

3 July 2023

Andrew
fyi-request-22757-3082960b@requests.fyi.org.nz

Tēnā koe Andrew

Request for information

Thank you for your Official Information Act 1982 (OIA) request dated 10 May 2023, which was transferred in part to New Zealand Police (Police). On 28 May 2023, you clarified your request is for the following information:

Do you have statistics/reports/projections on how a new Kainga Ora development affects crime rates in the suburb where it is established?

Any data or reports for 2021, 2022 and/or 2023 please.

Please find the relevant information attached. Some information in these documents has been withheld under the following sections of the OIA:

- s6(c), where the making available of the information is likely to prejudice the maintenance of the law
- s9(2)(a), to protect the privacy of natural persons
- s9(2)(b), where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is subject of the information
- s9(2)(g)(i), to maintain the effective conduct of public affairs through the free and frank expression of opinions by, between or to Ministers of the Crown, members of an organisation, or officers and employees of any department or organisation in the course of their duty.

Police has consulted with Kainga Ora and the Ministry of Social Development in this response, who agreed to the release of these documents. While consultation had occurred in the creation of the documents, both Kainga Ora and the Ministry of Social Development noted a small number of inaccuracies on review of the documents, mainly to do with data.

You have the right to ask the Ombudsman to review my decision if you are not satisfied with the response to your request. Information about how to make a complaint is available at: www.ombudsman.parliament.nz

Nāku noa, nā



Naila Hassan

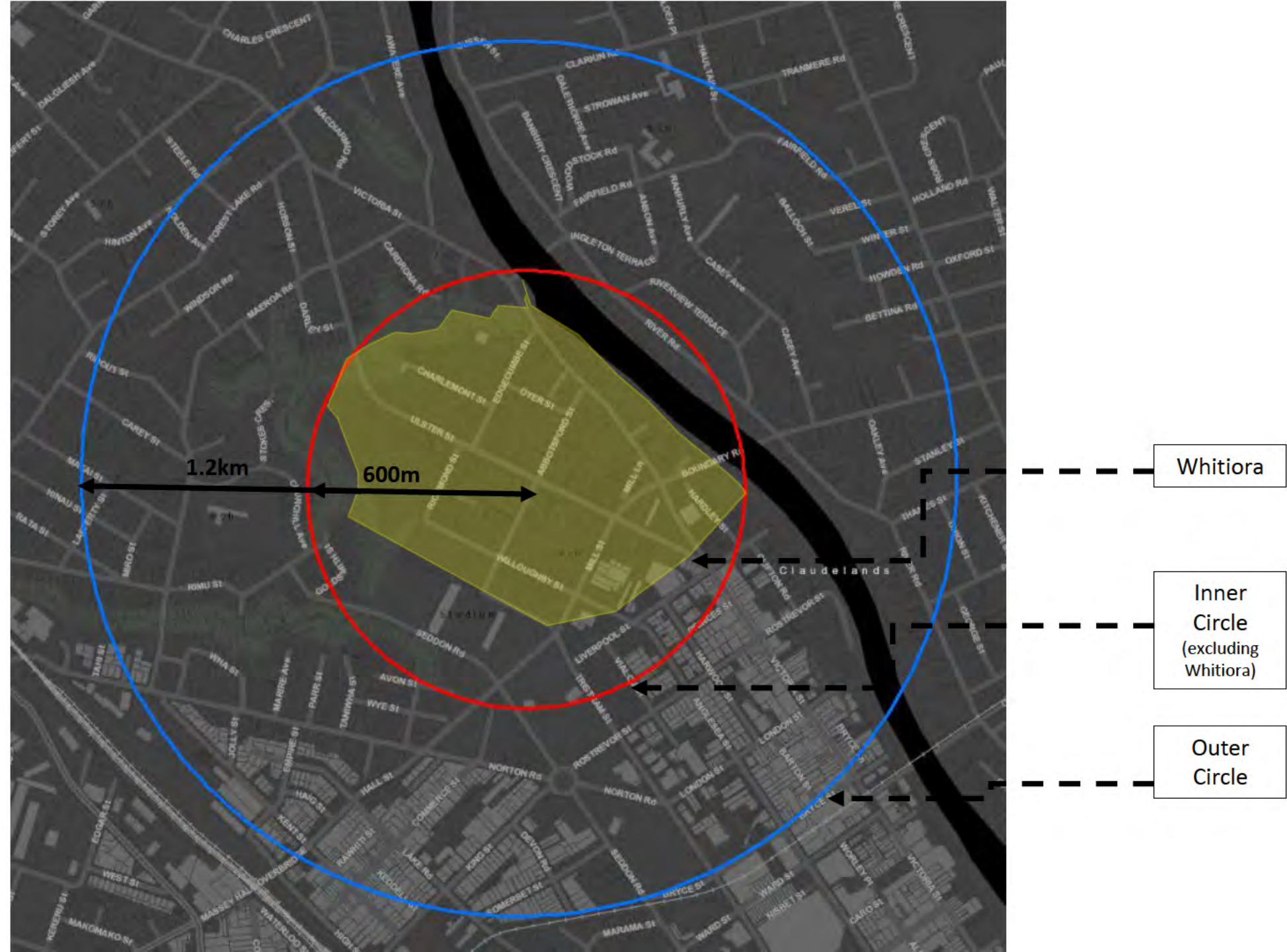
Assistant Commissioner Road Policing and Deployment

Emergency Housing in the Waikato

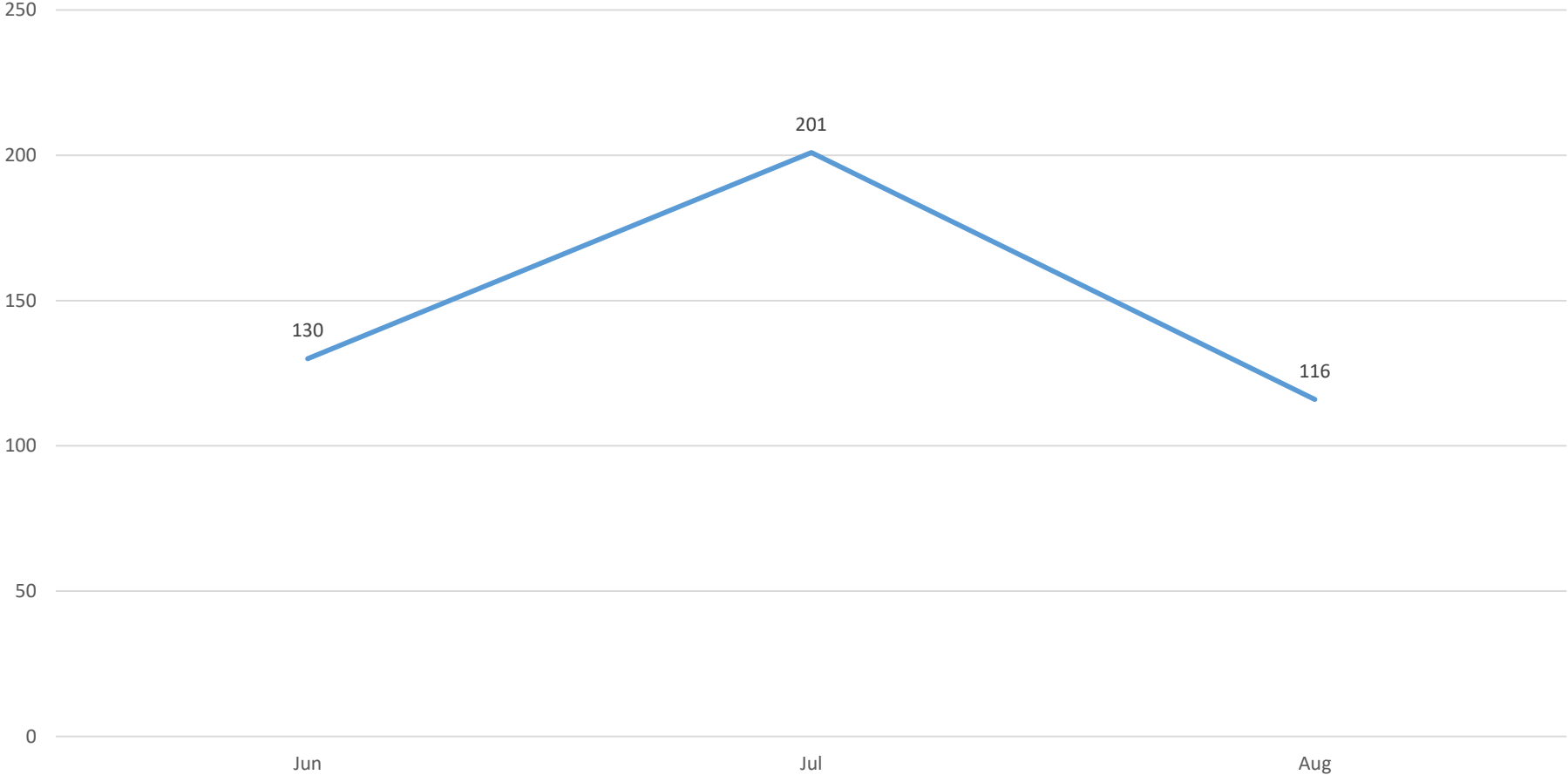
Impact on community and Police

25 August 2020

Network Analysis

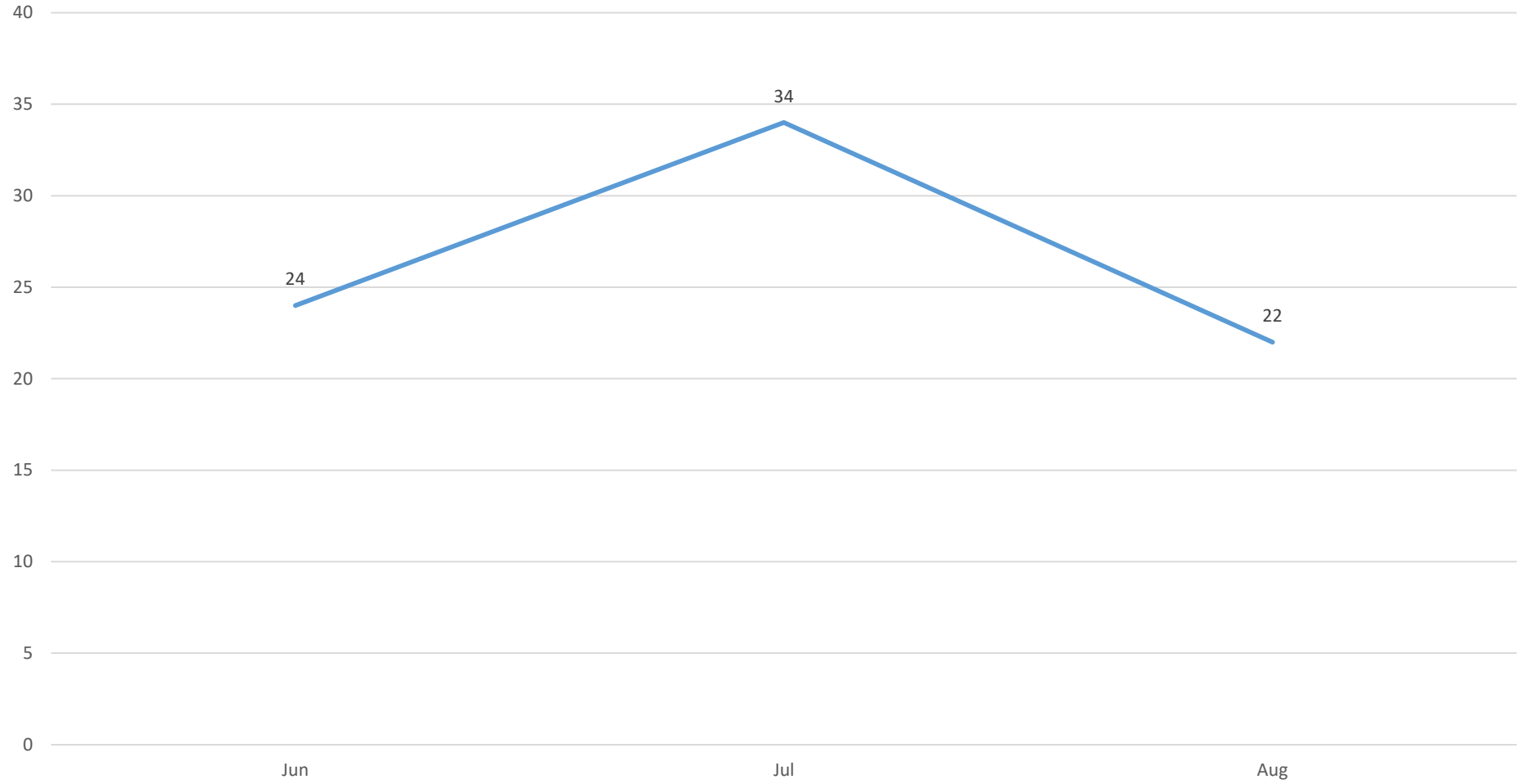


Whitiora

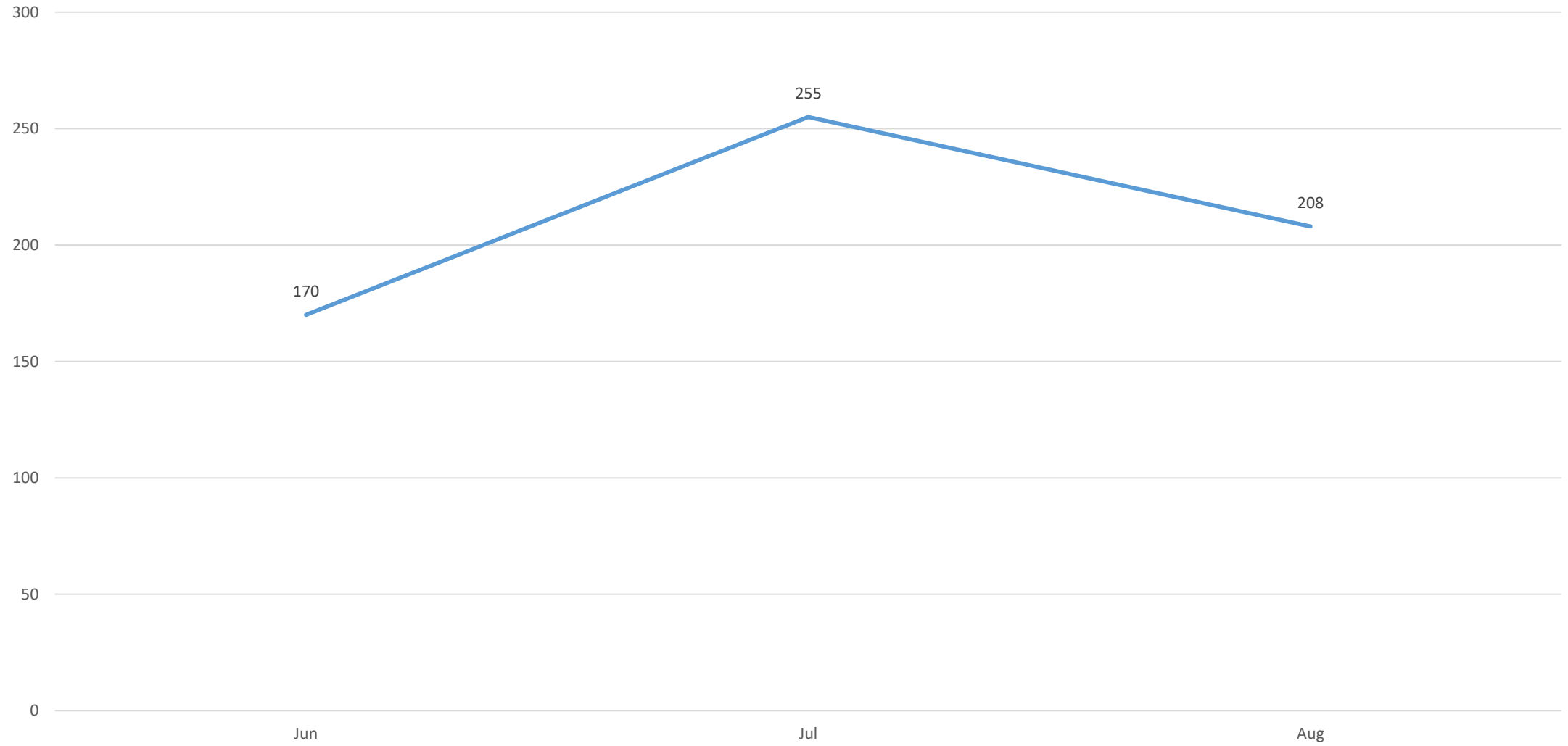


Inner Circle

(excluding Whitiora)

