

An evaluation of services provided by
Tākiri Mai te Ata Homelessness Prevention Service
Wā Kāinga Housing Hub.

Prepared by Tu Kotahi Māori Asthma and
Research Trust - Final Evaluation Report

July (2023)

| Evaluation Objectives | Key evaluation questions |
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| <p>The findings from the evaluation will inform:</p> <p><i>Evaluation undertaken including success in achieving the performance measures, an assessment of the impact of the Project on reducing or preventing homelessness, and what would need to continue, expand, or redirect with the project in the future.</i></p> | <p>What are the experiences and resulting outcomes for whānau and stakeholders who have accessed the Homelessness Prevention Service?</p> <p>What are the particular features of the service that made a difference for whānau and stakeholders? How is this service different from other contracted housing services?</p> <p>Understanding the importance of a whānau ora/wrap around support approach that works within a whānau centred model of care?</p> <p>How well has this model of care been implemented in the current housing crisis environment?</p> <p>What improvements are needed to ensure the service continues to deliver on its intended objectives? What can we learn from the successful implementation of this service?</p> |

Methods

We used a mixed methods approach underpinned by kaupapa Māori methods as described below - to evaluate the impact of support provided by the Tākiri Mai te Ata Homelessness Prevention Service (HPS). We used data from three sources, information gathered from interviews with whānau and key stakeholders, a focus group with HPS kaiārahi (workers) and an interview with the Homelessness Prevention Service Manager.

The interviews ranged between 20 to 40 minutes in length and were audio-recorded and transcribed verbatim by Tu Kotahi Māori Asthma Trust (Tu Kotahi) kaimahi. All interviews and the focus group were undertaken between May and June 2023.

Kaupapa Māori Framework

This evaluation was nested within a kaupapa Māori framework that privileged Māori ways of knowing and doing, Māori world views are normalised and a strengths-based approach that supports improved outcomes for Māori health and wellbeing was embraced.

For example, whānau were invited to have a support person with them during the interview process and in keeping with tikanga (protocol) karakia (prayer) was used to open and close the whānau, stakeholder and focus group interviews. Supermarket vouchers were offered as an acknowledgement for whānau, and stakeholder time and lunch packs were provided for Homelessness Prevention Service kaiārahi to acknowledge their contribution and support in the focus group.

Data Collection and Analysis

To answer the evaluation questions, a mixed method approach was used, with a key focus on in-depth interviews with whānau and stakeholders and a semi-structured focus group was held with Homelessness Prevention Service kaiārahi. All interviews and the focus group were conducted in May and June 2023.

The data was coded and analysed thematically. The interviews and the focus group transcripts were analysed by two Māori researchers from Tu Kotahi (CD and HT). As new transcripts were coded, these were compared with earlier transcripts to identify similarities and differences and then cross-coded to make links between the transcripts. Through this process repetitive themes began to emerge and the final themes were confirmed.

Whānau and Stakeholder recruitment

Recruitment was through the Homelessness Prevention Service kaiārahi who each provided names of whānau who had agreed to be interviewed. The whānau resided in Te Awakairangi (the Hutt Valley). A range of whānau were chosen to participate in this

evaluation with consideration given to the household size, type of support service/s received, age and housing situations at the time of their referral. Two of the Māori researchers (HT and BT-T) from Tu Kotahi Māori Asthma and Research Trust phoned the participants and invited them to take part in the evaluation. Once whānau agreed to participate, a time and suitable venue for the interview was confirmed. All whānau had previously signed a consent form with the Homelessness Prevention Service and the kaimahi who were the whānau case workers explained the purpose of the evaluation and gained further verbal consent prior to the researchers making contact.

A broad range of stakeholder names and contact details were supplied by the Homelessness Prevention Service Manager. Stakeholders were contacted, the evaluation was discussed and a time and suitable venue was confirmed. All stakeholders chose to be interviewed at the Tu Kotahi Māori Asthma & Research Trust offices in the Hutt Valley.

