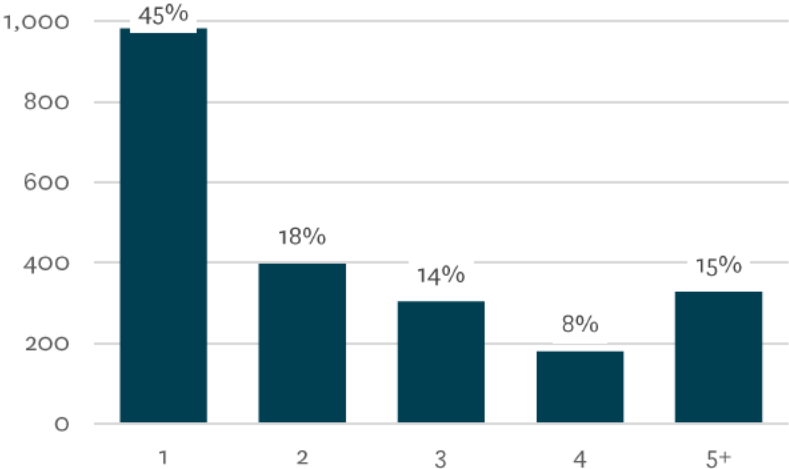
2,608

Children Reported in TH in Auckland as at 31 March 2025

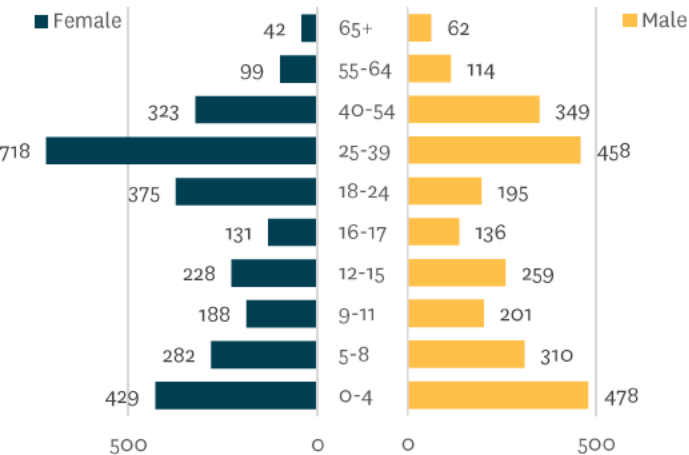
2.2 Household Composition of Households In Service in Auckland



2.3 Size of Households In Service in Auckland

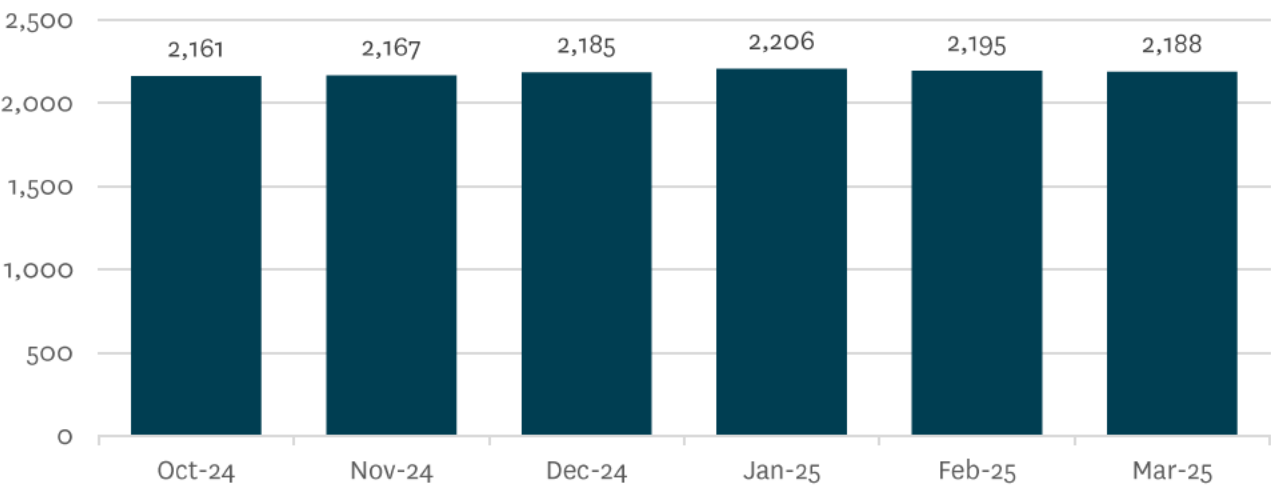


2.4 Age and Gender of Individuals In Service in Auckland

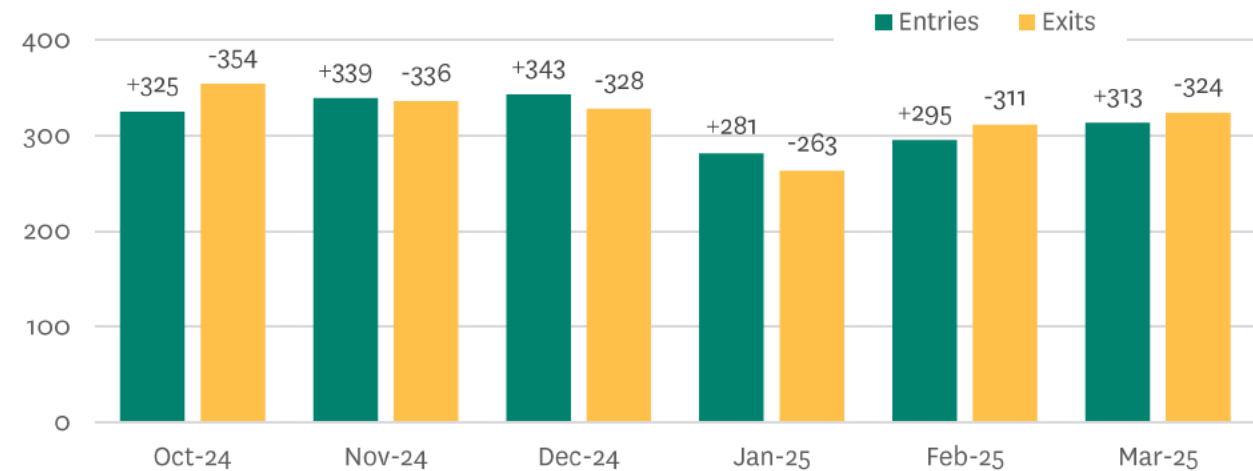


3. Flows Through Service

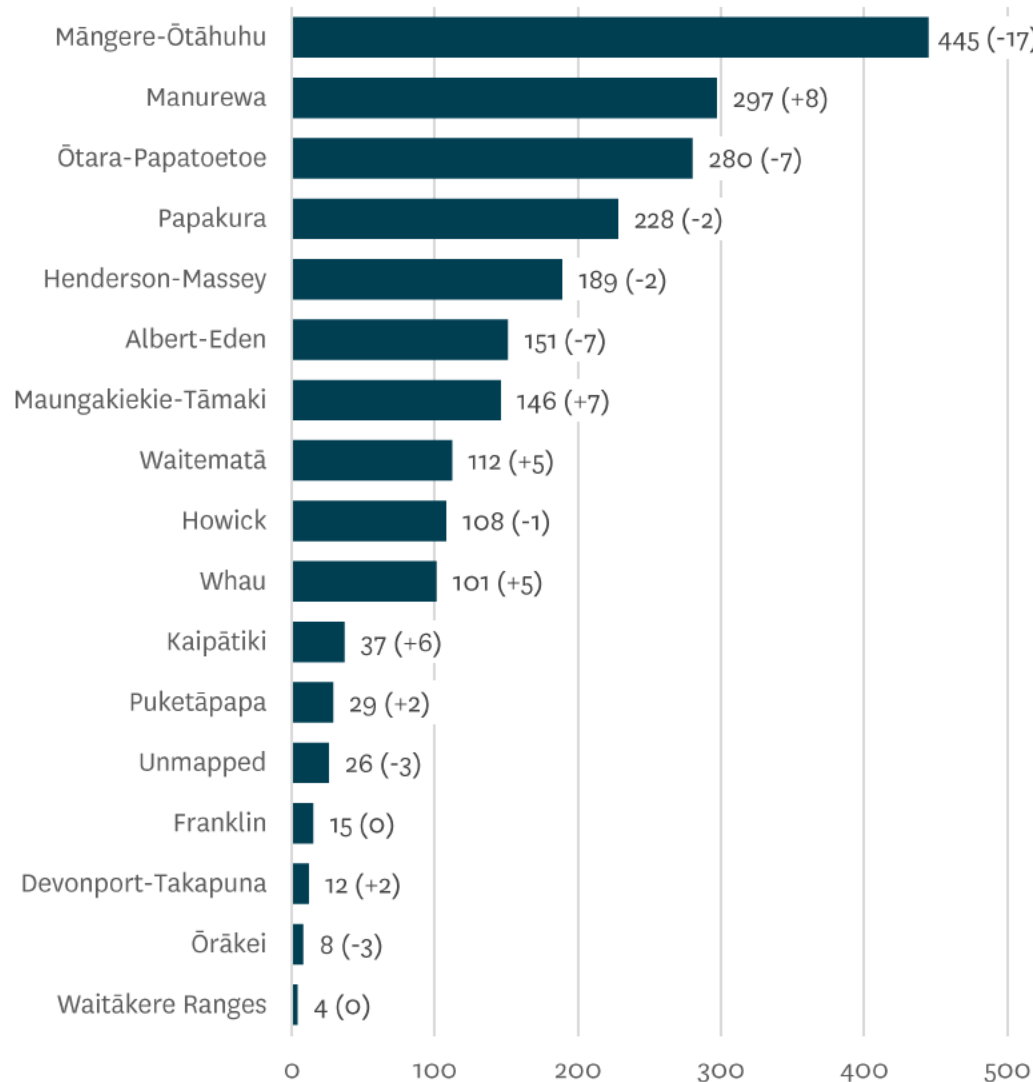
3.1 Households Reported as In Service in Auckland at the end of each month