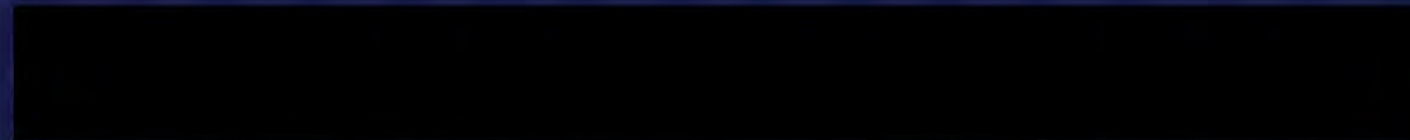


Outer Circle



Temporary Accommodations in the Waikato

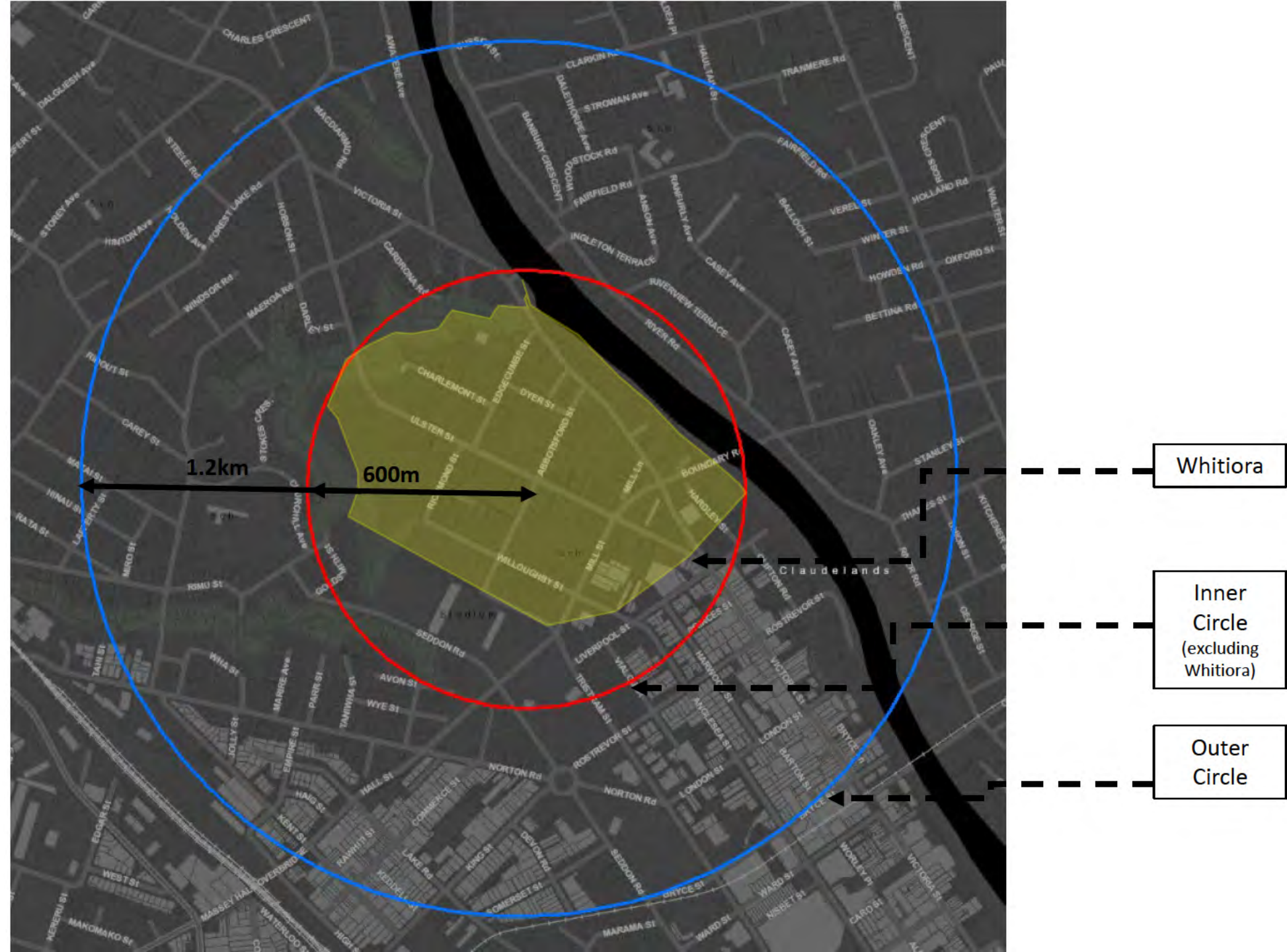
Impact on community and Police



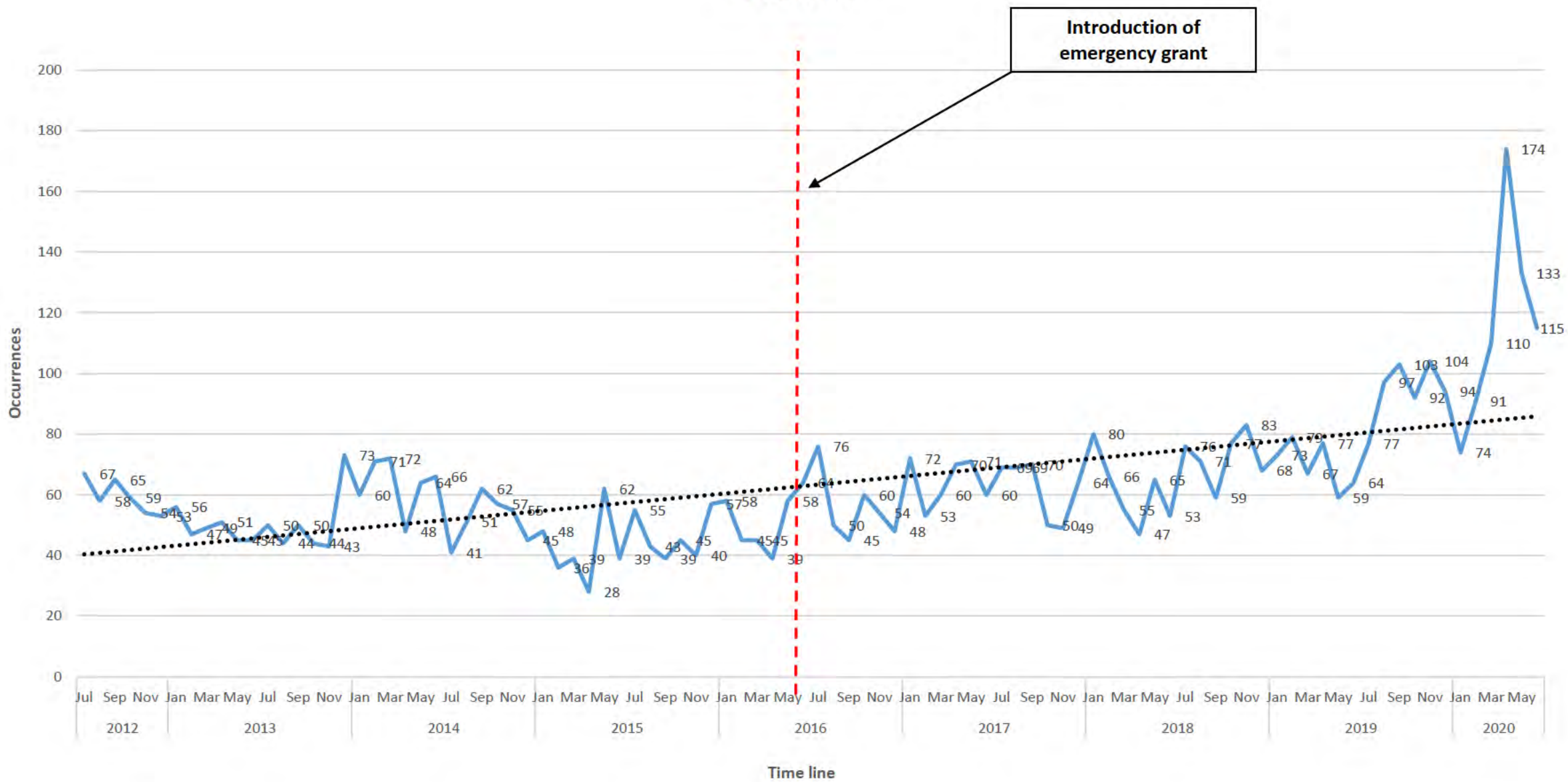
15 July 2020



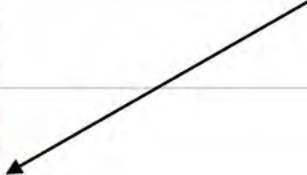
Network Analysis



Whitiora

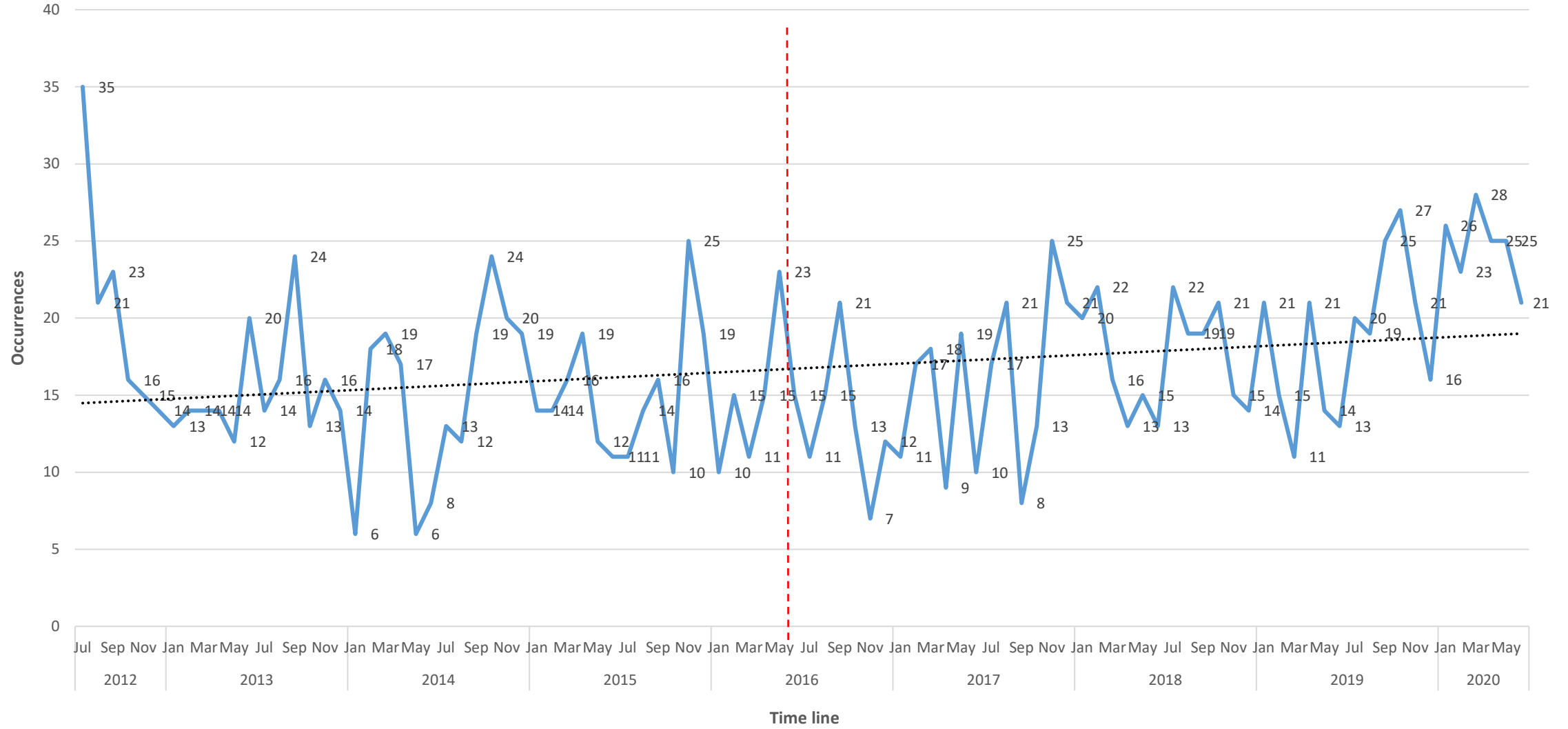


Introduction of emergency grant

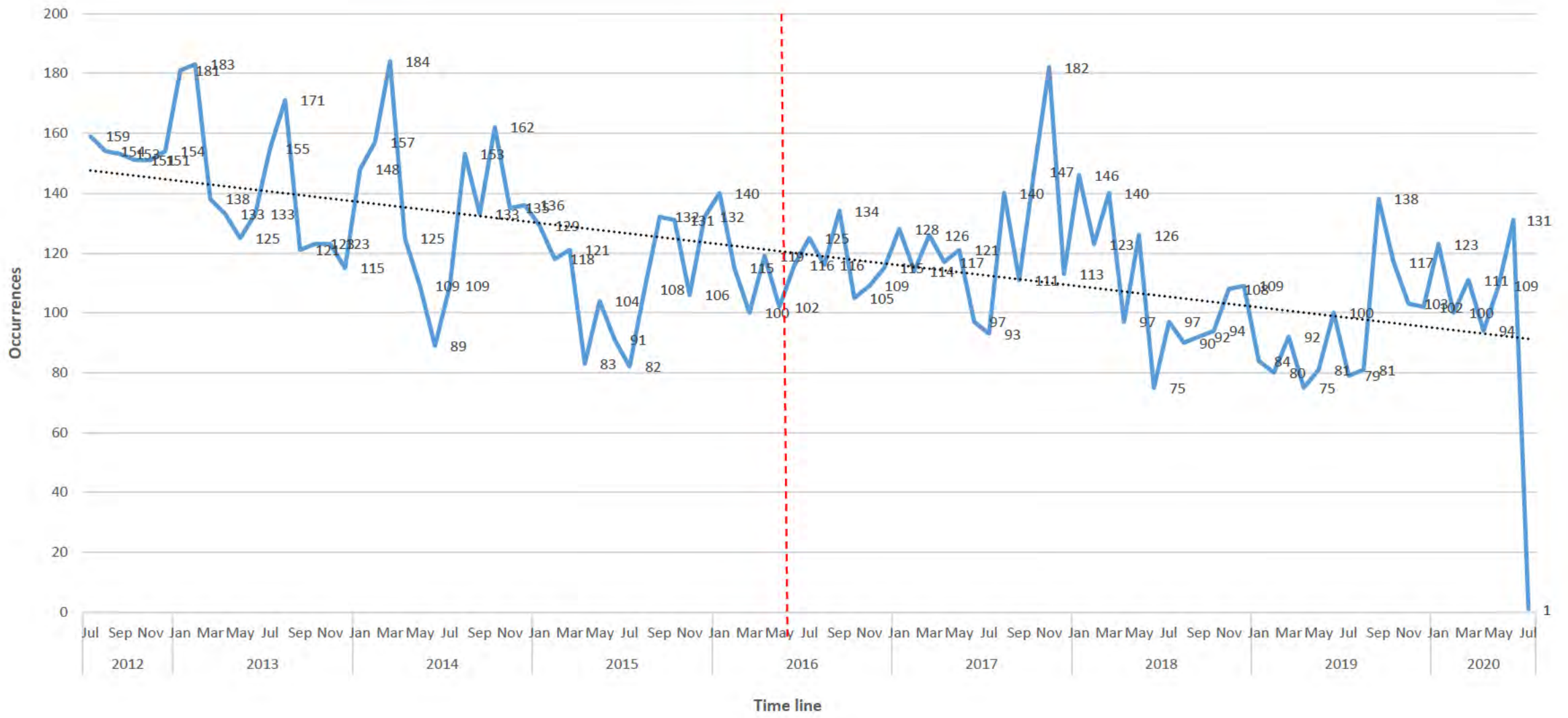


Inner Circle

(excluding Whitiora)



Outer Circle



Area Intelligence Assessment Auckland East Area (CEA)



June 2021



IN CONFIDENCE

NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Area Intelligence Assessment Transitional Accommodation at

s.9(2)(a) OIA



June 2021



IN CONFIDENCE

NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa



Intelligence Notification

MSD Emergency
Accommodation

25 March 2021

Reference	MSD-IN-WMD/IN/210326/1700
Date	26 March 2021
To	WME Area Commander and WME Area Leadership Team
Prepared by	s.9(2)(a) CIA
Approved by	s.9(2)(a) CIA
Subject	MSD Emergency Accommodation in Waitematā East

Summary

1. The Government provides emergency accommodation throughout Tāmaki Makaurau for people who are unable to obtain housing themselves. Emergency accommodation locations in Waitematā East (WME) have been operating since March 2020. The purpose of this document is to assess whether demand and offending at these emergency accommodation facilities has increased since 25 March 2020.
2. s.9(2)(g)(i) Emergency accommodation¹ has been utilised by partner agencies to house members of the public since the COVID-19 Alert Level 4 lockdown on 25 March 2020. Multiple agencies have had involvement with emergency accommodation in WME during this time, including Ministry of Social Development (MSD), Community Probations Services, Kāinga Ora and Kāhui Tū Kaha.
3. This is an interim report that highlights locations of interest, and provides some trends based on reported demand and offences at these locations. A problem solving assessment will be released at a later date. It will provide details about contributing risks, for example if the motels/locations have increased their capacity (the number of residents they accept).

Background

4. This intelligence notification compare the number of calls for service at the locations during the time they have been used as emergency accommodation (25 March 2020² to 17 March 2021³) and compares these numbers to the same time period in the previous year (25 March 2019 to 17 March 2020).
5. It identifies the offences and harm⁴ at the locations since they have been used as emergency accommodation⁵ and compares related statistics to the same time period in the previous year.
6. This is an interim report and will only look at MSD emergency locations, in accordance with a list of locations MSD provided on 10 February 2021. The locations are listed in Appendix One.

¹ A full list of all the locations, mainly motels, can be found in Appendix One.

² 25 March was the date AL4 commenced in New Zealand

³ Date used to obtain most recent date in the sample

⁴ Harm will be assessed using the Crime Harm Index (CHI).

⁵ 25 March 2020 to 17 March 2021 (date data was run to)

Findings

s.9(2)(b)(ii)

- [REDACTED]
- [REDACTED]
- [REDACTED]

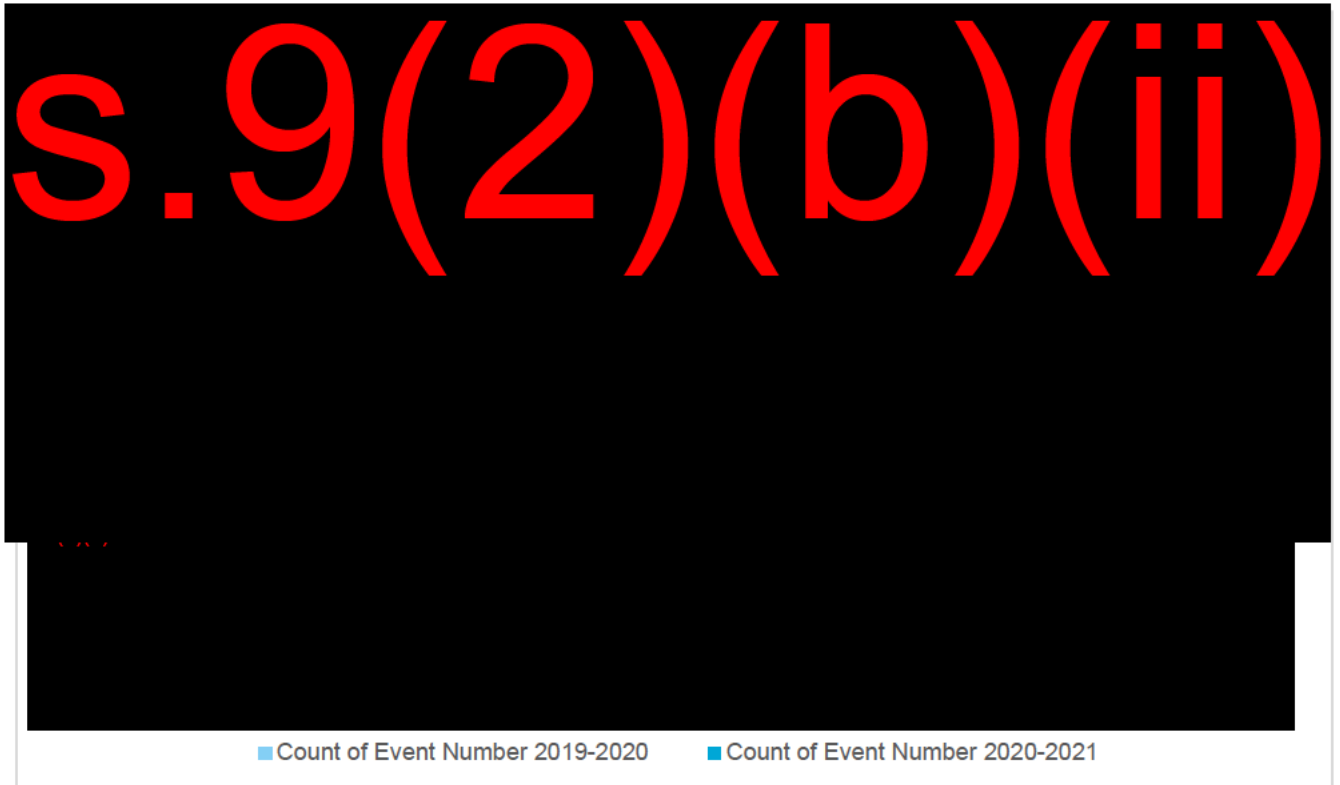
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

10. s.9(2)(a) OIA generated the most calls for service¹⁵ for both March 2019/2020 and March 2020/2021. However, this was not the location with the highest offence rate (see Graph Three).
11. s.9(2)(a) OIA had the highest number of 1M calls for service. s.9(2)(a) OIA had the highest number of 5F calls for service. s.9(2)(a) OIA also had the highest number of calls for service for disorder. All three of these locations are in Takapuna.

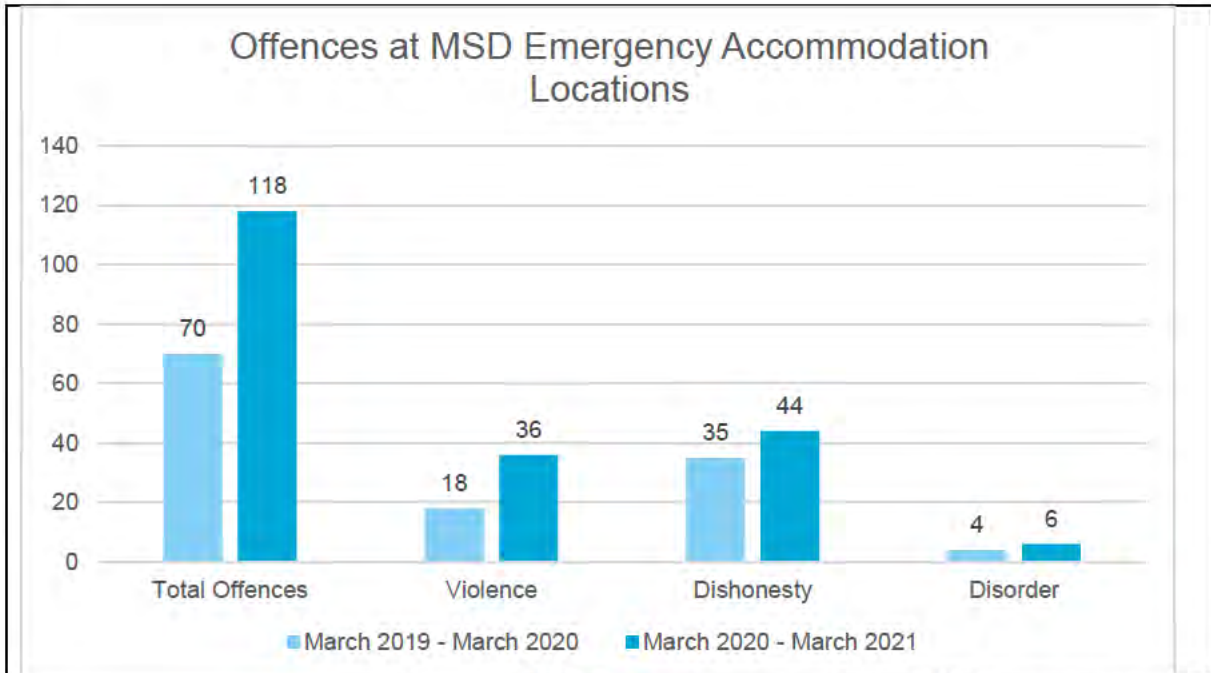


Graph Two: Calls for Service at Emergency Accommodation Locations by street name

Offences at MSD Emergency Accommodation Locations

12. Offences that fall into the 1000-7000 codes increased from March 2019/2020 to March 2020/2021 by 41 percent (from 70 to 118 offences) at MSD emergency accommodation locations in WME. While the offences have increased, the numbers of offences are sometimes low (below 10 offences), as shown in Graph Three.
13. s.9(2)(g)(i)

¹⁵ Based on all 1000 codes, 1C, 3530, 1K, 1M, 2I, and 5F



	MSD Emergency Accommodation (25 March 2019 to 17 March 2020)	MSD Emergency Accommodation (March 2020 to March 2021)
Violence	18	36
Dishonesty	35	44
Disorder	4	6
Total offences	70	118
Location with the highest count	s.9(2)(a) OIA	[REDACTED]

Graph Three: Offences at Emergency Accommodation Locations by offence type

14. s.9(2)(b)(ii) [REDACTED] Some of the offences and harm attributed to this address will almost certainly have occurred at s.9(2)(b)(ii) [REDACTED]. Work has recently been completed at s.9(2)(b)(ii) [REDACTED] to reduce the opportunity for offending. It is likely this will impact the level of offending and harm attributed to this address.
15. s.9(2)(a) OIA [REDACTED] is a self-contained, apartment style motel. It is located within a residential area.

Harm at MSD Emergency Accommodation Locations

- 16. The severity and seriousness of the offending has increased at MSD emergency accommodation locations. This has been determined using the Crime Harm Index (CHI).¹⁶
- 17. s.9(2)(a) OIA [redacted] has the highest CHI score for both time periods looked at. As mentioned above, s.9(2)(a), s.9(2)(b)(ii), s.9(2)(g)(i) [redacted] The score between 25 March 2020 and 17 March 2021 was 1,784.5. This means that the offences in that year at this location equalled a combined minimum prison sentence of 1,784.5 days.

Crime Harm Index		
	MSD Emergency Accommodation (March 2019-March 2020)	MSD Emergency Accommodation (March 2020-March 2021)
Total Harm Count	2120.68	3704.03
Location with Highest Harm	s.9(2)(a) OIA [redacted] (857.5 CHI Score)	s.9(2)(a) OIA [redacted] (1,784.5 CHI Score)

Considerations

- 18. Offences¹⁷ have increased 41 percent at MSD facilities in WME since 25 March 2020, compared to the previous year. Calls for service¹⁸ for violence, suspicious activity, mental health, information, disorder, and family harm collectively increased by 44 percent at MSD locations in WME. s.9(2)(g) [redacted] A full list of offence data can be found in Appendix Two.
- 19. However, the increases in calls for service, harm and offending cannot definitively be attributed to the locations being used for emergency accommodation. There are many intelligence gaps, such as capacity changes, how long the locations have been operating and how many people who offended in these locations were placed there through the Government’s emergency accommodation programme. These types of factors will be addressed in the upcoming emergency accommodation problem solving assessment.

¹⁶ CHI is a tool that allows each crime to be weighted by the harm it causes, relative to other crimes. The weighting is calculated using the minimum number of prison days an offender would likely serve for the offence. CHI weight x crime count = total harm.

¹⁷ Codes between 1000-7000

¹⁸ Out of all 1000 codes, 1C, 3530, 1K, 1M, 2I, and 5F

Appendix Two

MSD Emergency Accommodation Locations in WME Total Offence Count

Location	MSD Emergency Accommodation (25 March 2019-17 March 2020)	MSD Emergency Accommodation (March 2020- March 2021)	Trend
s.9(2)(a) OIA	1	0	↓
	1	11	↑
	7	4	↓
	6	9	↑
	1	3	↑
	8	12	↑
	0	9	↑
	1	1	—
	11	15	↑
	2	10	↑
	4	3	↓
	5	9	↑
	13	9	
	8	10	↑
	2	13	↑
Total	70	118	↑

In Confidence

This document is classified **IN CONFIDENCE**. All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE information can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username/Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements. Electronic files must be protected against illicit internal use or intrusion through two or more of the mechanisms recommended in the official guidelines.

Probabilistic Language

Probability Statement	Qualitative Statement	Percentage Probability
ALMOST CERTAIN	The event will occur in most circumstances	>95%
LIKELY	The event will probably occur in most circumstances	>65%
POSSIBLE	The event might occur some of the time	>35%
UNLIKELY	The event could occur in some circumstances	<35%
RARE	The event has remote chance of occurring	<5%

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Acknowledgements

The author would like to acknowledge and District Road Policing Managers for their contributions.

Document Production

	Originator	Reviewed by	Released by
Name	s.9(2)(a) OIA	[REDACTED]	[REDACTED]
Role	Intelligence Analyst	Intelligence Analyst	Intelligence Supervisor
Extension	s.9(2)(a) OIA	[REDACTED]	[REDACTED]
Date	23/03/2021	24/03/2021	26/03/2021

Distribution List

For Action

WME Area Commander
WME Area Leadership Team

For Information

WME Area Commander
WME Area Leadership Team

Emergency Accommodation (Calls for service)



CARD EVENTS CFS

s.9(2)(b)(ii)

s.9(2)(a) OIA

Analysis



s9(2)(g)(i)

▪

9(2)(ba)(ii), s.9(2)(g)(i)

▪

9(2)(ba)(ii)

▪

Proposal - Interagency/Resource Team Group



s9(2)(g)(i)



MINISTRY OF SOCIAL DEVELOPMENT

TE MANATŪ WHAKAHIATO ORA



New Zealand
POLICE
Nga Pirihimana O Aotearoa



Kāinga Ora

Homes and Communities



DE PAUL HOUSE

Emergency housing and family support



ARA POUTAMA AOTEAROA
DEPARTMENT OF CORRECTIONS



Kāhui Tū Kaha



HOUSING FIRST

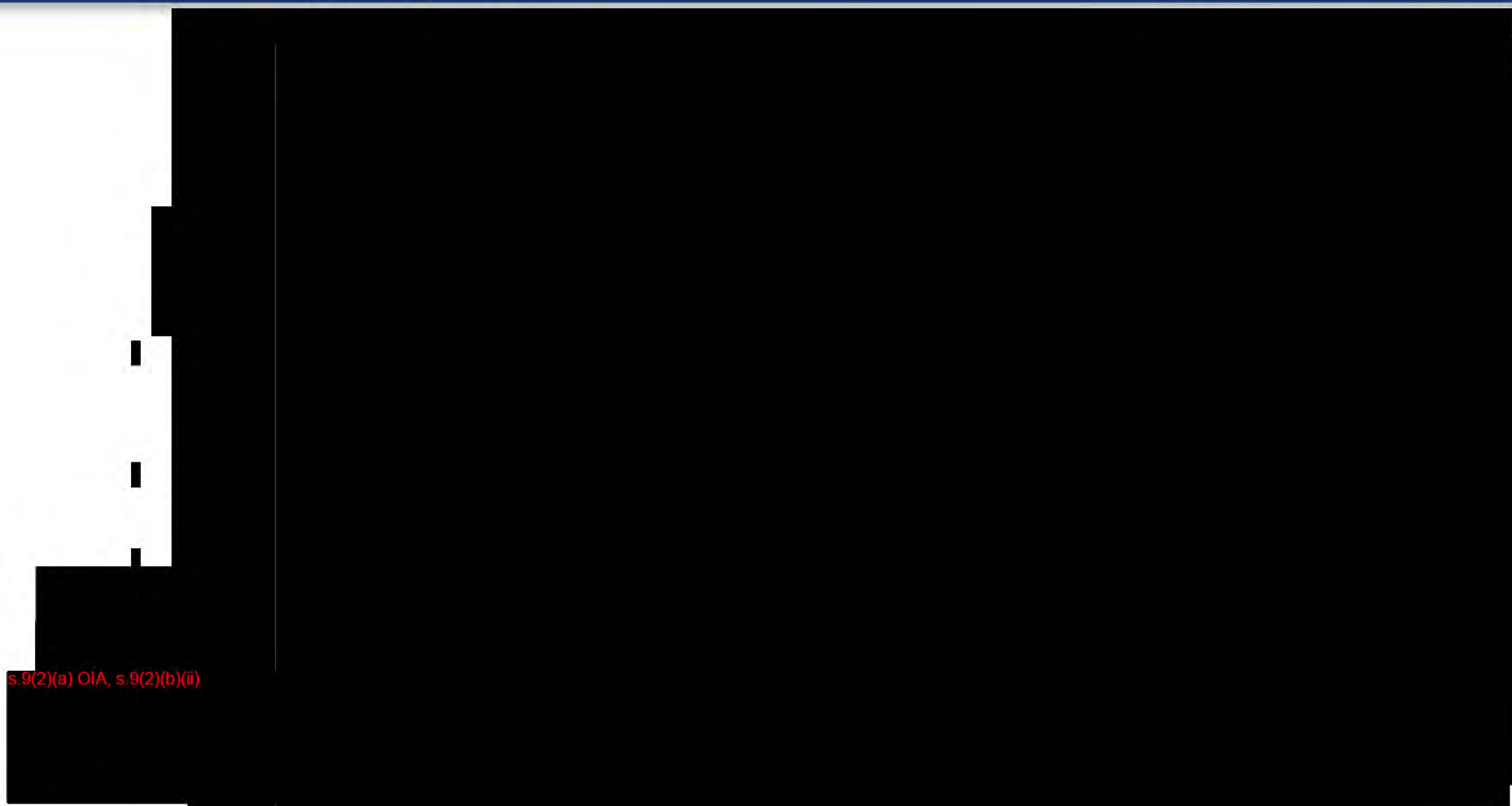
AUCKLAND

Benefits



s9(2)(g)(i)

Calls for service Takapuna area 2017- (July) 2020



s.9(2)(a) OIA, s.9(2)(b)(ii)

Calls for service Rodney area 2017- (July) 2020



s.9(2)(b)(ii)

s.9(2)(a) OIA



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Intelligence Report

Waitematā East Emergency
Accommodation

10 June 2021

Contents

Key Findings	3
Introduction	4
<hr/>	
Context and Methodology	4
Part One: Processes	5
<hr/>	
Ministry of Development and Kāhui Tū Kaha	5
Probations	5
Location Providers	6
Part Two: Locations	6
<hr/>	
Key Locations	7
s.9(2)(a) OIA	7
s.9(2)(a) OIA	8
s.9(2)(a) OIA	8
Demand and Offences	9
Demand in detail	10
Offences in detail	12
Offenders in Emergency Accommodation	13
Part Three: Sentiment	14
Conclusions	15
Appendix One	16
<hr/>	
MSD Emergency Accommodation Locations in WME	16
Kāhui Tu Kaha Emergency Accommodation Locations in WME	16
Handling Instructions	17
<hr/>	

Key Findings



There are currently 19 emergency accommodation locations used by the Ministry of Social Development (MSD) and Kāhui Tū Kaha (KTK).



