

Auckland Council Homelessness Action Plan

2012-2015



Strand 1. Leadership and Public Awareness

Project: Action strand	Project activities	Project milestones	By when	Responsibility
<p>Strand 1 – Leadership and public awareness</p>	<p>Continue to identify issues and coordinate the strategic development of appropriate responses for homelessness across all key stakeholders in central, local and non government agencies</p>	<p>Establish a regional reference group for the Regional Homelessness Action Plan</p> <p>Establish Terms of Reference for Regional Homeless Action Plan Reference Group</p> <p>Attendance at regular scheduled meetings including:</p> <ul style="list-style-type: none"> ▪ Regional Homeless Action Plan Reference Group ▪ Auckland Rough Sleepers Initiative (ARSI) ▪ Waitakere Housing Call 2 Action ▪ Work stream meetings for Regional Homeless Action Plan ▪ Minutes of above meetings highlight achievements <p>Clear communication with strategic groups</p> <ul style="list-style-type: none"> ▪ Homeless steering group meeting of central government and non government agencies 	<p>November 2012</p> <p>Jan- Feb 2013</p> <p>Every 2 months for first 6 months then quarterly</p> <p>Monthly</p> <p>Monthly As required</p> <p>Ongoing</p> <p>Quarterly</p>	<p>Auckland Council</p> <p>Regional Reference Group</p> <p>Chair of meeting</p> <p>Chair of meeting</p> <p>Chair of meeting Chair of meeting</p> <p>Chair of meeting</p> <p>Chair of meetings</p>

		Clear communication between Auckland Housing Policy unit and RHAP	Monthly	Chair and Auckland Council
	Research the current service delivery and approximate homeless numbers for all four categories of homelessness for the Auckland region.	<p>Utilise the service delivery and gaps model of the Gravitas Research of 2005 in Central Auckland.</p> <p>Identify the following as part of the research:</p> <ul style="list-style-type: none"> • Stock take of all services available to homeless people • Gaps in service per region/local board area for each category of homelessness and for vulnerable groups, including <ul style="list-style-type: none"> ○ Maori, Pacific, youth, women and children • Quantify number of homeless for each category based on available data <p>Complete a rough sleeper street count in Auckland Central</p> <p>Complete a rough sleeper street count in other areas based on identified need.</p>	<p>October 2012</p> <p>June 2013</p> <p>September 2012</p> <p>September 2013 and annually as required.</p>	<p>RHAP reference group</p> <p>TBC</p> <p>Auckland City Mission</p> <p>TBC</p>

	NZCEH is a national coalition that advocates to central government for policy development around homelessness	Attend meetings every 2 months and advocate as appropriate	Ongoing	Auckland Council – Community Development and Safety
	Advocate to central government for resolution of homeless issues in NZ	<ul style="list-style-type: none"> ▪ Evidence shows that homeless stakeholders advocate and support new initiatives and systemic improvements that enable homeless people into secure, supported and/or independent accommodation ▪ Through membership of NZCEH ensure that a National Homelessness Strategy is completed ▪ Advocate for the strategy to be adopted by both local and Central Government. 	<p>Ongoing</p> <p>March 2013</p> <p>March - ongoing</p>	<p>All homeless stakeholders</p> <p>NZCEH</p> <p>NZCEH</p>
	Develop a communication/media strategy to advocate on homeless initiatives and events	<ul style="list-style-type: none"> ▪ Key messages and ideas to be developed with the regional reference group to be the focus for a communication/media strategy. 	Feb-March 2013	Regional Reference Group
	Support initiatives that promote public awareness in homelessness as finances allow	<ul style="list-style-type: none"> ▪ National homeless conference ▪ Parity publications ▪ Local initiatives and local 	Ongoing	Auckland Council – Community Development Arts and Culture

		publications		
	Public awareness raising event for homelessness - World Homeless Day	Organise an arts based event that will raise public awareness of homeless issues.	October 2012 annually October 10	Auckland Council – Community Development Arts and Culture TBC
	Organise homelessness awareness training for Auckland Council staff so that they understand homeless issues	2 training packages delivered by Auckland Council per annum for Auckland Council staff	October and April each year	Auckland Council – Community Development Arts and Culture
	Update and reprint information cards for use by front line staff and other organisations	Cards printed and distributed by November each year as required for Central Auckland Further cards printed and distributed to sub-regions according to identified need (see research strand of RHAP)	November 2012 and ongoing as required	Auckland Council – Community Development Arts and Culture
	Auckland Council reporting	Report every 6 months on the progress of the RHAP to the Social and Community and Development Forum. Report quarterly to local boards via Community and Safety update reports.	October 2012 then every 6 months Quarterly	Auckland Council – Community Development and Safety Auckland Council – Community Development

		Advocate on issues as required.		and Safety
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Strand 2. Interagency response for the future direction of homeless services to end rough sleeping by 2022