Whānau (participant) Interviews

Whānaungatanga (relationships) established between the kaiārahi from HPS and the whānau was integral within this evaluation process. In total, nine whānau were interviewed, two whānau were accompanied by a support person and their korero (feedback) was included in the interview transcripts and analysed. All of the whānau interviewed were adult, ranging in age from 22 to 80 years. Seven were female and two were male, eight identified as Māori and one European. Household sizes ranged from one to eight, in total there were a further 17 whānau members from the nine households, including kaumatua, pākeke, tamariki and rangatahi.

Stakeholder Interviews

Three stakeholder groups were interviewed to understand how well the service has been working for referral agencies, what has worked well, what improvements may be needed and to ensure the service has delivered on its objectives. The Stakeholder interviews included feedback from key personnel from the local Healthy Housing Initiative (HHI) and two Māori health providers who delivered a range of health and social service support within the wider Hutt Valley.

Kaiārahi Focus Group

In total eleven kaiārahi participated in the focus group held at Kokiri Marae in May 2023. Kaiārahi were employed in a range of roles that contributed to the delivery of a comprehensive range of services and support for their whānau.

Homelessness Prevention Service Manager Interview

A final interview was held with the Homelessness Prevention Service Manager in May to help us understand the importance of effective leadership to support the delivery of a culturally responsive homelessness prevention service. The Manager has worked in Māori health over the past 20 years and has worked in various roles under Tākiri Mai te Ata Whānau Ora Collective prior to managing this service.

Results

Unsurprisingly, the key themes that emerged were closely aligned to the long-standing Māori values that form an integral part of the Manu framework for the Tākiri Mai Te Ata Whānau Ora Collective. The findings are presented below within four overarching themes, manaakitanga, whānau, kaitiakitanga and mana. We have used participants' quotes to illustrate key points. Participant coding is as follows: W = Whānau, K = Kaiārahi, S = Stakeholder and SM = Service Manager.

Manaakitanga

**Nāku te rourou, nau te rourou,
Ka ora ai te iwi**
*With your food basket and my basket,
The people will thrive*

Manaakitanga encompasses a shared mutual respect between individuals and groups of people. It works from the premise that all living things should be treated with respect and that in turn they should treat others with respect and kindness regardless of their situation and without judgement. Manaakitanga is a particularly important principle that was evident throughout the interviews and the focus group.

Within the Homelessness Prevention Service team, manaakitanga played a key role in their 'every day' practice, with each other as a team and with their whānau and community:

"We offer a range of supports in addition to those mentioned via our flexifunds which sit in the majority of our contracts that allow us to offer whānau a financial hand up to address debt, rent arrears, bond payments, power bills etc. At the core of what we do is a whānau centred practice and finding a solution alongside whānau to support them through the situation with no limit to the time we can work alongside them." SM

"I love how every kaimahi will get alongside you, tautoko you, show you what they know, show you where to get stuff, so they're always sharing with you, but also supporting you through every step. For example, your first phone call, your first visit, all those sorts of things. So those are very carefully taken care of and I appreciate everything that you've all

done, you know every single one of you being amazing, made this journey for me, coming out of my other type of mahi a lot easier” K2.

“...someone walked in the other day and just how our team just go, OK well you need this or you go here and then I'll go in at another time. We did that sort of thing, So you Just get around and support each other in whatever you needed to do and if you needed to do something to help that person and that kaimahi, you just did it as well. And so that's something very special, and I appreciate that and that was actually something I was looking for when I actually applied for this job, and that's one of the key things that I saw when I came and I thought yes. This is something that I'm interested in and even the kaupapa is huge. You know what a privilege it is to be able to work alongside whānau in their world and you get to understand and have some insight to what they're going through.” K5

“And they're thriving. It could be a big whānau with husband and wife both never worked with like 5 kids, their husband's now working full time. It may just be temporary or like, yeah, temporary working and the wife is now going to get her license. So its little things like that, they're actually like starting to build a life around their community. That in itself was really rewarding to see that, especially from when they're really in that crisis zone, when you see the beginning and then finally see a really good outcome, you actually feel that sense of like accomplishment for that whānau...” K6