Demand at emergency accommodation locations has significantly increased. Offences have also increased, however, the number of offences remain low.



The locations with the highest number of offences and highest demand are



Police demand was highest for mental health, family harm, violence and disorder events. There was an increase in offences for family violence assaults (1545), threatening behaviour /language (1730), disorder and dishonesty.



Offences within a 100-metre radius of emergency accommodation locations have decreased approximately 12 percent. Total offending in WME decreased 4 percent in the same period.



9(2)(g)(i)



Emergency Accommodation is receiving a significant amount of negative media coverage, and the topic is of interest to the public. s.9(2)(g)(i)



Introduction

1. The Government provides emergency accommodation throughout Tāmaki Makaurau for people who are unable to obtain housing themselves. Emergency accommodation locations in Waitemata East (WME) have been operating since 25 March 2020 in response to the COVID-19 outbreak and Alert Level Four restrictions.
2. The aim of this report is to understand the processes of placing people in emergency accommodation and to reduce the risks associated with these locations.
3. This document will compare two time periods, between 25 March 2019 and 25 March 2020 (referred to as 2019/2020) and between 25 March 2020 and 25 March 2021 (referred to as 2020/2021).
4. This report identifies locations of interest, and highlights common issues at these locations. It is a problem-solving report that aims to provide details about contributing risks.

Context and Methodology

5. This report is broken into three parts:
 - Part One, which examines the processes of our partner agencies
 - Part Two, which provides information on the locations and examines Police demand and offences at the locations
 - Part Three, which examines public sentiment.
6. This report was produced by gathering information from partner agencies and community constables, using Police systems to gather offence data, and utilising Field Intelligence Officers.
7. For the purposes of this report, occurrences at the locations will include all occurrences within the 1000 to 7000¹ offence code categories which occurred at the address (including any variation of the address or unit within the location).
8. This document will only examine emergency accommodation locations within WME currently used by Ministry of Social Development (MSD) and Kāhui Tū Kaha (KTK).

¹ This includes all offences from category codes violence, sexual, disorder, drugs, dishonesty and property damage or abuse.

Part One: Processes

9. The New Zealand Emergency Accommodation plan “sets out immediate and longer-term actions to prevent and reduce homelessness throughout our communities”.² This includes working to support individuals, families and whānau at risk of experiencing homelessness at crucial points in their lives, “such as leaving prison or hospital”.³
10. A list of locations used by MSD and KTK can be found in **Appendix One**. This list may change over time.
11. Most of these locations have been used as emergency accommodation locations since 25 March 2020⁴, however some of the locations accepted MSD clients before then⁵. All of these locations, apart from **s.9(2)(a) OIA**, accept both emergency accommodation clients and the general public. **s.9(2)** currently only houses emergency accommodation clients.

Ministry of Development and Kāhui Tū Kaha

12. The providers of emergency accommodation in WME are MSD and KTK.⁶ People in need of housing can contact MSD or KTK directly, or be referred by other agencies.⁷
13. The people that receive emergency accommodation range from families, singles, sole parents with children, those released from prison, and people with health issues. The location chosen is based on where beds are available. If possible, MSD will try to place single occupants in boarding houses, however there are no boarding houses currently in WME. The length of their stay is also dependant on the individual, some have stayed for over a year while others only stay for short periods.⁸
14. Both agencies provide support to people placed in emergency accommodation. Clients of MSD will be assigned a case manager, and those of KTK are assigned case workers.⁹ Additionally, KTK will meet with clients in person after they are placed, and they also provide security at some of their sites.

15. **9(2)(g)(i)**

- [Redacted]
- [Redacted]
- [Redacted]

16. **9(2)(g)(i)**

[Redacted]

Probations

17. Probations, based on the North Shore, works alongside MSD and KTK to place people in emergency accommodation. They do so for clients who have been released from prison on a rehabilitative sentence (e.g. community detention) but have no approved address.

² Aotearoa / New Zealand Homeless Action Plan, Phase One: 2020-2023. <https://www.hud.govt.nz/assets/Community-and-Public-Housing/Support-for-people-in-need/Homelessness-Action-Plan/271a3c7d79/Homelessness-Action-Plan.pdf>

³ Aotearoa / New Zealand Homeless Action Plan, Phase One: 2020-2023. <https://www.hud.govt.nz/assets/Community-and-Public-Housing/Support-for-people-in-need/Homelessness-Action-Plan/271a3c7d79/Homelessness-Action-Plan.pdf>

⁴ **s.9(2)(a) OIA**

⁵ **s.9(2)(a) OIA**

⁶ <https://workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html>

⁷ Takapuna MSD staff, personal communication, 1 April 2020 at 1130hrs

⁸ The time period can range from one night to over a year in emergency accommodation.

⁹ They do this by asking how the clients are, if they need food or transport, assistance on finding long term accommodation.

¹⁰ **s.9(2)(g)(i)**

18. They place people based on their risk level. High-risk prison releases (such as those on electronic monitoring) are not placed in WME,¹¹ and lower risk offenders are placed if a room is available, even if they do not usually reside in WME.
19. The length of time an offender is placed in emergency accommodation is dependent on the offender, and their address may change multiple times.
20. s.9(2)(b)(ii)

Location Providers

21. The motels apply to be MSD providers, and choose the rate they charge MSD. s.9(2)(g)(i)
The motels choose how many people from MSD and KTK they take. Some locations, such as s.9(2)(a) OIA, only accept very small numbers of MSD clients. Other locations accept large numbers of clients.
22. Emergency accommodation providers state they have had a variety of issues with their clients. However, these include civil matters and minor disagreements, such as how often sheets need to be washed. When an incident occurs, they inform MSD or KTK straight away, and Police if necessary.¹⁴

Part Two: Locations

23. There are 19 emergency accommodation locations in WME used by MSD and KTK. Two locations (s.9(2)(a) OIA) were used by both providers. KTK has an agreement with a further four and MSD has an agreement with a further 13. However, KTK agreements with three locations (s.9(2)(a) OIA) came to an end on 31 May 2021.¹⁵ s.9(2)(b)(ii)

s.9(2)(a) OIA

Figure 1 - Emergency Accommodation in WME

¹¹ They are offenders subject to electronic monitoring conditions. This group is managed by Corrections. They are mainly referred to PARS addresses or Corrections addresses, both of which are not based in WME.

¹² s.9(2)(a) OIA

¹³ s.9(2)(b)(ii)

¹⁴ FIO collections: s.9(2)(a) OIA

¹⁵ The agreement came to an end as the contact was only for a year and it was not renewed.

Key Locations

24. Three of the emergency accommodation locations had disproportionately higher demand and offence levels than other emergency accommodation facilities - s.9(2)(a) OIA. Police and partner agencies focusing resources at these locations could positively impact on Police demand, trust and confidence, and feelings of public safety in the area. It is important to note, however, that just one resident can have a significant impact on demand, as noted below.

25. s.9(2)(g)(i)

26. Multiple changes were made to a number of other locations which will likely have a positive impact on reducing demand and offences levels. KTK ended their agreement with the s.9(2)(a) OIA on 31 May 2021, s.9(2)(a) OIA has rebranded and reduced the number of emergency accommodation clients, and other locations have also reduced the number of emergency accommodation clients.¹⁶

s.9(2)(a) OIA

27. s.9(2)(a) OIA contributed to 12 percent of all calls for service to emergency accommodation locations in WME in 2020/2021. It also had the highest number of offences among the locations examined in this report, with 24 offences in 2020/2021 (approximately one offence per fortnight). However, offences did decrease between the years examined.

28. s.9(2)(b)(ii)

29. The main demand and offence types at this location are typically family harm incidents (5F) and 1M calls for service. 5F demand doubled between the two time frames. Dishonesty offences at s.9(2)(a) OIA have increased, however the numbers are low.¹⁷ These dishonesty offences include a range of offending such as the theft of registration plates¹⁸ and thefts of vehicles.¹⁹ Violence offences, with the exception of 1730²⁰, have decreased, with low overall levels.²¹ The 1730 offences in 2020/2021 include emergency accommodation guests speaking in a threatening manner to other emergency accommodation guests.²²

30. There were also multiple dishonesty offences in the 2020/2021 period that occurred elsewhere and were linked to s.9(2)(a) OIA, including registration plates being stolen at the Albany Mega Centre and being located at s.9(2)(a) OIA.²³

31. Typically there are between five and nine calls for service a month to s.9(2)(a) OIA. However, demand spiked in April 2020 (12 calls for service) and in June 2020 (14 calls for service). During these times, 1M calls for service increased significantly, s.9(2)(a) OIA.

32. s.9(2)(a) OIA

¹⁶ Locations that have decreased the number of emergency clients they take include s.9(2)(a) OIA.
¹⁷ Burglary offences have increased from two in 2019/2020 to four in 2020/2021 and UL1 has increased from one in 2019/2020 to three in 2020/2021.
¹⁸ File: 200723/6755
¹⁹ File: 200709/0281
²⁰ 1730 offences increased from none in 2019/2020 to three in 2020/2021.
²¹ 1500 offences decreased from 6 in 2019/2020 to two in 2020/2021. Both 1400 and 1600 offences decrease from one and three offences in 2019/2020 to no offences in 2020/2021.
²² File: 200326/7915
²³ File: 210218/753
²⁴ Seven out of 13 calls for service for mental health related to s.9(2)(a) OIA.
²⁵ s.9(2)(a) OIA
²⁶ Calls to service about her were also made by other clients and management.
²⁷ s.9(2)(a) OIA

s.9(2)(a) OIA

34. It is likely demand to this location has been impacted by a small number of people. There were approximately 20 calls for service in 2020/2021 for family harm incidents, and approximately half of these related to repeat victims.²⁹ There were multiple people involved in reporting these incidents including victims, management, witnesses and neighbours. There were also multiple couples and families involved in these 5F incidents. Some of these couples were repeat victims/offenders for 5F incidents.³⁰ These couples no longer reside at this location.

35. s.9(2)(a) OIA

36. s.9(2)(g)(i)

s.9(2)(a) OIA

37. s.9(2)(a) OIA and has 63 rooms. It opened in April 2020, and, as noted previously, the entire motel is used as emergency accommodation.³²

38. It shares its street address with a handful of shops that are part of the complex, which makes it difficult to differentiate offending which has occurred at the address. As the entire complex is new and has been used entirely for emergency accommodation in that time, it is not possible to compare how offences have changed over time.

39. s.9(2)(a) OIA made up 12.6 percent of the calls to service³³ at all the locations in 2020/2021. The most common calls for service were for 1M, 5F and 1X incidents. In that period, 19 offences occurred at s.9(2)(a) OIA, and the majority of those at the suites rather than the shops. The reported offences include serious assault, threats, assault on Police and dishonesty offending. s.9(2)(a) OIA

40. s.9(2)(g)(i)

Improved information sharing and a stronger relationship between security and Police could result in Police and partner agencies better focusing their resources on clients who need them the most.

41. It is likely multiple 1M calls for service relate to the same person, however due to a lack of person detail when incidents were reported by security or KTK this information is difficult to obtain. s.9(2)(a) OIA

42. Approximately 66 percent of 5F incidents were reported by security or KTK staff, of those, the majority had no subject, victim or offender mentioned. Therefore, it is difficult to determine how many 5F reports relate to repeat couples/families.

s.9(2)(b)(ii)

43. s.9(2)(b)(ii). Calls for service at this location made up 9.5 percent of the calls to service at all emergency accommodation locations. The offences reported at the address include disorder, drug offending, dishonesty and violence. The violence offences include multiple incidents between guests who are known to each other.

44. Offending at the address increased from only one offence in 2019/2020 to 19 offences in 2020/2021. s.9(2)(b)(ii), s.9(2)(g)(i)

²⁸ Record: 198760063016

²⁹ These repeat victims no longer reside at this location.

³⁰ Repeat victims of FH at this location included s.9(2)(a) OIA

³¹ s.9(2)(a) OIA

³² FIO collections: s.9(2)(a) OIA

³³ This refers to calls for service data

³⁴ s.9(2)(a) OIA

45. Demand at s.9(2)(a) OIA is also impacted by security and onsite staff members. As previously mentioned, it is likely the presence of security has resulted in incidents getting reported more often than at locations without security
46. The majority of family harm incidents reported to Police were by s.9(2)(a) OIA security, KTK staff or hotel management (90 percent).
47. s.9(2)(a) OIA

Demand and Offences

48. Police demand³⁷ across the 19 emergency accommodation locations has significantly increased (140.3 percent³⁸) from 2019/2020 to 2020/2021,³⁹ s.9(2)(g)(i)
49. Offending at the majority of the emergency accommodation locations in WME has also increased, however the number of offences remained low.
50. Police demand was highest for mental health, family harm, violence, and disorder related events. This is consistent with the most common offences occurring at these locations, including family harm-related violence⁴⁰, threatening behaviour/language⁴¹, and dishonesty offences. The majority of these locations had few or no offences recorded in 2020/2021.
51. Offences at emergency accommodation locations have approximately doubled (+97 percent) from 109 in 2019/2020 to 215 in 2020/2021. This indicates that offences occurred at these locations before they were used as emergency accommodation, but have increased since this was established.
52. However, given the relatively rare nature of offending across these 19 locations this change should not be overstated. Additionally, this increase is in part driven by the establishment of s.9(2)(a) OIA which was only completed in April 2020.
53. Due to limited information on who lives at these locations, who is placed there for emergency accommodation and which provider is involved, it is not possible to identify which types of clients are responsible for offending at these locations.⁴² Better information sharing, either between agencies or between emergency accommodation providers would help Police focus their resources better.



Figure 2 - Offences at Emergency Accommodation Locations

³⁵ s.9(2)(a) OIA

³⁶ CARD event: P042638196

³⁷ Demand in this document is referred to as Calls for Service (CARD data) for response codes includes 5F, 1M, 1R, 1C, 1X, 1K,, 1N,,1G, and 1000-7000 offence codes. It excludes police prevention and activity data (including 3H,3R, 6D, 8P.

³⁸ The card data increased from 322 incidents in 2019/2020 to 774 in 2020/2021.

³⁹ Due to the limited time these motels have been operating as emergency accommodation it is not possible to get seasonal trends.

⁴⁰ In particular, the 1545 code.

⁴¹ In particular, the 1730 type code.

⁴² The impact of COVID lockdowns at the facilities is unknown due to limited client and provider information at each motel.

Demand in detail

54. As previously mentioned, Police demand was highest for mental health, family harm, violence, and disorder-related events. These included:

- 5F incidents made up 15 percent of the demand⁴³ to emergency housing locations in WME in 2020/2021. During this time, 5F incidents occurred at 16 of the 19 motels, with s.9(2)(a) OIA creating the highest demand.
- 1M incidents made up 15.8 percent of demand in 2020/2021 and 1X made up 6.2 percent. 1M and 1X incidents occurred at 17 of the 19 motels⁴⁴. There was high demand⁴⁵ for mental health at multiple motels. Locations with the highest were s.9(2) [redacted] [redacted] [redacted] [redacted] [redacted].
- 1R incidents made up 8.5 percent of the demand in 2020/2021. 14 locations had 1R events in 2020/2021, of these s.9(2)(a) OIA had the most.
- 1710⁴⁹ incidents made up 7.2 percent of the demand in 2020/2021 and 1510⁵⁰ made up 6.8 percent. 14 locations had 1710 events in 2020/2021 with s.9(2)(a) OIA had highest levels. 13 locations had 1510 events with s.9(2)(a) OIA had the highest levels of 1510 events.

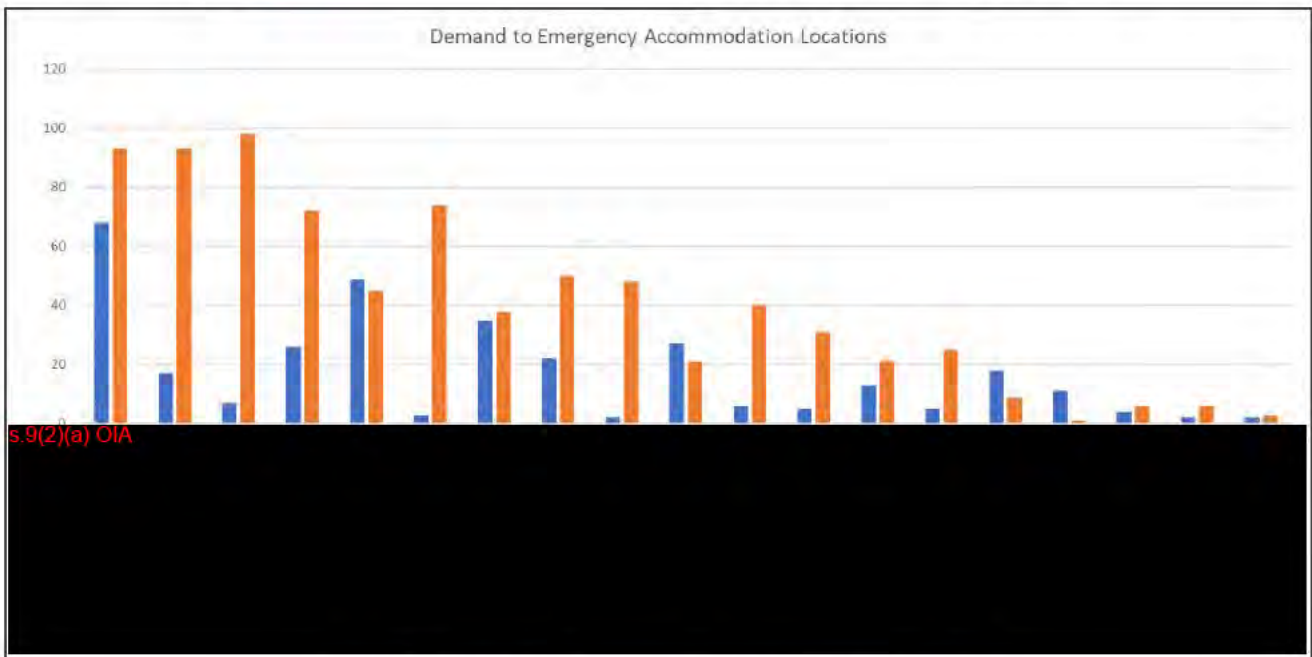


Figure 3 - Demand to Emergency Accommodation Locations

⁴³ This refers to demand at emergency accommodation locations in WME.

⁴⁴ s.9(2)(a) OIA were the only motels without demand for 1M or 1X incidents in 2020/2021

⁴⁵ This refers to between 30 and 20 calls for service

⁴⁶ 29 calls for service for 1M or 1X incidents in 2020/2021

⁴⁷ 27 calls for service for 1M or 1X incidents in 2020/2021

⁴⁸ 26 calls for service for 1M or 1X incidents in 2020/2021

⁴⁹ The code for threatens to kill/do GBH

⁵⁰ This code is for aggravated assaults.

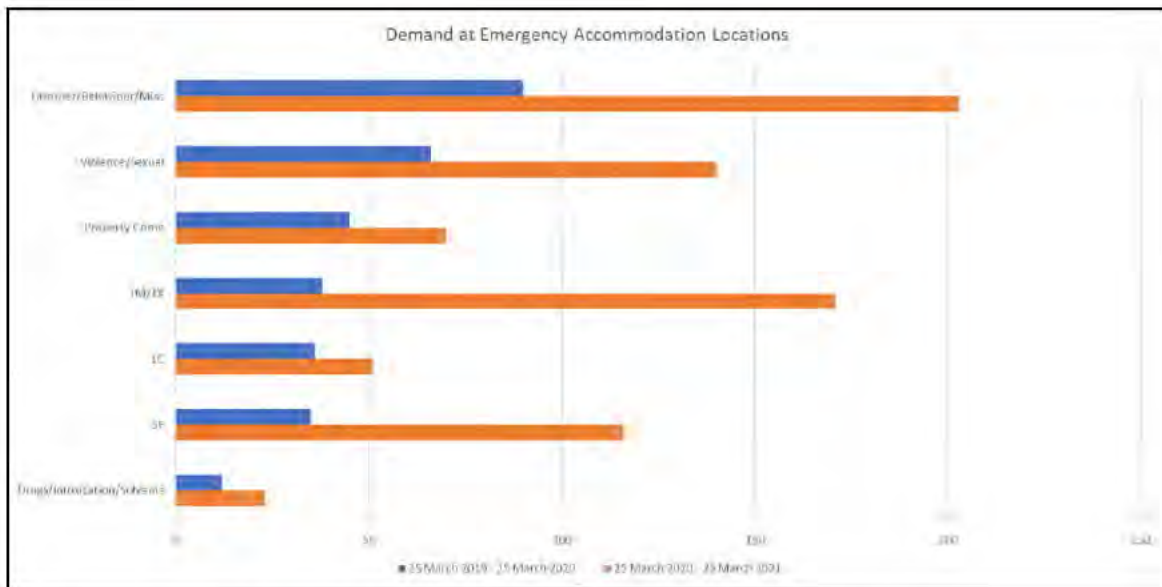


Figure 4 - Demand at Emergency Accommodation Locations

Nearby Demand

55. Some accommodation providers share their address with other locations. For example, s.9(2)(a) OIA [redacted], and s.9(2)(b)(ii), [redacted] – a frequent location for a variety of incidents. The s.9(2)(a) OIA [redacted], and the s.9(2)(a) OIA [redacted] shares the address with several shops. It is difficult to distinguish the offending between these shared locations, and this may lead to the impact of emergency accommodation being overstated.
56. Overall offending within a 100-metre radius of emergency accommodation, but not at the locations themselves, has decreased 11.7 percent over the assessed time period. This decrease is consistent with, but larger than, the decrease in offending in the wider WME area during this time (-3.9%).
57. Dishonesty offences⁵² have decreased from 2019/2020 to 2020/2021 in the 100 metres surrounding emergency accommodation (4100 class decreased by 8⁵³, 4200 class decreased by 8 and 4340 type code decreased by two).
58. At a suburb level, offending within 100 metres of emergency accommodation decreased in all suburbs in WME apart from Northcote. In Northcote, there was a minor increase, but it cannot be attributed to emergency accommodation as the motels in Northcote have low offence rates. Within 100 metres of Takapuna emergency accommodation, offences decreased from 89 to 68 offences (24%). This is of particular interest, as it includes the area surrounding the s.9(2)(a) OIA [redacted]. This suggests that the public perception of an increase in offences surrounding the area is incorrect.
59. Assaults on person in family relationship, common assaults and threatening language and behaviour⁵⁴ have increased near emergency accommodation locations. Offences within class code 1500s increased from 6 in 2019/2020 to 14 in 2020/2021, and offence within the 1700 class code increased from 4 in 2020/2021 to 11 in 2020/2021. These are the same offence types which increased at emergency accommodation locations.

