



Minutes of the Christchurch Housing Forum

August 3rd 2016

Attendance Adrienne Kier Beneficiary Advisory Service, Donna Ellen Pegasus Health, Jenny Smith Te Whare Roimata, Helen Ross Pathways Trust, Stephanie Fairbrother ChCh City Mission, Catherine Williamson ChCh City Mission, Nicky Millar Salvation Army, Emily Dunstall Waipuna SJOG, Andrea Goodman Methodist Mission, Patty Nieuwenhuize ARA Student, Glen Livingstone City Councillor, Anji Davies Rata Foundation, Christine Leleifenika Pacific Trust, Rachel Limbe Linwood Community Corner Trust, Hanna Greenwood Comcare Charitable Trust, Dawn Clark Presbyterian Support, Marian Pavlitich CDHB Hospital, Gary Watts SigJawsTrust, Renee Willis Accessible Properties, Simon Davis Miles Construction, Geoff Butcher Community Housing Trust, Denise Huisman Christchurch Resettlement Services, Rebecca Kime MBIE, Darryl Freeman HNZC, Bridget Longe, Madia Grubner-Thornely MBIE, Alma Sturgess Rowley Resource Centre, Ray Tye HNZC, Israel Gardner Housing New Zealand, Peter Taylor Habitat for Humanity, Toni Jenson Habitat for Humanity, Maureen Mundy Comcare Housing Selwyn Eagle Just Dirt Trust, Annemarie Nathan, Carmen Lynsky Comcare Housing, Nathan Beale Vision West, Simon Atkinson, Jo Prejza City Housing, Nadia Churchward SWAP, N Webber SWAP Student, Di Harwood TPA, Niki TPA.

Welcome by - Lisa Coulter TPA

Note taker: Ali Brunel

Karakia – Ali Brunel

Presenters: Louise Lewis Comcare Home Rescue; Donna Ellen Pegasus Health; Jenny Smith Te Whare Roimata; MSD Amanda Cook & Denise Jackson; Kingdom Resources Julie; TPA Lisa Coulter

Notices: Draft Housing Policy – reminder consultation close 7th August. Paul Cottam CCC. Two part policy – reframe the narrative – private good public outcome. Role what council will play Second part schedule of actions – what Council is going to do.

Comcare Home Rescue – Louise Lewis Team Leader Housing Support Services

Comcare support people with mental health and addiction. Home rescue service going for ten years Our housing services support people – receive referrals from addiction and mental health services. We are funded by the CDHB and housing facilitators (6) do what they can to get onto the right housing market find permanent housing.

The home rescue service came along because we were getting a lot of referrals from Hilmorton people unwell lost their housing and had nowhere to go – is there something we can do to support people before they lost their housing – hence Home Rescue.

Rescue the home (not people) but the home. Referrals from mental health services and support agencies for addictions. People in tenancies given 14 day for any reason. We work with anything

that might save the tenancy. Sometimes it only takes a wee tweek. We found walking alongside someone, providing little support and working how they can continue to maintain that tenancy has had a good result.

We also support people with pets – if they have to go into hospital for some reason and have an animal that has to be looked after – we can help with what might happen with that pet. We have an understanding with RSPCA and they can help as well. Lots of different things that home rescue can offer.

Maximum budget you can spend on a household – Limited fund (we don't like to put a figure on – it is on a case by case basis). How does someone find their way to home rescue? NHS AOD providers. There is a referral through their GP as well.

If someone is not familiar with the mental health system and they know someone has a mental health issue how do they get to your service? They can go through their GP or give a call to Louise at Comcare will put people in the right direction.

If tenancies have gone under the radar for a long time and something goes wrong we can work with landlords and come up with a good result.

Jenny Smith – Te Whare Roimata

Te Whare Roimata in city neighbourhood for 30 years. City East predominantly marginalised community lots of earthquake damage. Worked in community development way worked with locals identify issues and respond.

Range of things pre-employment programmes through to transitional projects – Linwood village that was substantially damaged Linwood village market to get off the ground. Transitional café there as well. We have just taken over the PostShop in Stanmore Road. Alongside support and outreach work. Older persons project; we are a Treaty Based organisation, and within that is developmental education – Smith Street gardens.

Today about our pre-employment programmes – Willie Kong heads - staff are busy doing a shift at the moment so this is the reason why I am talking for them. This service has been going in the 80's people were moving and they never had trailers to shift their gear – move and leave their gear then come to our services to kit them out again. We pulled this together in an era of high unemployment and we able to provide a pre-employment skills and household removal service. (going 28 years).

Our people are very skilled at shifting furniture they can get up/down stairs and move all sorts of things. That service by negotiation in terms of price, it's an affordable service whether you have been long term unemployed with support of staff are able to do something meaningfully and an affordable service.

As much notice as you can give in advance – but would like more warning for planning
Asks for you to have your clients gear packed – odd occasion will pack but please have things ready to go.

Very unwell people (hospital/Hillmorton) can put things into storage

Price is negotiable – cover costs

We also shift organisations – TPA shifted one or two times in the past.

One off section clearing – if sections in bad shape – please come early, we have a work schedule – this is a service especially if people need to clean up for rental property. Again come early with requests.

From time to time will look at hoarding – can't handle “grubby” hoarding – not geared for that. But can help if people who have a lot of stuff (particularly elderly). Willy Kong will be able to tell you what he can do. Please ring and have a talk.

