

Response ID ANON-HG6A-V8EU-E

Submitted to **Disability Action Plan Work Programme Description (Part A)**

Submitted on **2020-01-30 13:58:30**

Agency Information

1 Agency name

Please enter answer here:

Kāinga Ora – Homes and Communities

2 Contact person for this work programme (so we can contact you for reporting purposes)

Enter name here:

Julian Silver, Director Governance Advisory Unit, Kāinga Ora email: Julian.Silver@kaingaora.govt.nz

3 What is the name of your work programme?

Title of work programme:

Accessibility Policy Implementation

4 What is the challenge or problem this work programme will address?

Please enter your answer here:

- Shortage of accessible housing for public housing tenants
- Lack of data around how many public houses are accessible and/or customised
- Lack of data around how many public tenants need accessible and/or customised housing

5 What changes or impact is the work programme seeking to achieve?

changes/impact:

The programme has three outcomes:

- Increase the number of Kāinga Ora's public houses that meet our universal design standards (includes reviewing build standards, a target for new builds, and an approach for existing properties)
- Meet the individual needs of customers in Kāinga Ora's public houses (includes modifications to homes and specialised new build solutions)
- Improve information about public housing customers' needs and the accessibility of our properties (includes collecting and recoding customer information and asset information)

More detail on these outcomes and the components within our Accessibility Policy that is linked to each outcomes is in the document 'Our Accessibility Policy on a page'.

Note: the Accessibility Policy relates to the public housing that Kāinga Ora provides (housing for those assessed as eligible by MSD). It does not relate to other types of activities by Kāinga Ora including affordable housing, KiwiBuild, and Urban Development, where Kainga Ora plays a different role. Kāinga Ora intends to think about accessibility in a wider context as its wider role becomes clearer - see more detail in question 10.

6 How will your agency evaluate and report on the effectiveness of the work programme?

Please enter answer here:

As part of the implementation we will develop a framework to evaluate the effectiveness of our work programme. It is likely to include a mixture of process, output, and intermediate outcomes measures. We will measure ourselves against the outcomes we have set (see question 5).

7 Please list the key actions or deliverables (in brief) of your work programme. *full detail will be in Part B

Please enter your answer here:

The key deliverables of our implementation work programme are:

- Stakeholder Engagement Approach – confirm mechanism for formal engagement with key stakeholders regarding the implementation of the Accessibility Policy
- Review accessibility performance requirements – will cover the universal design standard, and a number of additional standards for example wheelchair accessible and vision impaired.
- Address current gaps in suite of standardised designs where there are gaps in options available that meet universal design standards
- Collect and store information about the accessibility features of Kāinga Ora properties in our system
- Confirm approach for achieving target of at least 15% of new builds meeting our universal design standards, and ensure that the right processes, planning, and frameworks are in place to support this to be achieved
- Develop a business case to consider how Kāinga Ora can assist with modifications to its public housing properties where no funding available. This will include consideration of a budget for this, as well as the policies and processes required to allow staff to apply it.
- Explore opportunities to work innovatively with funders of modifications (ACC and MOH) to improve outcomes for customers
- Work with across agencies to explore opportunities for different funding models to support more accessible properties, considering a whole of government benefits
- Understand how cultural considerations and requirements need to be considered as part of our thinking about accessibility in public houses
- Confirm approach for accessibility as part of Kāinga Ora's Retrofit Programme

- Collect and store customer information including information that will allow Kōwhiri Ora to understand the accessibility features required for each household

8 Which other agencies organisation(s) will be involved with this work programme?

please enter answer below:

A number of disability organisations were involved in the development of our Accessibility Policy. This includes engagement with representatives of at least 37 different organisations. One of the first steps for us is considering how to formalise ongoing engagement on the implementation of this policy, and this is something we will be consulting on in the first half of 2020.

In addition to this, Kōwhiri Ora will continue to work with the Ministry of Housing and Urban Development, the Ministry of Health, and ACC regarding funding settings and operational improvements to the modifications process.

9 What is in scope for this programme?

In scope:

The scope of the work programme covers the implementation of Kōwhiri Ora's Accessibility Policy, which covers accessibility of Kōwhiri Ora's public houses. The scope is best represented within the key elements of our policy on 'Our Accessibility Policy on a page'.

10 What is out of scope for this programme?

Out of scope:

This work programme does not include activity wider than the implementation of Kōwhiri Ora's Accessibility Policy, which relates specifically to the provision of public housing to those assessed as eligible by MSD. Kōwhiri Ora is a new organisation, formed under legislation on 1 October 2019 out of a merger of Housing New Zealand Corporation, HLC, and KiwiBuild. Therefore, the scope does not include all of the housing that Kōwhiri Ora provides or enables, for example it does not relate to Kōwhiri Ora enabling affordable and market housing, KiwiBuild, and Urban Development. Kōwhiri Ora will play various roles to enable housing in these areas and although we do not directly build these properties (as we do for public housing), we will have some ability to influence the high level outcomes of the types of properties being built. Kōwhiri Ora will think about accessibility in the context of these wider roles as these roles become clearer.