⁵¹ NIA Location ID 554610865752.

⁵² This includes codes 4100, 4200 and 4300.

⁵³ Burglary offences decreased from 35 to 27, car conversion decreased from 14 to 6 and theft ex car decreased from 12 to 10.

⁵⁴ This includes codes 1713, 1724, 1733, 1756, and 1765.

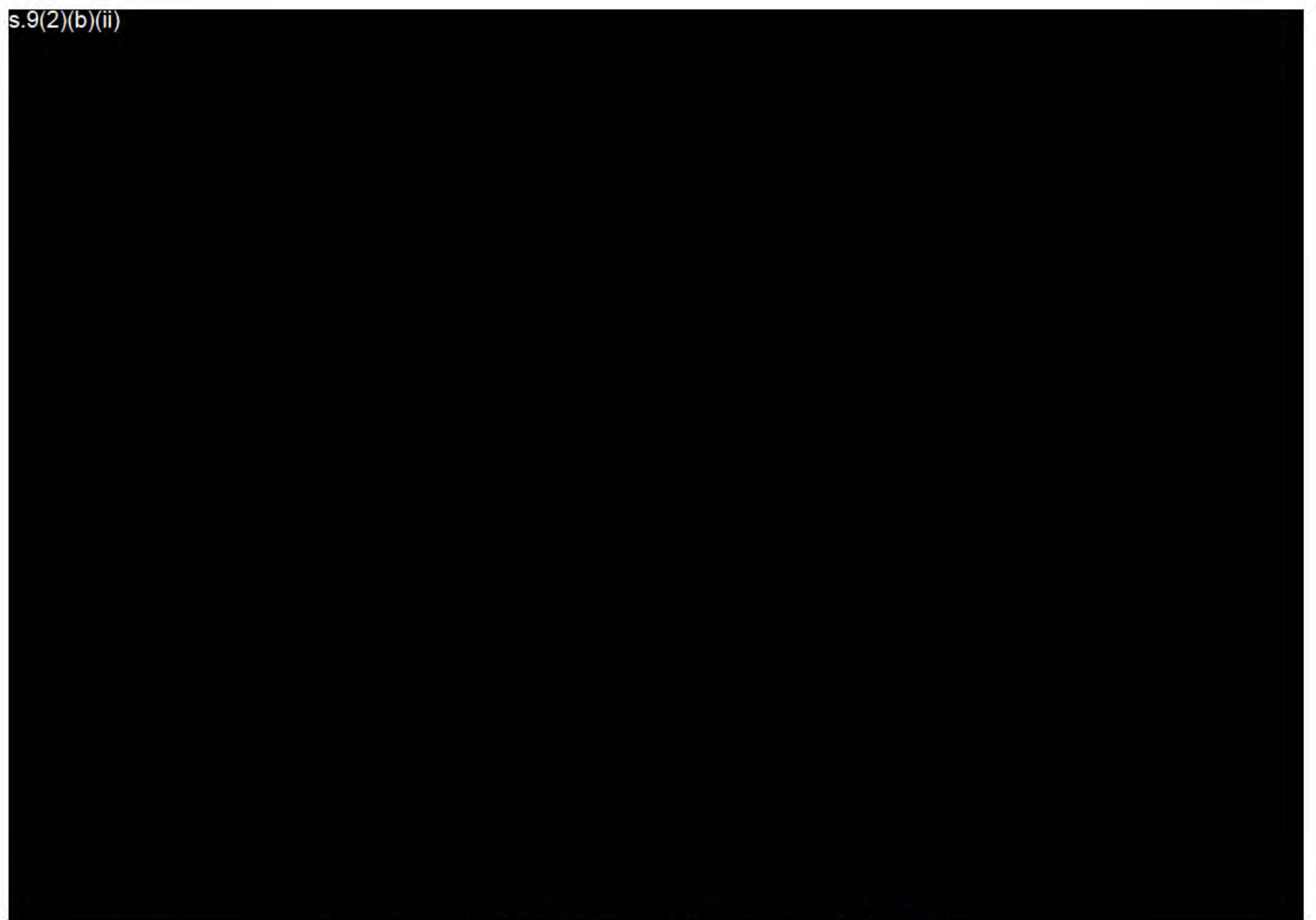


Figure 5 – Offences at Emergency accommodation Locations

60. s.9(2)(b)(ii) [Redacted]

61. s.9(2)(b)(ii) [Redacted]

⁵⁵ s.9(2)(a) OIA [Redacted] had an increase in dishonesty offences; however it had a decrease in violence offences.

⁵⁶ s.9(2)(a) OIA [Redacted] had a decrease in violence and dishonesty offences.

⁵⁷ s.9(2)(a) OIA [Redacted] address had a decrease in dishonesty offences (4100, 4200 and 4300 codes). However, this is also the address of shops including the s.9(2)(a) OIA [Redacted].

⁵⁸ s.9(2)(a) OIA [Redacted] only had one offence in 2019/2020 and none in 2020/2021.

⁵⁹ s.9(2)(a) OIA [Redacted] only had two offences in 2019/2020 and one in 2020/2021.

⁶⁰ These were s.9(2)(a) OIA [Redacted]

[Redacted]

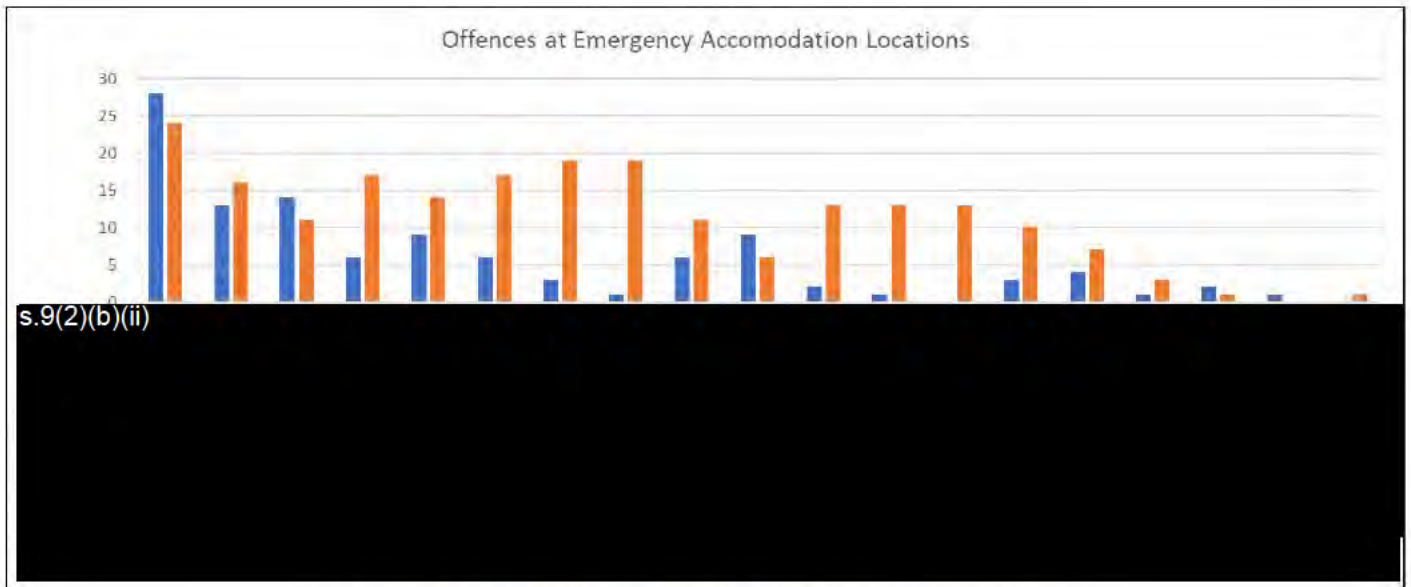


Figure 6 – Offences at Emergency Accommodation Locations
Sorted by total offences (2019/2020 and 2020/2021), most to least.

Offenders in Emergency Accommodation

62. There is limited information in Police systems regarding who is placed at these motels, therefore it is difficult to gather information on whether the people placed in emergency accommodation are currently offending. The information below is based on the partial holdings in Police systems, and is not a full picture.
63. In the last three months, there were 32 offences involving 20 different offenders or suspects who are recorded as living in emergency accommodation in WME.⁶¹ These people were staying at a range of locations, but most commonly at s.9(2)(b)(ii) [REDACTED]. Most offences were violence (19 or 59 percent), typically assault on a person in a family relationship⁶², or intimidation, or dishonesty offences (10 or 31 percent, typically shoplifting). The offences typically occurred in Waitemata District (26 or 81 percent), and of those, the majority (22) occurred in WME.

⁶¹ As determined by a NIA primary address active between 1 February 2021 to 30 April 2021.

⁶² Offence code: 1545.

Part Three: Sentiment

64. There is significant public and media interest in emergency accommodation nationwide. In the last six months there have been frequent news articles regarding public concerns about emergency accommodation, as well as regular posts in social media community groups. These concerns are likely to impact the public's trust and confidence in Police and partner agencies.
65. Media reports raise concerns about a (perceived) "sharp rise in crime and anti-social behaviour associated with the emergency accommodation". Many of these articles claim communities don't feel safe due to the emergency accommodation in their area. Media reports claim the housing is "dangerous and terrifying" for some residents, as families are 'mixed' in with gang members and many places are "rife with crime and intimidation" and drug use.⁶³
66. As previously mentioned, members of the public express concerns on social media about a perceived increase in crime and anti-social behaviour in the area, linking this to the use of motels as emergency accommodation.⁶⁴

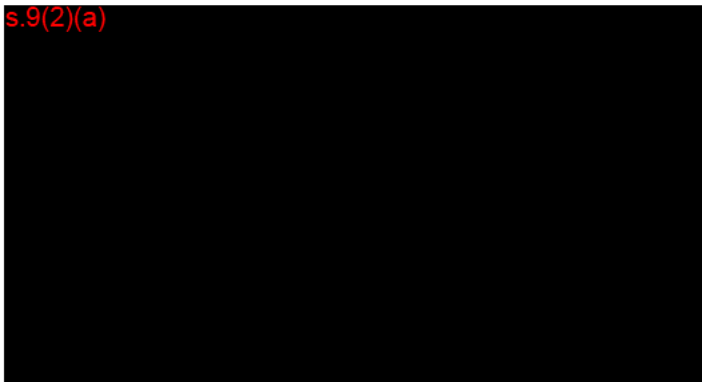


Figure 7 – Social Media Posts attributing crime to Emergency Accommodation.

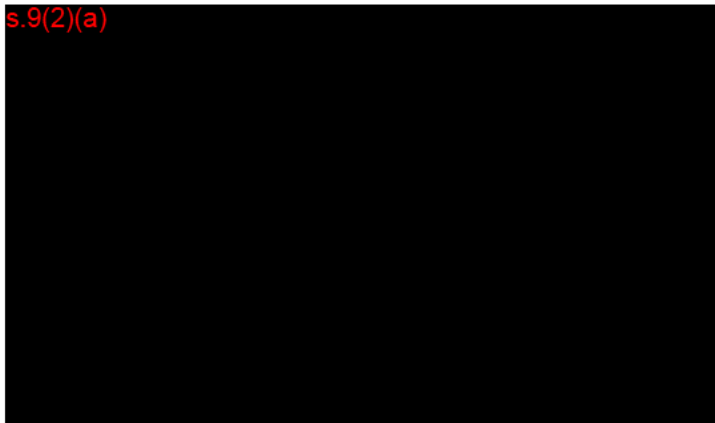


Figure 8 – A 'review' of s.9(2)(a) OIA calling for a boycott.

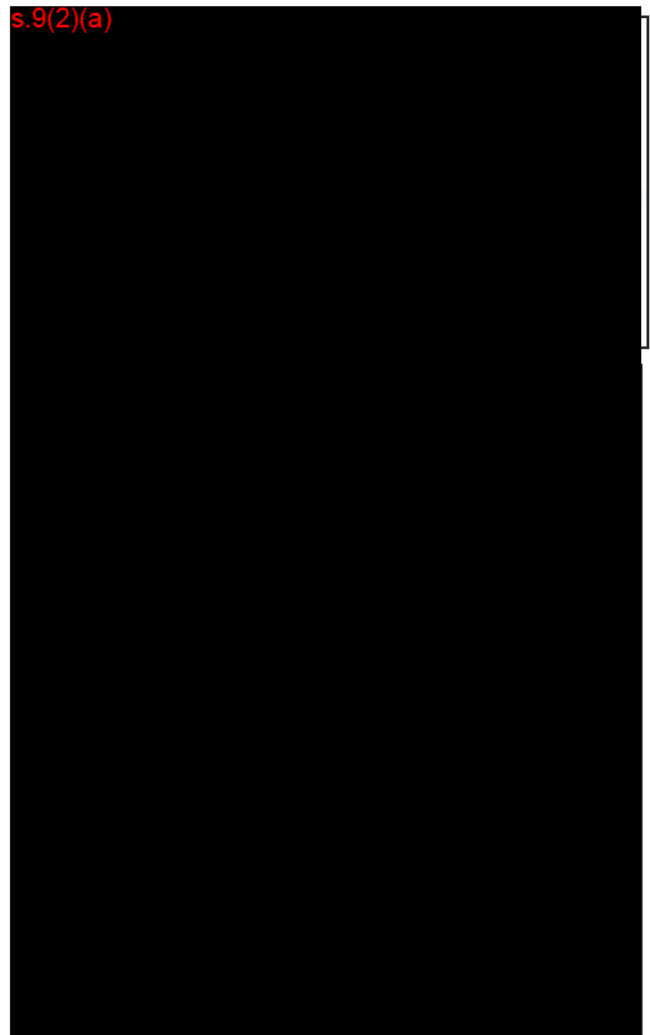


Figure 9 – Facebook Post about an incident at Takapuna Countdown.

N.B. the relevant file (200619/4360) involves an offender from s.9(2)(a) OIA

⁶³ Stuff News (2021, March 17). Police raid central Wellington emergency accommodation motel, seize drugs and stolen property (<https://www.stuff.co.nz/national/124564484/police-raid-central-wellington-emergency-accommodation-motel-seize-drugs-and-stolen-property>). Retrieved 6 April 2021. Stuff News (2021, April 19). 'Alcoholics, drug deals, gang affiliations, domestic violence' - Emergency housing labelled as dangerous (<https://www.stuff.co.nz/national/politics/300280477/alcoholics-drug-deals-gang-affiliations-domestic-violence-emergency-housing-labelled-as-dangerous>). Retrieved 6 April 2021. RNZ (2019, June 9). Dismay in Parnell at behaviour of tenants in homeless shelter. <https://www.rnz.co.nz/news/national/391517/dismay-in-pannell-at-behaviour-of-tenants-in-homeless-shelter/>. Retrieved 6 April 2021. Stuff News (April 2021). Immigration NZ looking into complaints migrant sex workers operated in former Wellington emergency housing motel. (<https://www.stuff.co.nz/national/124924367/immigration-nz-looking-into-complaints-migrant-sex-workers-operated-in-former-wellington-emergency-housing-motel>). Retrieved April 6 2021.

⁶⁴ For example, see [https://www.facebook.com/groups/s.9\(2\)\(a\)](https://www.facebook.com/groups/s.9(2)(a))
[https://www.facebook.com/groups/s.9\(2\)\(a\)](https://www.facebook.com/groups/s.9(2)(a))

Conclusions

67. Demand at emergency accommodation facilities in WME has significantly increased. Police demand was highest for mental health, family harm, violence and disorder related incidents.
68. Offending at emergency accommodation facilities in WME has increased, however, overall offence levels are low. Identified offending is relatively rare, and rarely serious.
69. Offences around the emergency accommodation locations (excluding offences at the locations) has decreased. This is consistent with an area decrease in offending in wider WME during this time.
70. Some locations **s.9(2)(a) OIA** have more frequent offending and higher demand than other locations. Even still, offences at these locations are not frequent. An offender-based response from Police, combined with pressure to improve processes and management (by accommodation management and partner agencies) is likely to address the issue.
71. The public perceptions of emergency accommodation have likely been strongly influenced by very negative media coverage of facilities and incidents outside WME. Actual crime attributed to those living at emergency accommodation in WME is low. Local residents are likely to be blaming offences on those in emergency housing purely because of rumour and speculation, and their fear of crime is likely disproportionate to the actual risk.
72. Police regularly attend these locations for a variety of reasons, and this is not necessarily as a result of criminal offending. This may be exacerbating the public perception issue. Police could consider regular messaging about their 'outreach'⁶⁵ activities and their views about emergency accommodation. This may help local residents to maintain a more accurate view of emergency accommodation.
73. While both Police and partner agencies have taken positive steps to mitigate the risks of emergency accommodation, further work is required. Improvements are highly dependent on having a good relationship with the management of each location. A good relationship (such as those between Takapuna community constable and their local emergency accommodation providers) can allow Police to influence positive changes.
74. Designated liaison persons for facilities, with sufficient time and resources to develop relationships are strongly recommended. This includes building relationships with KTK site security as they are often the people reporting incidents to Police. Consistent (Police) points of contact for the management and security of facilities are vital so they have an avenue to raise concerns and request assistance.
75. In turn, Police can encourage accommodation management and partner agencies to improve processes, such as:
- Considering security for high-risk locations at places that do not have any, such as **s.9(2)(a) OIA**.
 - s.6(c) OIA, s.9(2)(g)(i) OIA**
76. **s.9(2)(g)(i)** Police could assist by visiting residents, asking them about their support network, and providing referrals.
77. If possible, people should be placed in emergency accommodation where they have support, such as whānau, church groups, iwi, agencies etc.
78. Police should encourage and attend regular meetings with partner agencies in a focused environment to share issues and possible solutions. These meetings should be partner agency meetings and be different from the Takapuna community board meeting to allow for free and frank discussions. In these partner agency meetings, Police should discuss not just the problematic locations, but also those that have little or no offending. A better understanding of the processes there, and the demographics or residents, may help inform better practice at other sites.
79. These inter agency meetings should discuss at risk families with an end goal of placing them in a home that is right for them. Agencies communicating together would reduce transfers between motels and prevent multiple calls for service.

⁶⁵ Outreach activities refers to Police working with and supporting different communities.

In Confidence

This document is classified **IN CONFIDENCE**. All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE information can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username/Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements. Electronic files must be protected against illicit internal use or intrusion through two or more of the mechanisms recommended in the official guidelines.

Probabilistic Language

Probability Statement	Qualitative Statement	Percentage Probability
ALMOST CERTAIN	The event will occur in most circumstances	>95%
LIKELY	The event will probably occur in most circumstances	>65%
POSSIBLE	The event might occur some of the time	>35%
UNLIKELY	The event could occur in some circumstances	<35%
RARE	The event has remote chance of occurring	<5%

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Document Production

	Originator	Reviewed by	Released by
Name	[REDACTED]	[REDACTED]	[REDACTED]
Role	Intelligence Analyst	Intelligence Analyst	TM Intelligence Supervisor
Extension			[REDACTED]
Date	26/05/21	27/05/21	04/06/2021

Distribution List

For Action

s.9(2)(a) OIA [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

For Information

Intelligence Supervisor, s.9(2)(a) OIA [REDACTED]

Strategic Tasking & Coordination Future Focus Topics: Summary Sheet Cover Page

Paper Title	<i>Strategic Tasking & Coordination Future Topics Summary</i>
Prepared By	Critical Command Information Hub
Pre-Tasking and Coordination Advisory Group Meeting Date	5 May 2021
Strategic Tasking and Coordination Governance Group Meeting Date	12 May 2021

The 'Future Focus Topic Summary' outlines potential topics for future insights reports. These topics are identified through the scanning conducted by the Hub.

Recommendations

- (i) **Note** To inform topic selection, the CCI Hub examined the issues raised in the CCI scanning meeting by SME representatives from a wide range of business units. The objective was to provide a forum to highlight future risks and opportunities impacting Police's strategic priorities and operational deployment.
- (ii) **Note** These topics have been prioritised based on alignment with the recently released Executive SPT (Q2), adherence to the drivers of demand, incorporation of the five components of CCI (intelligence, performance, demand, evidence and resource management) and finally, theme frequency in the CCI scanning meeting.
- (iii) **Note** This product outlines five potential focus areas to progress to Strategic Tasking and Coordination.
- (iv) **Direct** A topic for product development for a subsequent tasking cycle.

Strategic Tasking and Coordination Future Topics

	Topic	Description
1	Emergency Housing and Crime	Recent media stories as well as PQ requests have highlighted increased public unease about housing special needs persons and families in motels. This is an MSD-led initiative, however, local residents and business owners have an expectation of Police maintaining order in the face of reports of violence, intimidation, public urination, drug deals and gang involvement. Prevention opportunities exist for Police to reassure the community and assess the scale of calls for service demand.
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]

Scanning Report: Preliminary Analysis



Document Reference	BPD-IR-211104
Date	4 November 2021
To	[REDACTED], District Prevention Manager
Prepared by	[REDACTED] Intelligence Supervisor - Analytics
Approved by	[REDACTED] District Manager: Intelligence
Subject	Police Demand at Emergency Housing Locations

Background

1. Due to the August 2021 COVID-19 lockdown, the September Tasking and Coordination meeting for Bay of Plenty District (BPD) was postponed until November 2021. [REDACTED]
2. At the request of the District Prevention Manager, the findings of this verbal briefing are now being retrospectively captured in this Scanning Report to provide a formal record of the preliminary analysis.

Methodology

3. Statistics were provided to the analyst by an expert Business Objects practitioner, using the BI NIA Occurrence universe. Because Police does not categorise emergency housing providers as a unique location type, occurrences that took place at all locations categorised as Commercial - Motel, Lodge, Hostel, Hotel or Campground across the District were included in the analysis.
4. Offences and Incidents from the last five fiscal years (2016/17 – 2020/21) were included.

Preliminary Analysis

Emergency Housing Special Needs Grant¹

5. The Emergency Housing Special Needs Grant (EH SNG) was first introduced in July 2016. Its purpose is to help individuals and families with the cost of staying in short-term emergency accommodation (motels, hostels, campsites etc) if they are temporarily unable to access MSD's contracted transitional housing places.
6. The SNG pays for short-term accommodation for up to seven days at a time. After that, residents pay about 25% of their income.
7. Every applicant for a EH SNG must make reasonable efforts to find longer-term secure accommodation. For most applicants, this includes applying for transitional housing and public housing.