Another service we have is our older people's project – we have done this for some years. We are coming up to our annual spring clean - the area we cover is inner east – down to Linwood Avenue, across to Cashel, to Kilmore to Madras Streets - cutbacks with home help – enables people to spring clean – window cleaning, gardens, washing bathrooms and kitchens again to Jenny 3795134.

Supporting outreach very important so if you have people (tenants) at the lower end of the wanting to participate and belong we can link people. Working in partnership with Red Cross getting people to Eastgate on a Friday - if there is someone in the area you know has difficulty shopping and if it is about them staying in home or moving into more dependent accommodation that is a really neat little project.

Shifting goes across the city but can't go out of the Canterbury region or Banks Peninsula. Payment system works – negotiate with Willy – will liaise with agencies. If you present situation up-front with agency will work with what's possible will negotiate.

Donna Ellen – Pegasus Health - 7 minutes to cover Canterbury Health System.

Pegasus Health largest PHO's in Canterbury – Feature number of general practices that are members/ associated with PHO. We have 108 general practices 380,000 enrolled with PHO. General practices all businesses – two ways they get funding –government subsidies and fees for service. Variance about what practices charge in terms of fees. Vulnerable people in city low cost practices available with low fees. Every general practice receive services to improve access funding based on % enrolments Maori Pacific and Low income – practice has discretion about how they use it. However this is the clinical side of the organisation and I am not able to speak about that.

I work as a Community Support Manager – Pegasus roll out a whole lot of practices as part of the charitable status of that organisation. This is the range of services people should know about. Access through GP visits:

These services are helpful for people to stay well in their own homes. Should know the whole of Canterbury health system even prior to the earthquakes had three main aims:

- People being supported to take greater responsibility for their own health
- People staying well in own homes and communities
- People receiving timely and appropriate complex care.

Potpouri of whats available when you walk through your general practice door.

- Acute demand – keeping people out of hospital 24 hour surgery (keeping people of hospital system).
- Right service right time – point of entry to a whole range of social services
- Immunisation programme
- Child health resourcing services supporting families
- Whanau link worker predominantly with Maori
- Health navigation system – improve access
- 18 partnership health workers who help navigate people - resources people what they need and where they need to go. Help with health financial and housing negotiation's "brokers"
- Smoking cessation methadone programme
- Green prescription – keeping action and keeping people well. New programme active families
- Appetite for life programme
- Mental health intervention service – free counselling services.

Access through the front door of the GP but Community Practice Workers can also help you with that also.

Denise Jackson/Amanda Cook MSD (*Apologies for sketchy notes here the recording device stopped at this stage*).

- Providing emergency transitional housing for 7 days – short term response. Vision west in Sockburn and Comcare single people for 8 weeks.

- Homeless ring the 0800 number or drop into the local service centre.
- From 1st July – there is a non-recoverable special needs grant for accommodation in motel or camping ground – contact MSD for this .
- MSD currently negotiating contracts for emergency housing.
- April MSD took over Social Housing Assessments – those who go onto the Social Housing Register are screened at work and income. There is a specialist housing team. They can identify eligibility appointments can be face to face or by phone.
- In Canterbury there are seven case managers three located ant Linwood and also located at Sydenham and Hornby
- One hour meeting over the phone to assess priority then the need to provide supporting documents.
- Auckland manage the housing register.
- The link below is for anyone who requires further information.

Links for your information:

<http://housing.msd.govt.nz/forms/index.html#factsheets>

<http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/housing/initiatives/emergency-housing.html>

<http://doogle.ssi.govt.nz/whats-on/projects/social-housing/social-housing-reform-programme/information-for-stakeholders/information-for-clients.html>

<http://doogle.ssi.govt.nz/whats-on/projects/social-housing/social-housing-reform-programme/information-for-stakeholders/information-for-stakeholders.html>

Once again my apologies for the notes ...

Julie – Kingdom Resources: *(Apologies for the sketchy notes the recording device stopped at this stage)*

- Began 28 years ago with interest free lending
- Provide budget advice – 70 volunteers working in Christchurch
- 6 staff – insolvency – high pressure cases
- Supports access to information.
- Open to people with high debt/no debt, plan to get a head in life
- Waged and beneficiaries 38% waged
- Interest free lending – high debt support
- Community Education Courses
- Employment courses – taking the first step
- Client make the first phone call then we look at who is best to help
- Housing help – focus on essentials – rent-food-power first.
- 300 Lincoln Road – Drop-ins – Tueaday Evening
- Volunteers can go to the home
- Free Service
- Anyone can rock up

There were a number of positive comments from the floor about this service.

Lisa – Tenants Protection Association (ChCh) Inc

Tenants Protection Association (ChCh) Incorporated has been operating for 30 years it is a free and confidential service.

- Covers renters and those not covered by the RTA (Residential Tenancies Act)
- Advice, information and advocacy – appointment/drop-in and rental clinics at Linwood Link and New Brighton
- Education Service will talk with tenants and community agencies
- Focus on problem solving and keeping people in place.
- SVT Supporting Vulnerable Tenancies – Keeping existing tenancy in a formalised way with the household. People eligible for this programme are those with a history of not keeping a tenancy
- SVT Workers work with tenants/landlords/other agencies.
- TPA is straight-up / quite tough

(Again apologies for the tape recording malfunction)

Next Housing Forum Wednesday 14th September – topic to be advised.