3.2 Households Entering and Exiting TH in Auckland each month



3.3 Number of Households Reported as In Service in Auckland as at the End of Mar25 (Change from Feb25 in Brackets)



3. Flows Through Service

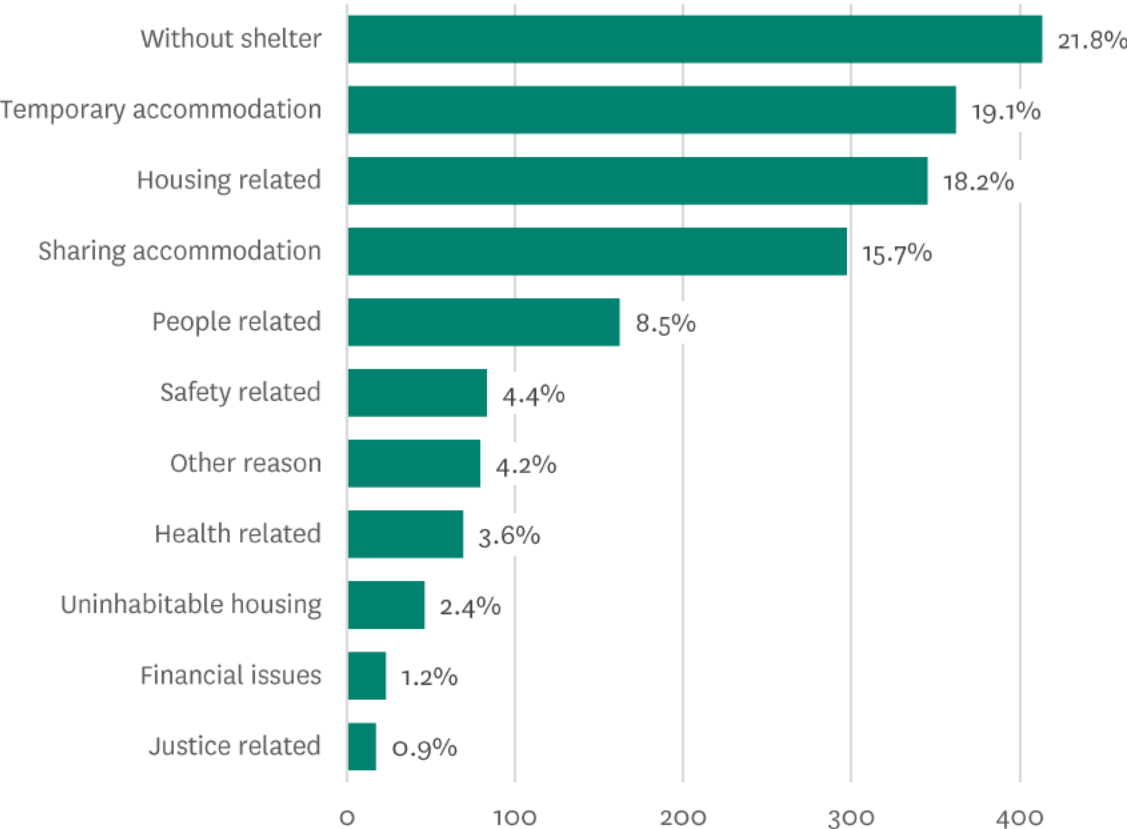
+1,896

Entries in 6 months to March 2025

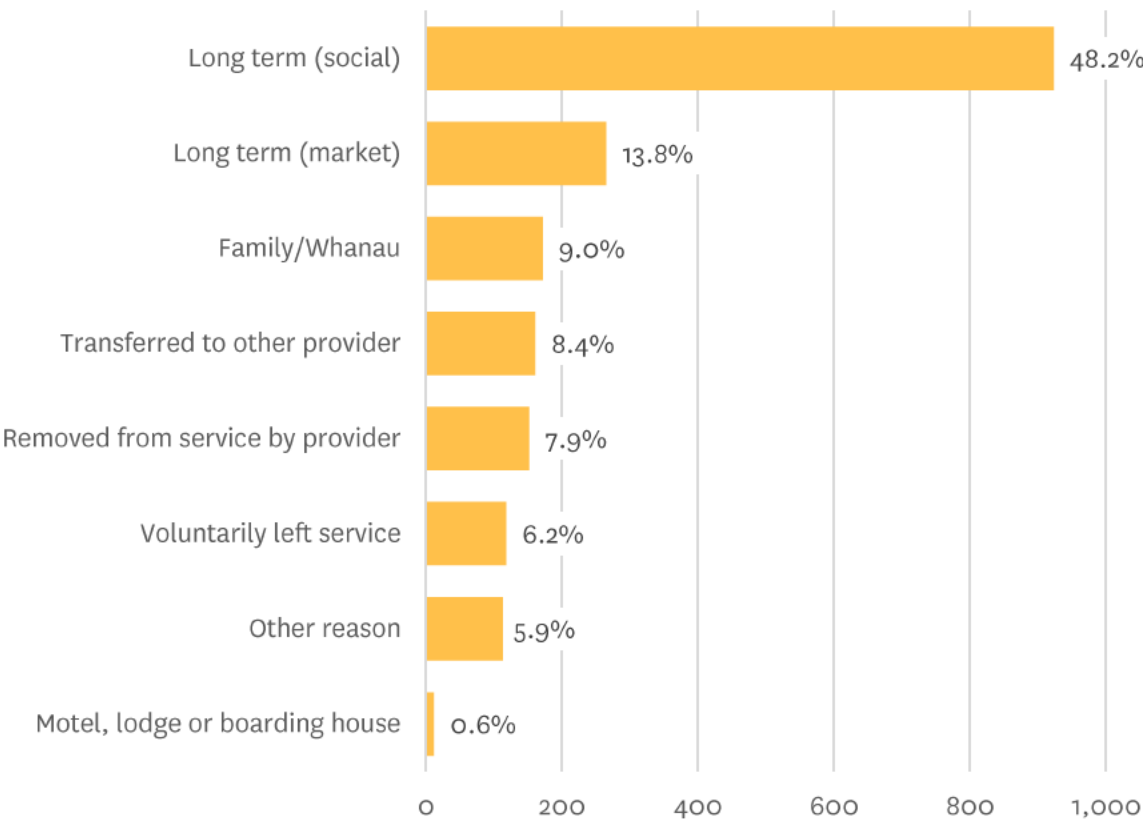
-1,916

Exits in 6 months to March 2025

3.4 Entry Reason for Households that Entered TH in Auckland *



3.5 Exit Reason for Households that Exited TH in Auckland *



* Note that Entry and Exit Reasons are selected by Providers from a dropdown in THVMT.

4. Length of Stay

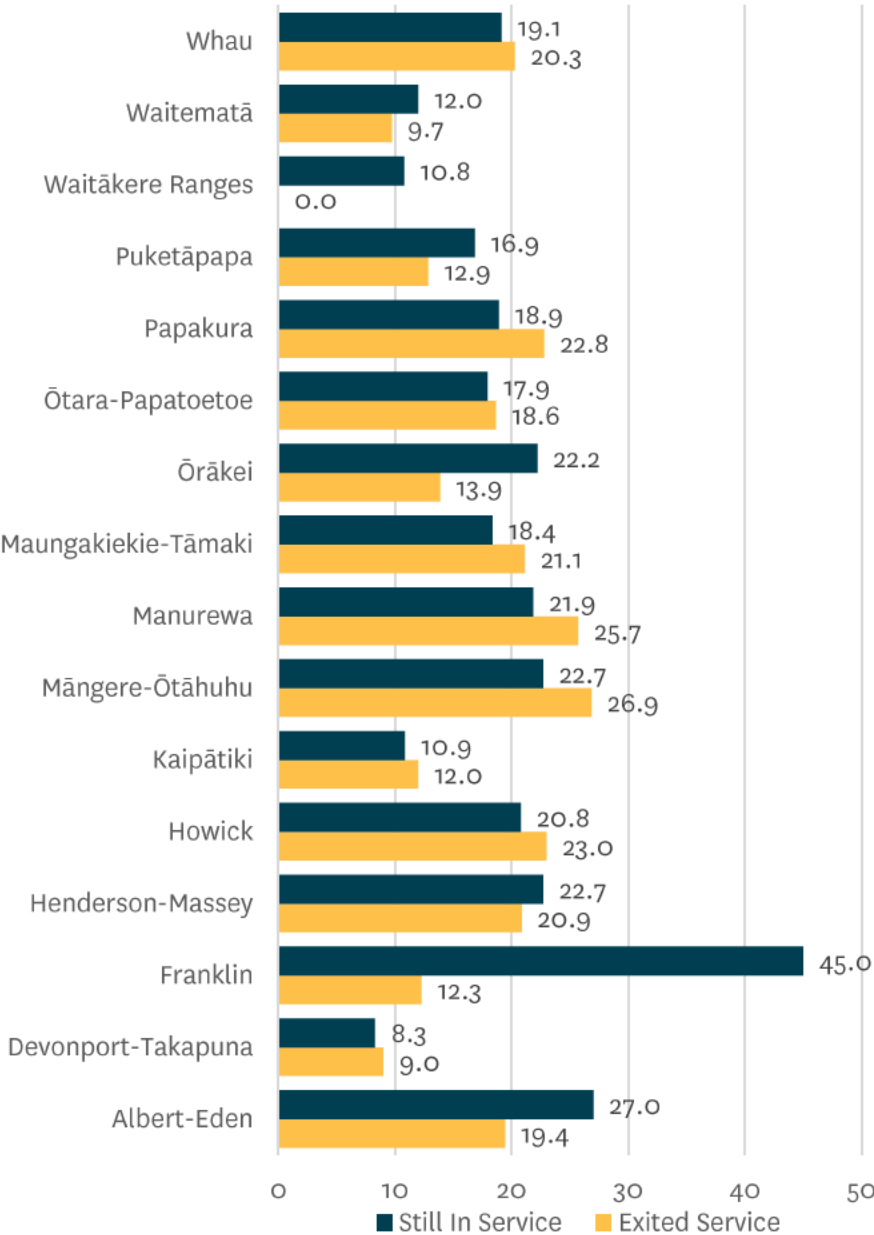
20.0

Weeks is the Median Length of Stay for Households in Auckland Still In Service at the end of March 2025

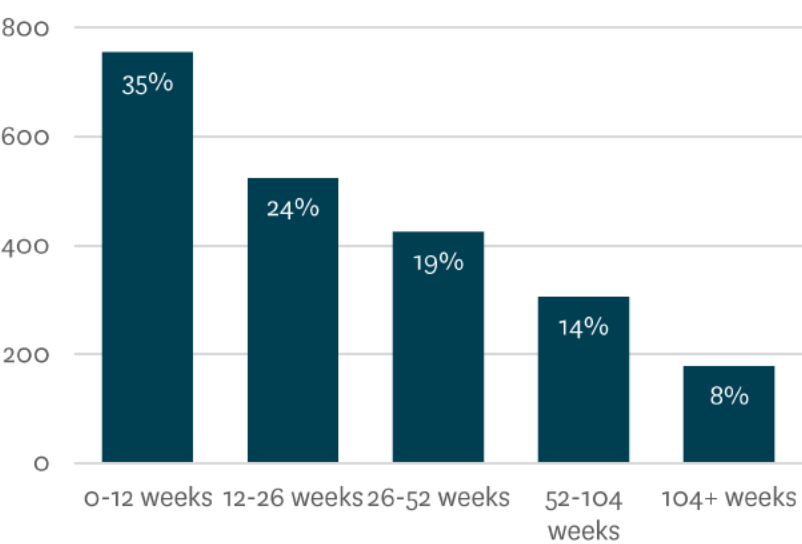
20.3

Weeks is the Median Length of Stay for Households in Auckland who have Exited Service in the 6 months to March 2025

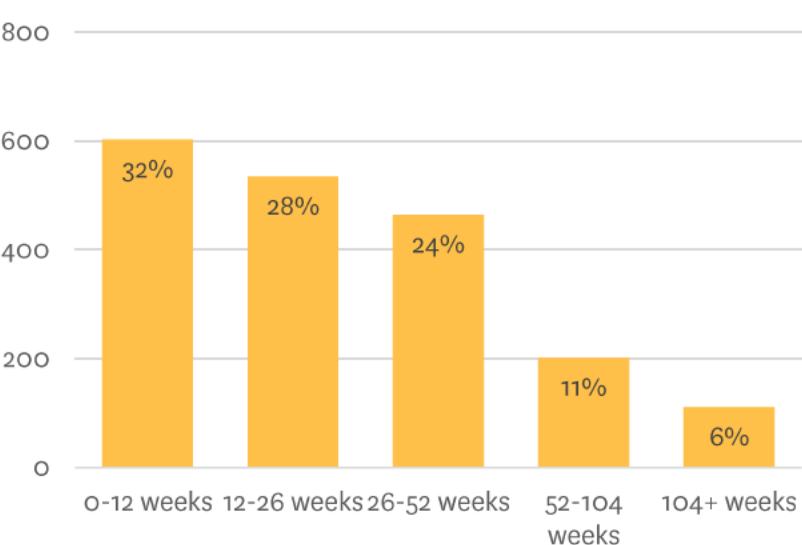
4.1 Median Length of Stay for Households Still In Service and Exited Service in Auckland



