

26 October 2021

s9(2)(a)



Thank you for your email of 12 August 2021 requesting information about universal design and accessible housing under the Official Information Act 1982 (the Act). On 31 August 2021 your request was refined to:

Request reports and briefings since the beginning of this year (2021), and specifically exclude reports on individual houses, projects or developments, i.e on accessibility and universal design and policy targets in general.

I have considered your request under the Act and I am releasing eight documents and their relevant attachments to you. These documents are outlined for you in appendix one. Please note that we have excluded extracts from briefings or reports that are not substantially about universal design and accessibility.

The second attachment to document five is being withheld under section 9(2)(f)(iv) of the Act to protect the confidentiality of advice. The attachment to document eight is being withheld under section 9(2)(g)(i) of the Act as it is necessary to maintain the effective conduct of public affairs through the free and frank expression of opinions.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/> with your personal information removed.

Yours sincerely



Rachel Kelly
Manager Government Relations

Appendix one: Document table

| Document number | Date | Document title | Release/withheld |
|-----------------|------------------|---|---|
| 1 | 14 May 2021 | Aide Memoir: Accessible Housing Target | Release in full |
| 2 | 6 April 2021 | Ad Hoc: Meeting with New Zealand Disability Support Network | Release in full |
| 2a | 6 April 2021 | Attachment: Kāinga Ora Accessibility Policy – plan on a page | Release in full |
| 3 | January 2021 | Disability Action Plan January 2021 | Release in full |
| 4 | July 2021 | Disability Action Plan July 2021 | Release in full |
| 5 | 15 February 2021 | Public Housing Committee: Accessibility Policy: Six monthly update to Office for Disability Issues | Release in part. Some information has been withheld under section 9(2)(a) of the Act |
| 5a | 15 February 2021 | Accessibility Work Programme and Implementation Plan | Withhold in full under section 9(2)(f)(iv) of the Act. |
| 6 | 1 July 2021 | Customer and Community Pae: Accessibility Policy: Six monthly update for disability issues and accessibility work programme | Release in part. Some information has been withheld under section 9(2)(a) of the Act |
| 6a | 1 July 2021 | Letter between MSD and Kāinga Ora | Release in full |
| 7 | 19 July 2021 | Public Housing Committee: Accessibility Policy: Six monthly update to Office for Disability Issues | Release in part. Some information has been withheld under sections 9(2)(a) and 9(2)(f)(iv) of the Act |
| 8 | 2 August 2021 | Urban Development, Land and Housing Supply Pae: Masterplanning for universal design | Release in part. Some information has been withheld under section 9(2)(f)(iv) of the Act |
| 8a | 2 August 2021 | Attachment: Masterplanning for universal design | Withhold in full under section 9(2)(g)(i) of the Act. |

AH 21 037

14 May 2021

Associate Minister of Housing (Public Housing)
cc: Vui Mark Gosche, Board Chair

Aide Memoire: Update on Accessible Housing target

Purpose

This Aide Memoire provides an update on the progress Kāinga Ora – Homes and Communities is making towards at least 15 percent of new builds meeting universal design standards in 2021/22.

Kāinga Ora Accessibility Policy recapped

As you are aware, Kāinga Ora set itself an initial target of at least 15 percent of our public housing new builds meeting full universal design standards. This was considered an achievable first step that we will improve on over time. This target was reached through extensive consultation with our stakeholders during the development of the Accessibility Policy and included cost analysis and modelling.

Strong feedback from our stakeholders during the development of the Accessibility Policy was that while 100 percent of public housing new builds meeting universal design standards was the preference for many, stakeholders also understood and accepted that setting an achievable target and then building on it with informed data was the best option.

Preparing to report on properties meeting Universal Design

Kāinga Ora has been developing its reporting systems to be able to track our progress toward increasing the number of our homes that meet universal design standards. We are taking the same approach as we have with 6Homestar in capturing intended solutions as designed, recording the results when accepted/inspected and then updating the records in our systems. This level of detailed data and information will enable us to demonstrate how we plan what the target will be in future years. We are progressing well in developing the systems required to capture this information and document how we will track the information in the future through the Statement of Performance Expectations commitment for FY2021/22.

Since January 2021, Kāinga Ora has changed its processes to incorporate Accessibility and Universal Design upfront at design brief stage. Since this time, we can report that 331 units briefed meet Full Universal Design out of 833 units (64 projects), which is tracking at over 39 percent of the homes due for delivery in 2021/22. This includes a proposed development of 147 units at 100 percent. Even if we adjusted these preliminary results to remove this project we would be tracking at 26 percent, which is still 11 percent higher than the initial Policy target of 15 percent.