Project: Action strand	Project activities	Project milestones	By when	Responsibility
Interagency response for the future direction of homeless services to end rough sleeping by 2022	Common interagency case coordination practices sustain clients in accommodation and assists an improved lifestyle	Statistical evidence of joint case coordination outcomes demonstrates that rough sleepers are supported to live off the streets by placements in supported or independent living arrangements with wrap around service provision	Quarterly reporting - ongoing	Auckland City Mission/Lifewise Statistics are compiled by Auckland City Mission
	Data management of rough sleepers to remove duplication and to provide an indication of rough sleeper numbers at a given point in time	<ul style="list-style-type: none"> • Auckland City Mission produces data that operates across all agencies working with rough sleepers in Central Auckland so that trends can be coordinated and analysed • Identify agencies across the region working with rough sleepers • Implement the collection of data for each sub-region based on identified need • Investigate the need and capacity for a centralised database system 	September 2012 and ongoing June 2013 February 2014 November 2014	Auckland City Mission RHAP reference group Agencies as required RHAP reference group
	The Outreach service operates from the Auckland City Mission on a roster as arranged	Statistical information about rough sleepers is reported monthly and provided to Auckland Council outlining the following:	Ongoing	Auckland City Mission and Auckland Council

	by the Team Leader	<ul style="list-style-type: none"> • Demographic Data • Trends and issues • Public notification call outs and responses • Quality of outreach interventions, as measured using a psychometric engagement tool <p>Identify the need for further rostered Outreach for the sub-regions based on identified need.</p> <p>Establish new, or review existing Outreach services based on identified need</p> <p>Continue Council contribution for Outreach as per the contract</p>		<p>RHAP reference group</p> <p>RHAP reference group and Auckland City Mission</p> <p>Auckland Council</p>
	Coordinate a common discharge/release plan from agencies to prevent future rough sleeping	<p>Pilot a ‘flagging’ system with ADHB that ensures that appropriate discharge plans are in place for rough sleepers that present to ED and in-patient care</p> <ul style="list-style-type: none"> • Complete terms of reference and gain sign off for the draft Information Sharing Policy for ADHB • Complete processes and training for ADHB staff and implement new policy • Complete and evaluation of the 	<p>November 2012</p> <p>March 2013</p> <p>March 2014</p>	<p>Auckland City Mission, Council, ADHB</p> <p>ADHB and Auckland City Mission</p> <p>ADHB, Auckland City</p>

		<p>project to identify strengths and any required changes</p> <ul style="list-style-type: none"> • Develop a discharge/release flowchart to be utilised by Police/Corrections. • Pilot the flow chart in these organisations for one year 	<p>August 2014</p> <p>November 2014</p>	<p>Mission and Auckland Council RHAP reference group</p> <p>RHAP reference group</p>
	Tenancy sustainment for vulnerable tenants	<p>Identify services that provide training opportunities for budgeting, shopping, cooking, life skills, employment etc</p> <p>Link services with existing programs or establish a new program based on identified need</p> <p>Implement training program as required</p> <p>Provision of intensive interagency wrap around services from both government and non-government agencies for high needs tenants in their homes</p>	<p>June 2013</p> <p>November 2013</p> <p>November 2014</p> <p>November 2014</p>	<p>RHAP reference group</p> <p>RHAP reference group</p> <p>TBC</p> <p>TBC</p>
	Coordinated response to anti-social behaviour	<p>Identify communities/suburbs that require a coordinated response to antisocial behaviour</p> <p>Development of information sheet to identified business associations advising of the services available to rough sleepers and appropriate community responses</p>	<p>June 2013</p> <p>September 2013</p>	<p>RHAP reference group/Research</p> <p>Auckland Council/RHAP reference group</p>

		Connect security groups/community constables/Auckland Council compliance team to the integrated homeless service	November 2013	Auckland Council/RHAP reference group
	The New Beginnings Court addresses the underlying causes of public space offending	Complete the evaluation of the NBC Identify areas for improvement and implement as required Complete an Outcome evaluation for participants	October 2012 November 2012 June 2015	Auckland Council, Lifewise, ADHB NBC working group TBC

Strand 3. Coordinated approach to ensure vulnerable tenants living in temporary accommodation have access to appropriate services

Project : Action strand	Project activities	Project milestones	By when	Responsibilities
Strand 3: Coordinated approach to ensure vulnerable tenants living in temporary accommodation have access to appropriate services	Promoting bed night availability to all agencies working with homeless clients	Complete a register of all temporary accommodation for vulnerable clients	June 2013	TBC
		Complete an occupancy rate census for temporary accommodation.	June 2013	TBC
		Investigate how occupancy rates can be shared between agencies and accommodation providers.	February 2014	RHAP reference group
		Implement relevant recommendations to ensure occupancy rates for temporary/emergency accommodation can be shared	February 2015	RHAP reference group
	Coordinate communication and engagement between landlords/managers of temporary accommodation and service providers	Series of workshops with boarding house etc landlords/managers to identify their key issues and develop solutions with homeless agencies. Complete information material for landlords/managers that includes: <ul style="list-style-type: none"> • Raising awareness of vulnerable tenants issues • Where to access help for vulnerable 	November 2013 November 2013	TBC TBC