4.2 Length of Time in TH for households in service at the end of March 2025

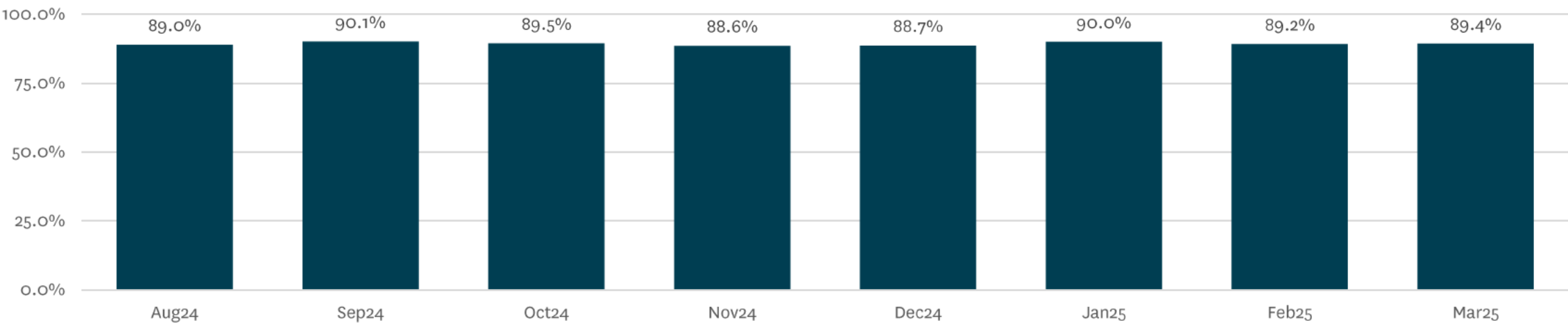


4.3 Length of Time in TH for households who exited TH in the six months to March 2025

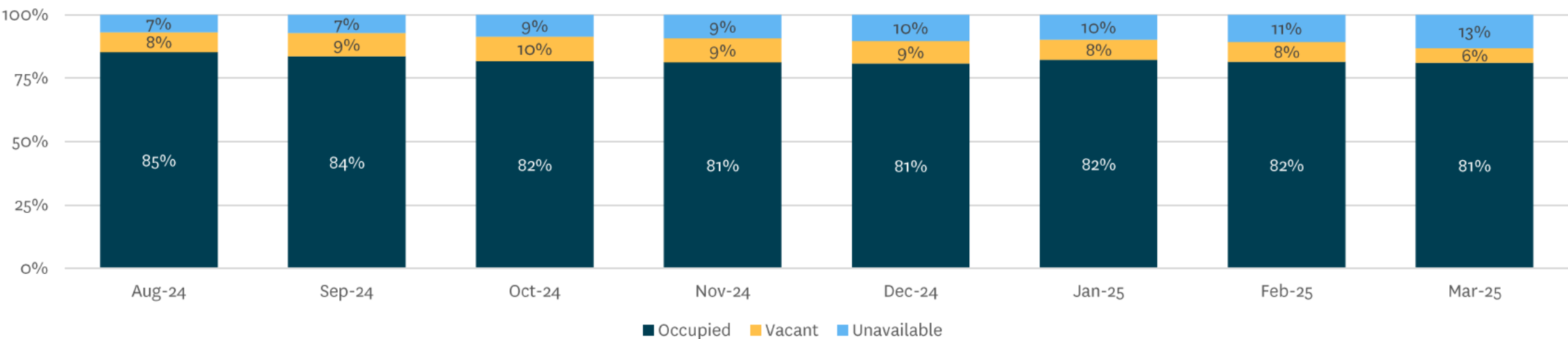


5. Utilisation of Transitional Housing Places

5.1 Across the Month Occupancy of Reported Transitional Housing Places in Auckland.



5.2 Place Status of Transitional Housing Places in Auckland as at the end of each month



■ Occupied ■ Vacant ■ Unavailable

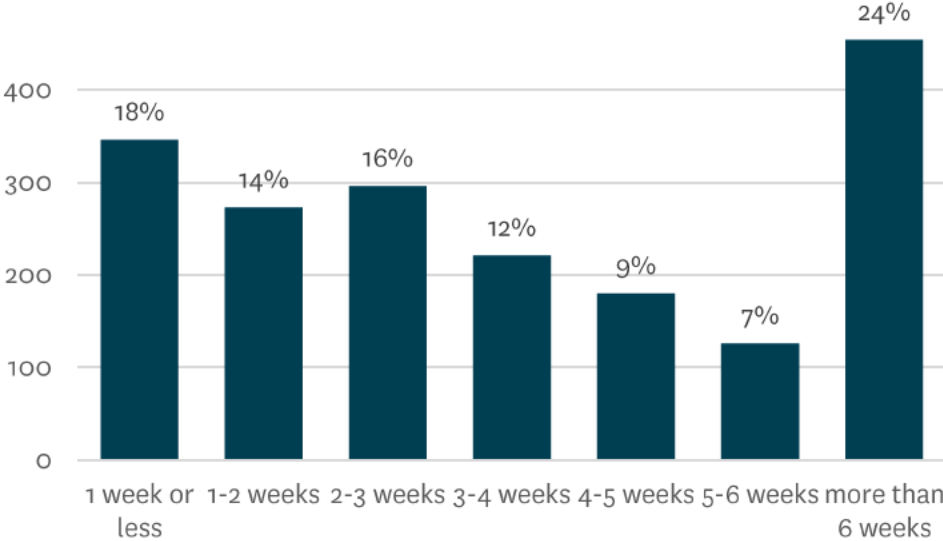


5. Utilisation of Transitional Housing Places

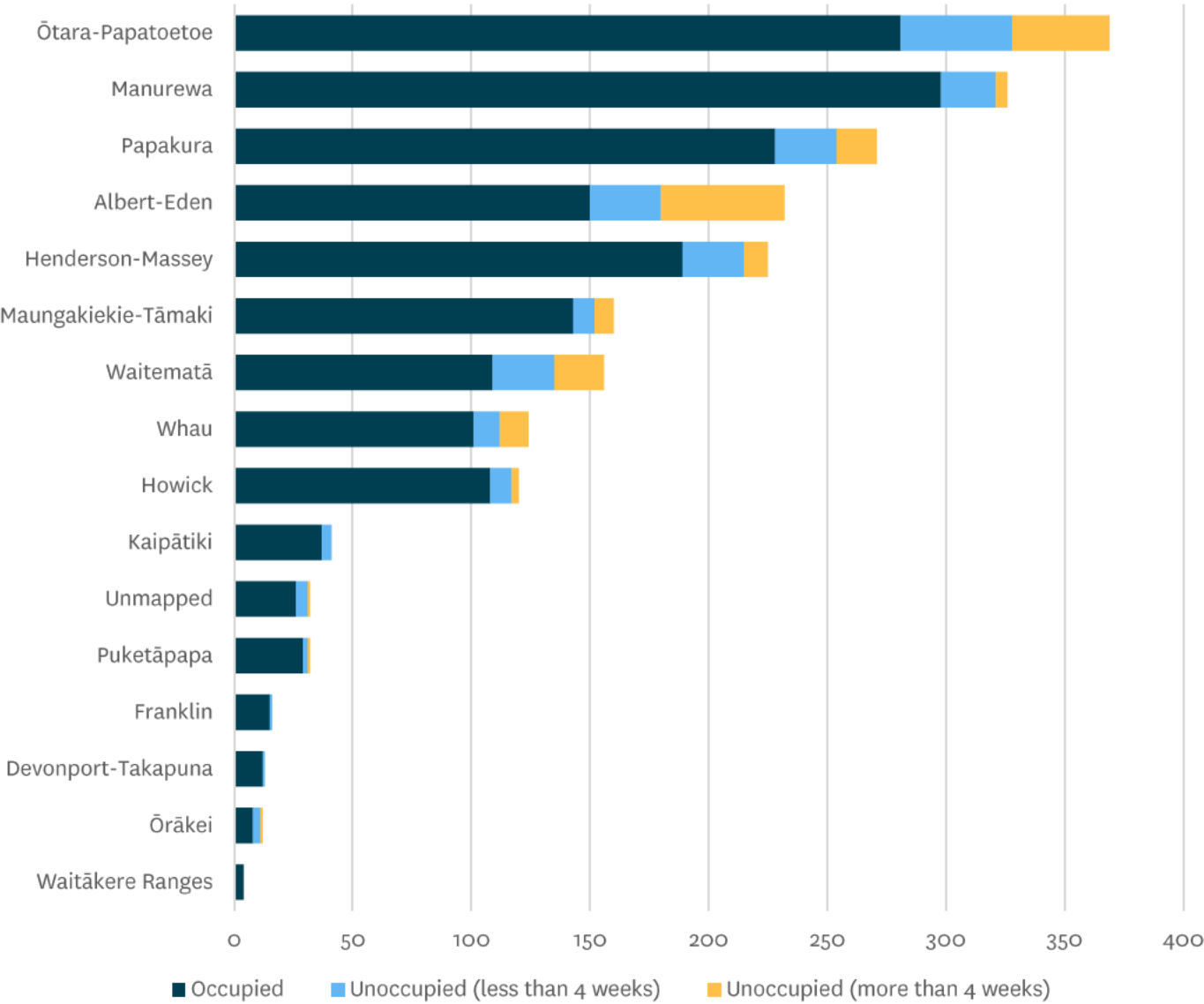
17 business days

Median time between tenancies for entries into TH in the six months to March 2025.

5.3 Time between tenancies for entries into TH in the six months to March 2025.



5.4 Occupancy status of reported places as at end of March 2025



Further Notes and Data Caveats

- Past figures will be revised as new data is received.
- THVMT can contain information about TH places that have not yet had a contract executed and are therefore not counted as contracted. This can result in a higher number of places reported through THVMT than is currently contracted.
- Occupancy of Non-MSD clients is not reported through THVMT so our knowledge of the length of time a place has had a certain place status is limited to MSD clients only.
- The sum of occupied, vacant, and unavailable places at the end of the month will differ from the total reported places across the month due to expiries.
- Because we do not have a long time series for this data, many insights are based on the last six months' worth of activity. We do not yet understand any regular seasonal variations and revisions.



Detailed Metric Definitions and Caveats

Metric	Definition	Notes or Caveats
Number of contracted TH places	The number of transitional housing places that were active and contracted as at the end of the reporting month.	The number of Contracted Transitional Housing places will not equal the number of places reported on through THVMT due to incomplete reporting and contract timing.
Number of contracted TH motel places	The number of transitional housing places that were active and contracted as at the end of the reporting month and are considered to be in a facility that HUD determines is a motel. This figure is a subset of the total figure above.	As above.
Number of households in service	The number of households reported as in service in transitional housing at the end of the relevant reporting month, based on the lack of an end of residency date on their current placement.	This does not include Non-MSD households as we do not receive placement-style reporting for those clients.
Number of individuals in service	The number of individuals that were part of a household reported as in service in transitional housing at the end of the relevant reporting month.	As above.
Number of households that entered service	The number of households reported as entering transitional housing across the relevant time period, based on their start of residency date. This does not include households that have been transferred within a Transitional Housing Providers' own contracted places.	This does not include Non-MSD households as we do not receive placement-style reporting for those clients.
Number of households that exited service	The number of households reported as exiting transitional housing across the relevant time period, based on their end of residency date. This does not include households that have been transferred within a Transitional Housing Providers' own contracted places.	This does not include Non-MSD households as we do not receive placement-style reporting for those clients.

Detailed Metric Definitions and Caveats

Metric	Definition	Notes or Caveats
Length of stay for households still in service at the end of the month	The number of weeks since their first placement for all households reported as in service in transitional housing at the end of the relevant reporting month, based on the lack of an end of residency date on their current placement.	This does not include Non-MSD households as we do not receive placement-style reporting for those clients. The metric also ignores any gaps between placements as, by virtue of the design of transitional housing, these gaps should be of short duration.
Length of stay for households who have exited service	The number of weeks since their first placement for all households reported as exiting transitional housing across the relevant time period, based on their end of residency date.	As above. This does not include households that have been transferred within a Transitional Housing Providers' own contracted places.
Across the month occupancy of reported transitional housing places	Provides an indication for how 'occupied' reported TH places were by looking at the total days across the month places were occupied, compared to the total they could have been occupied.	This does not include Non-MSD households as we do not receive placement-style reporting for those clients.
Place status of transitional housing places at the end of the month	The split of all active reported transitional housing places by their place status at the end of the reporting month.	See slide 5
Time Between Tenancies	For all TH places that become occupied over the relevant period, this is the number of business days, between the end of the previous occupancy and the start of the new occupancy.	This will include gaps where places are take offline for long periods or where a place is occupied by a non-MSD household.



From: [Ryan McFarlane](#)
To: [Stephen Turnock](#); [Miranda Devlin](#)
Subject: Re: Media package percentages Jan to Mar 2025.xlsx
Date: Tuesday, 13 May 2025 12:46:07 pm
Attachments: [image.png](#)
[Outlook-x3vpwdim.png](#)

Kia ora Miranda

Here is a snapshot of complexity factors (and barriers) for Whānau using DCM's Te Pae Manaaki Tangata service at least once between 1st January and 31st March 2025



Ngā mihi

Ryan McFarlane

Kaiarataki Data and Systems

(04) 384-7699 s 9(2)(a) www.dcm.org.nz



From: s 9(2)(a)
Sent: Tuesday, 13 May 2025 12:37 pm
To: Miranda Devlin <miranda.devlin@hud.govt.nz>
Cc: s 9(2)(a)
Subject: Media package percentages Jan to Mar 2025.xlsx

Hi Miranda,

Here is the updated data as requested. I have cc'ed Ryan McFarlane into this email as he is our data NAYlkist and can support any further requests.

Ryan can you please send Miranda a copy of the whanau risks (as sent to WCC) as I had issues being able to attach this.

Miranda as also advised, Ryan has developed an amazing dashboard to track the housing history or whanau we support and he would be happy to preview this with you if that's helpful.

Stephen

Q3 - Jan to Mar

Homeless Q3 comparison

Quarter	Number	Percentage change
Jan to Mar 2024	312	
Jan to Mar 2025	328	5%

Rough sleeping Q3 comparison

Quarter	Number	Percentage change
Jan to Mar 2024	114	
Jan to Mar 2025	141	24%

Emergency Housing Q3 comparison

Quarter	Number	Percentage change
Jan to Mar 2024	60	
Jan to Mar 2025	32	-47%

Transitional Housing Q3 comparison

Quarter	Number	Percentage change
Jan to Mar 2024	65	
Jan to Mar 2025	78	20%

Q2 - Oct to Dec

Homeless Q2 comparison

Quarter	Number	Percentage change
Oct to Dec 2023	300	
Oct to Dec 2024	343	14%

Rough sleeping Q2 comparison

Quarter	Number	Percentage change
Oct to Dec 2023	103	
Oct to Dec 2024	144	40%

Emergency Housing Q2 comparison

Quarter	Number	Percentage change
Oct to Dec 2023	71	
Oct to Dec 2024	31	-56%

Transitional Housing Q2 comparison

Quarter	Number	Percentage change
Oct to Dec 2023	54	
Oct to Dec 2024	90	67%

From: [Melissa McCreanor | Social Impact Manager](#)
To: [Miranda Devlin](#); [Ariel McLean-Robinson](#)
Cc: [Josh Gardiner | CCM Community Outreach Kaimahi](#); [Matiu Taitoko | Community Outreach Kaimahi](#); [Kate Tahuaroa-Watson | CCM Social Work Team Leader](#)
Subject: Homeless insights - CCM Outreach data Mar24-Mar25
Date: Thursday, 15 May 2025 11:25:09 am
Attachments: [image001.png](#)
[Outreach Data Mar 24 -Mar 25.pdf](#)
Importance: High

Kia ora Miranda and Ariel,

The CCM Outreach team really enjoyed our meeting with you and to hear the work that you are doing at a national level to monitor homelessness and provide insights to the ministers.