“..to like add on to that all that other beyond stuff that our girls do or our service does is you don't really see many services out there because in our job we do, we do the housing, but then we also become movers, cleaners, we do the rental houses, we clean their houses and stuff like that. So, there's a lot of little things that are done within our servers that you won't really see in other services. Because they're usually you know they might say ohh do we need a mover they'll pay for someone to move it, but if we can't get any movers because they're all booked, we go in and do the move for them. This is kind of what we want to do because we know this will help the whānau.” K4

“That's what manaakitanga is to us, and I saw that when 'K' was working with her family too, that came in, you know, he was in a tent for a couple of weeks, the other provider wasn't able to assist, so 'L' got our team on to them then boom EH that day, and clothes, blankets and toiletries.” K8

Whānau reinforced manaakitanga as being a fundamental and integral part of the Homelessness Prevention Service.

“It's been brilliant. They both kept in regular contact with me even just to check up and just see how things were going.” W5

“I still see her - when I went to the AOD course a couple of weeks ago, when it started. 'R' was there and just the aroha you feel and a hug, you know, and still asking how I was and how are things going?” W8

“Yeah, she's still seeing if there's anything else we need? How is our communication with rentcare? Does she need to call them for anything, she's still making sure that we're ok. Even though we've got a house and then little things that we tell her about, she's like, should I call? Do you want me to e-mail. Flick me an e-mail, like she's still with us.” W3

One of the Stakeholders spoke of feeling relieved that she was able to reach out to the HPS Manager for support for one of her whānau and this led to receiving support from the wider Hutt Valley Housing Service:

“So, I would reach out to ‘L’s’ service for advocating, I would reach out to them for support in regards to - am I the right person to be talking to these other providers in regards to this family's case? What I did find is that for every client of mine, I was able to get support from most of the organisations that are under the Lower Hutt Housing group and I love it because it really is a true mixture of Māori, Pacific and Tauīwi.” S1

“I just love ‘L’s’ service, she's my go to well her whole team is actually my go to when I am not sure on certain things and laws and legislations and stuff.” S2

Whānau

He aha te mea nui o te ao?

Ko te whānau

What is the most important thing in the world?

It is family

The Manu framework places whānau at the centre of all service delivery. This framework provided the foundation within which kaiārahi were supported to work alongside their whānau delivering a strengths-based approach. All of the whānau acknowledged the key role this service and in particular the kaiārahi played in ensuring they were supported with not only their housing needs but other wrap around support.

Whānau felt reassured that the kaiārahi were there on the end of the phone and that they were able to receive regular visits and kaiārahi would advocate on their behalf with other agencies and landlords:

“On the day of the house interview, she would come and show up with me, Just to walk around and ask questions to the property manager.” W1

“She said, to have a look on rentcare to see if there was any that I liked and then I saw this one. It wasn't long after that, we got in touch with him and I got this house. It only took like about a month before I got a house. Honestly, I am like so grateful for her cause it was real. It was just so stressful trying to work and living in emergency. Then once I got a house, it was like, oh my gosh, I can actually get a house.” W2

“So just having them there with me and there was a few other people too that were dealing with Kokiri and we had a few of the ladies come and they supported us all, you know. No, it makes such a difference when you feel a bit lost and you know, vulnerable and scared.” W8

The wrap around support provided by both the Homelessness Prevention Service and Tākiri Mai te Ata services were regarded by many of the whānau as crucial to achieving positive outcomes for their whānau health and wellbeing:

“She basically asked us where we were at, like what we needed help with, if we had any help from anywhere else. Then she just pointed us in the right direction with other services. She helped us with food and pointed us into the place that helps you with housing – Tuatahi.” W3

“They talked to me about what support I have already and what mental wellness support I was receiving or needed. They also organised for MSD whiteware and electronic appliances, including a food grant.” W4