11 Are there pending policy decisions or initiatives that may impact on the programme?

Yes

If yes, please specify if possible (it is understood that for confidentiality reasons, you may not be able to complete this box):

Kōwhiri Ora is a new organisation, formed under the Kōwhiri Ora – Homes and Communities Act 2019 which set up its objectives, functions, and operating principles. It also provides the basis for a Government Policy statement on housing and urban development, which will set overall direction for the sector and which Kōwhiri Ora must give effect to. The Urban Development Bill sets out the process for setting up specified development projects, which bring together a range of tools and powers available to enable Kōwhiri Ora to enable development. One example of how our evolving understanding how our new organisation functions is through the way we engage in the work we do. Kōwhiri Ora has been set up with an expectation (explicitly recognised in our legislation) that we will engage with stakeholders in a broad way. As we understand how we approach this as an organisation, we expect this will influence our engagement approach for the implementation of the Accessibility Policy.

Internally, Kōwhiri Ora has a Customer Programme looking at the way we are organised to support our customers. The programme is working towards the vision from our Customer Strategy which is that 'our customers live well, with dignity and stability in connected communities'. The implementation of our Accessibility Policy fits nicely alongside the Customer Programme, and the Customer Programme will be a key enabler in achieving some components of the policy such as collecting and recording information about customer needs.

Housing is a high priority area for the government and typically receives a lot of government focus and attention. As such it is an area subject to government changes in policy that can affect how much public housing Kōwhiri Ora delivers, in what location, and at what quality. In this environment there could be shifts that impact on the way that Kōwhiri Ora delivers this policy in future years and Kōwhiri Ora will need to adjust and change its approach as required under different policy settings.

12 How are you ensuring that disabled people are involved in the planning of, and/or the ongoing implementation of, the work programme?

Please enter answer here:

Kōwhiri Ora's engagement with disabled people, including our customers and key disability organisations, was a significant influence on our final policy. Early engagement with the Disabled People's Organisations Coalition helped to shape our approach to the policy and our consultation approach. Our approach included:

- Meeting with a number of disability organisations to understand issues that matter to them and inform them of our proposed approach to the policy and to engagement, seeking feedback on this
- We included accessibility questions in our regular survey to customers, held focus groups with customers, and conducted one on one interviews with a range of customers to better understand how we can better support our customers
- Disseminating a draft policy to a wide range of stakeholders and inviting feedback
- Hosting a Accessibility Symposium, with wide representation from disability groups and other key stakeholders including government agencies and partners. The purpose was to engage on our draft policy and receive feedback. There were 96 attendees to the symposium
- We held a Wellington feedback session to include some key individuals who had not been able to travel to the Auckland Accessibility Symposium
- We received written feedback on our draft policy from 24 individuals or groups

13 What data are you collecting as part of your work programme?

Please enter answer:

Our Accessibility Policy has been informed by all the data that is available, including using data available in the IDI. This has been critical for us to understand as much as we can about our customers, and also to inform us on what information is available already.

The collection of data is a workstream within our Accessibility Policy Implementation Plan. The plan to collect and store data on the accessibility features of our properties is already underway and will be a key enabler for us to baseline and then increase the number of our homes that meet universal design standards. This will also mean that we can better match applicants into properties that suit their needs.

Collecting information about our customers will be a key enabler to us better supporting customers with properties that suit their needs at a household level, and also to support better planning for a portfolio that aligns with the current and future needs of our customers. This information will therefore need to be disaggregated by disability, but also in other ways that help us to understand what property features will best support a household.

Alignment

14 Please list the article(s) or principle(s) in the United Nations Convention on the Rights of Persons with Disabilities Article(s) that align with your programme(s) of work?

Please enter your answer here:

Article 9 — Accessibility, 1 a.

1. To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;

Specifically, our programme of work focuses on the identification and elimination of obstacles and barriers to accessibility as it relates to the provision of public housing.

15 Which outcome(s) in the New Zealand Disability Strategy align with your work programme?

Please enter your answer here:

Outcome 5: Accessibility.

16 How does the work programme give effect to the Te Tiriti o Waitangi (the Treaty of Waitangi)?

Please enter answer here:

In broad terms, implementing Kōwhiri's Accessibility Policy will give effect to all three Articles of Te Tiriti o Waitangi. Individual workstreams within our Implementation Plan that will particularly help us to meet our obligations include:

- ongoing, effective stakeholder engagement
- supporting our customers with the right homes that support their needs
- understanding the cultural considerations and requirements of our customers and working together with them
- Improving how we collect, store and use information about our customers and their needs
- addressing and reviewing as appropriate our:
 - o accessibility performance standards for new builds
 - o standardised designs
- improving how we collect, store and use information about our properties

17 Does your work programme contribute to, or support other work programmes in the Disability Action Plan?

please enter answer here:

Released under the Official Information Act 1982