Attached is our CCCM Outreach data from Mar 24 to Mar 25 (13 months).

We are currently looking at what we are collecting in respect to our data and there will be some changes – we would like to collect gender, age, ethnicity and single/couple/family status.

We would welcome any of your thoughts about what else would be helpful to collect from a data perspective but more importantly we are keen to stay in contact with you both.

Is there any change of having a monthly meeting or 2 monthly meeting?

Thank you once again for the time you gave to us all.

Ngā mihi / Kind regards

Melissa McCreanor

Social Impact Manager

M: s 9(2)(a) | **T:** 03 421 4911

E: s 9(2)(a) | **W:** www.citymission.org.nz

A: [276 Hereford Street | PO Box 1032 | Christchurch 8140](#)



CCM Privacy Disclaimer:

This message may contain privileged and confidential information intended only for the use of the addressee(s) named above. If you are not the intended recipient of this message you are hereby notified that any use, dissemination, distribution, or reproduction of this message is

prohibited.

If you have received this message in error, please notify Christchurch City Mission immediately via email to PrivacyOfficer@citymission.org.nz.

Christchurch City Mission Outreach Data March 2024-March 2025

	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-24	Feb-25	Mar-25	Totals	Average per Month
Number of new clients	31	28	19	35	18	25	31	46	42	47	59	39	37	457	35
Total number of clients seen	77	95	64	69	87	94	129	114	91	119	109	74	115	1237	95
Total number of client interactions	192	197	139	215	229	283	253	285	261	290	168	215	384	3111	239
Referrals received	71	33	25	30	36	34	20	19	34	21	20	18	30	391	30
Total Business contacted	31	16	35	67	63	50	29	45	84	s 9(2)(a)	42	40	30	537	41
Total Business interactions	46	38	47	92	99	91	50	95	118	26	62	81	30	875	67
Client identified needs															
Accommodation	61	88	43	57	84	55	83	97	69	81	37	144	72	971	75
Financial	s 9(2)(a)					8	8	7	7	34	7	14	14	111	9
Addiction	s 9(2)(a)						s 9(2)(a)			6	s 9(2)(a)		17	62	5
ID	s 9(2)(a)				6	s 9(2)(a)								15	1
MH (Addiction unrelated)	s 9(2)(a)												14	40	3
Health	s 9(2)(a)	8	10	17	6	8	s 9(2)(a)			6	s 9(2)(a)			75	6
Outreach referral sent (with consent)															
Housing First	22	20	6	19	s 9(2)(a)		10	12	20	16	8	15	18	176	14
CCM Shelters - MNS/WNS	s 9(2)(a)	15	9	8	8	s 9(2)(a)			7	s 9(2)(a)	6	11	12	88	7
CCM Day Program	28	26	29	18	44	s 9(2)(a)	54	44	31	37	24	21	49	410	32
MSD	s 9(2)(a)					47	s 9(2)(a)						7	78	6
Health	s 9(2)(a)	9	10	18	6	s 9(2)(a)			16	s 9(2)(a)				82	6
ID	s 9(2)(a)					11	s 9(2)(a)							23	2
CCM Support worker	s 9(2)(a)													20	2
Food	16	s 9(2)(a)			8	s 9(2)(a)			9	33	6	24	28	140	11
MH (Addiction Unrelated)	s 9(2)(a)					6	s 9(2)(a)					6	14	35	3
Resources provided															
Street packs	s 9(2)(a)			8	s 9(2)(a)	6	s 9(2)(a)			9	s 9(2)(a)	8	10	70	5
Sleeping bags	9	18	19	31	35	21	22	18	26	13	19	12	40	283	22
Sleeping mats	s 9(2)(a)		6	6	s 9(2)(a)		7	s 9(2)(a)					7	50	4
Blankets	8	s 9(2)(a)	6	s 9(2)(a)		6	s 9(2)(a)							37	4
Pet food (1 kg)	11	8	s 9(2)(a)	12	s 9(2)(a)		17	21	19		13	11	s 9(2)(a)	128	11
Hygiene packs	7	10	6	9	8	7	9	17	9	11	11	6	19	129	10
Sanitary Packs (female)	s 9(2)(a)	12	s 9(2)(a)	8	8	s 9(2)(a)	12	s 9(2)(a)		7				60	6
Wet weather jackets +ponchos	9	11	13	18	15	7	13	7	12	7	6	11	20	149	11
Shoes (pairs)	7	9	9	24	31	23	18	s 9(2)(a)		6	8	s 9(2)(a)	17	165	13
Socks	18	23	31	61	63	21	33	45	15	47	8	13	24	402	31
Thermal clothing	s 9(2)(a)	10	14	14	17	7	s 9(2)(a)		70	s 9(2)(a)	7	s 9(2)(a)	9	159	12
Water bottles - 300mls	84	12	s 9(2)(a)				18	s 9(2)(a)	62	69	46	26	41	365	28
Emergency Food	16	16	16	s 9(2)(a)					10	s 9(2)(a)	9	9	8	89	7
Underwear	14	25	36	45	42	19	13	18	30	13	29	13	25	322	25
Dental Hygiene packs	s 9(2)(a)	9	s 9(2)(a)	9	7	s 9(2)(a)	9	17	s 9(2)(a)	13	8	9	17	102	8
snack packs (1 day food)		8		13	7	(a)	8	s 9(2)(a)		8	10	15	20	97	7
Gloves, beanies and scarves		16		65	36	24	s 9(2)(a)	8	s 9(2)(a)			21	40	222	17
Dog Jackets		s 9(2)(a)	6		5	s 9(2)(a)			s 9(2)(a)					14	1
Tents				s 9(2)(a)							7	s 9(2)(a)		21	2
hand warmers							13		6					19	10
Flasks							s 9(2)(a)							17	2
Thermal blanket													10	20	5
swag														s 9(2)(a)	s 9(2)(a)
sunscreen								30				14	6	51	13

From: [Paul Barber](#)
To: [Miranda Devlin](#)
Cc: [Ariel McLean-Robinson](#)
Subject: RE: TH slide packs
Date: Tuesday, 27 May 2025 11:44:30 am
Attachments: [image001.png](#)
[image007.png](#)
[image009.png](#)
[image011.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)

Kia ora Miranda,

Thanks for this info and explanation of the HUD budget changes which helps with navigating around the various Budget estimates and votes.

Let's keep in touch, I work with the other to get the next briefing draft done.

Thanks,

Paul

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Tuesday, 27 May 2025 9:31 am
To: s 9(2)(a)
Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Subject: RE: TH slide packs

WARNING: This email is not from a Salvation Army NZ, Fiji, Tonga, or Samoa account. Be careful of all links and attachments even if you recognise the name. If you don't know them, consider deleting. If you have any doubts, contact sender by phone (d'n't reply) to verify authenticity of message and attachments.

Kia ora Paul,

Thanks for your update, Peniel is working to connect us up wherever she can.

In terms of the budget, there are lots of different bits to look at, the EH savings are from Vote Social Development. The best source of information regarding the Social Investment Fund is here [Social Investment Fund | Social Investment Agency](#). There's obviously a lot of work happening to set it up for August. I note that one of the 'Demonstration initiatives' is [He Piringa Whare](#).

In terms of the HUD budget, money has been reprioritised from:

- reduced spending in the First Home Loan, contracted emergency housing and Housing Infrastructure Fund
- uncommitted funding within Māori housing programmes
- refocusing the large-scale projects in Auckland to better align infrastructure investment with the āāinga Ora renewals programme.

Towards:

- New funding of \$128million over four years to deliver at least 550 more social homes in Auckland by the end of 2026 (on top of the 1,500 new social homes funded through Budget 2024, to be delivered from 1 July 2025).
- A commitment of \$82million for upfront supplement payments for community housing providers in certain circumstances when contracts for new social housing are agreed.
- Establishing Crown lending facilities of up to \$150 million for the Community Housing Funding Agency, to help lower the cost of borrowing for community housing providers.
- Establishing a new contestable flexible fund, which will replace previous housing programmes like the Affordable Housing Fund, the Progressive Home Ownership Fund and remaining Whai Kāinga Whai Oranga funding. The flexible fund consists of \$41 million operating funding over four years and \$250 million capital funding over the next ten years for additional houses from 1 July 2027. This will enable 650 to 900 social homes and affordable rentals.

Nāā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)

Sent: Monday, May 26, 2025 12:46 PM

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Subject: RE: TH slide packs

Kia ora Miranda,

Sorry for the slow reply and thanks for the update and slide packs.

It is good to see some more details about what is happening, especially stats like 80% of TH households are single adults (either with or without children) and the fact that half of TH households include children. I will check with you about using info from this in the briefing. We are working on completing interviews for the latest briefing and I expect we will have a draft write up in the next three weeks (possibly sooner).

We are also in touch with Peniel Elliot from Tauranga following up on the work she has done around the Homelessness Summit in April, but probably best for you to contact her directly about that.

I am trying to understand more about the impact of all the moving around of housing funding that has taken place in the Budget and if you can help with that would be good.

I was stunned by the Minister of Finance claiming \$337million per year taken away from EH is a “ social investme”t” when as far as I can see none of it is be’ng ‘reprior”tised” to other initiatives to reduce homelessness, but perhaps I missed the social investment memo on ...hat one...

Thanks again for the data update.

Ngā mihi,
Paul

Paul Barber

Principal Social Policy Analyst | Social Policy & Parliamentary Unit | New Zealand, Fiji, Tonga & Samoa Territory of The Salvation Army Te Ope Whakaora

A: Territorial Headquarters, 202- 204 Cuba St, Wellington 6011 | PO Box 6015, Wellington 6141

T: 04 8026269 x24709 | M: s 9(2)(a) |

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Sent: Tuesday, 20 May 2025 9:32 am

To: s 9(2)(a)

Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Subject: TH slide packs

WARNING: This email is not from a Salvation Army NZ, Fiji, Tonga, or Samoa account. Be careful of all links and attachments even if you recognise the name. If you don’t know them, consider deleting. If you have any doubts, contact sender by phone (d’n’t reply) to verify authenticity of message and attachments.

Kia ora Paul,

I hope you’re well.

In case you haven’t got copies, attached are the HUD-TH-related slides from the Housing Reference group hui you attended. As well as a pack collated for the Auckland Transitional Housing network.

The Manager of the team that produced the slide packs just asked that if you do include any of the data in your report, could you please run the wording past us first?

I’ve just heard that s 9(2)(g)(i), I’m trying to find out more.

How is your report going? Would it be possible for us to see a draft in the next couple of weeks to make sure our messaging is fairly consistent?

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email and any attachments with it are confidential and intended for the addressee. If you are not the intended recipient and have received this email and any of its attachments in error, please notify the sender immediately. Please do not copy or distribute the contents of the email and any attachments received. Please delete the email and any attachments from your computer, phone, tablet or any other device it has been received on and please delete it from any back-up systems you may have. Thank you.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email and any attachments with it are confidential and intended for the addressee. If you are not the intended recipient and have received this email and any of its attachments in error, please notify the sender immediately. Please do not copy or distribute the contents of the email and any attachments received. Please delete the email and any attachments from your computer, phone, tablet or any other device it has been received on and please delete it from any back-up systems you may have. Thank you.

Attachment can be found in email titled *FW: TH presentations*

From: [Miranda Devlin](#)
To: [PARS Taranaki](#)
Subject: RE: check for Homelessness Insights report
Date: Tuesday, 3 June 2025 10:23:00 am
Attachments: [image002.gif](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.jpg](#)

Kia ora Jess,

Yes, Kylie provided everything we need.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: PARS Taranaki [s 9\(2\)\(a\)](#)
Sent: Tuesday, June 3, 2025 10:09 AM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Subject: Re: check for Homelessness Insights report

Hi Miranda,

We haven't got a new fieldworker yet so will trust that the information here is everything you need?