“Ohh she was the one that got me on to Care and Home Help. Yeah, yeah, because she used to come and visit every Thursday, just to see how I was doing and she made sure I had a lot of food in here.” W5

“I also got advised to go to ‘A’, the budgeting advisor just to learn how to budget my power and everything and that was good, that was another service I used through her as well.” W7

This wraparound support and team approach was reinforced as an integral part of the Homelessness Prevention Service by the Manager and kaiārahi:

“The wraparound services approach we offer is successfully providing the services and supports whānau need to navigate the housing, mental health and financial crisis many are experiencing.” SM

“I am proud of our team, how we work as a team and are committed to working with each other and for each other to support the results we have been able to achieve for our whānau.” SM

“So usually I’ll refer them to community law to help with the process to get things done if nothing has been done with the landlord situation.” K3

The importance of a strengths-based approach was evident with each of the whānau interviewed, many commented about feeling positive about the future and some wanted to use this approach by paying forward and giving back:

“MSD, they're the frustrating part. Whereas 'C' and the rest of the team basically just grabbed all that negative stuff and took it away and just dealt with it. We're just sitting there with 'C' and the rest of the office is basically offering help as well.” W7

“You know, sometimes I just want to yell out and say thank you. Doing something like this makes me feel a little bit like home, giving back. I want to give my aroha back as much as what I've got and it might take a while to pay back, but I know they don't expect that as well.” W8

“Our team offers whānau a non-judgmental culturally appropriate service. At the core of what we do is a whānau centred practice to find a solution alongside whānau to support them through the situation with no limit to the time we can work alongside them.” SM

Whānau acknowledged the importance of ongoing support that was based around the needs of the whānau, and they acknowledged the tenaciousness of the kaiārahi in supporting them to achieve a positive outcome:

“I feel like we got the best help, like she did the best she could for us and she's still helping us right now, even though we've been in this house for over six months.” W3

“So they referred us to the Wainui office. That's when the circus started, and then I just kept messaging 'C' talking to her on the phone, e-mailing, just to try and get it resolved, and then she was like, no I've had enough. So she went straight into the office on the Tuesday and said what's going on? He's been waiting this long.” W9

Kaiārahi also reinforced the importance of whānau as being the fundamental value that guided their practice:

“It's rewarding, especially when you have a good result and you see that tenancy and they sign it and you go back and visit them a month later and they've got their power all sorted and they're thriving.” K1

“I think the difference with our service is that a lot of us come from some of the same backgrounds, so we can understand. We don't refer to our whānau as a client number, everybody knows the whānau name.” K4

Kaitiakitanga

Ma mua ka kite a muri, ma muri ka ora a mua

Those who lead, give sight to those who follow.

Those who follow, give life to those who lead

Kaitiakitanga describes the concept of guardianship and is often referred to as guardianship of the environment. In the context of the Homelessness Prevention Service, it describes how they unconditionally protect and nurture their whānau aspirations to be adequately housed in a safe environment.

For all the whānau, the feeling of being cared for and supported by the Homelessness Prevention Service was evident. Many of the whānau had a trusted and caring relationship with their kaiārahi and they spoke warmly of the care and support they were receiving from the team as a whole:

“When they come around and see me, I always feel that they've helped me through stuff. See that vacuum cleaner, so ‘T’ went shopping with me and she got me a whole lot of stuff because my vacuum cleaner and stuff was in storage and I practically had nothing. So she went shopping. We went shopping and she bought this stuff for me.” W5

“And the fact that even though we're sitting there with ‘C’, the rest of the office is basically offering help as well. There's a lady down there who went out and found an electric lawn mower. Yeah, yeah we weren't dealing with her, but the next time we went in to see ‘K’, she said do you need a lawn mower? Well, we're not just dealing with one or two people, it's the whole whānau down there.” W7

“So, my mental health has gotten better simply because I'm in a safer environment and I wouldn't have got here without their help, I just wouldn't have. Yeah, I think there was a point where I was just so, so exhausted and tired, I felt like running away and just getting in my car and like that would have been worse.” W8