Kāinga Ora notes the need to allow for a reduction in these preliminary results to include reporting the number of briefs where it is not possible to achieve the Accessibility level requested, for example there will be developments where site typography is not suited to Universal Design. There is also a potential lag in the initial reporting as there are a number of projects that were contracted before the reporting was established that will be delivered in FY2021/22. We are finalising the list of projects that are eligible and will then perform an assessment as to whether or not they meet the Universal Design specification so that we can be sure that our FY2021/22 commitment can be made. At this time, we

are tracking well for future briefs to meet the intended 15 percent target and gathering good information to support future decisions about increasing the target.

Supporting individual needs

To meet the individual needs of our customers Kāinga Ora also carries out modifications of its properties, with almost 4,000 homes throughout the country that have undergone such work. This could be anything from handrails or modified door latches to ramps, wet areas, lifts and widened doorways to special smoke alarms for deaf people. While Kāinga Ora has both modified homes and homes that may be modified, it does not determine specific modifications for people with disabilities. This work is done via DHBs or ACC and their respective occupational therapists. They may also fund this work and find the relevant people to do it.

Conclusion

Kāinga Ora has developed new criteria and tools that allow our people to apply the standards more consistently and we are reviewing the standards in light of the Accessibility Policy to ensure they remain fit for purpose. This includes considering a mandatory bathroom on the entry level. We are also considering some new or modified Standard Designs to provide for universal design options across the homes Kāinga Ora builds and exploring how we capture information on existing Kāinga Ora homes that meet Universal design standards.



Rachel Kelly
Manager Government Relations

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AH 21 027

6 April 2021

Associate Minister of Housing (Public Housing)
Copy to Board Chair

Meeting with New Zealand Disability Support Network

Purpose

1. This paper provides you with information about your upcoming meeting with Dr Garth Bennie from the New Zealand Disability Support Network.
2. Matters to be discussed:
 - accessible and affordable housing for disabled people – the need for better legislative and policy settings
 - the implications of the Enabling Good Lives programme and system transformation for housing
 - public housing and disabled people
 - approaches to building equity re affordability for disabled people.

Background – Policies and Programmes

3. Disabled people make up 24 percent of New Zealand's population with a wide range of disabilities and needs represented, and it is important that housing responds to those needs.
4. Disabled people currently face a number of serious issues related to housing, including:
 - a lack of security of tenure
 - poor and inadequate housing which has an impact on health and wellbeing
 - increased risk of injury from a home that does not meet their needs
 - difficulty accessing support, funding and resources to enable housing modifications
 - lack of affordability
 - difficulty getting landlords to agree to modifications and/or adaptations.
5. In January 2021, the Government released the Public Housing Plan 2021-2024 which focuses on building new houses with Kāinga Ora-Homes and Communities leading the delivery.
6. The Kāinga Ora Accessibility Policy 2019–2022, was published in November 2019. It commits to delivering three key outcomes:
 - increasing the number of their homes that meet universal design standards
 - meeting the individual needs of customers
 - improving information about customers' needs and the accessibility of their properties.

7. The Kāinga Ora Accessibility Policy includes having at least 15 percent of Kāinga Ora public housing new builds (including redevelopments), meeting their full universal design standards, with the rest meeting as many of the universal design standards as possible. Kāinga Ora is also exploring how its universal design standards can be included as part of its retrofit programme for existing homes. The key features of universal design are usable and accessible to people of diverse ages and abilities.
8. Kāinga Ora also carries out modifications of its properties, working closely with tenants to understand their needs, with almost 4,000 homes throughout the country that have undergone such work. This could be anything from handrails or modified door latches to ramps, wet areas, lifts and widened doorways to special smoke alarms for deaf people. While Kāinga Ora has both modified homes and homes that may be modified, it does not determine specific modifications for people with disabilities. This work is done via DHBs or ACC and their respective occupational therapists. They may also fund this work and find the relevant people to do it.
9. The Better Later Life Strategy, to which the Kāinga Ora Accessibility Policy is aligned, was launched in September 2019 by the Office for Seniors. The vision for the Strategy is for older New Zealanders to live valued, connected and fulfilling lives.
10. Enabling Good Lives (EGL) is a Ministry of Health disability service transformation programme involving partnership between the disability sector and government agencies aimed at long term transformation of how disabled people and families are supported to live everyday lives. The initiative brings funding from the Ministries of Health, Education and Social Development together in a single package that can be used flexibly, whether it is for employment, education, training, sports, recreation or connections within the community. When 'system' transformation is completed all individuals and family/whānau will have individualised funding – people can choose to use this in multiple ways. All funding sources will contribute to the same pool of resource.
11. The Ministry of Housing and Urban Development (HUD) evaluates each new community housing provider proposal with accessibility in mind and applies a set of criteria to all new community housing provider proposals. These criteria include accessibility considerations meaning proposals that display universal design principles would garner a higher rating against the criteria. Where community housing providers have stated they will be housing tenants with disabilities, meeting universal design principles is an imperative. HUD's forthcoming Housing Guidelines will set out accessibility expectations for new proposals in more detail.