Ngā mihi

Jess Armstrong

*Administration Coordinator
Office hours: 10am to 1pm, Monday to Friday*



PARS Taranaki
163 Devon Street West, New Plymouth
PO Box 172, New Plymouth
Phone 758 1361
Mobile [s 9\(2\)\(a\)](#)

The content of this email is confidential and intended for the recipient specified in the message only;
please do not share any part of this message with any third party, without the written consent of the sender.
If you received this message by mistake, please reply to this message and then delete it. Kia ora rā.

On 30/05/2025 14:37 NZST Miranda Devlin <miranda.devlin@hud.govt.nz> wrote:

Kia ora,

I appreciate that Kylie has moved on to a new role, so hopefully this lands with someone else.

Firstly, we really appreciate the data Kylie provided, our colleagues are very much appreciating the insights we've been able to share with them.

We are in the final checking and review stages of the June Homelessness Insights report. Could you please check you're happy with how we've described the data from PARS Taranaki here:

Figures from around the country are all indicating upwards trends in people living without shelter.

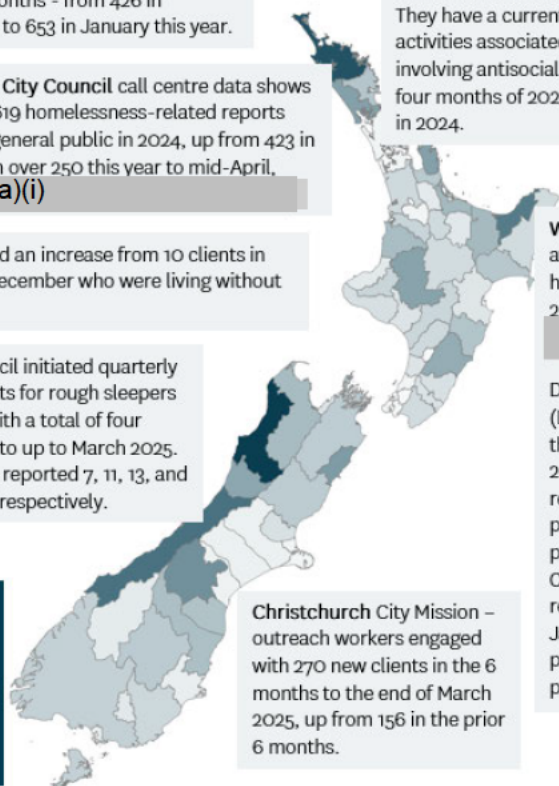
Auckland Council report the number of people reported to be sleeping in cars, streets and local parks has risen by 53 per cent over four months - from 426 in September 2024 to 653 in January this year.

Tauranga City Council call centre data shows they had 619 homelessness-related reports from the general public in 2024, up from 423 in 2023. With over 250 this year to mid-April, s 9(2)(ba)(i)

PARS Taranaki had an increase from 10 clients in June up to 35 in December who were living without shelter.

Porirua City Council initiated quarterly Point in Time Audits for rough sleepers from June 2024 with a total of four audits conducted to up to March 2025. These audits have reported 7, 11, 13, and 18 rough sleepers respectively.

Map shading presents 2023 estimates of living without shelter per 10,000 population



Christchurch City Mission - outreach workers engaged with 270 new clients in the 6 months to the end of March 2025, up from 156 in the prior 6 months.

Whangārei District Council has seen an increase in the number of reports related to homelessness from 680 in 2023 to 1066 in 2024, at the current rate, they're forecast to reach over 1200 reports in 2025. They have a current rate of 32.8 percent of activities associated with homelessness involving antisocial behaviour in the first four months of 2025, up from 29.6 percent in 2024.

Wellington City Council averaged 28 public reports of homelessness per month for 2023. s 9(2)(ba)(i)

Downtown Community Ministry (DCM) in **Wellington** detailed that for the January to March 2025 period, 328 people were recorded as homeless, a 5 percent increase on the same period a year prior (312 people). Of these 141 people were recorded as rough sleeping for January to March 2025, a 24 percent increase on the same period a year prior (114 people).

(Other figures provided to show you the context, we are obviously going through a process of checking in with agencies about these, so please do not share this further.)

We have also highlighted in the report:

PARS Taranaki describe "unsustainable couch surfing is those who are more vulnerable than our actual rough sleepers, as their bodies are transactional (whether through sexual acts or used to commit crimes on behalf, etc)"

Please provide any feedback by **COB Monday 9 June**. Please reach out if you'd like to discuss any of this – the previous report was for December and can be seen here - [OIA response to HUD2025-006701 – Insights Report on Homelessness - Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development](#)

The final June report is due to be delivered to the Housing Ministers on 26 June. We will be advising the report be proactively released, though this will be up to Ministers.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz



www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington



Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

From: [Miranda Devlin](#)
To: [Ryan McFarlane](#)
Cc: [Natalia Cleland](#)
Subject: RE: check for homelessness insights report
Date: Wednesday, 4 June 2025 8:59:00 am
Attachments: [image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.jpg](#)

Thanks Ryan, I appreciate this it will be helpful when I'm inevitably asked about the numbers.

Ngā mihi,

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)
Sent: Wednesday, June 4, 2025 8:54 AM
To: s 9(2)(a) <Miranda.Devlin@hud.govt.nz>
Subject: Re: check for homelessness insights report

Kia ora Miranda

Those are indeed the numbers we have and we agree with the wording used.
The caveats (for your own knowledge rather than to be included in your presentation):
These are the people DCM saw or interacted with in that time period who have indicated a homeless or rough sleeping status. There can be other people DCM have interacted with that have not disclosed their accommodation status so will not be included in these numbers.
There can be other people DCM interact with in December and April but not in the period of January to March (for example), who are still homeless or rough sleeping but will not be counted in this data.
While DCM has a good overview of the people rough sleeping, we are likely only seeing a smaller percentage of homeless people in Wellington (by the StatsNZ definition).

Thank you for including our data in your report

Ngā mihi

Ryan McFarlane

Kaiarataki Data and Systems
(04) 384-7699 s 9(2)(a) www.dcm.org.nz



From: s 9(2)(a)
Sent: Wednesday, 4 June 2025 8:19 am
To: Miranda Devlin <miranda.devlin@hud.govt.nz>; s 9(2)(a)
Subject: FW: check for homelessness insights report

Kia ora and thanks Miranda

@Ryan McFarlane can you please check how our data has been described as Miranda has requested.

Thanks
Natalia

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Friday, 30 May 2025 2:15 pm
To: s 9(2)(a) s 9(2)(a)
Cc: s 9(2)(a) s 9(2)(a) s 9(2)(a)
s 9(2)(a); Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Subject: check for homelessness insights report

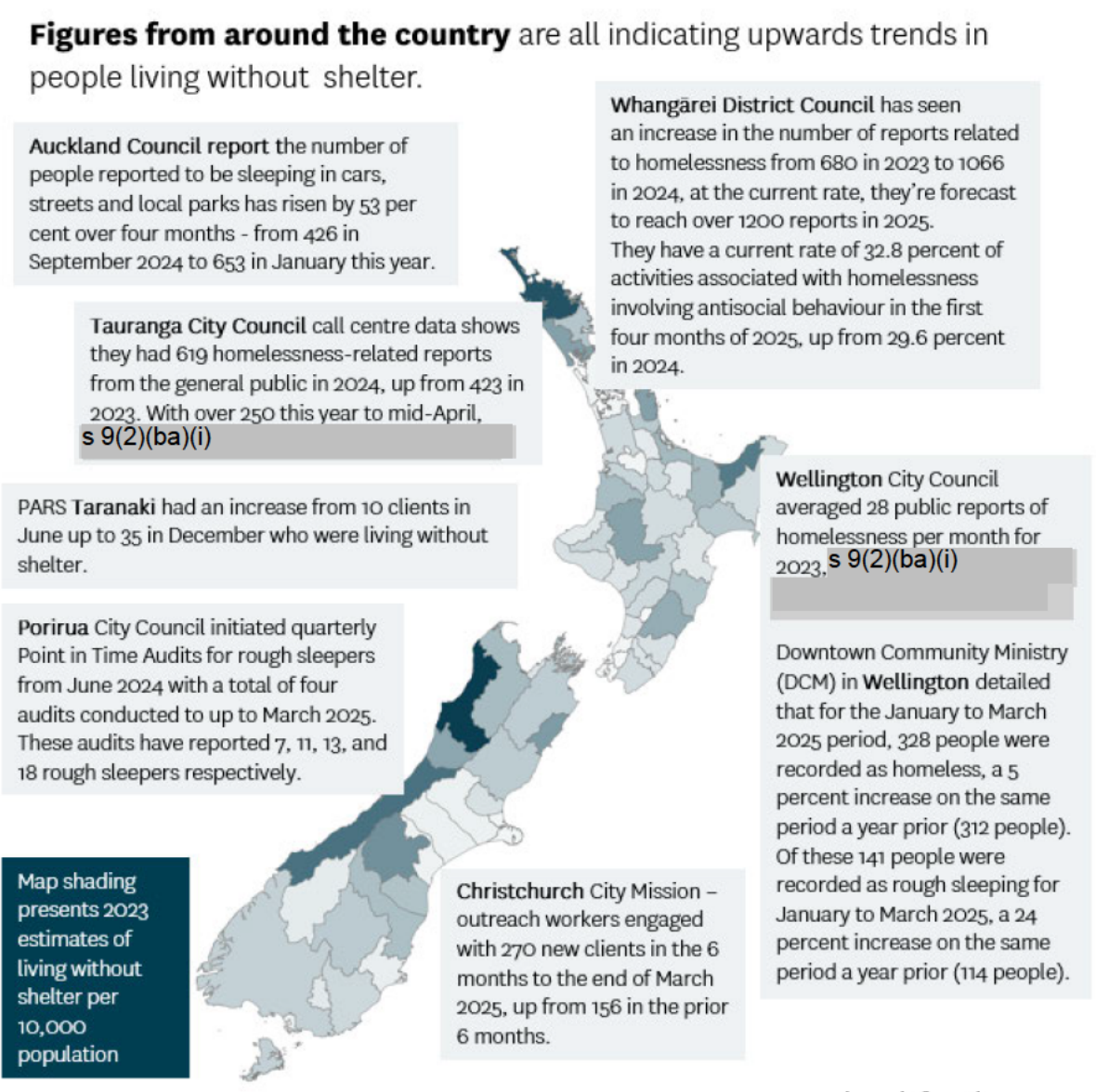
Kia ora koutou,

I hope you don't mind us emailing both your organisations together.

Firstly, I just want to say again how grateful we are to have had the time to meet and hear from you all.

Our colleagues are very much appreciating the insights we're sharing with the – which includes a longer description of the DCM data than what is provided below.

We are in the final checking and review stages of the June Homelessness Insights report. Could you please check you're happy with how we've described the data you've provided here:



(Other figures provided to show you the context, we are obviously going through a process of checking in with agencies about these, so please do not share this further.)

We have also included a small section reflecting insights from yourselves (DCM) and a small number of other provider agencies:

Observations from the sector

Concern regarding:

- increased people and families living in cars
- increasing levels of hopelessness leading to an increase in drug use and anti-social behaviour
- a greater supply of housing needed to support those who are homeless (privately owned housing pulling out of Housing First programmes and an increase in insurance rate for CHPs to house those with chronic/complex needs resulting in them housing fewer people with these needs)

These insights sit alongside those we've noted from *mōkōrero* with councils:

Common themes we've heard from Councils

- Increased (visible rough-sleeping) homelessness this summer, compared to the last summer
- Cross-agency groups collaborating on approaches and/or data
- Concern that planned Kāinga Ora dwellings/complexes/units have been paused/stopped.
- They also described situations that have also been raised in other forums:
 - the threshold for mental health assessment being too high
 - Corrections releasing people into 'no fixed abode'
 - people who do not trust government – won't engage with MSD and/or Police

From February to April 2025 we spoke with staff working in homelessness-relevant areas at Porirua City Council, *Kāpiti Coast* District Council, Christchurch City Council, Hutt City Council, Auckland Council, Tauranga City Council, Dunedin City Council, Wellington City Council, Rotorua Lakes Council, Hamilton City Council, Whangārei District Council.

Please provide any feedback by **COB Monday 9 June**.

The final report is due to be delivered to the Housing Ministers on 26 June. We will be advising the report be proactively released, though this will be up to Ministers.

Miranda Devlin (*she/her*)

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington



Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

From: [Miranda Devlin](#)
To: [Carole McMinn](#)
Cc: [Trudi Sheridan](#); [Kerry Hawkes](#); [Ariel McLean-Robinson](#)
Subject: RE: Homelessness Insights
Date: Friday, 6 June 2025 10:58:00 am
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.jpg](#)
[image014.jpg](#)

No problem Carole, there is no mention of the People's Project in the June report, and we'll make sure to keep it that way.