Effective leadership was a critical factor in ensuring the kaiārahi were well supported to deliver quality improvement for their whānau and communities:

“As Manager, I am responsible for the multi-disciplinary – whānau ora team that has been developed over the past 4 years to deliver consistently high-quality homelessness, housing, mental health, addiction and budgeting wrap around services and supports for whānau in the Hutt Valley. Focusing on quality service delivery and effective outcomes for the whānau we support and for my team. Making sure my team has the resources, skills and supports they need to do their mahi well.” SM

“I tautoko her every word, this group is amazing. I mean everything, she said when one of us fall, they won't let us fall, they'll pick us back up. We all work together and we share information and the training that ‘L’ provides is amazing.” K3

“I think for our services, for our girls, it's quite a lot of the stuff that we may need, 'L's' onto it already. So there might be trainings or there might be something that pops up and one of our girls haven't done that, maybe a certain training, 'L' will send us to them. In regards to those kind of issues, we're pretty like on top of it for our service.” K1

The Service Manager and others have concerns for the level of referrals against the number of kaimahi due to the on-going pressure of the housing crisis and the high number of referrals most of which need a high level of wraparound support:

“In 2021 we lost 5 kaimahi – 2 to Government organisations that can pay more than us and 2 as their life circumstances had changed and they were no longer able to work with us. This and the ever-increasing pressure of the housing, mental health and living crisis is really putting pressure on our team. We have over the past 4 or 5 months employed 2 kaimahi who are doing great and making a difference to the workload but... I worry for my team always working in this pressured space. More staff would really make a difference.” SM

“But like you said before, there's just not enough kaimahi in any of the services too for us to be on to all this housing stuff.” K4

“That in itself was really rewarding to see that, especially from when they're in crisis, when you see the beginning and then finally see a really good outcome, you actually feel that sense of like accomplishment for that whānau but it's always short lived like 'R' mentioned before we need more workers, you know, because that's very short lived. You know, we could just walk in the office and say, yeah, you know, they're thriving and then bang, hey, we need you, but that's our reality on any given day, it's a very short list and then go back to trying to help the other 20.” K2

“I really truly understand what tick box is and I truly believe that all health and social services do have a tick box criteria, but 'L's' service they know that and they understand that so they try and not be the tick box service that just tick the box when the service isn't even done. What I say is whoever is investing in this programme, they actually invest in the staff to invest in our community. We really need to look after our staff because our staff look after the people but also the greatest thing is with 'L' is that she knows this and that's why networking and building strong relationships is so important and she does that really well.”

S2

“The budgeting service is absolutely amazing and sometimes it takes a little bit of support for our whānau to actually go there in the very first instant, but like I said before when you've got the funding to support your staff to support the community, it's a win win because it actually has to come back to the provider to be able to select and pick the best people for the job.” S3

Stakeholders valued the leadership and support that they have received from the Homelessness Prevention Service and via the Lower Hutt Housing and Homelessness Network lead by the service:

“The Lower Hutt housing group – What I felt it was just a great opportunity because you had NGO’s, you had government departments in there and you were actually able to really talk about the true stories that are affecting our community at the hands of some of those government agency’s as well but the beautiful this is also that ‘L’ would ask the government agency’s to come and present in regards to how they are helping reduce the homelessness in the Hutt Valley.” S3

Sector engagement and relationships are a big part of the success of the services provided by the Homelessness Prevention Services. There are real strengths and there are some gaps such as the ability to engage landlords for private rentals:

“We get a lot from Kāinga Ora, MSD and Wellhomes, we get quite a few from those ones. There are definitely other services besides our Kōkiri lot that refer to us.” K2

“We're lucky to have MSD with us.” K2

“...nowadays just working with ‘K’ whose our MSD person in our office, for transitional housing, I can get someone housed overnight rather than a month or two months. So that's the difference I've seen in the last 10 years, it's much more quicker.” K5