Legislation and Accessibility in the Building and Construction Portfolio

12. The Government's main tools for providing for accessibility of the built environment are the Building Act 2004, the Building Code and its Acceptable Solutions and the New Zealand Standard NZS 4121: Design for access and mobility.
13. New Zealand building legislation currently mandates accessibility features only in public buildings through provisions in the Building Act and Building Code. Private and residential buildings are not legislated in the Building Act to have accessible features or facilities.
14. To introduce accessibility requirements or age-friendly features such as Universal Design for private residential buildings, legislative change would be required. These

changes would have significant and substantial implications for the construction and housing market and would potentially affect all home owners.

15. However, in line with the proposed action in the strategy to modify the Building Code to require age-friendly features such as Universal Design in new-build construction, work towards developing a New Zealand solution for building access for all New Zealanders is in the planning stage with a seven step strategic roadmap that includes sector discussions to inform the development of a unified vision of what accessibility should look like for New Zealand.
16. During 2020, the Ministry of Business Innovation and Employment (MBIE) worked closely with the former Building and Construction Minister to develop a strategic roadmap for how the Government can improve the overall accessibility of new buildings, through the Building Code.
17. The proposed actions set out in the strategy align with work led by MBIE that will also contribute to the Government's broader housing objectives to increase housing supply, deliver more affordable houses that are safe and durable, and build an economy that grows and works for all New Zealanders. As part of this reform programme MBIE is currently progressing the Building (Building Products and Methods, Modular Components, and Other Matters) Amendment Bill. The objective of this bill is to deliver better quality buildings faster and with less regulatory burden.
18. Your office has asked for a representative official to attend this meeting. Nick Maling, General Manager National Services (Kāinga Ora) and Richard London, Manager Building Performance (MBIE) are both available to attend.