¹ <https://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html#null>

- 8. Since 2016, the number of people on the Housing Register has grown exponentially (2,025 in BOP for June 2021).²

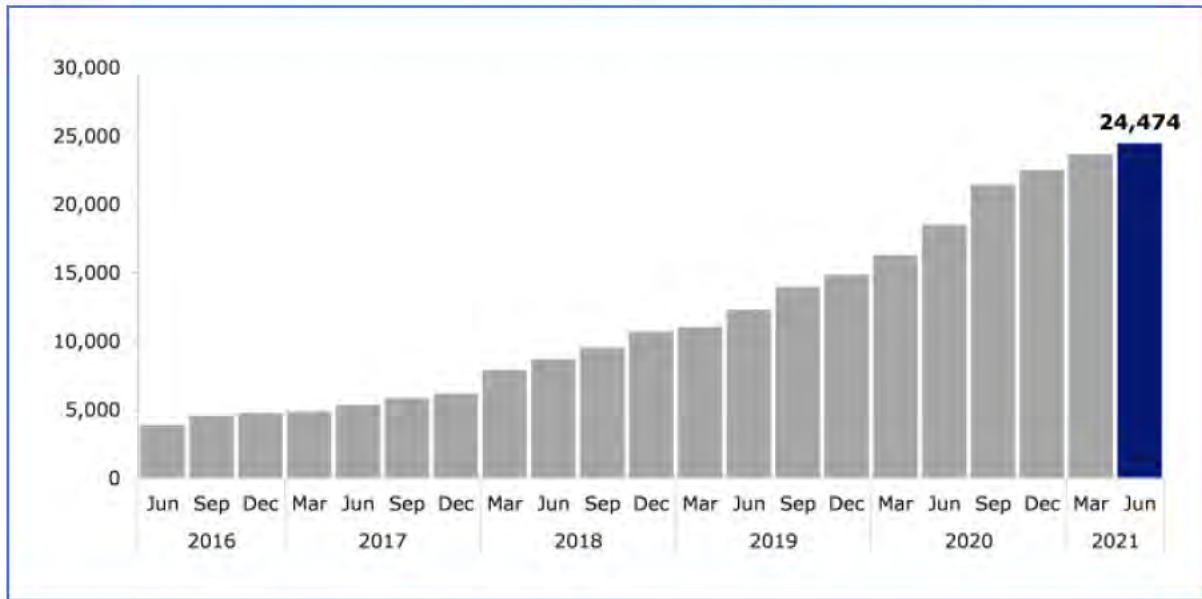


Figure 1: Number of applicants on the national Housing Register

- 9. BPD has a disproportionately high number of emergency housing motels compared with other Police districts, with 17% of the national total.

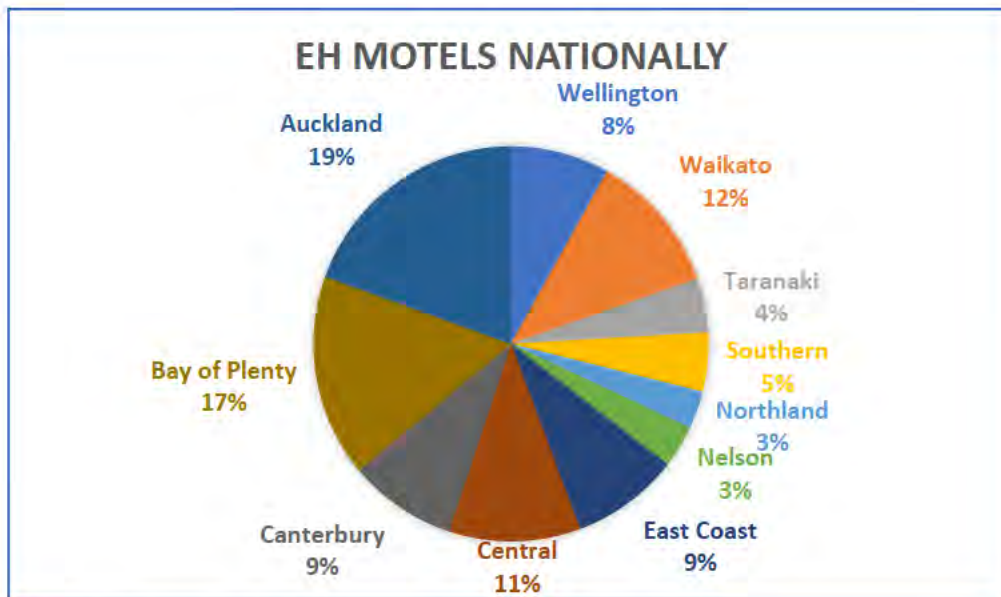


Figure 2: Proportion of EH Motels nationally

- 10. Half of those motels in BPD are in Rotorua Area, including one in Murupara (Figure 3 overleaf).

² <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/index.html>, accessed 13/09/21

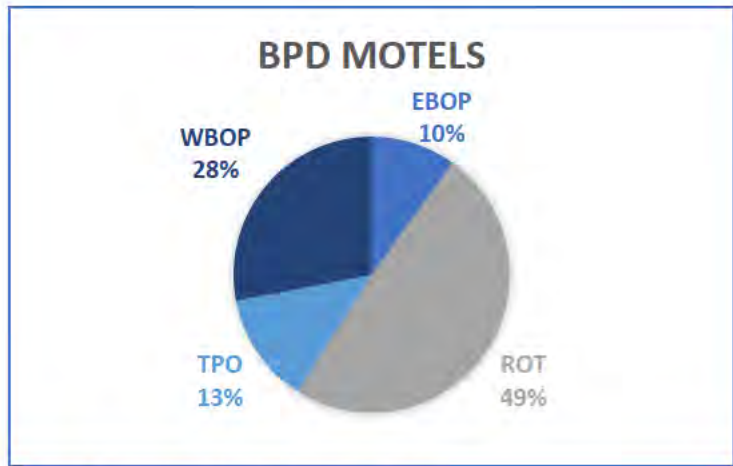


Figure 3: Proportion of EH Motels within BPD

Police Demand

- Analysis was conducted of offences and incidents occurring at a location type of Commercial - Motel, Lodge, Hostel, Hotel or Campground. Additionally, Offences/Incidents at any location type involving persons linked to the first set of occurrences were also included. This shows the Police demand at the motel itself, as well as any additional demand created by those same people but that occurs elsewhere in the District. It should be noted that these statistics are for offences/incidents at all locations of this type, not only those offering emergency housing, due to limitations in the available data.³
- As shown in Figure 4 below, offences and incidents at motels increased from 1% of overall demand in July 2016 to 3% in June 2021. The offences/incidents linked to the people at the motels also increased, from 14% in July 2016 to 18% in June 2021, with a peak of 21% in April 2020. This peak is almost certainly due to the 2020 COVID-19 lockdown.

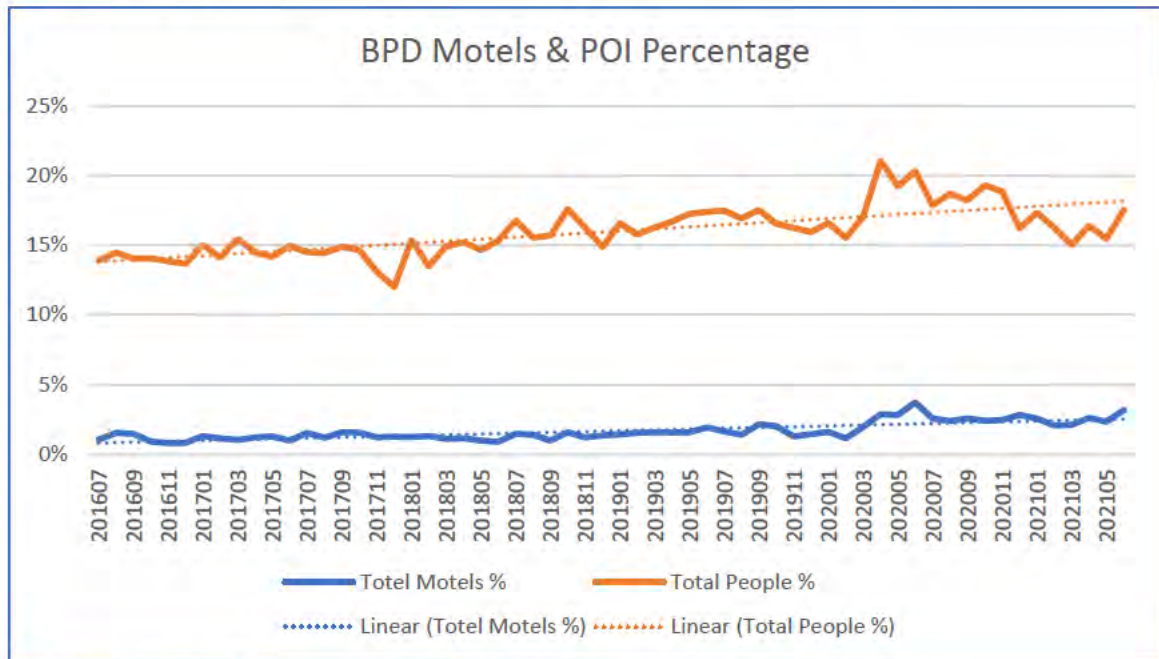


Figure 4: Proportion of offences/incidents at BPD motels

³ Statistics are based on provisional data and are therefore subject to change. These are not official Tier 1 Police statistics. Data were extracted from NIA using Business Objects' BI NIA Occurrence universe from the period 01/07/2016 – 30/06/2021.

13. In terms of numbers, this percentage increase equates to 49 offences/incidents in July 2016 to 208 in June 2021. The number of offences/incidents committed by persons from the first group increased from 663 in July 2016 to 1,154 in June 2021.

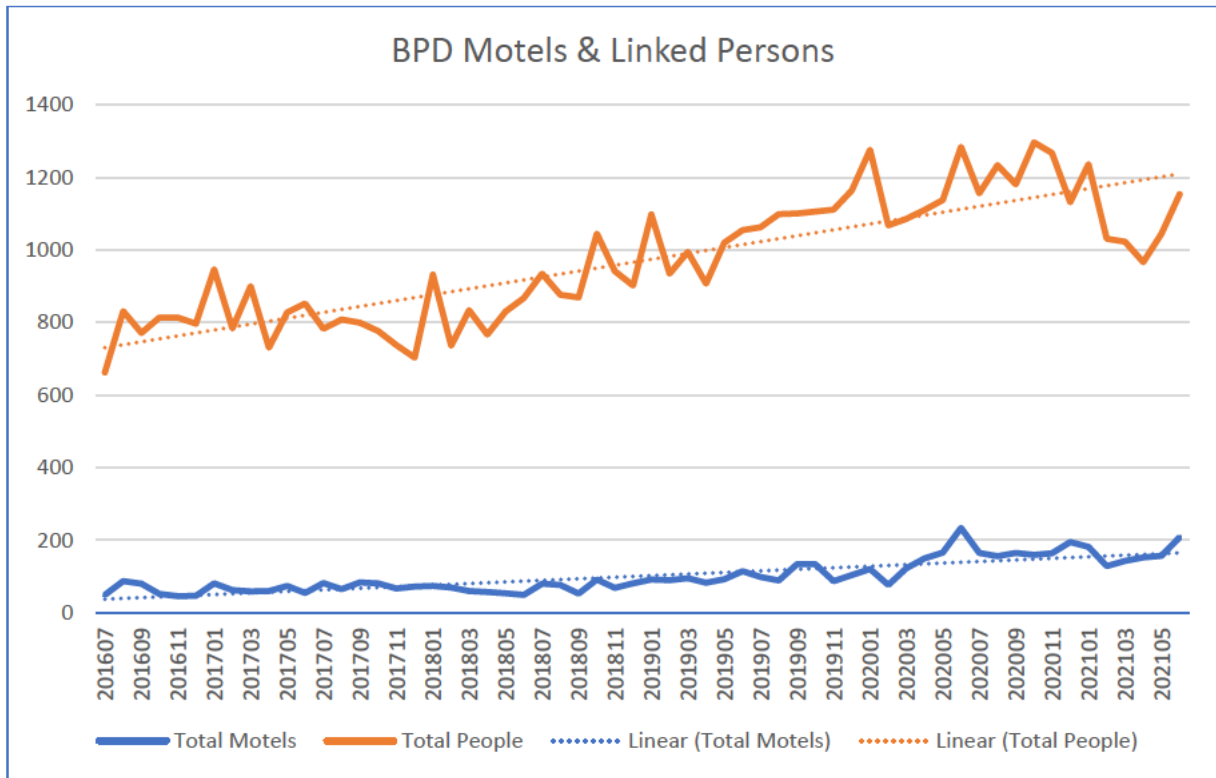


Figure 5: Number of offences/incidents at BPD motels

14. A significant proportion of this increased demand relates to family harm offending, as shown in Figure 6 below. Family harm demand has increased from 1% in July 2016 to 6% in June 2021.

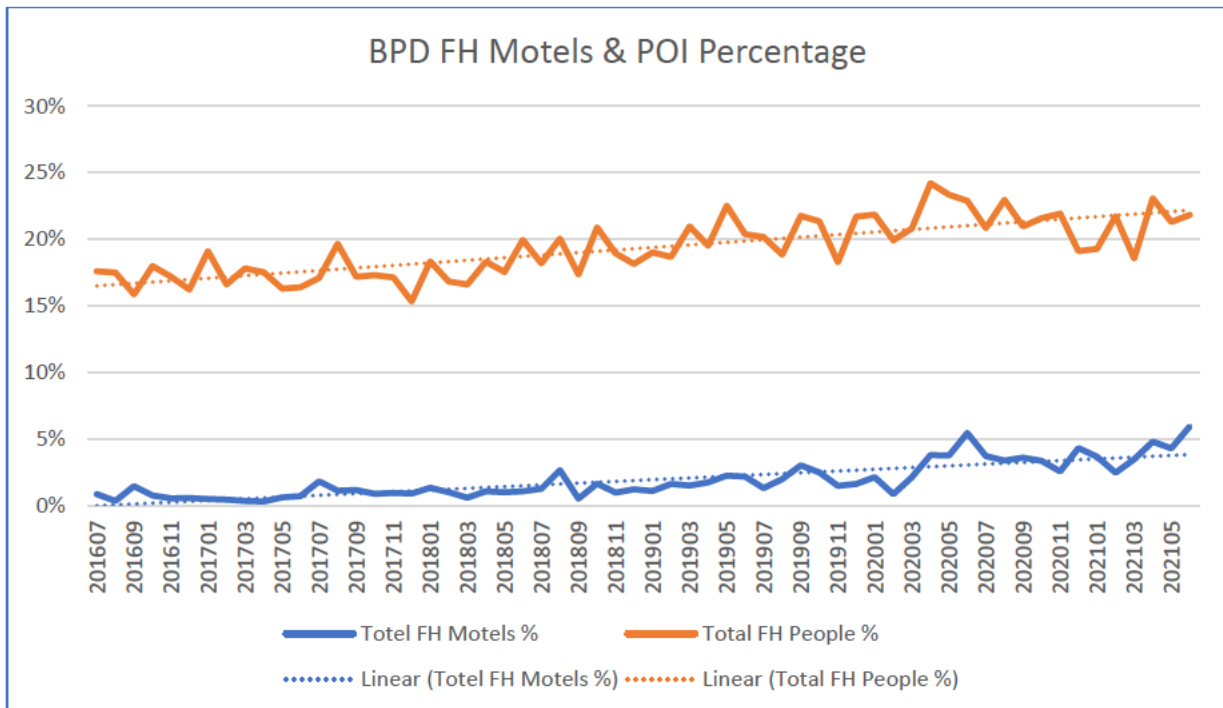


Figure 6: Proportion of Family Harm offences/incidents at motels

15. As with the higher proportion of motels in Rotorua Area, there is also a higher proportion of demand at these locations in Rotorua. The thick black line in Figure 7 below is the District proportion. The Rotorua proportion (blue line) has always been higher than seen in the rest of the District; it is possible this previous demand related to victimisation of tourists at motels, [REDACTED]. However, from the start of 2019, the difference between the Rotorua proportion and the rest of the District is clearly much greater, with a peak of 8% in June 2020 compared with the BPD proportion of 4%.
16. Demand at motels in Taupo Area also increased from late 2019, while EBOP and WBOP stayed roughly the same until 2020.

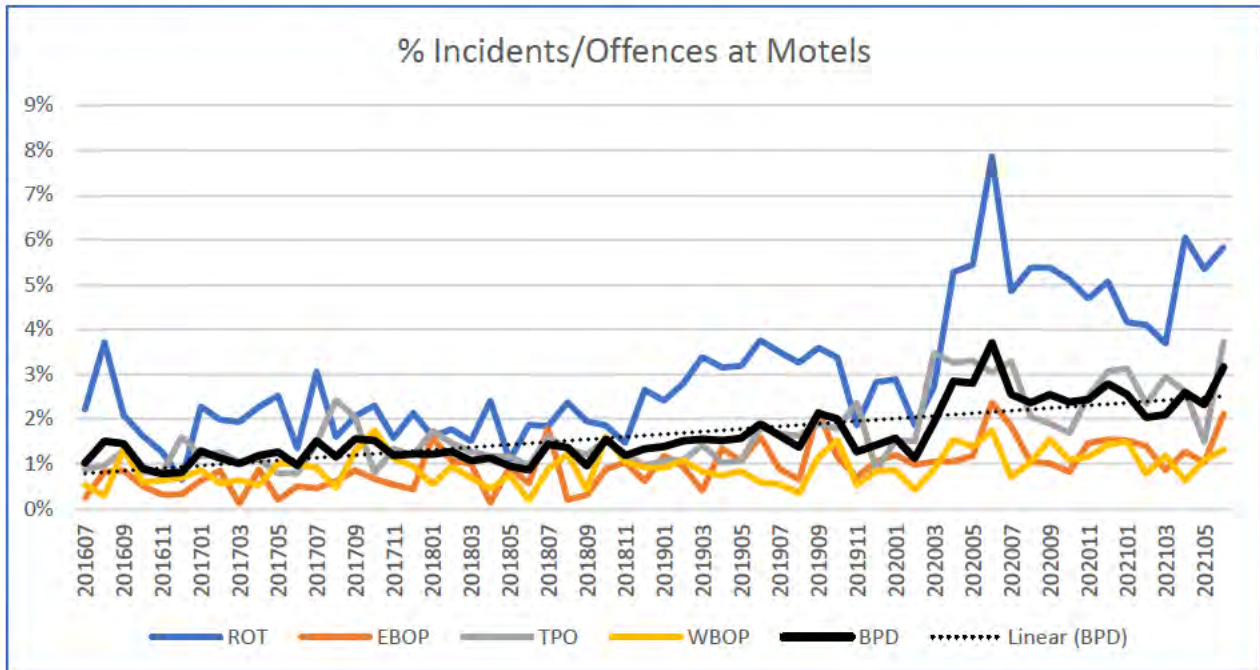


Figure 7: District breakdown of offences/incidents at motels

17. It is acknowledged that the motels in Rotorua do not likely equally contribute to the increase in demand. Many of the MSD-contracted motels now have private security on site, which helps to maintain order and many motel owners are open to working with Police to ensure their premises and their residents continue to be safe.
18. However, there are some premises that are known amongst staff to generate more calls for service than others. One of these is the [REDACTED], which has been noted on multiple occasions by Police staff for suspicious activity. Figure 8 below shows the increase in occurrences and intelligence notings recorded in NIA at the [REDACTED] over the analysed period.

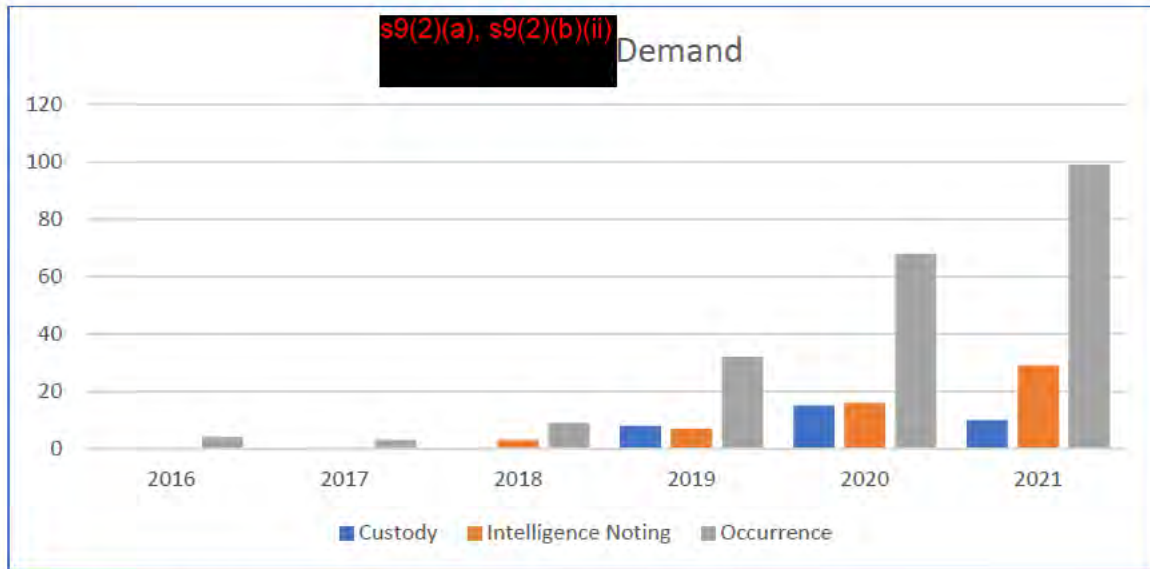
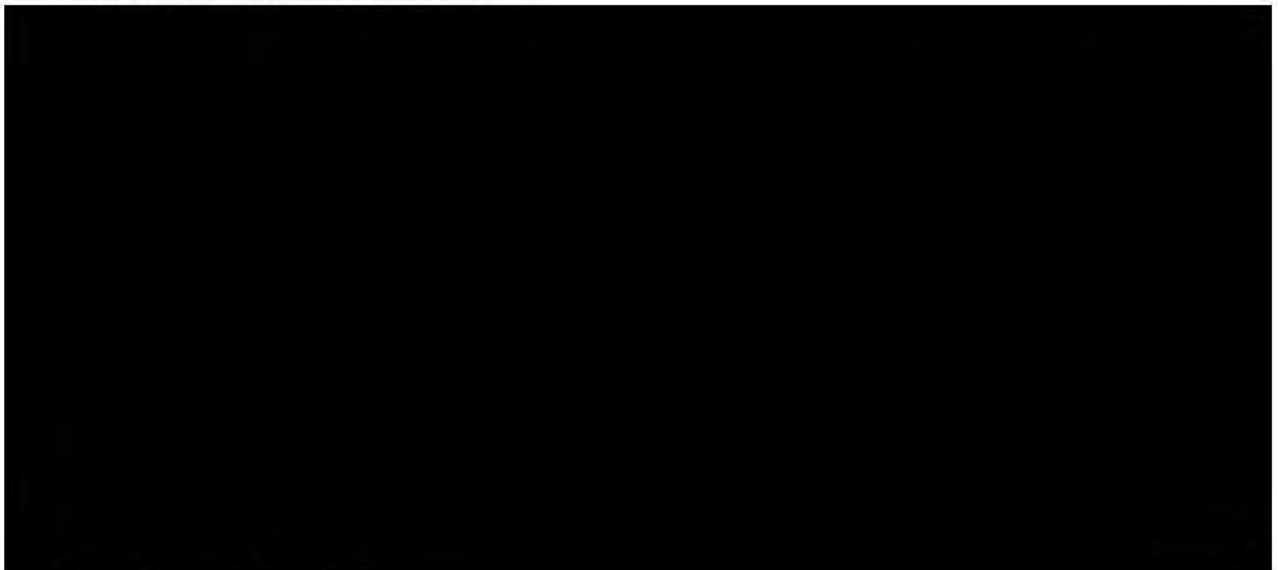


Figure 8: Police demand recorded in NIA at [redacted]

Why is Rotorua Over-Represented

19. The over-representation of increased demand in Rotorua Area has not been fully explored; however possible areas to consider in future include:



Future State Considerations

20. A number of questions have also arisen regarding emergency housing and what the future may hold. These include:



- Enforcement of COVID-19 restrictions and MIQ obligations will likely add to demand; how will Police prioritise?

Action to be taken

21. Continue to develop working relationships with motel owners/managers at emergency housing locations, along with private security providers.
22. Identify premises with significant increases in demand and develop prevention solutions based on the nature of that demand.
23. Continue to work with MHUD and MSD to communicate the impact of Emergency Housing placements on Police at a leadership level.
24. Develop working relationships with the new Housing Hub in Rotorua.
25. Ensure residents that are interacted with have an updated NIA address at the motel to enable better quantification of demand specific to locations.
26. Develop a strategy for 2022 that clearly outlines priorities and how the BAU of every workgroup contributes to meeting those priorities. This will enable staff to prioritise their workload and improve engagement.

~~In Confidence~~

~~This document is classified IN CONFIDENCE. All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.~~

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE information can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username/Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements. Electronic files must be protected against illicit internal use or intrusion through two or more of the mechanisms recommended in the official guidelines.

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Document Production

	Originator	Reviewed by	Released by
Name	[REDACTED]	[REDACTED]	[REDACTED]
Role	Intelligence Supervisor	Senior Intelligence Analyst	Intelligence Manager
Extension	[REDACTED]	[REDACTED]	
Date	04/11/21	04/11/21	04/11/21

Scanning – What’s on the Radar?