Ngā mihi,

Miranda Devlin ([she/her](#))
Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)
Sent: Friday, June 6, 2025 10:55 AM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Cc: s 9(2)(a) s 9(2)(a)
s 9(2)(a)
Subject: RE: Homelessness Insights

Kia Ora Miranda

Apologies for the delay in responding.

Can I please ask if The People's Project's name could be removed from these reports at this stage. We're very careful about messaging we're connected with that makes its way into in the community and there's a few comments that may not apply in Kirikiriroa. We'd be happy to add something for the next report, if that's helpful.

Nga mihi nui

Carole

Carole McMinn

Joint General Manager

P | 0800 437 348

M | s 9(2)(a)

E | s 9(2)(a)

The People's Project
Part of the Wise Group
www.wisegroup.co.nz

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Friday, 6 June 2025 9:20 am
To: s 9(2)(a)

Cc: s 9(2)(a)

Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Robinson@hud.govt.nz

Subject: RE: Homelessness Insights

CAUTION: This email originated from outside of the organisation.

Kia ora Carole,

Just a reminder to let us know if you have any feedback by COB Monday.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact

Strategy, Insights and Governance

Level 9, 7 Waterloo Quay, Pipitea, Wellington

For data requests contact: hud.insights@hud.govt.nz

From: Miranda Devlin

Sent: Friday, May 30, 2025 2:27 PM

To: s 9(2)(a)

Cc: s 9(2)(a)

Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>

Robinson@hud.govt.nz

Subject: RE: Homelessness Insights

Kia ora anō Carole,

We just wanted to provide you with an update on the June Homelessness Insights report.

We are in the final checking and review stages of the report.

We have included a section describing figures provided to us from around the country and we're in the process of confirming that contributors are happy with how we've described these.

We have also included a small section reflecting insights from yourselves (drawn from your quarterly narrative report) and a small number of other provider agencies:

Observations from the sector

Concern regarding:

- increased people and families living in cars
- increasing levels of hopelessness leading to an increase in drug use and anti-social behaviour
- a greater supply of housing needed to support those who are homeless (privately owned housing pulling out of Housing First programmes and an increase in insurance rate for CHPs to house those with chronic/complex needs resulting in them housing fewer people with these needs)

These insights sit alongside those we've noted from kōrero with councils:

Common themes we've heard from Councils

- Increased (visible rough-sleeping) homelessness this summer, compared to the last summer
- Cross-agency groups collaborating on approaches and/or data
- Concern that planned Kāinga Ora dwellings/complexes/units have been paused/stopped.
- They also described situations that have also been raised in other forums:
 - the threshold for mental health assessment being too high
 - Corrections releasing people into 'no fixed abode'
 - people who do not trust government – won't engage with MSD and/or Police

From February to April 2025 we spoke with staff working in homelessness-relevant areas at Porirua City Council, Kāpiti Coast District Council, Christchurch City Council, Hutt City Council, Auckland Council, Tauranga City Council, Dunedin City Council, Wellington City Council, Rotorua Lakes Council, Hamilton City Council, Whangārei District Council.

Please let us know if you have any feedback on these by **COB Monday 9 June**.

The final report is due to be delivered to the Housing Ministers on 26 June. We will be advising the report be proactively released, though this will be up to Ministers.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Miranda Devlin

Sent: Friday, April 11, 2025 10:17 AM

To: s 9(2)(a)

Cc: s 9(2)(a)

Subject: RE: Homelessness Insights

Thanks for letting us know Carole.

Here's the now public link [HUD2025-006701-Response Redacted.pdf](#)

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)

Sent: Thursday, April 10, 2025 3:00 PM

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Cc: s 9(2)(a)

Subject: RE: Homelessness Insights

Kia Ora Miranda

Thank you for the update about the Homelessness Insights report.

Our annual Connections Week is going to be held a bit later this year, in mid-July. We'd be happy to share those results with your team as soon as they're finalized.

Nga mihi nui

Carole

Carole McMinn

Manager, The People's Project

P | 0800 437 348

M | s 9(2)(a)

E | s 9(2)(a)

The People's Project

Part of the Wise Group

www.wisegroup.co.nz

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Sent: Wednesday, 9 April 2025 2:00 pm

To: s 9(2)(a) s 9(2)(a)

s 9(2)(a)

Subject: Homelessness Insights

CAUTION: This email originated from outside of the organisation.

Kia ora kōrua,

Carole, you probably don't remember me, I met you briefly as part of a visit to TPP at the Wise Group offices back in...2018(?!). I attended a presentation you gave on your PhD work at the last Population Association Conference – valuable work that I've referred back to.

I believe our colleague Roisin Lamar may have been in touch with one or both of you last year about a survey (that never went ahead) and data useful for monitoring homelessness.

Thank you for working with her, she's now doing the important job of parenting her baby girl.

We have the attached report in our files, and these sentences were included in a Homelessness Insights report to the Associate Minister of Housing in December:

The People's Project conduct a rough sleeping count in Hamilton in June each year. In the year to June 2024, rough sleeping increased from 34 to 69 people. Just over half of people counted were sleeping in cars, with the remainder sleeping rough.

This report will be available on our website from Friday - [Documents - Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development](#)

We note that your count is in June, which is when the next iteration of this report will be delivered. We'd be keen to receive an update following your June count, noting that we won't seek to include it in the June iteration of our report, however it will still be useful.

In the meantime if you have any other data (that isn't already reported to HUD) that might be of interest, please let us know. The population who is living without shelter is of particular interest currently and we understand that there are growing numbers of whānau in cars congregating in park areas around Hamilton.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team

Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email message and any accompanying attachments may contain information that is CONFIDENTIAL and subject to legal privilege. If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments. The sender is not responsible for any changes made to this message and any attachment after sending. If you have received this message in error, please notify the sender immediately and delete this message.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email message and any accompanying attachments may contain information that is CONFIDENTIAL and subject to legal privilege. If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments. The sender is not responsible for any changes made to this message and any attachment after sending. If you have received this message in error, please notify the sender immediately and delete this message.

From: [Miranda Devlin](#)
To: [Melissa McCreanor | Social Impact Manager](#)
Cc: [Ariel McLean-Robinson](#); [Josh Gardiner | CCM Community Outreach Kaimahi](#); [Matiu Taitoko | Community Outreach Kaimahi](#)
Subject: RE: Check of figures in Homelessness Insights report
Date: Monday, 9 June 2025 9:18:00 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image010.png](#)
[image012.jpg](#)
[image014.jpg](#)

Take care Melissa, we can re-connect when you're well.

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Melissa McCreanor | Social Impact Manager **s 9(2)(a)**
Sent: Monday, June 9, 2025 9:17 AM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Josh Gardiner | CCM Community Outreach Kaimahi **s 9(2)(a)**; Mati Taitoko | Community Outreach Kaimahi **s 9(2)(a)**
Subject: RE: Check of figures in Homelessness Insights report

Our plan is to get the previous years data to you. I have been away **s 9(2)(a)**. Apologies.

Ngā mihi

Melissa McCreanor

Social Impact Manager

Christchurch City Mission

M: **s 9(2)(a)**

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Monday, 9 June 2025 8:35 am
To: Melissa McCreanor | Social Impact Manager **s 9(2)(a)**
Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Josh Gardiner | CCM Community Outreach Kaimahi **s 9(2)(a)**; Mati Taitoko | Community Outreach Kaimahi **s 9(2)(a)**
Subject: RE: Check of figures in Homelessness Insights report

Thanks Team – much appreciated. All the best with keeping warm down there at the moment!

Ngā mihi,

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Melissa McCreanor | Social Impact Manager s 9(2)(a)
Sent: Monday, June 9, 2025 7:50 AM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>; Josh Gardiner | CCM Community Outreach Kaimahi s 9(2)(a); Matiu Taitoko | Community Outreach Kaimahi s 9(2)(a)
Subject: Check of figures in Homelessness Insights report

Kia ora Miranda

Your Insight report before has been shared with Josh, Matiu, and the City Missioner.
As per our data provided these figures are correct.
This does reflect what our Outreach Kamahi have been saying that the number of new homeless has been increasing, they are seeing new faces on the street.

Ngā mihi

Melissa McCreanor
Social Impact Manager
Christchurch City Mission
M: s 9(2)(a)

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Friday, 6 June 2025 9:22 am
To: Melissa McCreanor | Social Impact Manager s 9(2)(a)
Cc: Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Subject: RE: Check of figures in Homelessness Insights report

Kia ora Melissa,

Just a reminder to let us know if you have any feedback by COB Monday.

Ngā mihi,

Miranda Devlin ([she/her](#))
Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: Miranda Devlin
Sent: Friday, May 30, 2025 1:54 PM
To: Melissa McCreanor | Social Impact Manager s 9(2)(a)
Subject: Check of figures in Homelessness Insights report

Kia ora Melissa,

I just want to say again how grateful we are to have had the time to meet and hear from you and the team.

Our colleagues are very much appreciating the insights we're sharing with them.

We are in the final checking and review stages of the June Homelessness Insights report. Could you please check

you're happy with how we've described the data you've provided here:

Figures from around the country are all indicating upwards trends in people living without shelter.

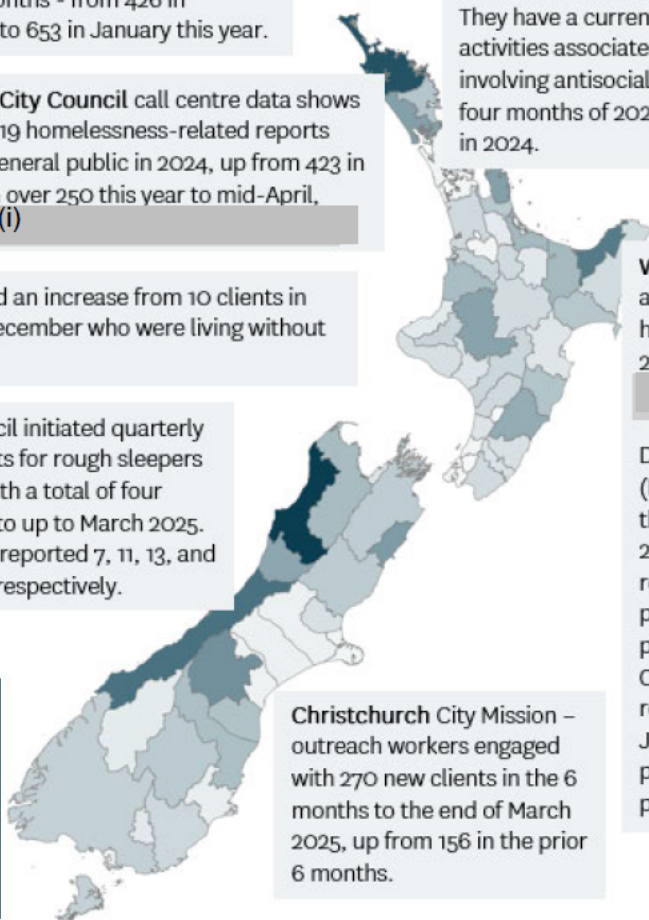
Auckland Council report the number of people reported to be sleeping in cars, streets and local parks has risen by 53 per cent over four months - from 426 in September 2024 to 653 in January this year.

Tauranga City Council call centre data shows they had 619 homelessness-related reports from the general public in 2024, up from 423 in 2023. With over 250 this year to mid-April, s 9(2)(ba)(i)

PARS Taranaki had an increase from 10 clients in June up to 35 in December who were living without shelter.

Porirua City Council initiated quarterly Point in Time Audits for rough sleepers from June 2024 with a total of four audits conducted to up to March 2025. These audits have reported 7, 11, 13, and 18 rough sleepers respectively.

Map shading presents 2023 estimates of living without shelter per 10,000 population



Whangārei District Council has seen an increase in the number of reports related to homelessness from 680 in 2023 to 1066 in 2024, at the current rate, they're forecast to reach over 1200 reports in 2025. They have a current rate of 32.8 percent of activities associated with homelessness involving antisocial behaviour in the first four months of 2025, up from 29.6 percent in 2024.

Wellington City Council averaged 28 public reports of homelessness per month for 2023, s 9(2)(ba)(i)

Downtown Community Ministry (DCM) in Wellington detailed that for the January to March 2025 period, 328 people were recorded as homeless, a 5 percent increase on the same period a year prior (312 people). Of these 141 people were recorded as rough sleeping for January to March 2025, a 24 percent increase on the same period a year prior (114 people).

Christchurch City Mission – outreach workers engaged with 270 new clients in the 6 months to the end of March 2025, up from 156 in the prior 6 months.