Attached: Kāinga Ora Accessibility Policy - Plan on a Page

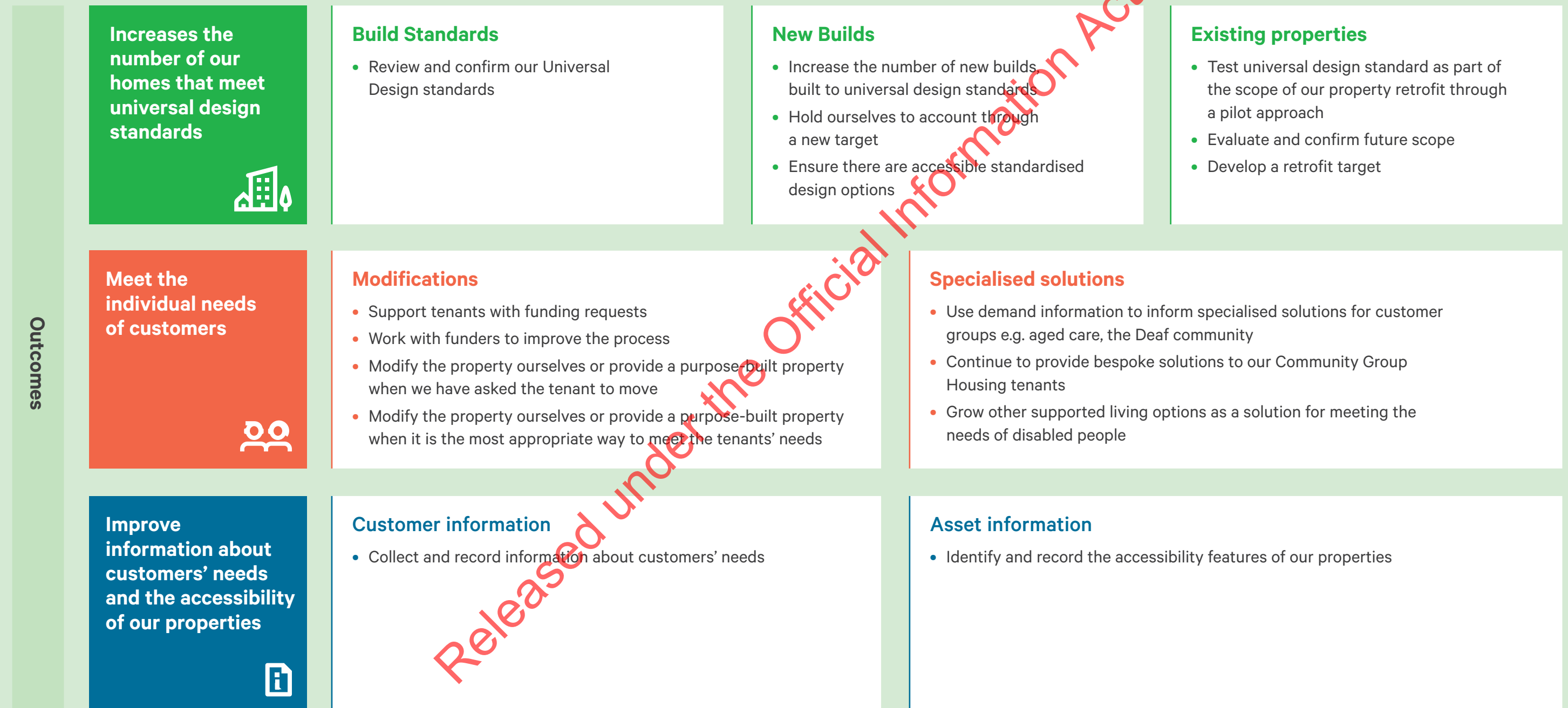


Rachel Kelly
Manager Government Relations

Our Accessibility Policy on a page



Key elements of the Policy: Diagram of Accessibility Policy outcomes and linked components.



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Underpinned by our principles and commitments



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DAP Reporting Template – January 2021

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| Name of Agency | Kāinga Ora — Homes and Communities | | | |
| Name of Work Programme | Accessibility work programme | | | |
| Overall Status <i>(Please select one from options available below)</i> | | | | |
| <input checked="" type="radio"/> On track or ahead | <input checked="" type="radio"/> On track – with minimal risks/issues | <input type="radio"/> Off track – but low risks/issues | <input type="radio"/> Off track - with significant risks/issues | <input type="radio"/> Complete |
| Programme Summary | The Kāinga Ora Accessibility work programme has three key components. The first is about increasing the number of our homes that meet universal design standards. The second component aims to better meet the needs of our customers through our modifications and retrofit programmes for our existing properties. The third component focuses on improving the information we have about our customers’ needs, and the accessibility of our properties. | | | |
| Alignment | <p>The Kāinga Ora Accessibility work programme aligns with the Disability Strategy’s Outcome 5: Accessibility</p> <p>The Kāinga Ora Accessibility work programme aligns with contributing to the IMM Making Disability Rights Real Report’s recommendations 25, 27, and 28.</p> <p>The Kāinga Ora Accessibility work programme overlaps or aligns with these other, external programmes:</p> | | | |

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| | <ul style="list-style-type: none"> • MSD’s Accelerating Accessibility programme • Human Rights Commission’s Decent Home Guidelines • Ministry of Health’s Healthy Aging Strategy • Auckland Council’s initiative: “Age Friendly Auckland” | | |
|--|---|--|---|
| Progress against Plan for the period | | | |
| Actions that were planned for the period | Actions completed in the period | Note any impacts from COVID-19 | Status <i>(Please select one out of dropdown options available)</i> |
| <p>Stakeholder engagement:</p> <ul style="list-style-type: none"> • We continue to engage with stakeholders and confirm stakeholder engagement approach | <ul style="list-style-type: none"> • 2nd Kāinga Ora Accessibility Symposium with stakeholders held 29 July and 7 August 2020 • Our external website has videos and other material from the 2020 Accessibility Symposium sessions: https://kaingaora.govt.nz/tenants-and-communities/our-tenants/kainga-oras-accessibility-policy/accessibility-symposium-2020/ • The Kāinga Ora Board approved the Partnership and Engagement Framework in Oct 2020. | <ul style="list-style-type: none"> • The Symposium was planned to be in-person, but was shifted to online, in two parts, because of Covid-19 restrictions and the need to keep participants safe. | <p align="center">On track - with minimal risks/issues</p> |

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| | | <ul style="list-style-type: none"> • Accessible format interpretation for both sessions was available for those in attendance. • We estimated an increase in the number of attendees from the previous year due to the greater accessibility of the online format. • Both sessions were recorded and uploaded to our external website. | |
| Performance requirements | <ul style="list-style-type: none"> • The definition of universal design as it applies to Kāinga Ora has | | Complete |