		<p>tenants</p> <ul style="list-style-type: none"> • Rights and responsibilities under Residential Tenancy Act <p>Coordinate quarterly boarding house meetings with social service agencies.</p>	Feb 2014 and ongoing	TBC
	Spotlight on Housing	<p>Continue to implement the annual weeklong Spotlight on Housing in the West to educate vulnerable tenants.</p> <p>Identify best practice from the current Spotlight on Housing and consider how to roll this out to the sub-regions.</p> <p>Identify sub-region(s) that would benefit from the Spotlight on Housing project</p> <p>Pilot the Spotlight on Housing project in the given sub-region(s)</p>	<p>September 2012</p> <p>December 2012</p> <p>June 2013</p> <p>June 2014</p>	<p>Auckland Council</p> <p>Auckland Council</p> <p>From research (TBC)</p> <p>RHAP – Auckland Council</p>
	Western Village Caravan Park – Social Services Hub	<p>Continue to fund and coordinate the social services hub at the Western Village Caravan Park</p> <p>Complete the evaluation of the Caravan Park</p> <p>Identify areas for improvement and implement recommendation of the evaluation as required for the caravan park.</p>	<p>Ongoing</p> <p>October 2012</p> <p>February 2013</p>	<p>Auckland Council</p> <p>Auckland Council</p> <p>Auckland Council</p>

		Identify best practice from the social services hub and consider how to roll this model out to other areas including problematic boarding houses.	June 2013	Auckland Council, RHAP reference group
		Identify specific boarding house(s) that would benefit from the social service hub.	July 2013	RHAP reference group
		Pilot the social service hub model in a boarding house(s).	July 2014	TBC
	Establish a community rental centre that provides an alternative letting agency with a no letting fee and Warrant of Fitness for rental properties so that vulnerable clients are more appropriately housed.	Complete research on identifying best practise models from international literature.	September 2012	Waitakere Housing Call to Action
		Identify community and agency capacity to establish the rental centre and complete a funding proposal.	March 2013	Waitakere Housing Call to Action
		Establish the rental centre according to project timeframes and milestones.	March 2014	Waitakere Housing Call to Action
		Evaluate the project after a two year pilot.	March 2016	Waitakere Housing Call to Action
		Seek to replicate the model in other sub-regions of Auckland as appropriate and required.	As required	TBC
	The recommendations of the Parliamentary	Dept of Building and Housing conducting a review of 50 boarding houses	September 2012	Dept of Building and Housing

	<p>Inquiry into Boarding Houses will provide a platform for regulatory agencies and social service agencies to work together to improve boarding house conditions.</p>	<p>Await the final recommendations of the Parliamentary inquiry and implement in conjunction with the Dept of Building and Housing, Council, social service agencies and the NZCEH.</p>	<p>November 2012 and ongoing</p>	<p>RHAP reference group, Auckland Council, Dept of Building and Housing, NZCEH</p>
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Strand 4 Empowering vulnerable groups to move out of homelessness into secure, sustainable and culturally appropriate accommodation

Project : Action strand	Project activities	Project milestones	By when	Responsibilities
Empowering vulnerable groups to move out of homelessness into secure, sustainable and culturally appropriate accommodation	Iwi engagement to provide a culturally appropriate response to Māori needs and to identify culturally appropriate services for Māori as required.	Complete presentations to mana whenua and mataawaka iwi.	February 2013	Auckland Council, ADHB, City Mission, Auckland Uni
		Develop a cultural strategy with iwi and Māori service providers that will strengthen opportunities for Māori clients to engage with Māoridom and their own iwi as appropriate.	June 2013	TBC
		Implement the strategy as per timeframes and milestones.	November 2013	RHAP reference group
	Engagement with Pacific groups to ensure a culturally appropriate response for Pacific people who are homeless	Complete presentations to Pacific leaders and service providers.	February 2014	Auckland Council
		Develop a cultural strategy with Pacific leaders and service providers that will strengthen opportunities for Pacific clients to engage in culturally appropriate programs to reconnect with family.	June 2014	TBC
		Implement the strategy as per timeframes and milestones.	November 2014	RHAP reference group
	A coordinated	Identify youth needs and barriers facing	June 2013	From research (TBC)

	approached to working with youth and youth specific agencies.	homeless youth to access appropriate and affordable housing. Engage with youth specific groups and government agencies to ensure that youth are quickly connected to appropriate services before young people experience a homeless episode.	August 2013	RHAP reference group