We have also included a small section reflecting insights from yourselves and a small number of other provider agencies:

Observations from the sector

Concern regarding:

- increased people and families living in cars
- increasing levels of hopelessness leading to an increase in drug use and anti-social behaviour
- a greater supply of housing needed to support those who are homeless (privately owned housing pulling out of Housing First programmes and an increase in insurance rate for CHPs to house those with chronic/complex needs resulting in them housing fewer people with these needs)

These insights sit alongside those we've noted from kōrero with councils:

Common themes we've heard from Councils

- Increased (visible rough-sleeping) homelessness this summer, compared to the last summer
- Cross-agency groups collaborating on approaches and/or data
- Concern that planned Kāinga Ora dwellings/complexes/units have been paused/stopped.
- They also described situations that have also been raised in other forums:
 - the threshold for mental health assessment being too high
 - Corrections releasing people into 'no fixed abode'
 - people who do not trust government – won't engage with MSD and/or Police

From February to April 2025 we spoke with staff working in homelessness-relevant areas at Porirua City Council, Kāpiti Coast District Council, Christchurch City Council, Hutt City Council, Auckland Council, Tauranga City Council, Dunedin City Council, Wellington City Council, Rotorua Lakes Council, Hamilton City Council, Whangārei District Council.

Please provide any feedback by **COB Monday 9 June**.

The final report is due to be delivered to the Housing Ministers on 26 June. We will be advising the report be proactively released, though this will be up to Ministers.

Ngā mihi,

Miranda Devlin (she/her)

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

CCM Privacy Disclaimer:

This message may contain privileged and confidential information intended only for the use of the addressee(s) named above. If you are not the intended recipient of this message you are hereby notified that any use, dissemination, distribution, or reproduction of this message is prohibited.

If you have received this message in error, please notify Christchurch City Mission immediately via email to

PrivacyOfficer@citymission.org.nz.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

From: [Christina Scott](#)
To: [Miranda Devlin](#)
Subject: RE: Street People New Plymouth
Date: Monday, 9 June 2025 3:28:17 pm
Attachments: [image001.png](#)
[image002.png](#)

Just one thing Miranda, the numbers relate to New Plymouth only, not the whole of Taranaki.

Hope that is helpful.

Ngā mihi

Christina Scott ([she/her](#))

Kaitohutohu Mātāmua kōtui ā-rohe o Te Ratonga Tumanui

Director Regional Public Service - Taranaki

Ph: s 9(2)(a) **Mob:** s 9(2)(a)



From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Thursday, June 5, 2025 2:30 PM
To: s 9(2)(a) @msd.govt.nz
Subject: RE: Street People New Plymouth

Thanks for this Christina, we're in the final checking and review stages of the report. I've updated the data for Taranaki – could you check you (and Taranaki Retreat) are happy with how we've described it? – We have already checked in with PARS.

Figures from around the country are all indicating upwards trends in people living without shelter.

Figures from Auckland Council's latest quarterly update shows that as at XXXXXXXX the 6 providers with outreach capacity were working with XXX unsheltered clients who were sleeping in cars, streets and local parks, up from 653 in January this year, and 426 in September 2024.

Tauranga City Council call centre data shows they had 619 homelessness-related reports from the general public in 2024, up from 423 in 2023. From January to mid-April this year there have been over 250 reports.

PARS Taranaki's 6-monthly snapshot of clients showed they had an increase in those living without shelter from 10 in June up to 35 in December. Taranaki Retreat have estimated the current numbers of rough sleepers is 30 to 35 individuals.

Porirua City Council initiated quarterly Point in Time Audits for rough sleepers from June 2024 with a total of four audits conducted to up to March 2025. These audits have reported 7, 11, 13, and 18 rough sleepers respectively.

Map shading presents 2023 Census estimates of living without shelter per 10,000 population, darker shades mean higher rates

Christchurch City Mission – outreach workers engaged with 270 new clients in the 6 months to the end of March 2025, up from 156 in the prior 6 months.

Whangārei District Council has seen an increase in the number of reports related to homelessness from 680 in 2023 to 1066 in 2024, at the current rate, they're forecast to reach over 1200 reports in 2025. They have a current rate of 32.8 percent of activities associated with homelessness involving antisocial behaviour in the first four months of 2025, up from 29.6 percent in 2024.

Wellington City Council averaged 28 public reports of homelessness per month for 2023, s 9(2)(ba)(i)

Downtown Community Ministry (DCM) in Wellington detailed that for the January to March 2025 period, 328 people were recorded as homeless, a 5 percent increase on the same period a year prior (312 people). Of these 141 people were recorded as rough sleeping for January to March 2025, a 24 percent increase on the same period a year prior (114 people).

Limited data from other parts of the sector show:

- As at the end of March 2025 at least 350 people were serving post-release orders with no fixed abode.
- An upwards trend in patients presenting at hospital emergency departments for whom no address was recorded from 34 in the month of November 2023 to 64 in the month of November 2024.

(Other figures provided to show you the context, we are obviously going through a process of checking in with agencies about these, so please do not share this further than those that need to check it.)

Please provide any feedback by **COB Monday 9 June**.

The final report is due to be delivered to the Housing Ministers on 26 June. We will be advising the report be proactively released, though this will be up to Ministers.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a) <[REDACTED]@msd.govt.nz>

Sent: Thursday, June 5, 2025 1:56 PM

To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Subject: Street People New Plymouth

Kia ora Miranda,

Arohamai for the delay in getting this information to you, our link to the street people was on leave for a few weeks.

The Taranaki Retreat is confident that the current numbers of rough sleepers is 30 to 35 individuals. Compared to two years ago prior to the Ngāmotu Street initiative when the estimate was less than 12 but unable to be validated due to no one actually counting them.

Hope this helps your report.

Ngā mihi

Christina Scott ([she/her](#))

Kaitohutohu Mātāmua kōtui ā-rohe o Te Ratonga Tūmatanui

Director Regional Public Service - Taranaki

Ph: s 9(2)(a) **Mob:** s 9(2)(a)



This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. The Ministry of Social Development accepts no responsibility for changes made to this message or attachments after transmission from the Ministry.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. The Ministry of Social Development accepts no responsibility for changes made to this message or attachments after transmission from the Ministry.

From: [Amanda Kelly](#)
To: [Miranda Devlin](#)
Cc: [Rami Alrudaini](#); [Clarielle Chang](#); [Felicity Beadle](#); [David Zussman](#); [Victoria Crockford](#); [Paul Barber](#); [Chris Glaudel](#); [Ariel McLean-Robinson](#); [Nevil Pierce](#)
Subject: RE: Update re: June Homelessness Insights report
Date: Monday, 9 June 2025 4:02:26 pm
Attachments: [image004.gif](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.jpg](#)
[image015.jpg](#)

Thanks, Miranda.

We are happy for all information provided to be included in your report to Ministers.

We're keen to ensure that the data reaches Ministers across a range of channels to maximise its visibility and impact.

Ngā mihi,

Amanda

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Sent: Monday, 9 June 2025 1:35 pm
To: s 9(2)(a)
Cc: s 9(2)(a) s 9(2)(a) s 9(2)s
s 9(2)(a) s 9(2)(a) s 9(2)(a) 9
s 9(2)(a) ; s 9(2)(a) s 9(2)(a)
s 9(2)(a) ; Ariel McLean-Robinson <Ariel.McLean-Robinson@hud.govt.nz>
Subject: RE: Update re: June Homelessness Insights report

CAUTION: This email originated from outside of the organisation.

Kia ora Amanda – thank you and the team so much for providing this review.

We'll take some time to read and consider what you've collated here. Is there any information in here that we cannot include in the report? – I'm particularly interested in the preliminary pilot survey data.

Ngā mihi,

Miranda Devlin ([she/her](#))
Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)
Sent: Monday, June 9, 2025 12:27 PM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Cc: s 9(2)(a) s 9(2)(a) s 9(2)
s 9(2)(a) s 9(2)(a) s 9(2)(a)

s 9(2)(a) ; s 9(2)(a) s 9(2)(a)
s 9(2)(a)

Subject: FW: Update re: June Homelessness Insights report

Kia ora Miranda,

Thank you for the opportunity to review and provide input to the MHUD June Homelessness Insights Report.

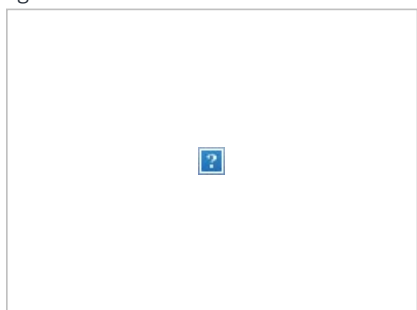
Attached is a paper led by Housing First Auckland which includes a range of perspectives and insights from the:

- Housing First Auckland Outreach Workstream
- Housing First National Community of Practice
- Coalition to End Women's Homelessness
- National Homelessness Data Project (guided by a taskforce of sector leaders including Kāhui Tū Kaha, Christchurch Methodist Mission, The Salvation Army, University of Otago, Wellington City Mission, Downtown Community Ministry, Community Housing Aotearoa and coordinated by Housing First Auckland).

The paper highlights consistent feedback and concerns coming from a range of providers and organisations.

If you have any queries about the paper or wish to further discuss, please let me know and we can arrange a time to meet.

Ngā mihi



Amanda Kelly

Policy and Practice Lead

Phone s 9(2)(a)
s 9(2)(a)

Partner of Housing First Auckland

www.housingfirst.co.nz

LinkedIn: /housing-first-auckland

From: Miranda Devlin <Miranda.Devlin@hud.govt.nz>

Sent: Friday, 30 May 2025 2:22 pm

To: s 9(2)(a) >; s 9(2)(a) ; s 9(2)
s 9(2)(a)

Subject: Update re: June Homelessness Insights report

CAUTION: This email originated from outside of the organisation.

Kia ora koutou,

Firstly, I just want to say again how grateful we are to have had the time to meet and hear from you all.

Our colleagues are very much appreciating the insights we're sharing with them.

We are in the final checking and review stages of the June Homelessness Insights report.

We have included a section describing figures provided to us from around the country and we're in the process of confirming that contributors are happy with how we've described these.

We have also included a small section reflecting insights from yourselves and a small number of other provider agencies:

Observations from the sector

Concern regarding:

- increased people and families living in cars
- increasing levels of hopelessness leading to an increase in drug use and anti-social behaviour
- a greater supply of housing needed to support those who are homeless (privately owned housing pulling out of Housing First programmes and an increase in insurance rate for CHPs to house those with chronic/complex needs resulting in them housing fewer people with these needs)

These insights sit alongside those we've noted from kōrero with councils:

Common themes we've heard from Councils

- Increased (visible rough-sleeping) homelessness this summer, compared to the last summer
- Cross-agency groups collaborating on approaches and/or data
- Concern that planned Kāinga Ora dwellings/complexes/units have been paused/stopped.
- They also described situations that have also been raised in other forums:
 - the threshold for mental health assessment being too high
 - Corrections releasing people into 'no fixed abode'
 - people who do not trust government – won't engage with MSD and/or Police

From February to April 2025 we spoke with staff working in homelessness-relevant areas at Porirua City Council, Kāpiti Coast District Council, Christchurch City Council, Hutt City Council, Auckland Council, Tauranga City Council, Dunedin City Council, Wellington City Council, Rotorua Lakes Council, Hamilton City Council, Whangārei District Council.

Please let us know if you have any feedback on these by **COB Monday 9 June**.

The final report is due to be delivered to the Housing Ministers on 26 June. We will be advising the report be proactively released, though this will be up to Ministers.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact Team
Strategy, Insights and Governance

Miranda.Devlin@hud.govt.nz | Phone: +64 4 832 2469

Subscribe for updates on research and data from HUD here http://eepurl.com/hAj_gT

For data requests contact: hud.insights@hud.govt.nz

www.hud.govt.nz | Level 9, 7 Waterloo Quay, Pipitea, Wellington

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Disclaimer

This email is confidential and solely for the use of the intended recipient. If you have received this email in error, then any use is strictly prohibited. Please notify us immediately and delete all copies of this email and any attachments. Any opinions expressed in this message are not necessarily those of the Ministry of Housing and Urban Development.

Feedback to Ministry of Housing and Urban Development on the June 2025 Homelessness Insights Report to Ministers

Thank you for the opportunity to provide feedback and share insights to the Ministry of Housing and Urban Development (MHUD) June 2025 Homelessness Insights report to Ministers. This paper is coordinated by Housing First Auckland, and it provides:

1. Feedback on observations and themes from the June Homelessness insights report
2. Insights from the Housing First Outreach Workstream for Tāmaki Makaurau
3. Insights from Housing First National Community of Practice
4. Insights from the Coalition to End Women's Homelessness
5. An overview of the National Homelessness Data Project

1. Feedback on observations and themes sections from MHUD report

While we acknowledge that the June Homelessness Insights report provides a retrospective view, the section on sector observations feels somewhat limited in light of the current context. Reporting on data from the summer period risks feeling disconnected from the escalating reality we're currently facing, with reported increasing levels of homelessness across the country. This is particularly concerning as we approach the winter months.