“So we use all the services through Kokiri, the ones that they may need, they need Tu Kotahi, we do referrals there if they’re needing kai. And most of our whānau do need other services, and that’s where we tend to work in with all the other services that are provided.” K5

“... going into transitional housing with other housing providers like Emerge, they've been given a housing navigator while they're there, plus our housing navigators work together as a team to house these people, so it works a bit faster that way too.” K6

“We also use Tuatahi, we work quite closely with them. And recently within the last couple of months, we've had Hutt Valley community and Dwell in town, we've got quite close with them. Wesley, yes we work closely with them as well. ” K4

“Refer to Community Law for advice and know their rights and where they stand.” K5

“With the private rentals we need to make sure that it's affordable long term and not putting them into further hardships so they can go through, you know, the budgeting ladies and make sure that it's gonna work for them and they can sustain that too.” K3

“Yeah because a lot of the private rentals now are just shocking. Definitely a lot of our whānau can't afford what private rentals are asking for too much money.” K6

“I went in for an interview first and then we just looked at all the houses on trade me and she just told me to keep applying.” W3

Mana

Itiiti rearea, teitei kahikatea ka taea

Although the rearea is small it can ascend the lofty heights of the Kahikatea tree

All living things have mana, an intrinsic quality that manifests in them achieving their dreams and aspirations. Mana for whānau looks like personal power and authority, whānau decision making and self-belief. In the context of the Homelessness Prevention Service, it describes how the service develops trust with whānau and supports whānau to aspire to their dreams by the Service manaaki, ahwi, tautoko in their practice and service provision.

Kaiārahi also commented on the importance of a mana enhancing approach and working within a strengths-based model of care and this practice was endorsed by the Service Manager:

“You put them in houses and sometimes they just want to talk to you and we can do that because we know what it feels like and we want to make sure they are ok and that they’re happy and they can sustain their tenancy and they can be whatever they want to.” K4

“So the girls make sure they share all their knowledge, things that they find and come across that might help or make things a bit easier.” K5

“So we use all the services through Kokiri, the ones that they may need, they need Tu Kotahi, we do referrals there if they’re needing kai. And most of our whānau do need other services, and that’s where we tend to work in with all the other services that are provided.” K3

The wrap around support provided by both the Homelessness Prevention Service and Tākiri Mai te Ata services were regarded by Stakeholders as essential to the overall mana enhancing outcomes for whānau and their ability to move forward:

“The whole wrap around service was led by ‘L’s’ team and what I mean by that, it’s just that whoever was working with this family still had to give feedback back to ‘L’ and their team in regards to what were the steps for this family. Because we all have different expertise in different fields, we were able to help this family at a faster rate than normal but the feedback and the aroha was the text’s that we got back from whānau to say thank you so much, if it wasn’t for you guys whole service we wouldn’t be where we are today, we would’ve been sick, my wife had cancer she had to keep going to work.” S1

“From there I actually got so much resource, even an invitation to attend the Hutt Valley housing network group, so she was able to talk to me about the homelessness problem but then she also gave me solutions as well as services to access in regards to if we find somebody that’s homeless, to listen like we would and then be able to reach out to some of those other organization’s to support that person.” S2

For the whānau, the feeling of mana and being able to achieve their dreams and aspirations were expressed in the whānau interviews. Whānau were supported by the Homelessness Prevention Service kaiārahi wider team and services:

“And it's interesting because one of those families, I took them to the budget advisor, three times just to sort it out. And she was awesome. The budgeter was awesome to help sort their monies out, but they were struggling.” S3

“So when we do any referral to ‘L’s’ service it’s the wrap around service because they have every single person in order to help the whānau.” S3

“Just having someone there to help me and ask those questions, I might've not known because there were issues with the house and she asked them and helped me to get through to them as well. It was easier for me to just go to her and she would sort it out.” W5

“They done a good job, they were easy to get hold of, just easy for me and an easy process.” W7

“Then I rang ‘R’ and said that I haven't received anything from rentcare, and I took the day off just to move in. I didn't get a call until 5pm saying that I could move in, but that's because ‘R’ was hustling them which was pretty good to get me in that day at all.” W7

“Yeah, so she said once I move in, I can get in contact with her about any problems with the house or if there's anything she could help me with. She also helped me with buying things for the house just the normal things, just to help me start off. She called me after about three months, she said she'll keep me on for three months.”