[Out of scope]

[Redacted text block]



Emergency Housing

NZ borders are slowly reopening to international travellers. Since the beginning of the COVID-19 pandemic, many of the motels in Rotorua have been repurposed for emergency housing and are still in use for that purpose. Given Rotorua’s previous high levels of tourism, it is expected that visitor numbers will increase again once travel restrictions loosen. In recent months, there has been a lot of media coverage and public discontent about the state of areas that have a large number of motels and the perceived level of crime/lack of policing that occurs there. Information should be gathered around which motels intend to revert to catering for tourists and which intend to remain as emergency housing. Thought should also be given to how to police these areas in a highly visible manner to provide public reassurance and build trust and confidence between the community and police.



[Redacted text block]



Current and Future Outputs

Out of scope

[Redacted text block]

[Redacted text block]

There is an opportunity for BPD Intelligence to complete an intelligence product from these topics if requested.

Scanning Report: Preliminary Analysis



Document Reference	BPD-IR-211104
Date	4 November 2021
To	SBD285, District Prevention Manager
Prepared by	MMCL53, Intelligence Supervisor - Analytics
Approved by	BKJ504, District Manager: Intelligence
Subject	Police Demand at Emergency Housing Locations

Background

1. Due to the August 2021 COVID-19 lockdown, the September Tasking and Coordination meeting for Bay of Plenty District (BPD) was postponed until November 2021. Staffing constraints within the Intelligence Unit prevented a formal Insights report from being completed, however a verbal briefing on preliminary findings was presented by the Lead Analyst for discussion by the District Leadership Team (DLT).
2. At the request of the District Prevention Manager, the findings of this verbal briefing are now being retrospectively captured in this Scanning Report to provide a formal record of the preliminary analysis.

Methodology

3. Statistics were provided to the analyst by an expert Business Objects practitioner, using the BI NIA Occurrence universe. Because Police does not categorise emergency housing providers as a unique location type, occurrences that took place at all locations categorised as Commercial - Motel, Lodge, Hostel, Hotel or Campground across the District were included in the analysis.
4. Offences and Incidents from the last five fiscal years (2016/17 – 2020/21) were included.

Preliminary Analysis

Emergency Housing Special Needs Grant¹

5. The Emergency Housing Special Needs Grant (EH SNG) was first introduced in July 2016. Its purpose is to help individuals and families with the cost of staying in short-term emergency accommodation (motels, hostels, campsites etc) if they are temporarily unable to access MSD's contracted transitional housing places.
6. The SNG pays for short-term accommodation for up to seven days at a time. After that, residents pay about 25% of their income.
7. Every applicant for a EH SNG must make reasonable efforts to find longer-term secure accommodation. For most applicants, this includes applying for transitional housing and public housing.

¹ <https://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html#null>

8. Since 2016, the number of people on the Housing Register has grown exponentially (2,025 in BOP for June 2021).²

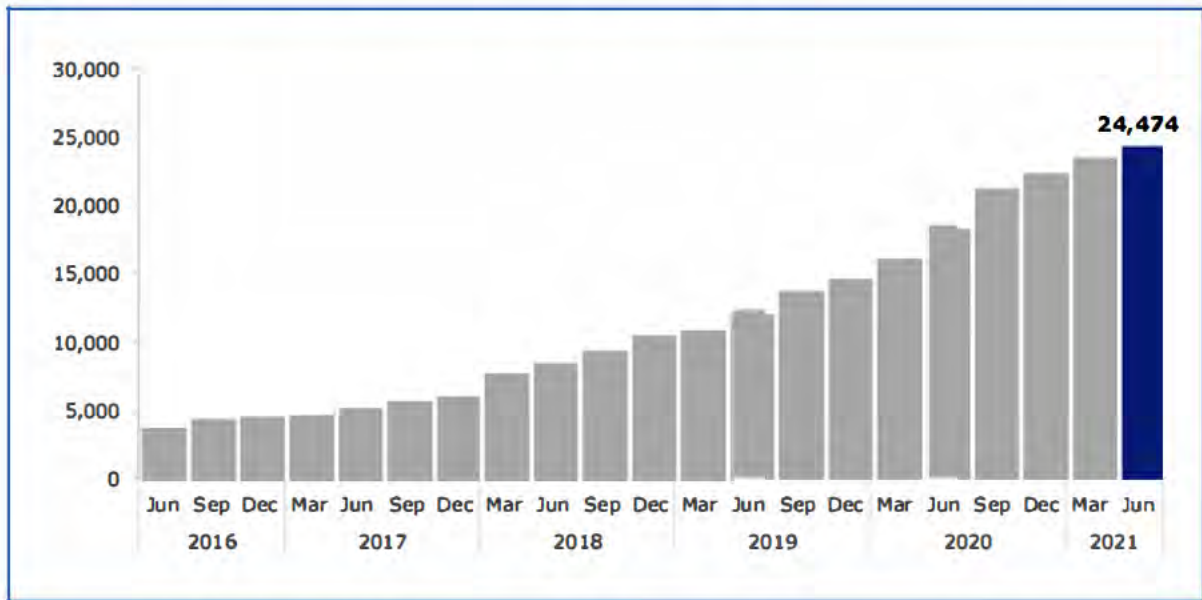


Figure 1: Number of applicants on the national Housing Register

9. BPD has a disproportionately high number of emergency housing motels compared with other Police districts, with 17% of the national total.

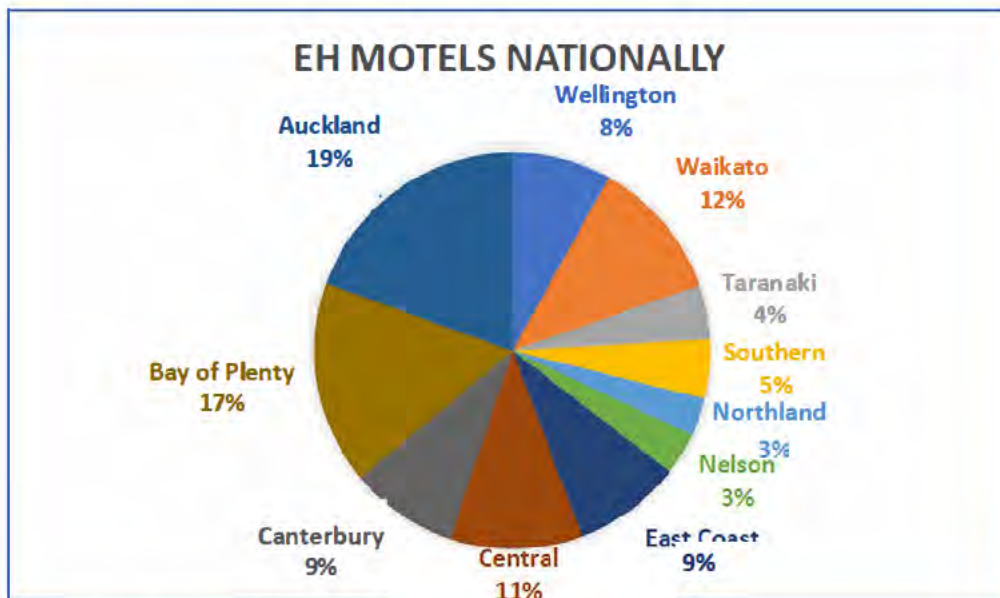


Figure 2: Proportion of EH Motels nationally

10. Half of those motels in BPD are in Rotorua Area, including one in Murupara (Figure 3 overleaf).

² <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/index.html>, accessed 13/09/21

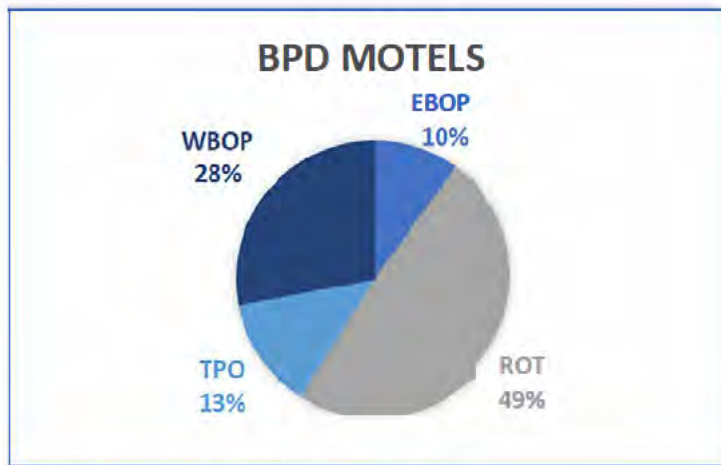


Figure 3: Proportion of EH Motels within BPD

Police Demand

- Analysis was conducted of offences and incidents occurring at a location type of Commercial - Motel, Lodge, Hostel, Hotel or Campground. Additionally, Offences/Incidents at any location type involving persons linked to the first set of occurrences were also included. This shows the Police demand at the motel itself, as well as any additional demand created by those same people but that occurs elsewhere in the District. It should be noted that these statistics are for offences/incidents at all locations of this type, not only those offering emergency housing, due to limitations in the available data.³
- As shown in Figure 4 below, offences and incidents at motels increased from 1% of overall demand in July 2016 to 3% in June 2021. The offences/incidents linked to the people at the motels also increased, from 14% in July 2016 to 18% in June 2021, with a peak of 21% in April 2020. This peak is almost certainly due to the 2020 COVID-19 lockdown.

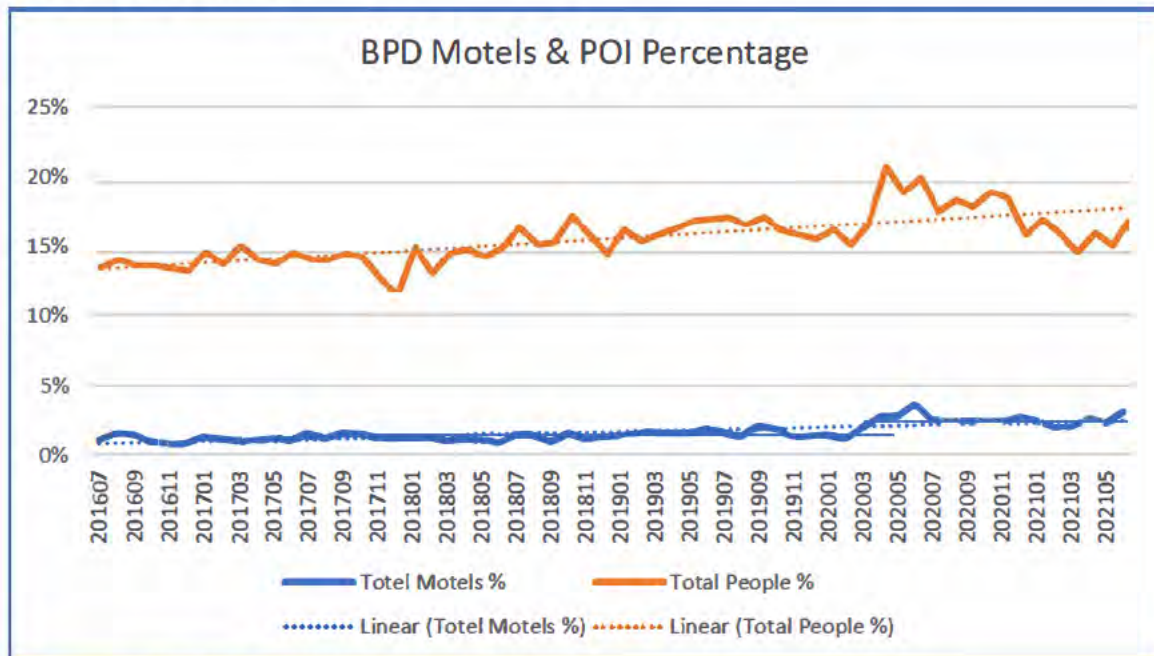


Figure 4: Proportion of offences/incidents at BPD motels

³ Statistics are based on provisional data and are therefore subject to change. These are not official Tier 1 Police statistics. Data were extracted from NIA using Business Objects' BI NIA Occurrence universe from the period 01/07/2016 – 30/06/2021.

13. In terms of numbers, this percentage increase equates to 49 offences/incidents in July 2016 to 208 in June 2021. The number of offences/incidents committed by persons from the first group increased from 663 in July 2016 to 1,154 in June 2021.

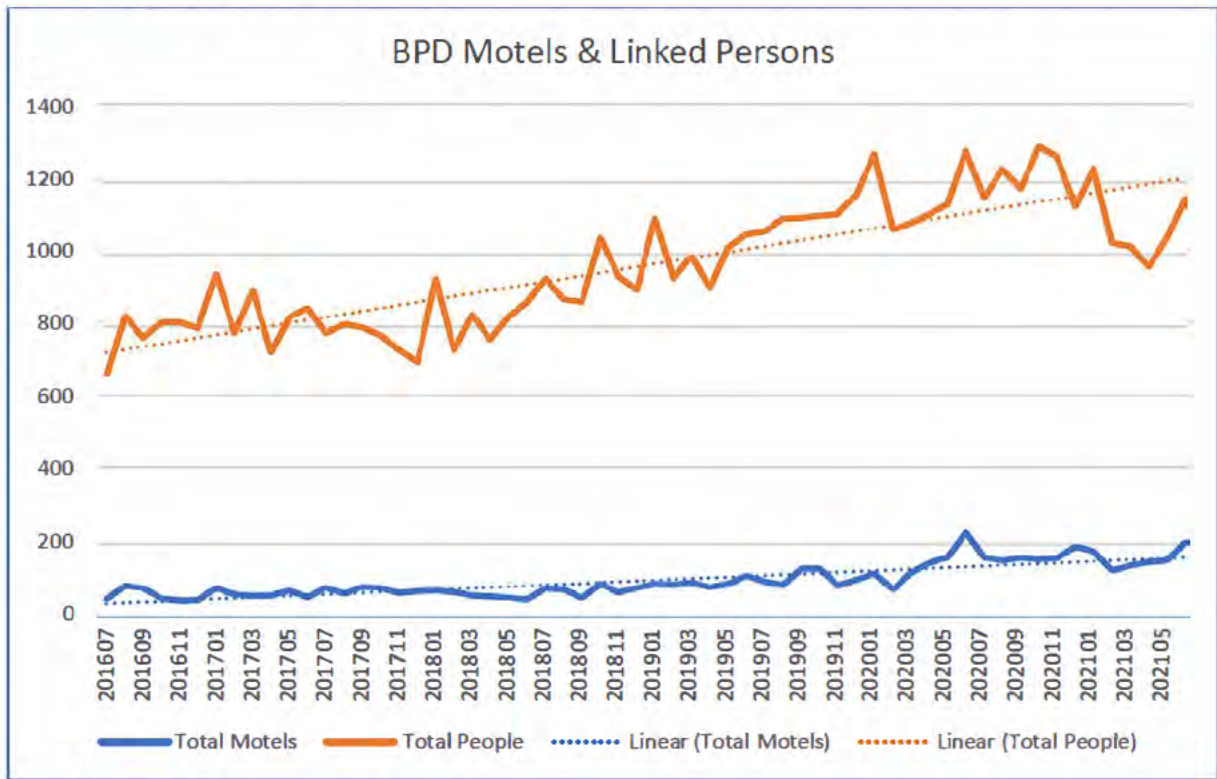


Figure 5: Number of offences/incidents at BPD motels

14. A significant proportion of this increased demand relates to family harm offending, as shown in Figure 6 below. Family harm demand has increased from 1% in July 2016 to 6% in June 2021.

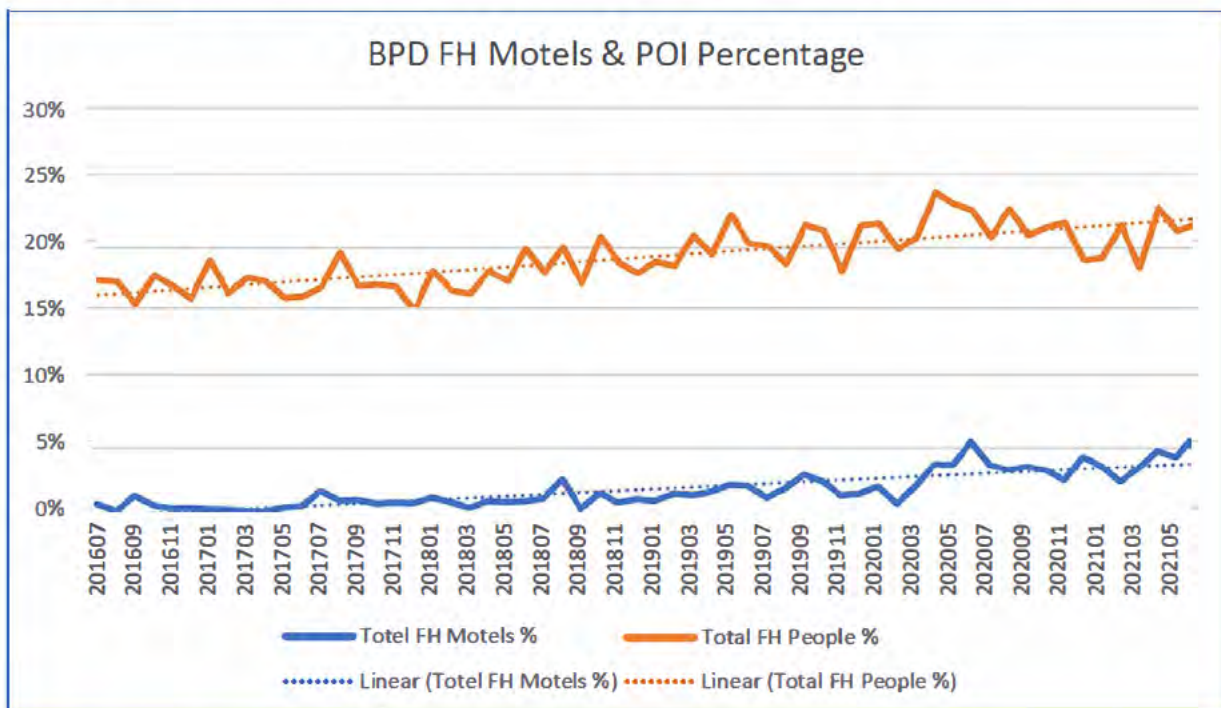


Figure 6: Proportion of Family Harm offences/incidents at motels

- 15. As with the higher proportion of motels in Rotorua Area, there is also a higher proportion of demand at these locations in Rotorua. The thick black line in Figure 7 below is the District proportion. The Rotorua proportion (blue line) has always been higher than seen in the rest of the District; it is possible this previous demand related to victimisation of tourists at motels, especially along Fenton Street, which is now where the majority of emergency housing locations are. However, from the start of 2019, the difference between the Rotorua proportion and the rest of the District is clearly much greater, with a peak of 8% in June 2020 compared with the BPD proportion of 4%.
- 16. Demand at motels in Taupo Area also increased from late 2019, while EBOP and WBOP stayed roughly the same until 2020.

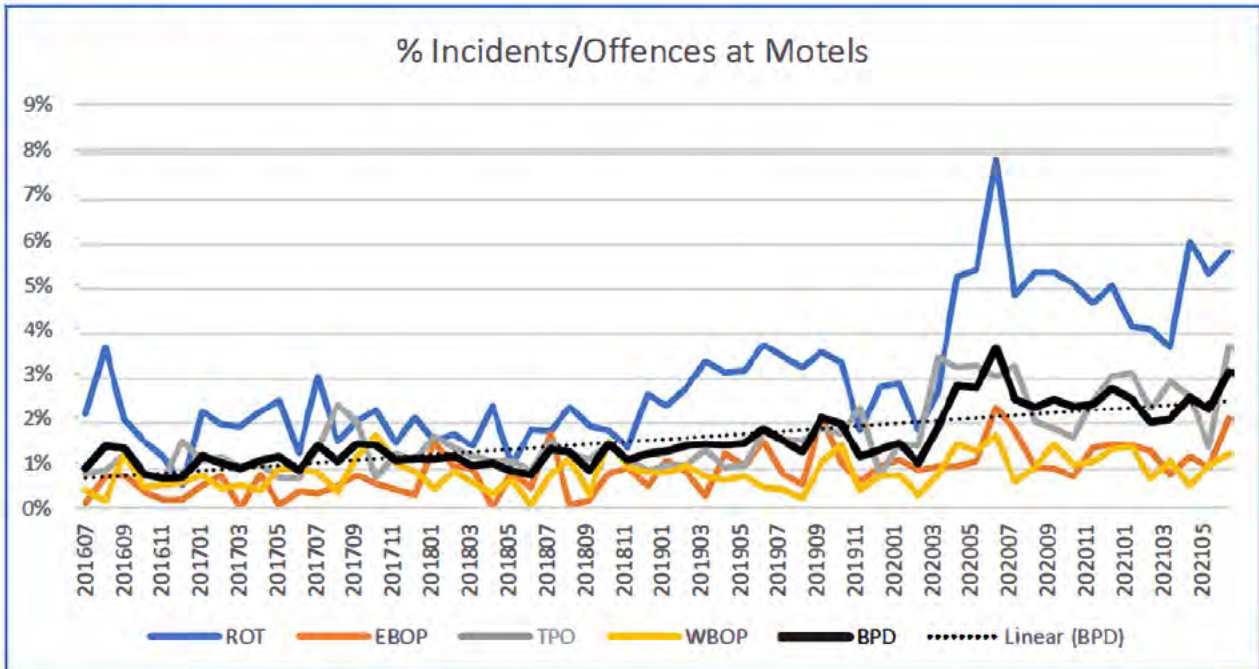


Figure 7: District breakdown of offences/incidents at motels

- 17. It is acknowledged that the motels in Rotorua do not likely equally contribute to the increase in demand. Many of the MSD-contracted motels now have private security on site, which helps to maintain order and many motel owners are open to working with Police to ensure their premises and their residents continue to be safe.
- 18. However, there are some premises that are known amongst staff to generate more calls for service than others. One of these is the [redacted] which has been noted on multiple occasions by Police staff for suspicious activity. Figure 8 below shows the increase in occurrences and intelligence notings recorded in NIA at the [redacted] over the analysed period.

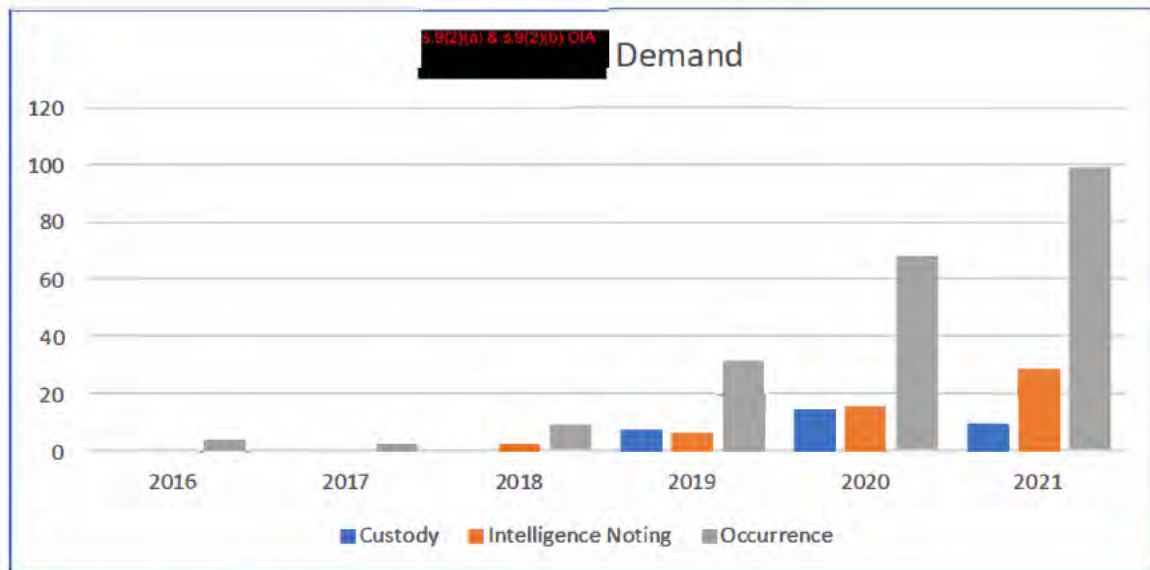


Figure 8: Police demand recorded in NIA at [REDACTED]

Why is Rotorua Over-Represented

19. The over-representation of increased demand in Rotorua Area has not been fully explored; however possible areas to consider in future include:

- Does the concentration of emergency housing motels on Fenton Street lead to increases in demand, as more people with the same financial struggles and other low socio-economic factors are in close proximity to each other? This could be aggravated by the close confines of many motel rooms and overcrowded conditions, a known contributing factor to family harm.
- Has there been an increase in reporting by private residents living near the motels? Has consistent and regular media reporting led to an “us and them” mentality?
- Why does Rotorua have so many emergency motels? The sheer number of motels taking Emergency Housing clients in Rotorua could be contributing to the disproportionate increase in demand.
- What impact are “out-of-towners” having? Because Rotorua has a large number of motels and offers support services at many locations, clients are being referred from out of town. Many of these people have no support in Rotorua and this aggravates issues they are already experiencing, particularly relating to family harm.
- It is reported there is a level of gang influence over certain locations, like the [REDACTED]. Is this influence driving demand?