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| <ul style="list-style-type: none">• Review performance requirements for new build properties in light of Accessibility Policy | <p>been agreed upon, these features have been taken from the currently approved design standards and reviewed against industry standard.</p> <ul style="list-style-type: none">• A checklist has been developed and communicated to the business that clearly outlines the criteria required in order for a development to be identified as a universal designed or accessible development. This clear definition and set of criteria allows consistency in outcomes and reporting to ensure that we can adhere to our commitment regarding 15% new builds meeting our full universal design standard.• Ongoing continuous improvement research is underway to ensure that we are aware of industry best practice in this area. Any amendments to the requirements as a result will go through the full approval process. | | |
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| <p>Asset data</p> <ul style="list-style-type: none">• Enable the collection of asset information about accessibility features within Kāinga Ora systems | <ul style="list-style-type: none">• We are continuing to work on developing a digital tool to help provide the level of detail required to ensure that properties can be built and accurately reported on as being universally designed and/or accessible.• To date the definition of what we want to achieve, scoping, and requirements have been completed, and we continue working to implement these in Kāinga Ora systems.• We continue to work on developing a data dictionary that will specify exactly what we want to survey in our homes. It is anticipated that the initial release will be a Pilot, timeframes are yet to be confirmed. | | <p>On track - with minimal risks/issues</p> |
| <p>'At least 15%' target</p> <ul style="list-style-type: none">• We continue planning for the implementation | <ul style="list-style-type: none">• We are continuing to work on developing and implementing a solution to help provide the level of detail required to ensure that properties can be accurately | | <p>On track - with minimal risks/issues</p> |

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| <p>of recording against the 'at least 15% target' and monitoring and reporting of the target within Kāinga Ora systems.</p> <ul style="list-style-type: none"> • We anticipated beginning to record and report on the number of our new builds that meet our full universal design standards from late 2020 | <p>reported on as being built to full universal design.</p> <ul style="list-style-type: none"> • In order for this to happen a number of internal business processes across Kāinga Ora will be updated to reflect the new Kāinga Ora performance requirements on Universal Design and Accessibility. • Systems and business process changes will be in place by the end of the 2020/2021 financial year, in June 2021. | | |
| <p>Modifications Develop business case for consideration about the role Kāinga Ora should play in</p> | <ul style="list-style-type: none"> • Initial meetings were held in August / September 2020 with the Ministry of Health and ACC to start the joint korero/conversation around changes to the current modifications process and | | <p>Off track - but low risks/issues</p> |

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| <p>funding modifications for our public housing customers where other funding is not available.</p> | <p>inequities with the existing funding arrangements.</p> <ul style="list-style-type: none">• The low risks identified with this component of the work programme centre around allocating sufficient resources within Kāinga Ora to this work and engagement. Kāinga Ora is still working through a significant internal refocus, including the setting up of new business groups and teams, and new functions and roles. This has impacted the resource capacity allocation for this piece of work over the latter half of 2020, and into 2021. | | |
| <p>Retrofit and accessibility</p> <ul style="list-style-type: none">• We are continuing to run a pilot to discover what the costs and other implications are | <ul style="list-style-type: none">• We are continuing to work with our Retrofit Programme team to evaluate the results of the Hutt Valley Retrofit pilot so far, and to assess how accessible homes will be considered as the Retrofit team rolls out the Retrofit Programme to another 18 new towns across New Zealand. | | <p>On track - with minimal risks/issues</p> |

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| <p>of a retrofit programme and will use that to set a target in future</p> | <ul style="list-style-type: none">• We have commenced the property assessments and design process across the 18 new towns, with construction expected to start in the first quarter of 2021. Progress in the Hutt Valley continues which an additional 123 properties delivered from 1 July 2020.• The Retrofit Programme team is developing a close-out report on the Hutt Valley pilot, which will include findings and next steps. The report on the pilot will be available in the near future. | | |
| Narrative | | | |
| <ul style="list-style-type: none">• Kāinga Ora learnt that the Covid-19-driven decision to shift the 2020 Kāinga Ora Accessibility Symposium to an online event, from an in-person event, worked well for most stakeholders, and allowed a more diverse attendance. For a future symposium, we would look to make it more regionally-focused, and allow more time for attendees to ask questions, and interact in ways that suit their needs in an online format. | | | |
| Risks/Issues that are impacting or may impact progress and mitigations | | | |

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- Kāinga Ora needs to work through the appropriate allocation of resources across the business for our accessibility work programme as a consequence of a significant reshaping, reconfiguring and realignment of our business groups and functions, which is still underway.

Impacts on inequities

- We acknowledge the proportion of Māori and Pasifika families in our homes in general, and those Māori and Pasifika families with disabled family members.
- During the first part of 2021, we are looking to engage over cultural sensitivities, including working with iwi and the community sector to better understand the requirements and considerations relating to cultural design and any particular unmet needs around accessibility for this specific group.

