



2 March 2021

s 9(2)(a)

Dear s 9(2)(a)

Thank you for your email received 1 February 2021 in which you asked a number of questions about Visions of a Helping Hand Trust under the Official Information Act 1982 (the Act). Your questions are answered in turn. Please note that the answers given relate to Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (the Ministry), and not the government as a whole.

- 1. How much money has the Government given to Visions of a Helping Hand Trust to help house the homeless in Rotorua since it began? Please break the funding down for each year including 2021 year to date.*

The Ministry contracts with Visions of a Helping Hand Trust (the Trust) for transitional housing. Transitional housing provides warm, dry, short-term accommodation housing for people and families who do not have anywhere to live. It includes support services to help people secure a longer-term home and get back on their feet so that they are in a stronger position to stay housed.

The Ministry has contracted with the Trust since 21 May 2018 for transitional housing at Tarewa Road, and since 18 August 2018 to support a night shelter located in Rotorua. The following table shows the contract terms and values which encompasses support services and accommodation costs.

Contract	Contract term	Total cost of service
Tarewa Road	21/05/2018 – 30/04/2020	\$422,227
Night Shelter	18/08/2018 – 30/04/2020	\$837,226

While both contracts have concluded, the Ministry is funding alternative accommodation for those who resided in these venues through its response to COVID-19. At the peak of the Ministry's response, over 1,200 additional places were secured for people who were living rough or in accommodation where social distancing was not possible. Occupants are being supported with wrap around services by several providers which includes the Trust. The Ministry and providers continue to source more permanent options for those that have been housed during the lockdown.

Details of the current contracts with the Trust are shown below.

Contract	Contract term	Total cost of service
COVID-19 Emergency Response Support Services (Rotorua and Taupō)	01/04/2020 – 31/03/2021	\$1,658,268
To attend to emergency housing requirements and provide support to address homelessness due to COVID-19 (Rotorua)	18/04/2020 – 12/04/2021	\$100,000
Transitional Housing Accommodation and Support Services (Rotorua)	16/09/2020 – 16/09/2023	\$2,391,819

2. *How much money has the Government given to Visions of a Helping Hand Trust to help house the homeless in other areas apart from Rotorua (we think there are other programmes/contracts in Taupo and possibly Auckland. Please break the funding down for each head including 2021 year to date.*

See response to question 1.

3. *How much is the Government paying weekly at the moment for each room at the Tuscany Villas and Emerald Spa Resort? Please provide the range if the prices differ, eg the cheapest and the most expensive.*

Please refer to our letter to you dated 27 August 2020 (our reference DOIA20/21070454). Nothing has changed since this time.

4. *Does the Government pay Tiny Deane separately (outside of Visions of Helping Hand Trust) for any contracts? If so how much and for what contracts?*

The Ministry has only contracted with the Trust.

5. *Which accommodation facilities does the Government pay Visions of a Helping Hand to run? Eg Tuscany Vollas and Emerald Spa. Are there any others?*

See response to question 1.

6. *Does the Government see records of how much Visions of a Helping Hand Trust pays its staff, directors and board? If so, how much are the Deanes (Tiny and his wife) being paid and what are the salaries of the other members?*

The Ministry does not see such records. The Ministry's contracts take into account property management and service delivery costs as they relate to each agreement.

7. *Is the Government going to enter more contracts with Visions of a Helping Hand Trust or Tiny Deane? If so where? Are there plans to enter an agreement at the site of the former Rotorua Base Backpackers (corner Ranolf and Arawa St)?*

There are several aspects, due diligence and approval stages taken into account before the Ministry can determine whether an opportunity will result in a contract. As such, not all opportunities reach the contracting stage. There are no current plans to enter into an agreement with the Trust in relation to Rotorua Base Backpackers.

8. *Is the Government satisfied Tiny Deane is doing a good job?*

The Ministry is satisfied that the Trust is meeting its contract provisions and will continue to monitor this on an ongoing basis. The Trust undertakes regular checks on occupant wellbeing, ensuring they are able to access food and welfare, and connects them with other essential services such as healthcare. They also work with the wider housing sector to source longer-term housing options. The Ministry works in partnership with our contracted providers and addresses any issues, should they arise, through established contract management procedures.

Any provider delivering transitional housing must obtain and maintain Level 3 Social Services Accreditation before services are contracted and funded. Following the initial accreditation, an accreditation assessment every two years confirms that the provider has the systems in place to deliver quality services. More information about Social Sector Accreditation Standards can be found at: <https://www.msd.govt.nz/what-we-can-do/providers/social-services-accreditation/accreditation-standards.html>.

9. *Is the Government aware of any instance where Visions of a Helping Hand Trust has got out of town homeless into its motels?*

The Ministry is not privy to the range of factors that a person or household considers when making the significant decision to move to another town or region. The decision may weigh heavily and be motivated by lack of family support, fear or desperation.

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 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.

Thank you for taking the time to write.

Yours sincerely

Anne Shaw
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Housing Supply, Response and Partnerships