Future State Considerations

20. A number of questions have also arisen regarding emergency housing and what the future may hold. These include:

- What will Rotorua’s future look like? Will it still be a desirable tourist location? What will be the flow-on effect for local businesses?
- What will happen when the borders open? Will motels stop taking Emergency Housing clients? Where will they go?
- How will Police continue to provide adequate service to the public in the face of this increasing demand? Units are already struggling to meet BAU. Will Police staff become disillusioned due to working under stretched conditions?

- Enforcement of COVID-19 restrictions and MIQ obligations will likely add to demand; how will Police prioritise?

Action to be taken

21. Continue to develop working relationships with motel owners/managers at emergency housing locations, along with private security providers.
22. Identify premises with significant increases in demand and develop prevention solutions based on the nature of that demand.
23. Continue to work with MHUD and MSD to communicate the impact of Emergency Housing placements on Police at a leadership level.
24. Develop working relationships with the new Housing Hub in Rotorua.
25. Ensure residents that are interacted with have an updated NIA address at the motel to enable better quantification of demand specific to locations.
26. Develop a strategy for 2022 that clearly outlines priorities and how the BAU of every workgroup contributes to meeting those priorities. This will enable staff to prioritise their workload and improve engagement.

In Confidence

~~This document is classified IN CONFIDENCE.~~ All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE information can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username/Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements. Electronic files must be protected against illicit internal use or intrusion through two or more of the mechanisms recommended in the official guidelines.

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Document Production

	Originator	Reviewed by	Released by
Name	MMCL53	AMB279	BKJ504
Role	Intelligence Supervisor	Senior Intelligence Analyst	Intelligence Manager
Extension	75667	75757	
Date	04/11/21	04/11/21	04/11/21



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Intelligence Report

Projected Impact of Kāinga
Ora Developments in
Auckland City West

3 October 2022

TM-IR-221003

Contents

Key Findings	3
Recommendations	3
Introduction	4
<hr/>	
Background	4
Purpose	4
Methodology	4
Analysis	5
<hr/>	
Factors Expected to Impact Demand	5
• Construction Phase	5
• Occupation Phase	6
• Occupants of Kāinga Ora Builds	7
• Security and Design	9
• Risks and Threats	11
Conclusion	13
In Confidence	15

Key Findings

- ▶ Kāinga Ora have completed 36 social housing building projects since 2019 with a further 56 yet to be completed in Auckland City West (ACW). Nine of the completed projects have an excess of 25 homes on each site, as will 10 of the yet to be completed projects.
- ▶ ACW has an increasing population who are living in higher-density situations. We will see a large population increase in ACW, comprised of youth, elderly and families from ethnically diverse and lower socio-economic backgrounds.
- ▶ Social housing tenants are at increased risk of experiencing household crime, theft, criminal damage, burglary, personal crime, and assault.¹ They are more likely to witness or experience drug issues, property damage, harassment, sexual offences and noise control issues.
- ▶ Police can expect demand to increase when the social housing developments are completed in ACW.
- ▶ Opportunities exist for Police to reduce significant demand levels by focusing prevention efforts on smaller offending groups or locations.
- ▶ Kāinga Ora are aware of the problems that can arise from high-density social housing and have many initiatives underway to help mitigate problems, earlier. Most Kāinga Ora initiatives are social interventions (more focused on the people and their needs so as to address the root causes of the problems seen).
- ▶ Highbury Triangle, the largest of the planned complexes (and located opposite Avondale Police Station) will be for elderly residents only and is unlikely to impact significantly on Police demand.

Recommendations

1. Strengthen Police relationships with housing support managers at Kāinga Ora sites to improve access and response times for calls to service at these locations.
2. Co-locate Police and Kāinga Ora staff members to increase opportunities for information sharing. Kāinga Ora have confirmed that they are open to sharing tenant details informally with Police.
3. Consider trialling a mobile Police station type approach that can be parked at or near some of the larger social housing complexes intermittently.
4. Contribute to the Kāinga Ora welcome packs for new tenants, including information relating to family harm, phone numbers for partner agencies and support services.

¹ Quantitative and Spatial Criminology Group. (n.d.). Should You Accept 40% More Risk In Social Housing? *Quantitative and Spatial Criminology Group*. Retrieved July 26, 2022, from https://www.ntu.ac.uk/__data/assets/pdf_file/0028/480817/Should-you-accept-40-more-risk-in-social-housing.pdf.

Introduction

Background

5. Kāinga Ora, in conjunction with Eke Panuku Development² are currently undertaking a number of urban housing development projects in Auckland City West (ACW), with 1855 homes either completed, at various stages of completion, or still in the planning stage. The developments involve the removal of existing housing and the construction of high-density housing on-site. As a result, the resident population in these locations will increase significantly, likely putting pressure on local infrastructure and increasing demand for Police across ACW.

Purpose

6. This product will inform the District Leadership Team (DLT) and the ACW Area Leadership Team (ALT) of the current housing situation in ACW, the expected changes resulting from the redevelopment projects, and what can be expected as the future state of ACW after the projects have been completed. This will enable decision makers to understand the external environment and inform the planning and decision making process for policing in the area.
7. The aim of this product is to project how Kāinga Ora housing redevelopment projects in ACW will impact on policing and calls for service, now, and in the future.

Methodology

8. This product will draw from the experiences that other districts and countries have had with their crime environment when large social housing complexes have been built.
9. This product will look at what is already being done by Police and external agencies to help mitigate crime in social housing.
10. This product will examine and compare Police data of crime/incident counts pre and post construction for similarly sized Kāinga Ora and private high-density accommodations.
11. This report does not include emergency or transitional housing, however the requested list of identified locations and contacts are included in **Appendix A – Emergency/Transitional Housing Addresses in ACW**, **Appendix B – ACW Emergency/Transitional Housing Providers Contact List**, and **Appendix C – ACW Emergency/Transitional Housing Sites Contact List**. A list of Monte Cecilia addresses³ is also included in **Appendix D – Monte Cecilia Social Housing Addresses in ACW**.

² Eke Panuku is Auckland Council's Regeneration Agency.

³ In ACW, all Monte Cecilia addresses are social housing addresses.

Analysis

12. Studies have shown repeatedly that social housing tenants are at increased risk of experiencing household crime, theft, criminal damage, burglary, personal crime, and assault.⁴ They are more likely to witness or experience drug issues, property damage, harassment, sexual offences and noise control issues. Police can expect demand to increase when the social housing developments are completed in ACW.

Factors Expected to Impact Demand

13. There are a multitude of factors to consider when determining the impact of new social housing developments, as each stage leading up to the occupation of the new homes built contribute to the Police demand that is created. These have been examined in order to determine what opportunities currently exist or will present themselves as the projects near or reach completion. These are as follows:

- Construction Phase
- Occupation Phase
- Occupants of Kāinga Ora Builds
- Security and Design
- Risks and Threats

14. A full list of all the new Kāinga Ora builds underway or recently completed in ACW can be viewed in **Appendix E: Proposed Kāinga Ora Social Housing Developments in ACW** and **Appendix F: Recently Completed Kāinga Ora Social Housing Developments in ACW**. The project(ed) timelines of the larger developments can be found in **Appendix G: New and Newly Completed Kāinga Ora Builds**. A list of Kāinga Ora housing contact people can be viewed in **Appendix H – Kāinga Ora Contact Persons**.

Construction Phase

15. Kāinga Ora have completed 36 social housing building projects since 2019 with a further 56 yet to be completed in Auckland City West (ACW) including Owairaka, Roskill South and Avondale development projects.⁵ Nine of the completed projects have more than 25 homes on each site, as will 10 of the yet to be completed projects. Increased construction sites increase the risk of construction site burglaries.⁶ This risk increases during the second phase of building when copper-based piping and wiring has been installed, and again during the final phase of building, when appliances such as heat pumps, califonts, and whiteware have been delivered or installed. Such burglaries impact on the cost and completion time of the projects, impacting on the rehousing of those in need.⁷

⁴ Quantitative and Spatial Criminology Group. (n.d.). Should You Accept 40% More Risk In Social Housing? *Quantitative and Spatial Criminology Group*. Retrieved July 26, 2022, from https://www.ntu.ac.uk/__data/assets/pdf_file/0028/480817/Should-you-accept-40-more-risk-in-social-housing.pdf.

⁵ Owairaka, Avondale and Roskill South development projects are all located in the ACW area – and include more than housing developments.

⁶ Field Intelligence Officer, Wellington District Intelligence Unit, New Zealand Police, personal communication, 16 August 2022.

⁷ Ibid

16. Kāinga Ora aims to avoid any designs that have caused issues previously and acknowledge when a design has not worked.⁸ As an example, an existing complex that has a back entrance on another road was enabling offenders to avoid arrest by exiting out the second entrance.
17. Large developments can result in new streets or large areas of flat land for a lengthy period prior to the building phase, which could attract boy-racers or other users, increasing demand for ACW Police.⁹
18. **s.6(c) OIA**
[REDACTED]
[REDACTED].¹⁰ When the New Lynn town centre was redeveloped, speed limits were lowered, which is again likely to occur when further large scale projects such as **Highbury Triangle** grow in scale¹¹. On completion of the Highbury Triangle development, Police demand, primarily around matters involving traffic congestion, minor crashes and frustrated drivers is *almost certain* to increase.¹²
19. There have been instances of unlawful occupation by squatters, shortly after unit completion and prior to formal allocation/entry by waiting Kāinga Ora clients, however, Kāinga Ora are reported as having being efficient at removing squatters promptly in the past, reducing this potential demand for ACW Police.¹³

Occupation Phase

20. Kāinga Ora recognises the importance of placing tenants well, ensuring they know the expectations on dealing with neighbours, and having a support manager who can act as a conduit between them and the support they need. If these things are done well, some issues will be prevented entirely before they become Police issues. Several initiatives have been developed which include:
 - Support Managers will be on-site more regularly to manage tenants, their needs and link them up with any external agency help they might benefit from.^{14 15}
 - Welcome packs will be provided that will include information about caring for their homes and behavioural expectations (see **Appendix I: Kainga Ora Welcome Pack for New Residents**).
 - Kāinga Ora staff schedule a visit with new tenants within six weeks of them moving in to make sure they have everything they need.¹⁶
 - Pre-placement interviews are conducted by Kāinga Ora, but they acknowledge that this is only as informative as people are honest.¹⁷ There are opportunities for Police to assist here.¹⁸
21. **Eke Panuku and Kāinga Ora intend to house current and/or previous ACW residents. These residents will typically be those who have been temporarily relocated out of homes that have been or will be demolished thereby keeping local people local.**¹⁹

⁸ Field Intelligence Officer, Tāmaki Makaurau Intelligence Unit, New Zealand Police & Kainga Ora – Homes and Communities, personal communication, 11 August 2022.

⁹ Field Intelligence Officer, Wellington District Intelligence Unit, New Zealand Police, personal communication, 16 August 2022.

¹⁰ Field Intelligence Officer, Tāmaki Makaurau Intelligence Unit, New Zealand Police, personal communication, 10 August 2022.

¹¹ Highbury Triangle is a 236 apartment housing project that is located opposite Avondale Police Station and will be completed in 2023. Residents will be elderly.

¹² Field Intelligence Officer, Wellington District Intelligence Unit, New Zealand Police, personal communication, 16 August 2022.

¹³ Field Intelligence Officer, Tāmaki Makaurau Intelligence Unit, New Zealand Police, personal communication, 10 August 2022.

¹⁴ Field Intelligence Officer, Tāmaki Makaurau Intelligence Unit, New Zealand Police & Kainga Ora – Homes and Communities, personal communication, 11 August 2022.

¹⁵ Morgan, A., Brown, R., Coughlan, M., Boxall, H., & Davy, D. (n.d.). Reducing crime in public housing areas through community development: An evaluation of the High Density Housing Program in the ACT. *Australian Institute of Criminology*. Retrieved August 4, 2022, from https://www.aic.gov.au/sites/default/files/2020-05/rr06_300418_0.pdf.

¹⁶ Manager Housing and Wellbeing Support Kāinga Ora - Homes and Communities, personal communication, 22 August 2022.

¹⁷ Field Intelligence Officer, Tāmaki Makaurau Intelligence Unit, New Zealand Police & Kainga Ora – Homes and Communities, personal communication, 11 August 2022.

¹⁸ Office of the Auditor-General. (2017). *Part 3: Placing people in social housing and understanding their needs*. Office of the Auditor-General New Zealand. Retrieved August 10, 2022, from <https://oag.parliament.nz/2017/social-housing/part3.htm>

¹⁹ *Creating a sense of place for Mt Roskill Community*. Creating a sense of place for Mt Roskill community :: Kāinga Ora – Homes and Communities. (n.d.). Retrieved July 26, 2022, from <https://kaingaora.govt.nz/developments-and-programmes/industry-hub/creating-a-sense-of-place-for-mt-roskill-community/>

22. Eke Panuku and Kāinga Ora report that few people want to transfer into Tāmaki Makaurau from outside the city, so the expectancy is there will be minimal new tenants who have moved in from outside Tāmaki Makaurau just to be in one of the new homes.²⁰
23. With the increase in numbers therefore expected to primarily come from across Tāmaki Makaurau, there will still be displacement and variation from their established support networks, routines involving school, social and sports circles, medical practitioners and extended family. Displacement from support networks has the potential to disrupt routines established, resulting in separation from the education and health system. If transitional processes are not implemented or are not managed properly in ACW, we are likely to see increases in Police demand for family, youth and mental health related issues.²¹
24. Frontline teams in Auckland City Central (ACC) have reported that the number of people residing in a Kāinga Ora home will often far exceed the number of bedrooms, pushing the population in any of the complexes built higher than what has been projected.²²
25. In the rollout stage of the housing projects, there will be a large number of individuals who will be adapting to living in close proximity to others. This is likely to be quite removed from previous accommodation arrangements for many, where they may previously have had freedom to express their individuality/personal tastes, and had a greater sense of personal security and privacy at a standalone property.
26. Research indicates people living in large complexes are *less likely* to report to Police or intervene in incidents, so actual Police demand may not be visible.²³
27. It is *possible* gang members may take advantage by moving in with a family member or intimate partner when they are successful in securing accommodation with Kāinga Ora. This has the potential to influence youth, vulnerable people, and the wider ACW community negatively, should this emerge and grow over time.²⁴

Occupants of Kāinga Ora builds

28. The housing needs that Kāinga Ora will be meeting with the new builds in ACW will include those people who are considered the most vulnerable within society including:
 - Youth
 - Drug and Alcohol Dependants
 - Elderly People
29. Residents of these new social housing developments are likely to have certain risk factors (e.g. financial, medical and emotional issues) that may increase the risk of them offending or becoming victims of crime.²⁵ An increase in criminal behaviour occurring at the new social housing complexes can be anticipated as well as an increase in people being victimised.²⁶

Youth

30. It is not expected that there will be any surges in youth-related issues specific to youth housed in Kāinga Ora complexes. The Youth Prevention team do not feel their existing caseload is biased

²⁰ Manager Housing and Wellbeing Support Kāinga Ora - Homes and Communities, personal communication, 22 August 2022

²¹ Molyneux, V. (2021, January 23). Violence, public urination, drug deals and assaults 'commonplace' in Wellington Cbd as emergency housing fuels disorder. *Newshub*. Retrieved August 4, 2022, from <https://www.newshub.co.nz/home/new-zealand/2021/01/violence-public-urination-drug-deals-and-assaults-commonplace-in-wellington-cbd-as-emergency-housing-fuels-disorder.html>.

²² Field Intelligence Officer, Tāmaki Makaurau Intelligence Unit, New Zealand Police, personal communication, 10 August 2022.

²³ Challenger, D. (n.d.). From The Ground Up: Security For Tall Buildings. *Asis Foundation Connecting Research In Security To Practice*. Retrieved August 23, 2022, from <https://popcenter.asu.edu/sites/default/files/library/crisp/security-tall-buildings.pdf>.

²⁴ Field Intelligence Officer, Wellington District Intelligence Unit, New Zealand Police, personal communication, 16 August 2022.

²⁵ Hartley, D. A. (2014). Public housing, concentrated poverty, and crime. *Economic Commentary (Federal Reserve Bank of Cleveland)*, 1–4. <https://doi.org/10.26509/frbc-ec-201419>

²⁶ Rohe, W. M., & Burby, R. J. (1988). Fear of Crime in Public Housing. *Environment and Behaviour*, 20(6). Retrieved August 8, 2022, from

<https://www.proquest.com/docview/1292763899?parentSessionId=k%2BcQpNQu7RIYMLfeJVpD2PgAfD2hBjDzBZIZ24Lzt5k%3D>.

toward youth residing in Kāinga Ora housing over private housing and believe this does not substantially influence whether a youth makes it onto their caseload.²⁷

31. It is not expected that there will be hugely increased numbers of bullying incidents in schools. s9(2)(g)(i)

Drug and Alcohol Dependents

32. Research suggests that a high proportion of new tenants will have drug and alcohol issues.²⁹ Drug use in social housing tends to exacerbate property damage and other antisocial behaviour that may already have been occurring.³⁰
33. One by-product of increased interactions between people is that there will be a higher likelihood of recovering drug addicts being offered drugs on a regular basis.³¹ Social housing tenants overseas who had issues with drug use have commented on the difficulty they encountered sticking to their recovery when drugs were being offered to them daily in the complex.³²
34. International studies have highlighted some issues that can arise when ages are mixed in large social housing complexes, including more drug use and sale, and incidents of drug addicts approaching the older residents for money. These residents often feel fearful, give the money, and unfortunately, further fund the problem.³³
35. In Kahui Tu Kaha (KTK) homes, 80 percent of tenants in Tāmaki Makaurau have drug or alcohol issues.³⁴ These are social housing tenants and are very likely experiencing similar hardships to the tenants of the new Kāinga Ora builds coming to ACW. It was found that within two years, half of the KTK homes in a particular complex already had one or more NIA occurrence linked to the home. Most NIA records for the homes were for family harm, violence, drugs, alcohol and disorder.³⁵ It is likely that the new complexes in ACW will follow a similar pattern.

Elderly People

36. In Tāmaki Makaurau, elderly people of ethnic minorities are being put into social housing with increasing frequency. This is occurring as a result of their adult immigrant children either not being as able or unwilling to accommodate their parents as might have been done in their countries of origin.³⁶ These tenants struggle with language and cultural barriers and civil disputes with neighbours are more likely to be called in to Police.³⁷ This is due to not having other support to call on and even if they are aware of a more appropriate agency, frontline Police officers will attend and translate, while other agencies are less likely to do this.³⁸
37. Highbury Triangle, despite it being the largest new Kāinga Ora complex, is likely to impact positively on Police demand because of it being proposed as housing for the elderly only. This project is due for completion in 2023.

²⁷ Youth Prevention Sergeant, New Zealand Police, personal communication, 12 August 2022

²⁸ Youth Aid Sergeant, Auckland City West Area, New Zealand Police, personal communication, 18 August 2022.

²⁹ Intelligence Analyst, Tāmaki Makaurau Intelligence Unit, New Zealand Police & Chief Executive Officer Kahui Tu Kaha, personal communication, 1 June 2021.

³⁰ Dunworth, T., & Saiger, A. (1995). Drugs and Crime in Public Housing: A Three City Analysis, 1986-1989: Los Angeles, Phoenix, and Washington, DC. *National Institute of Justice*. <https://doi.org/10.3886/icpsr06235.v1>

³¹ Morgan, A., Brown, R., Coughlan, M., Boxall, H., & Davy, D. (n.d.). Reducing crime in public housing areas through community development: An evaluation of the High Density Housing Program in the ACT. *Australian Institute of Criminology*. Retrieved August 4, 2022, from https://www.aic.gov.au/sites/default/files/2020-05/rr06_300418_0.pdf.

³² Sheppard, C. L., Gould, S., Austen, A., & Hitzig, S. L. (2021). Perceptions of risk: Perspectives on crime and safety in public housing for older adults. *The Gerontologist*, 62(6), 900–910. <https://doi.org/10.1093/geront/gnab155>

³³ Ibid

³⁴ Intelligence Analyst, Tāmaki Makaurau Intelligence Unit, New Zealand Police & Chief Executive Officer Kahui Tu Kaha, personal communication, 1 June 2021.

³⁵ Ibid

³⁶ Ethnic Responsiveness Advisor Tāmaki Makaurau, Maori Pacific & Ethnic Services Team, New Zealand Police, personal communication, 12 August 2022

³⁷ Ibid

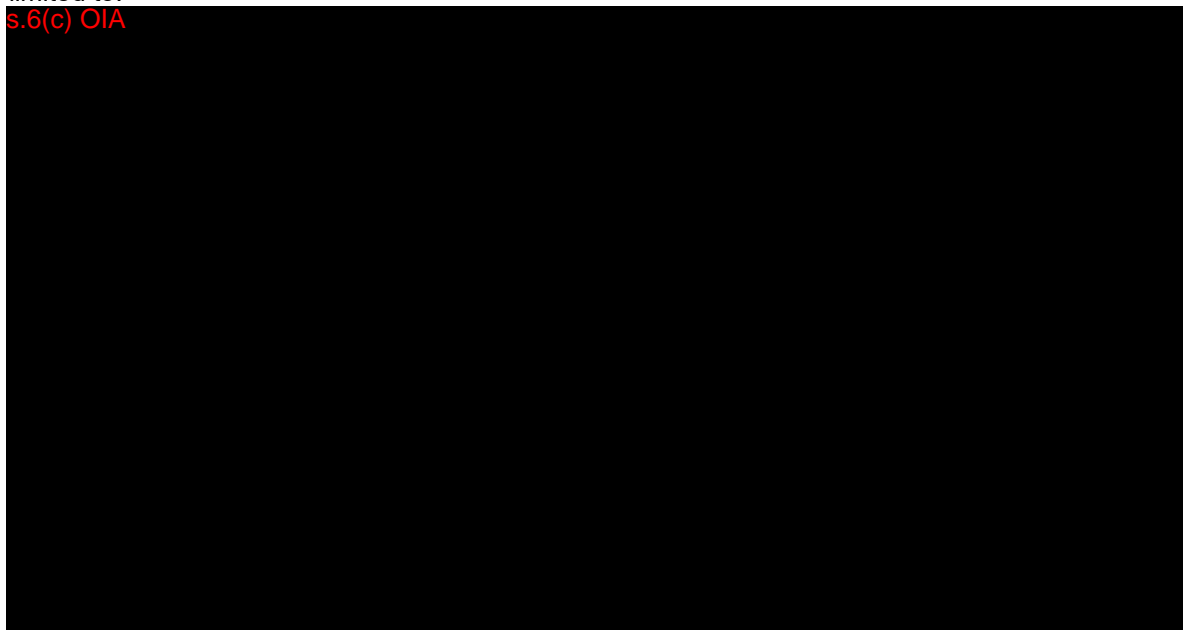
³⁸ Ibid

38. International research indicates that complexes housing only elderly residents experience reduces policing issues, possibly as they have a stronger sense of community/social cohesion when compared to mixed-age housing complexes.³⁹
39. Older residents in mixed-age complexes have been seen to self-impose curfews and start to withdraw when antisocial behaviour occurs in a complex. Heightened depressive symptoms and mental health issues are seen in older residents when they are in a mixed-age social housing complex.⁴⁰
40. Elderly residents housed in mixed-housing complexes can be subject to elder abuse such as threats and manipulation by younger residents, drug addicts and other predatory persons because they are unable to push back.⁴¹
41. Mixed-age complexes that were studied in Ontario, Canada, saw more theft, robbery, burglary, drinking, drug use, prostitution, gangs and noise issues than elderly-only complexes.⁴²

Design and Security

42. There are a large number high-density housing and multi-storey apartments under construction (some up to six storeys high)⁴³. A number of risk factors have been identified despite Kāinga Ora applying Crime Prevention Through Environmental Design (CPTED).⁴⁴ These include but are not limited to:

s.6(c) OIA



43.