“Exciting, much more relaxing now and getting my own space.” W3

Recommendations

The services and supports provided by the Tākiri Mai te Ata Homelessness Prevention Service are a success and have made a positive impact on whānau wellbeing and on reducing or preventing homelessness. We recommend that these services continue to be supported by the funder for the foreseeable future.

Increase the capacity of the team by securing more FTE to address load and referral numbers.

“Now because they are really busy, they don't have time to reply straight away. When you're in that situation, your patience is sort of really short. Yes, like you send an e-mail. It could be a day could be two days before you get a reply. And yeah, it's like, we're cutting it very close, but then you'll get their reply.” W

Ensure that the service is being contracted to secure more FTE and that these contracts provide enough funding to enable the service to pay their staff equivalent to mainstream services to ensure staff stay with the service long-term and are recognised for the important mahi that they are doing in the community with whānau.

“In 2021 we lost 5 kaimahi – 2 to Government organisations that can pay more than us and 2 as their life circumstances had changed and they were no longer able to work with us. This and the ever-increasing pressure of the housing, mental health and living crisis is really putting pressure on our team. We have over the past 4 or 5 months employed 2 kaimahi who are doing great and making a difference to the workload but... I worry for my team always working in this pressured space. More staff would really make a difference.” SM

“That in itself was really rewarding to see that, especially from when they're in crisis, when you see the beginning and then finally see a really good outcome, you actually feel that sense of like accomplishment for that whānau but it's always short lived like 'R' mentioned before we need more workers, you know, because that's very short lived. You know, we could just walk in the office and say, yeah, you know, they're thriving and then bang, hey, we need you, but that's our reality on any given day, it's a very short list and then go back to trying to help the other 20.” K2

The Homelessness Prevention Service would greatly benefit from employing an FTE to work alongside Landlords and rental agencies to secure relationships and houses that are available for rental for the whānau that they are supporting. This would address any work arounds and gaps currently being experienced by the team.

“I went in for an interview first and then we just looked at all the houses on trade me and she just told me to keep applying.” W3

Action improvements to streamline information for whānau on the Tākiri Mai te Ata Website.

“And it's only the website, but maybe a little bit more information. On the other services they do within their service, because I tried to look up the information and you're basically bouncing from one link to the other, back to the other before you even find the information” W

Ensure the referral receipt process and on-going engagement with the referrer is taking place. This issue is also a capacity issue and the service should look at securing more FTE to address caseloads and system improvements.

“So, there are just not enough homes out there. That is all it is, isn’t it? It’s not enough homes out there, and perhaps they’ll wait for an old person to die before they can put the next one in there. Who knows? So they’ve got a hard road, I do feel for them. Yes. But yes, it would be nice to know what’s going on just now and again, just feedback and say ohh, you know, I’m still yes, still working on it.” S2

“But it would be nice even if they rang up and said, look, we are still know further with this. We’re still working on it. We’re still looking. We’re still, you know, talking to people and seeing can we have that flat, you know that sort of thing. Yes, be just nice.” S3

Refer all whānau through to Wellhomes as a part of the process for whānau who have not yet been referred to that whare.

Work on developing knowledge for stakeholders coming to the service so that they have a secure understanding of the on the ground housing issues and current trends.