Programme changes based on COVID-19 learnings.

- Kāinga Ora has not made any programme changes in this reporting period (July-December 2020) because of the impact of Covid-19.
- As noted in this report, Kāinga Ora shifted our 2020 Accessibility Symposium online to ensure that attendees were kept safe during the Covid-19 pandemic, and to adhere to the Covid-19 alert level in place at the time of the Symposium.

Next Steps

1 January to June 2021

- Continue developing the asset data collection tool and capabilities so they are fit for purpose
- Continue implementing our agreed performance requirements for universal design
- Prepare for the 2021 Accessibility Symposium.

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DAP Reporting Template – July 2021

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| Name of Agency | Kāinga Ora – Homes and Communities |
| Name of Work Programme | Kāinga Ora Accessibility work programme |
| Overall Status | |
| On track - with minimal risks/issues | |
| Programme Summary | <p>The Kāinga Ora Accessibility work programme has three key components. The first is about increasing the number of our public housing homes that meet universal design standards. The second component aims to better meet the needs of our customers through our modifications and retrofit programmes for our existing properties. The third component focuses on improving the information we have about our customers’ needs, and the accessibility of our properties.</p> |
| Alignment | <p>The Kāinga Ora Accessibility work programme aligns with the Disability Strategy’s Outcome 5: Accessibility.</p> <p>The Kāinga Ora Accessibility work programme aligns with contributing to the IMM Making Disability Rights Real Report’s recommendations 25, 27, and 28.</p> <p>The Kāinga Ora Accessibility work programme overlaps or aligns with these other, external programmes:</p> <ul style="list-style-type: none"> • MSD’s Accelerating Accessibility programme |

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| | <ul style="list-style-type: none"> • MSD Office for Seniors’ He Oranga Kaumatua Better Later Lives Strategy 2019-2034 • Human Rights Commission’s Decent Home Guidelines • Ministry of Health’s Healthy Aging Strategy • Ministry of Health’s Enabling Good Lives transformational programme • Auckland Council’s initiative: “Age Friendly Auckland” • New Zealand Green Building Council Homestar Programme | | |
| Progress against Plan for the period | | | |
| Actions that were planned for the period | Actions completed in the period | Note any impacts from COVID-19 | Status |
| Stakeholder engagement <ul style="list-style-type: none"> • We continue to engage with stakeholders and confirm stakeholder engagement approach | <ul style="list-style-type: none"> • We continue to engage with stakeholders and confirm stakeholder engagement approach • Specifically, we have engaged with: <ul style="list-style-type: none"> ○ the Disability Rights Commissioner ○ CCS Disability Action ○ Disability Connect ○ Community Housing Collective | Covid-19 has not impacted this work during this six-month reporting period. | On track or ahead |

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| | <ul style="list-style-type: none"> ○ Cerebral Palsy Society of NZ ○ ACC and Ministry of Health (see also Modifications later in the report) ○ the Independent Monitoring Mechanism and Ministerial Leadership Group's June 2021 meeting | | |
| <p>Improving information about our customers' needs</p> | <p>Note that these actions, and the Customer Programme as a whole, are ongoing. The update below is therefore general in nature.</p> <ul style="list-style-type: none"> • Through the Customer Programme we're rethinking how we care for our customers and their whānau. We're deepening our understanding of our customers, ensuring our customers are at the heart of what we do. • Redesigning our services and how we operate, to ensure we meet the needs of our customers. Providing a more | <p>Covid-19 has not impacted this work during this six-month reporting period.</p> | <p>On track or ahead</p> |