We endorse the call for greater housing supply and advocate for a strengthened and sustained pipeline of affordable housing. This includes a pipeline of supply for Housing First programmes nationwide. The Housing First approach prioritises evidence-based interventions that deliver long-term outcomes for individuals, families, and communities most impacted by homelessness. It is an established approach backed by national and international evidence, that the government can rely on it to deliver social return on investment.

We too are concerned about the pause and stopping of Kāinga Ora projects nationwide and we share the sector's concern about its long-term impact. At the same time, we welcome the government's recent Budget 2025 announcement of a \$128 million investment for 550 new social housing places in Auckland.

While efforts to increase housing supply are essential, equally important is the need for sustained, adequate, and reliable funding for proven housing and wraparound support services and programmes, like Housing First. These services and programmes are essential for supporting individuals and whānau who are experiencing housing insecurity, at risk of homelessness, or already without stable housing - often with complex needs including acute mental health issues, addiction and substance use, and involvement with the justice system.

Local communities and councils are increasingly raising concerns, most recently reflected in Auckland Council's Community Committee letter to central Government, which had recorded a 53 percent rise in people sleeping rough in Auckland over four months from September 2024 – January 2025, coinciding with a sharp decrease in emergency housing numbers.

Last week, RNZ's *Morning Report* reported that more than 650 people are currently sleeping rough on Auckland's streets and outreach workers anticipate that number to rise over winter.

The observations and themes raised in your report align with, and are further supported by, consistent insights gathered through the Housing First Outreach workstream; the Housing First National Community of Practice; the Coalition to End Women's Homelessness; The Salvation Army outlined in the following sections.

2. Housing First Outreach Workstream for Tāmaki Makaurau

Representation on the outreach workstream includes outreach frontline teams from Auckland City Mission Te Tāpui Atawhai, Lifewise, VisionWest Waka Whakakitenga, LinkPeople, and Kāhui Tū Kaha. This workstream is facilitated by Housing First Auckland Backbone on a quarterly basis. The following insights are based on observations reported from frontline staff which were shared at an in-person meeting held on 18 March 2025 and more recently via email:

Housing and Support challenges

- Rising homelessness, including people living in garages, cars, overcrowded or uninhabitable conditions, and couch surfing
- Increasing numbers of women and children reported sleeping in vehicles in Auckland (which is also confirmed by the Coalition to End Women's Homelessness)
- Increase in number of people rough sleeping – one provider reported a 36 percent increase since February 2025.
- Limited housing options for clients declined by MSD, particularly families with children and those with pets
- Increase in alerts / referrals / enquiries for support and housing from across the Auckland region
- Increase in the complexity and severity of mental health and addiction issues among those accessing services.

Systemic issues

- Reported challenges in accessing emergency and transitional housing and long waiting times for Housing First
- The "contributing to homelessness" criteria are being interpreted too broadly, creating additional access issues.
- Ongoing barriers with MSD processes, people needing support with engagement – there is a feeling of hopelessness "what's the point of even trying".

3. Housing First National Community of Practice

Representation on this Community of Practice includes 15 Housing First providers across the country, including sector leaders and frontline practitioners, with quarterly online meetings facilitated by Housing First Auckland Backbone. The following insights were shared from leaders and practitioners at the last online meeting on 20 March:

- **Rising homelessness and data limitations** – Providers are observing an increase in homelessness and have highlighted the need for improved data systems to capture emerging trends.

- **90-day no-cause evictions are having serious negative consequences** - Reports that in some cases evictions are being used as a threat, undermining tenant and whānau stability. Provider teams are under significant pressure, with key workers at capacity.
- **Increasing acuity of need** - Providers are reporting more complex presentations, particularly with mental health and addiction challenges.
- **Escalation in methamphetamine use** – In line with Police concerns and reports in the media regarding concerning increases in meth supply and use, providers report concerns about the significant rise in methamphetamine use, which is placing immense pressure on the housing sector - particularly around property damage, tenancy management, and the wellbeing of whānau and staff.

4. The Coalition to End Women's Homelessness

- In addition, the Coalition to End Women's Homelessness continues to hear feedback from community housing providers in Auckland and Christchurch that there is an increasing number of older women requiring housing support who are not on the housing register but are in extremely insecure housing or shelter (e.g. sleeping in their car).
- The Coalition has also raised the issue of transitional housing funding limiting the ability for providers to respond to the rising need. For example, the Wellington Homeless Women's Trust has had to close down one third of its beds due to insufficient transitional housing funding, with no women's only alternative for those they are turning away.

5. National Homelessness Data Project (NHDP)

Since October 2024, the Housing First Auckland Backbone has been coordinating a small, dedicated taskforce of sector leaders and leading work to respond to the need and call from government and the sector for more consistent and coordinated homelessness data. The purpose is to provide evidence of the rising rates of homelessness, growing need and demand on services, system gaps and emerging trends.

This collaborative effort, led by the Housing First Auckland Backbone, includes Kāhui Tū Kaha, Christchurch Methodist Mission, The Salvation Army, University of Otago, Wellington City Mission, Downtown Community Ministry (DCM), and Community Housing Aotearoa. Together, we are progressing the early stages of the National Homelessness Data Project, which is currently focused on three key workstreams:

- **Six monthly Briefing Papers to Ministers**

Regular briefings to Ministers, highlight data, insights, and trends that demonstrate the increase in homelessness since July 2024. The first homeless briefing paper in December 2024 highlighted concerns about rising homelessness in our communities. We are in the process of finalising a second briefing based on interviews with key contacts among services working with people who are facing homelessness around the country. Some themes from the initial analysis include:

- Majority of providers report further increases in homelessness since December 2024. None report a reduction in homelessness.
- Transience is an issue as people move to main centres where more support may be available or return to areas where they have connections/whanau
- Single people struggle to find adequate support with families prioritised for the limited housing available
- All providers report that MSD operating practices are contributing to the sense of hopelessness and desperation of those experiencing homelessness.
- People report they do not understand decisions made by MSD to decline support and it frequently requires advocacy support from community organisations to access support that people are in fact entitled to. Of particular concern is the way criteria such as 'contributing to their own homelessness' are being interpreted and applied by MSD.
- Organisations working with people facing homelessness are also facing reduced resourcing that further reduces capacity to respond to presenting needs and provide support into long-term housing.

● **Entry Point Survey Research Pilot**

The Entry Point Survey Research pilot project involves four providers across Aotearoa - Christchurch Methodist Mission, DCM, Link People and Whatever it Takes - to collect consistent 'entry point' data, with oversight and guidance from Dr. Nevil Pierse (University of Otago). Interim key findings from a ten-week pilot show:

- 90% of participants had interacted with MSD in the past year.
- 76% sought housing support,
- 46% had been declined emergency or transitional housing,
- 38% were on the Public Housing Register,
- 38% of participants were currently unsheltered (rough sleeping, in cars/tents),
- And 25% were temporarily staying with friends and family.

The data reveals that homelessness predominantly affects working-age adults (33% are aged 20-34 years and 36% aged 35-44 years). Most alarmingly, further analysis shows a concerning cycle where people, who had previously experienced homelessness, were 3.6 times more likely to be currently homeless. This strong correlation between previous and current homelessness suggests the need for more effective long-term housing solutions rather than temporary interventions. We are currently exploring opportunities to further develop this work.

● **OIA requests and trend analysis**

This work involved a coordinated set of 59 Official Information Act (OIA) requests to local and central government agencies, with additional insights from Women's Refuge, the Coalition to End Women's Homelessness, the IPSOS Issues Monitor, and the Social Cohesion in New Zealand report. The aim was to capture broader homelessness-related trends and identify gaps in data across sectors including health, education, employment, child protection, justice, social support, and local government.

This research takes a whole-of-system lens and aligns with the government's social investment approach and its focus on integrated responses to complex social challenges. In this context, it

is critical to understand how housing and homelessness data is currently embedded and utilised across key government agencies.

Following analysis of all responses and data, we developed an interactive infographic - [The truth behind NZ's housing crisis](https://www.housingfirst.co.nz) (www.housingfirst.co.nz) - which visualises key trends, themes, and system gaps and backs it up with supporting data. This work has revealed failures in the system. Critical data gaps exist, creating blind spots that hinder effective decision-making, solutions and a whole-of-systems response to achieve wide social impact and social return on investment. There is an opportunity to act on these gaps now to improve cross-cutting data collection and outcomes.

This infographic was recently presented at the Aotearoa Homelessness Summit, where it generated significant interest across the sector and from organisational leaders. The NHDP taskforce is currently discussing and agreeing on 'Solutions' across the sector, central and local government, which the Backbone will soon add to the infographic.

This National Homelessness Data Project has gained significant interest and momentum both within and outside of the sector. It is currently the only coordinated, cross-sector initiative capturing the scale and drivers of homelessness across Aotearoa.

Appendix A. Excerpts from the MHUD June Homelessness Insights Report

Observations from the sector

Concern regarding:

- increased people and families living in cars
- increasing levels of hopelessness leading to an increase in drug use and anti-social behaviour
- a greater supply of housing needed to support those who are homeless (privately owned housing pulling out of Housing First programmes and an increase in insurance rate for CHPs to house those with chronic/complex needs resulting in them housing fewer people with these needs)

Common themes we've heard from Councils

- Increased (visible rough-sleeping) homelessness this summer, compared to the last summer
- Cross-agency groups collaborating on approaches and/or data
- Concern that planned Kāinga Ora dwellings/complexes/units have been paused/stopped.
- They also described situations that have also been raised in other forums:
 - the threshold for mental health assessment being too high
 - Corrections releasing people into 'no fixed abode'
 - people who do not trust government – won't engage with MSD and/or Police

From February to April 2025 we spoke with staff working in homelessness-relevant areas at Porirua City Council, Kāpiti Coast District Council, Christchurch City Council, Hutt City Council, Auckland Council, Tauranga City Council, Dunedin City Council, Wellington City Council, Rotorua Lakes Council, Hamilton City Council, Whangārei District Council.

From: [Miranda Devlin](#)
To: [Amanda Kelly](#)
Cc: [Clarielle Chang](#); [Rami Alrudaini](#)
Subject: RE: Outreach trends - ministerial briefing opportunity
Date: Friday, 13 June 2025 11:10:00 am
Attachments: [image001.png](#)

Kia ora Amanda,

Thank you for sending this through I've shared it with colleagues.

Ngā mihi,

Miranda Devlin ([she/her](#))

Senior Advisor | Strategy and Impact
Strategy, Insights and Governance
Level 9, 7 Waterloo Quay, Pipitea, Wellington
For data requests contact: hud.insights@hud.govt.nz

From: s 9(2)(a)
Sent: Friday, June 13, 2025 7:49 AM
To: Miranda Devlin <Miranda.Devlin@hud.govt.nz>
Cc: s 9(2)(a) s 9(2)(a)
s 9(2)(a)
Subject: Outreach trends - ministerial briefing opportunity

Kia ora Miranda,

Please see further insights below from Auckland City Mission if it's not too late to add them to your ministerial briefing.

Ngā mihi

Amanda

From: s 9(2)(a)
Sent: Wednesday, 11 June 2025 5:11 pm
To: s 9(2)(a) s 9(2)(a)
s 9(2)(a)
Subject: RE: Outreach trends - ministerial briefing opportunity

CAUTION: This email originated from outside of the organisation.

Kia ora Clarielle,

Sorry for delay. Please see below insights from us.

Overview

Since January 2025 our outreach team has engaged with an estimated 127 people currently experiencing homelessness in the central city. Most of these are individuals, and over 60% are either newly engaged or only seen occasionally, indicating a growing cohort of people entering homelessness — likely due to systemic pressures like rising rents, job loss, and lack of housing access.

Policy Gaps and Recommendations

Strict eligibility criteria are forcing vulnerable people into unsafe alternatives such as boarding houses (often mouldy, damp, and high-cost), or crowding into family homes, risking tenancy breaches for hosts.

Emergency housing vacancies are going unused due to these narrow access rules, not due to a lack of need.

The only recent example of a true Housing First approach — immediate placement without barriers — was during COVID-19.

Suggestions:

- Low-barrier emergency housing with wraparound support, allowing people with health, justice, or addiction histories to access temporary shelter safely.
- Investment into transitional housing, staffed with trained professionals capable of supporting medium to complex needs — not just low-need households.

Ngā mihi,

Cameron McFadyen | Quality Manager, Kaihautū Matua Whai Kōunga | Housing Support

Mail: PO Box 5352 | Victoria St West | Auckland 1142 | New Zealand

Street: 140 Hobson Street | Auckland CBD

M: s 9(2)(a) E: s 9(2)(a)

www.aucklandcitymission.org.nz