“Is it possible to give some regular updates on the current housing situation – housing demand – this could be via email or a small update newsletter.” S

Wā Kāinga – Tākiri Mai te Ata LIPF at a glance - 1 July 2021 to 14 July 2023

| | | | | | | | | | | | | | | | |
|---|--|---------------------------|--|---|---|-------------------------|--|---|-----------------------------|--|-----------------------|----|--------------------------------------|--|----|
| whānau/household who have been supported under Wā Kāinga | | 572 | | whānau/household who have been enrolled into the service to receive wrap around whānau ora support services | | 253 | | whānau/household still in active service – having secured EH or TH and awaiting permanent housing and/or receiving ongoing supports | | 125 | | | | | |
| whānau/household who have accessed Housing / MSD and/or Budgeting Clinics | | 316 | | whānau/household who have accessed Financial Mentor | | 110 | | Whānau and/or household discharged from wrap around discharge results | | Complex Case Referred to other service | | 3 | | | |
| | | | | | | | | | | Eviction Emergency Housing - Living with Whānau | | 1 | | | |
| | | | | | | | | | | Eviction Transitional Housing - Homeless | | 1 | | | |
| | | | | | | | | | | ISSUE RESOLVED - Living with Whānau | | 3 | | | |
| | | | | | | | | | | Issues Resolved - Existing Tenancy Secured | | 7 | | | |
| | | | | | | | | | | Issues Resolved - New Tenancy Secured | | 11 | | | |
| | | | | | | | | | | Issues Resolved - New tenancy secured PRIVATE RENTAL | | 14 | | | |
| | | | | | | | | | | Issues Resolved - New tenancy secured SOCIAL HOUSING | | 7 | | | |
| | | | | | | | | | | Issues Resolved - Tenancy secured PRIVATE RENTAL | | 4 | | | |
| | | | | | | | | | | Issues Resolved - Tenancy Secured SOCIAL HOUSING | | 6 | | | |
| | | | | | | | | | | Issues Resolved -Tenancy Secured OTHER | | 4 | | | |
| | | | | | | | | | | Other | | 10 | | | |
| | | | | | | | | | | Whānau moved out of area | | 8 | | | |
| | | | | | | | | | | Self-Discharge | | 3 | | | |
| Wellbeing / Tenancy plan on-going - other service | | 7 | | | | | | | | | | | | | |
| Whānau did not engage | | 28 | | | | | | | | | | | | | |
| Whānau stopped engaging | | 10 | | | | | | | | | | | | | |
| Whānau has other support services working with them | | 1 | | | | | | | | | | | | | |
| Number of Wā Kāinga Training Modules provided to whānau via education opportunities | | 660 | | whānau/household received education in clinic/group/ individual | | Clinic Group Individual | | 273 108 142 | | whānau/household who have accessed flexifund (\$35,162.38) | | 32 | | | |
| tenure/situation type of whānau receiving wrap around services (on referral) | | Boarding | | 12 | whānau by ethnicity (enrolled whānau/household) | | European Māori New Zealander Pacific peoples other | | 14 183 16 24 11 | | Reasons for flexifund | | Bond/rent in advance | | 5 |
| | | Cabin/Garage | | 3 | | | | | | | | | Accommodation costs | | 9 |
| | | Emergency Housing | | 64 | | | | | | | | | Food Assistance/Kai | | 6 |
| | | Homeowner | | 2 | | | | | | | | | Car Registration/Repairs/Towing | | 3 |
| | | Homeless | | 34 | | | | | | | | | Beds & delivery fee | | 9 |
| | | Homeless in home | | 76 | | | | | | | | | Household items/Furniture/Appliances | | 14 |
| | | Couch Surfing | | 6 | | | | | | | | | Bedding/Blankets | | 1 |
| | | Other | | 11 | | | | | | | | | Phones & Powerbank | | 4 |
| | | Overcrowded | | 2 | | | | | | | | | Moving/Delivery fees | | 2 |
| | | Private Rental | | 9 | | | | | | | | | Storage unit | | 1 |
| | | Social Housing/Kāinga Ora | | 12 | | | | | | | | | Clothing/Footwear/Personal items | | 2 |
| | | Transitional Housing | | 22 | | | | | | | | | | | |