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| | <p>holistic and personalised services to address both the specific whānau housing and personal support needs.</p> <ul style="list-style-type: none">• Our people will have reduced portfolio sizes, which will ensure they have more time for our customers and build stronger, trusting relationships. We understand one size does not fit all, so our people will be working with our customers to understand their needs and have conversations that truly matter. We want our customers to have choice and thrive in their home and community.• We will have increased engagement with potential customers to understand what's really important for them when deciding about the right fit for a home and community. We know how important it is to make good placement decisions and | | |
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| | <p>therefore we're creating a new placement team in each region, which brings together all Placement and Transfer functions under one leader.</p> <ul style="list-style-type: none">• The new placement service 'Suitable home and right support' aims to build an understanding of new (prospective) and existing customers' housing and personal support needs to ensure that the property is a suitable match to support the customer and their whanau to sustain a tenancy. This will be enabled by increased capability of a new role with expertise in identifying support needs and knowledge of where to connect, refer or advocate for customers to get the support they need.• Customers will be empowered to make choices that suits them, and choose how and where they | | |
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| | <p>wish to interact with us during the placement process to ensure they feel comfortable sharing information relevant to finding a suitable home, and will be given the ability to view the inside of the home.</p> <ul style="list-style-type: none">• Once a customer has accepted a property, they will be assigned the most appropriate "Tenancy Manager" (role name to be confirmed through the decision document) who will be their main contact person for ongoing support needed to live in their homes.• The proposed changes to the Operating model and Service Delivery model will mean we are able to spend more time with our customers to build and sustain a relationship and tailor our service to meet the customer needs. We want to ensure our customers are able | | |
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| | to live in a community where they have access to the support services they may need. | | |
| <p>Performance requirements</p> <ul style="list-style-type: none"> Review performance requirements for new build properties in light of Accessibility Policy | <ul style="list-style-type: none"> Kāinga Ora has defined the design standards required for a dwelling to be classified as meeting the Accessibility Policy commitments in relation to full universal design and accessible design categories as it applies to Kāinga Ora. These requirements were communicated to the business in January 2021. Since then, a training schedule has been implemented to ensure a consistent understanding of the definitions of 'full universal design' and 'accessible' design and the specific requirements of each category. This training has been approached in two phases, phase 1 focusing on the commitments under the Accessibility Policy with Phase 2 being a deep dive into the | <p>Covid-19 has not impacted this work during this six-month reporting period.</p> | <p>On track or ahead</p> |

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| | <p>individual requirements within each category. This training schedule is ongoing.</p> <ul style="list-style-type: none">• Serious consideration is being given to setting an ambitious internal target for redevelopments to meet the 'accessible' category as defined by Kāinga Ora. This will be over and above the full universal design target of 'at least' 15% that Kāinga Ora has publicly committed to.• A review of the current Kāinga Ora standard plan/multi-proof suite against the full universal design and accessible category requirements has been completed.• A cultural sensitivities in design review has been commissioned that will look at our new build standards and design requirements from a cultural perspective, namely Māori and | | |
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| | <p>Pasifika, to ensure that we understand any cultural considerations and/or impacts. This review will include considerations relating to the lived experiences of whānau/aiga with disabilities.</p> | | |
| <p>Asset data</p> <ul style="list-style-type: none"> • Enable the collection of asset information about accessibility features within Kāinga Ora systems | <ul style="list-style-type: none"> • From May 2021, we can now record full universal design and accessible housing standards (yes/no) under the property features within the internal Kāinga Ora asset management system. These are now mandatory fields within the system. • We are communicating internally about the changes to the asset management system and associated processes. | <p>Covid-19 has not impacted this work during this six-month reporting period.</p> | <p>On track or ahead</p> |
| <p>'At least 15%' target</p> <ul style="list-style-type: none"> • We continue planning for the implementation of recording against | <ul style="list-style-type: none"> • We are tracking our projects due for delivery in 2021/22 and are making good progress towards meeting our initial at- | <p>Covid-19 has not impacted this work during this six-month reporting period.</p> | <p>On track or ahead</p> |

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| <p>the 'at least 15% target' and monitoring and reporting of the target within Kāinga Ora systems.</p> | <p>least 15 percent target of public housing new builds meeting full universal design.</p> <ul style="list-style-type: none"> • Since January 2020, preliminary results, based on approved plans, show we have 36% of our units across 63 projects tracking to meet our full universal design standards. • These are preliminary results, based on plans, but they are giving us confidence that we will exceed this initial target. • We include as many universally designed features as we can in our homes. | | |
| <p>Modifications</p> <ul style="list-style-type: none"> • Continue working on internal data systems to improve information on our existing homes and their modifications attributes and status. | <ul style="list-style-type: none"> • As of June 2021, around 4,500 Kāinga Ora homes have been modified to meet customers' needs. We are continuing to survey our properties and work on our internal data systems. | <p>Covid-19 has not impacted this work during this six-month reporting period.</p> | <p>On track - with minimal risks/issues</p> |

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| <ul style="list-style-type: none"> • Work with Ministry of Health and ACC on identifying how to streamline processes to support our customers/clients who need modifications. | <ul style="list-style-type: none"> • The Kāinga Ora Principal Advisor - Accessibility met with the newly appointed ACC Lead Advisor – Disability, and separately with the Ministry of Health’s Operational Performance Portfolio Manager to continue progressing, in partnership, the existing modifications commitments and ways forward. | | |
| <p>State Housing Renewals and accessibility via the retrofit programme.</p> <ul style="list-style-type: none"> • We are continuing to run the retrofit programme pilot to learn the best way to renew the state housing portfolio. This includes the works themselves as well as the implication on costs. Lessons learned | <ul style="list-style-type: none"> • For the period 1 January 2021 – 30 June 2021, work on the retrofit programme has continued as planned, although fewer homes have been delivered than initially expected. • The programme has been able to improve the universal design of many of our state houses that were delivered as part of the programme. During the course of the pilot work, preliminary findings have shown retrofit work has increased | <p>Covid-19 has caused some residual slowness around the pilot’s progress, because of changing alert levels earlier in 2021, and the ability to safely access properties.</p> | <p>Off track - but low risks/issues</p> |

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| <p>here will inform future targets.</p> | <p>alignment with the specifications in our new M-134 Performance Requirements document. This is evidence of an increased focus on providing universal design into the scope of state housing renewals.</p> <ul style="list-style-type: none"> Existing state housing has physical and practical constraints to improving accessibility. Unfortunately, the predominant kinds of homes in the region within the pilot programme have meant that it is not straightforward (and in many cases impossible) to successfully upgrade universal design features into these older properties. This finding will be important to take into consideration in the development of any future retrofit target. Pilot Evaluation: A paper setting out the approach to evaluating | | |
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| | <p>the pilot has been drafted by Kāinga Ora and work to consolidate findings commenced. Results for properties completed by 30 June 2021 will be consolidated, considering the evaluation framework, and will feed into the progress report to the Minister for Housing in September 2021.</p> <ul style="list-style-type: none"> • The Kāinga Ora Board will consider subsequent investment in the renewals programme following the completed internal evaluation of the current stages of the programme. | | |
| Narrative | | | |
| <p>In addition to the progress we have made on the different parts of our accessibility work programme, we created and appointed to the role of Principal Advisor – Accessibility for Kāinga Ora during this reporting period. We also appointed an internal senior level Accessibility Champion.</p> | | | |

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Investigate the possibility of including various case studies in future reports highlighting the renewal programme and the accessibility considerations.

Risks/Issues that are impacting or may impact progress and mitigations

Kāinga Ora is continuing to work through the appropriate allocation of resources across the business for our accessibility work programme as a consequence of a significant reshaping, reconfiguring and realignment of our business groups and functions, which is still underway.

Impacts on inequities

- We acknowledge the proportion of Māori and Pasifika families in our homes in general, and those Māori and Pasifika families with disabled family members.
- As we have noted elsewhere in this report, we have commissioned a cultural sensitivities in-design review that will look at our new build standards and design requirements from a cultural prospective, namely Māori and Pasifika, to ensure that we understand any cultural considerations and/or impacts. This review will include considerations relating to the lived experiences of whānau/aiga with disabilities.

Programme changes based on COVID-19 learnings.

- We have not made any programme changes because of Covid-19 during the 1 January–30 June 2021 reporting period.

Next Steps

1 July–31 December 2021

- Continue preparing for the 2021 Accessibility Symposium, which will be more regionally-focused.
- Begin reporting on the 'at least' 15% target of Kāinga Ora public housing new builds meeting our full universal design standards.
- Continue developing the asset data collection tool and capabilities so they are fit for purpose.

- Continue implementing our agreed performance requirements for universal design.
- Continue working to better understand the needs of our customers through the work of the Kāinga Ora Customer Programme.
- Continue to explore purpose-built supported housing options

Longer-term

State Housing Renewal Programme: Retrofitting and Accessibility

- The pilot programme is scheduled to end 30 June 2022.
- Prior to the end of the pilot we will complete a “lessons learned” exercise, taking into consideration the findings from the internal evaluation and other key elements discovered in the pilot programme.
- Work on the development of a future retrofit target will follow the completion of the internal evaluation with possible options of different targets being included for consideration by the Kāinga Ora Board in a future business case for the retrofit programme.
- Note that our Community Group Housing (CGH) Portfolio is not part of our existing State Housing Renewal Programme. We are choosing to comment on the current process with regard to this portfolio for improved context and visibility.
- Within our CGH housing portfolio there is very little movement of groups vacating properties etc. For this reason, the actual number of CGH properties in this specific portfolio which are included in any existing planned programmes of work is very limited.
- Modifications to existing CGH properties are considered on a case-by-case basis where the resident service provider at the specific property makes direct contact with Kāinga Ora to discuss the modifications they need to make with the final decision to proceed with the requested modifications being considered and made and funded by Kainga Ora with work being undertaken through our normal contractor channels.

Better knowledge about our customers’ accessibility needs

- Investigate customer lifecycle mapping to better understand the current and changing needs of our customers and their families/whānau who have accessibility requirements (or may come to have accessibility needs/requirements in the near-future).

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