44.

45.

³⁹ Sheppard, C. L., Gould, S., Austen, A., & Hitzig, S. L. (2021). Perceptions of risk: Perspectives on crime and safety in public housing for older adults. *The Gerontologist*, 62(6), 900–910. <https://doi.org/10.1093/geront/gnab155>

⁴⁰ Ibid

⁴¹ Ibid

⁴² Ibid

⁴³ Auckland Council. (2022). PLD West Update - Auckland Council Development . Auckland; Auckland Council.

⁴⁴ Judd, B., Samuels, R., & Barton, J. (n.d.). The Effectiveness Of Strategies For Crime Reduction In Areas Of Public Housing Concentration. *The Social City 01*. Retrieved August 4, 2022, from <https://www.be.unsw.edu.au/sites/default/files/upload/research/centres/cf/CFpresentations/soacjuddsamuels.pdf>.

⁴⁵ Challenger, D. (n.d.). From The Ground Up: Security For Tall Buildings. *Asis Foundation Connecting Research In Security To Practice*. Retrieved August 23, 2022, from <https://popcenter.asu.edu/sites/default/files/library/crisp/security-tall-buildings.pdf>.

⁴⁶ Ibid

⁴⁷ Ibid

⁴⁸ Field Intelligence Officer, Tāmaki Makaurau Intelligence Unit, New Zealand Police, personal communication, 10 August 2022.

⁴⁹ Field Intelligence Officer, Wellington District Intelligence Unit, New Zealand Police, personal communication, 16 August 2022.

Comparing Social and Private Complexes in ACW ⁵⁰

46. Studies suggest there is evidence to say that social housing breeds crime.⁵¹ It would therefore be reasonable to expect a sharp increase in crime when large numbers of social housing tenants move into ACW. However, Police data, extracted from similarly sized social housing complexes in ACW, does not predict that sharp increase.
47. Police data of crime and incident counts pre and post construction for Kāinga Ora and private high-density accommodations (Site One s.6(c) ⁵² and Site Two, s.6(c) OIA ⁵³) was compared. The two selected sites were of similar sizes to other big developments in the ACW area, to keep the data as close to what we might expect in the new developments. Both complexes commenced construction after 2017 and were occupied prior to 2021.⁵⁴

Location	Site One (private housing)		Site Two (social housing)	
	2017	2022	2017	2022
1300 – ROBBERY	0	0	1	0
1400 - GRIEVOUS ASSAULTS	0	0	1	4
1500 - SERIOUS ASSAULTS	1	1	0	12
1600 - MINOR ASSAULTS	0	1	0	3
1700 - INTIMIDATION AND THREATS	0	4	0	6
1800 - GROUP ASSEMBLIES	0	0	0	1
3100 - DRUGS (NOT CANNABIS)	0	0	0	1
3500 - DISORDER	3	0	0	3
3700 - FAMILY OFFENCES	0	0	0	4
4100 - BURGLARY	4	11	8	4
4200 - CAR CONVERSION ETC	6	6	0	5
4300 – THEFT	34	11	3	4
4400 - RECEIVING	0	2	0	1
4500 – FRAUD	1	5	0	3
5100 - DESTRUCTION OF PROPERTY	0	1	1	5
6100 - TRESPASS	1	2	0	0
6500 - POSTAL/RAIL/FIRE SERVICE ABUSES	0	0	0	1
Grand Total	50	44	14	57

Figure 1 – Recorded Offences pre and post development of privately owned and Kāinga Ora social housing

48. The changes in the two sites were reviewed to see if there was a difference between social and private housing. Both types of complexes showed increases in crime over the time periods

⁵⁰ Methodology: Identified two suitable high-density developments in ACW, one private s.6(c) and one Kāinga Ora s.6(c). Extracted Incident and Offence data from NIA using BusinessObjects. Utilised ArcGIS to isolate Incidents and Offences within a 200-metre radius of the developments. Compared and contrasted the differences each property between offences/incidents in the 'pre-build' and 'post build' periods. Gained an understanding of how each 200-metre radius has changed over time. Compared these changes between the Kāinga Ora and private example.

⁵¹ Roncek, D. W., & Bell, R. (1981). Housing projects and crime: Testing a proximity hypothesis. *Social Problems*, 29(2), 151–166. <https://doi.org/10.2307/800421>

⁵² Site One: s.6(c)

⁵³ Site Two: s.6(c)

owned by Kāinga Ora.

⁵⁴ Data looked at was from 01 January 2017 – 30 June 2017 and 01 January 2022 – 30 June 2022.

examined.⁵⁵ This is likely attributable to the population influx; more crime would be expected with more people.

49. Figure 1 shows that serious assaults went up from zero to 12, and robbery went up from one to four, for the social housing development. However, the private housing development did not see the same sort of increases. This reflects what we know about violent crime being more likely to increase at social housing developments than less serious types of crime.

Year		2017				2022					
Result Code		Total	1	6	CANCELEV	Total	1	3	6	9	CANCELEV
s6(c) incidents	1M	0	0	0	0	13	3	0	3	0	7
	1X	2	1	0	1	0	0	0		0	0
	5F	2	0	2	0	15	0	0	15	0	0
Result Code		Total	1	6	CANCELEV	Total	1	3	6	9	CANCELEV
s6(c) Incidents	1M	5	0	1	4	147	10	1	4	0	132
	1X	0	0	0	0	11	1	0	10	0	0
	5F	0	0	0	0	53	0	0	52	1	0

Figure 2 – Recorded Incidents pre and post development of privately owned and Kāinga Ora social housing

50. Figure 2 shows that mental health calls for service in the private housing development saw an increase from zero to 13 while the increase in the Kāinga Ora development was five to 147. This increase in calls for service is not as alarming as it looks, however, as 132 (90.0%) of the 147 jobs were cancelled and not attended. While the demand went up for Police *communications* staff, ACW *frontline* staff were not impacted to the same degree.
51. Figure 2 also shows that family harm calls for service went up from zero to 53 at the Kāinga Ora development. As family harm jobs must be responded to, 52 were K6'ed and one was K9'ed - all were attended. The private housing development saw an increase from two to 15 - not on the same scale as the Kāinga Ora development.
52. Frontline policing should expect *some* increase in demand from both the new Kāinga Ora and private complexes, however, this increase is not expected to be substantial.
53. The majority of the demand on frontline would be expected to be family harm related.

Risk and Threats

54. Studies confirm that when there is a high concentration of people in social housing complexes in close proximity to each other, crime problems will be more intense.⁵⁶
55. Research shows that theft and property crime are not significantly higher in social housing complexes compared to private complexes.⁵⁷ This could be because less theft is reported,⁵⁸ or because less theft is occurring.⁵⁹ Lower income people are less likely to have high-value items, and lower value items are less likely to be reported. Lower income people are also less likely to have insurance, so there is less reason to report theft in the first place.⁶⁰
56. Based on the above research, ACW Police are unlikely to need to prepare for any significant increase in theft and property crime.

⁵⁵ 2017 is the most recent year where both sites had not yet started to be built. By the midpoint of 2022, both sites were fully occupied. These time periods were chosen to avoid the way lockdowns in 2020 and 2021 may have skewed the data.

⁵⁶ Morgan, A., Brown, R., Coughlan, M., Boxall, H., & Davy, D. (n.d.). Reducing crime in public housing areas through community development: An evaluation of the High Density Housing Program in the ACT. *Australian Institute of Criminology*. Retrieved August 4, 2022, from https://www.aic.gov.au/sites/default/files/2020-05/rr06_300418_0.pdf.

⁵⁷ Dunworth, T., & Saiger, A. (1995). *Drugs and Crime in Public Housing: A Three City Analysis, 1986-1989*: Los Angeles, Phoenix, and Washington, DC. *National Institute of Justice*. <https://doi.org/10.3886/icpsr06235.v1>

⁵⁸ Less theft may be reported because lower income people are less likely to see the value of reporting, and less likely to believe that anything can be done for them.

⁵⁹ Ibid

⁶⁰ Ibid

57. One by-product of increased interactions between people is that there will be a higher likelihood of recovering drug addicts being offered drugs on a regular basis.⁶¹ Social housing tenants overseas who had issues with drug use have commented on the difficulty they encountered sticking to their recovery when drugs were being offered to them daily in the complex.⁶²
58. More interactions between a greater number of people may also mean an increase in confrontation. ACW Police can likely expect to see more calls for service for assaults, fighting, domestic violence and trespass issues.⁶³
59. Having more people in one place also means that anytime someone is victimised in the complex, the neighbours can experience increased fear. The crime feels, literally and figuratively, closer to home when it happens to someone they know.⁶⁴ Antisocial behaviour, and the associated fear, can make people feel even more vulnerable. People tend to want to withdraw inside and then end up feeling more isolated. This can then lead into more mental wellbeing issues for people.⁶⁵ A mitigator for this fear is knowing that you can count on others if something happens to you. In large complexes, however, there is less chance of being known, and less social cohesion overall.⁶⁶
60. Rotorua Police reported an increase in crime offending statistics during the pandemic lockdown, which were significantly linked to assisted accommodation locations and their proximity to shopping hubs. They also reported an overall increase in family harm, violence and drug issues in the area, irrespective of their location.⁶⁷

Clusters of Crime

61. Crime tends to cluster, so a large amount of demand on ACW is likely to centre from a disproportionately small number of locations. ACW Police will have more chance of success at mitigating potential crimes.
62. In one study, over half of all the calls for service were for just three percent of all locations.⁶⁸ Using a closer to home example, Kāinga Ora do get complaints about their tenants, but all the complaints they get represent less than one percent of their homes.⁶⁹
63. Offenders of violence offences⁷⁰ prefer to stay in a smaller offending radius, where they know how to avoid detection.⁷¹ Multiple studies looking at large social housing complexes found that there was violent crime occurring, and it was clustered around the large social housing complexes, but as it was violent crime, it did not tend to leak out into surrounding areas quite so much as property crime.⁷²

⁶¹ Morgan, A., Brown, R., Coughlan, M., Boxall, H., & Davy, D. (n.d.). Reducing crime in public housing areas through community development: An evaluation of the High Density Housing Program in the ACT. *Australian Institute of Criminology*. Retrieved August 4, 2022, from https://www.aic.gov.au/sites/default/files/2020-05/rr06_300418_0.pdf.

⁶² Sheppard, C. L., Gould, S., Austen, A., & Hitzig, S. L. (2021). Perceptions of risk: Perspectives on crime and safety in public housing for older adults. *The Gerontologist*, 62(6), 900–910. <https://doi.org/10.1093/geront/gnab155>

⁶³ Challenger, D. (n.d.). From The Ground Up: Security For Tall Buildings. *Asis Foundation Connecting Research In Security To Practice*. Retrieved August 23, 2022, from <https://popcenter.asu.edu/sites/default/files/library/crisp/security-tall-buildings.pdf>.

⁶⁴ Rohe, W. M., & Burby, R. J. (1988). Fear of Crime in Public Housing. *Environment and Behaviour*, 20(6). Retrieved August 8, 2022, from <https://www.proquest.com/docview/1292763899?parentSessionId=k%2BcQpNQu7RIYMLfeJvpD2PgAfD2hBjDzBZIZ24Lzt5k%3D>.

⁶⁵ Sheppard, C. L., Gould, S., Austen, A., & Hitzig, S. L. (2021). Perceptions of risk: Perspectives on crime and safety in public housing for older adults. *The Gerontologist*, 62(6), 900–910. <https://doi.org/10.1093/geront/gnab155>

⁶⁶ Rohe, W. M., & Burby, R. J. (1988). Fear of Crime in Public Housing. *Environment and Behaviour*, 20(6). Retrieved August 8, 2022, from <https://www.proquest.com/docview/1292763899?parentSessionId=k%2BcQpNQu7RIYMLfeJvpD2PgAfD2hBjDzBZIZ24Lzt5k%3D>.

⁶⁷ Intelligence Analysts, Bay of Plenty District Intelligence Unit, New Zealand Police, personal communication, 10 August 2022.

⁶⁸ Tillyer, M. S., & Walter, R. J. (2018). Low-income housing and crime: The influence of housing development and neighborhood characteristics. *Crime & Delinquency*, 65(7), 969–993. <https://doi.org/10.1177/0011128718794185>

⁶⁹ Field Intelligence Officer, Tāmaki Makaurau Intelligence Unit, New Zealand Police & Kainga Ora – Homes and Communities, personal communication, 11 August 2022.

⁷⁰ Violence offences, such as robbery and assault.

⁷¹ Roncek, D. W., & Bell, R. (1981). Housing projects and crime: Testing a proximity hypothesis. *Social Problems*, 29(2), 151–166. <https://doi.org/10.2307/800421>

⁷² Morgan, A., Brown, R., Coughlan, M., Boxall, H., & Davy, D. (n.d.). Reducing crime in public housing areas through community development: An evaluation of the High Density Housing Program in the ACT. *Australian Institute of Criminology*. Retrieved August 4, 2022, from https://www.aic.gov.au/sites/default/files/2020-05/rr06_300418_0.pdf.

64. This gives ACW frontline greater prevention ability as potential hotspot locations can be readily identified.
65. Crime clusters give Police opportunity to pinpoint and target reoccurring issues with precision. There will be opportunities to make bigger reductions in the demand levels in exchange for a smaller number of more precise interventions. Rotorua Police (Bay of Plenty District) are about to trial a mobile Police station, to provide a Police presence in problematic areas, expecting that increased officer visibility will have a positive impact upon crime rates.⁷³

Eviction Policy

66. Kāinga Ora policy makes evicting problematic tenants difficult.⁷⁴ Their three strike policy is in recognition of the fact that recycling evicted tenants into new homes to create the same issues with new people only displaces the issue and does not get to the cause of or solve the issue.⁷⁵ This could mean that ongoing tensions between tenants have time to escalate and require more involvement from ACW Police. There are very few tenants who have been evicted since Kāinga Ora introduced their three-strike policy.⁷⁶ Tenants must commit an offence of the same nature, three times, within 90 days for them to meet the criteria and be evicted.⁷⁷ ⁷⁸ One source said that no tenants had been evicted since 2018 in all New Zealand. Another source said that they knew of only one eviction, which had occurred in Canterbury District and was in relation to a firearms incident.⁷⁹
67. A minimal eviction rate is good news from the perspective of the tenants getting the social interventions they likely need. If they stay in the same house / area, there is more stability for them and the appropriate agencies have a better chance of helping them solve their issues.
68. The eviction policy causes issues for Police by keeping problematic tenants on-site. Neighbours are likely to get further frustrated, feel nothing is being done, and take the law into their own hands. This may result in an increase in demand for ACW neighbourhood policing.

Conclusion

69. There will likely be a corresponding increase in Police demand, as a result of the 1855 Kāinga Ora homes that are in various stages of completion in ACW.
70. Kāinga Ora are aware of potential problems that can arise from high-density social housing and have many initiatives underway to help mitigate some of these problems before they occur.
71. The majority of Kāinga Ora approaches involve social intervention – working with residents and their needs to get to the root causes of problems. Research shows this is more effective at reducing crime than design measures.

⁷³ Intelligence Analysts, Bay of Plenty District Intelligence Unit, New Zealand Police, personal communication, 10 August 2022.

⁷⁴ Nichols, L. (2021, November 14). Death threats and abuse: Whangārei pensioners terrorised by gang member, Kāinga Ora neighbours. *NZ Herald*. Retrieved August 3, 2022, from <https://www.nzherald.co.nz/nz/death-threats-and-abuse-whangarei-pensioners-terrorised-by-gang-member-kainga-ora-neighbours/GWKOAQUCMNJGAVONUG4Y5N2DDY/>.

⁷⁵ Ibid

⁷⁶ This policy was introduced in February 2022. Previously, the problematic tenant had to agree to being moved.

⁷⁷ Note: any offending behaviour that has multiple components to it would only be coded as one type of offence, so it would be possible for someone to be repeating the offence but be earning strikes for different things each time.

⁷⁸ Smith, A. (2022, February 2). *Minister steps in to change Kāinga ora complaints process for unruly tenants*. RNZ. Retrieved September 29, 2022, from <https://www.mz.co.nz/news/political/460783/minister-steps-in-to-change-kainga-ora-complaints-process-for-unruly-tenants>

⁷⁹ Burrows, M. (2021, December 5). Scared Auckland residents beg Kāinga Ora to evict neighbour over claims of violence, drug use, theft and noisy parties. *Newshub*. Retrieved August 3, 2022, from <https://www.newshub.co.nz/home/new-zealand/2021/12/scared-auckland-residents-beg-k-inga-ora-to-evict-neighbour-over-claims-of-violence-drug-use-theft-and-noisy-parties.html>.

72. The majority of the housing complexes will be mixed-age housing which will include youth, elderly families, sole tenants, and alcohol and drug dependant people, which place demand not only on Police but also local infrastructure such as parking, schools, transport and shops.
73. Complexes built primarily for senior aged housing are unlikely to create an increased demand for Police in contrast to mixed-age complexes. Mixed-age complexes account for the majority of the developments completed or underway.
74. ACW can expect to see some increase in violence linked to family harm and mental health related offending. There is unlikely to be significant increases in demand as a result of theft and/or property crime (notably no more significant than if these developments were going to be privately owned).
75. Any crime occurring at social housing developments is likely to cluster. A disproportionately small number of homes will likely account for a large proportion of the increased demand. This gives Police the opportunity to pinpoint and target reoccurring issues with precision.
76. Police demand will not relate solely to the immediate environs of the individual social housing complexes, but also neighbouring streets, in respect of vehicle crime.

~~In Confidence~~

~~This document is classified IN CONFIDENCE.~~ All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE data can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username / Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements.

Probabilistic Language

Probability Statement	Qualitative Statement	Percentage Probability
ALMOST CERTAIN	The event will occur in most circumstances	>95%
LIKELY	The event will probably occur in most circumstances	>65%
POSSIBLE	The event might occur some of the time	>35%
UNLIKELY	The event could occur in some circumstances	<35%
RARE	The event has remote chance of occurring	<5%

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Acknowledgements

The author would like to acknowledge Hugh Devlin and Auckland City West Area Intelligence Team for their contributions to this product.

Document Production

	Originator	Reviewed by	Released by
Name	NFJN77	NTEJH0 GADH22	HTDP60
Role	Intelligence Analyst	Senior Intelligence Analyst Intelligence Supervisor	A/ TM Intelligence Supervisor
Extension			0211923078
Date	07/09/22	19/09/22	03/10/22

Distribution List

For Action

ACW Area Prevention Manager

For Information

ACW Area Leadership Team
ACW Tactical Crime Unit
ACW Area Intelligence Team
WMW Area Prevention Manager
WMW Intelligence Supervisor
Natalie Williams, Tāmaki Makaurau Intelligence Manager
TM Intelligence



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Appendices

Kāinga Ora Developments in
Auckland City West

3 October 2022

Appendix A – Emergency/Transitional Housing Addresses in ACW

The placement of emergency accommodation in budget motels brings a whole host of concerns:¹



Visitors can drive up to a room without going through reception like they would in a hotel, allowing visitors to come and go discreetly. This makes them particularly attractive for residents who have antisocial intentions, as they may be able to get away with behaviour that they would not be able to engage in at home.

There is more anonymity in such a place for drug sales, parties and prostitution to occur, with the risks of being evicted from their normal place of residence minimised.

Motels have fluctuating seasons and so may struggle to turn down any business in low season (or during pandemics).



Motels are unable to screen guests in the way a landlord would be able to screen a longer-term tenant. There are less checks in place to be able to avoid unfavourable guests moving in and staying on.



Motels are often staffed by the owner and only one or two extra staff. They are unlikely to have any success in interrupting any crime occurring on their premises as they are already physically outnumbered.



As for neighbouring guests, they are also typically short-term guests, so unlikely to be as invested in reporting crime as they are less attached to the outcome.



Motels often accept cash and accept guests paying as they go – the latter of which is likely to be part of the appeal to MSD when contracting a motel to put up clients for them. Of course, being able to deal in cash is preferable for those involved in prostitution and drug dealing, though it also means more reward and potential targets for thieves.



In ACW, emergency and transitional houses are provided by

Ministry of Social Development (MSD)

and a group of charitable trusts:

Emerge Aotearoa

Vision West Community Trust

The Salvation Army

Te Manawanui Charitable Trust

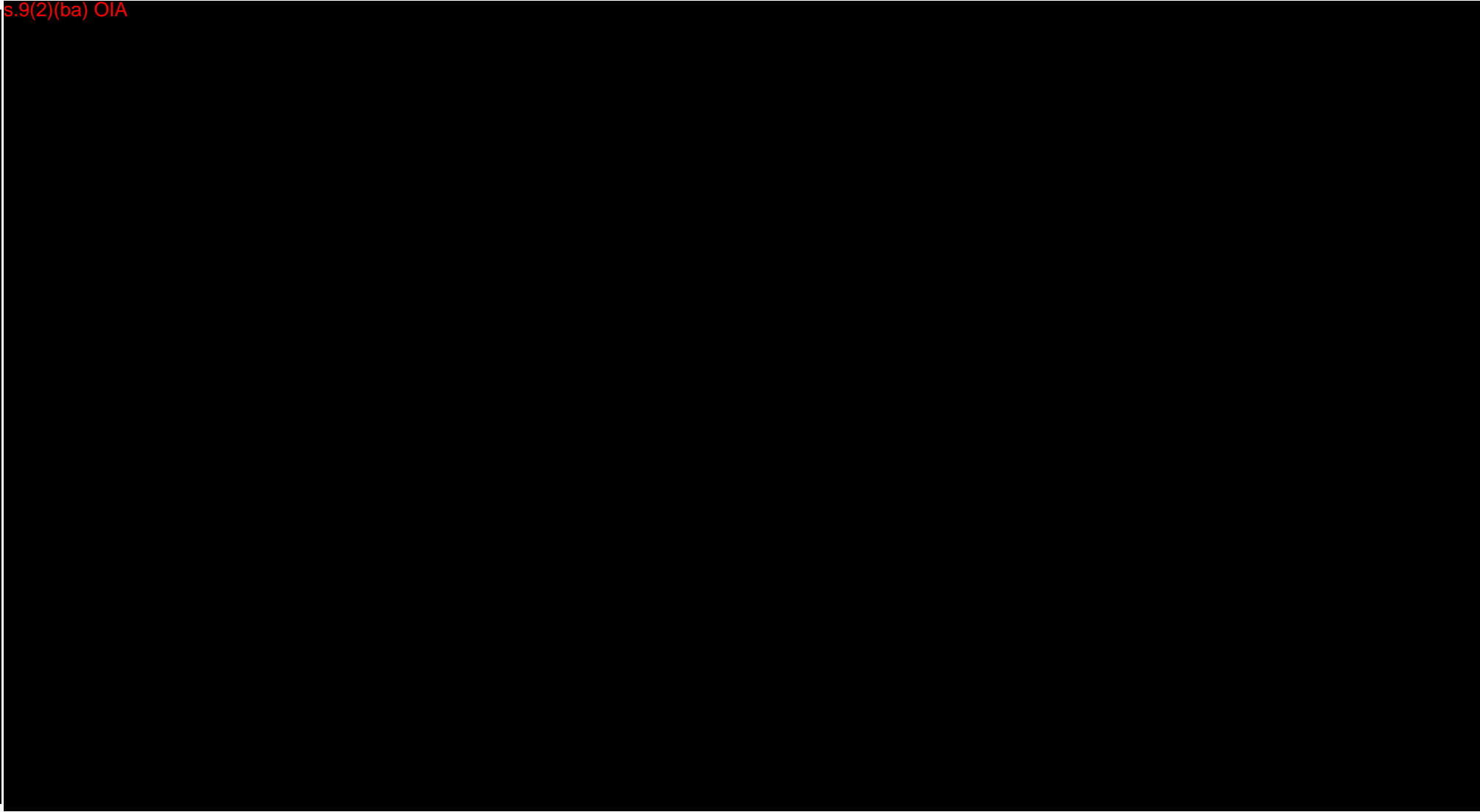
Emerge Aotearoa was contacted but have advised that they contract to MSD and do not have any of their own addresses.

Kahui Tu Kaha, who typically provide social housing, have also provided their transitional housing addresses in ACW.²

¹ Schmerler, K. (2022, September 9). *Disorder at Budget Motels*. ASU Center for Problem-Oriented Policing. Retrieved July 27, 2022, from <https://popcenter.asu.edu/content/disorder-budget-motels-0>

² Kahui Tu Kaha are a not for profit organisation. One of the services they provide is housing.

s.9(2)(ba) OIA



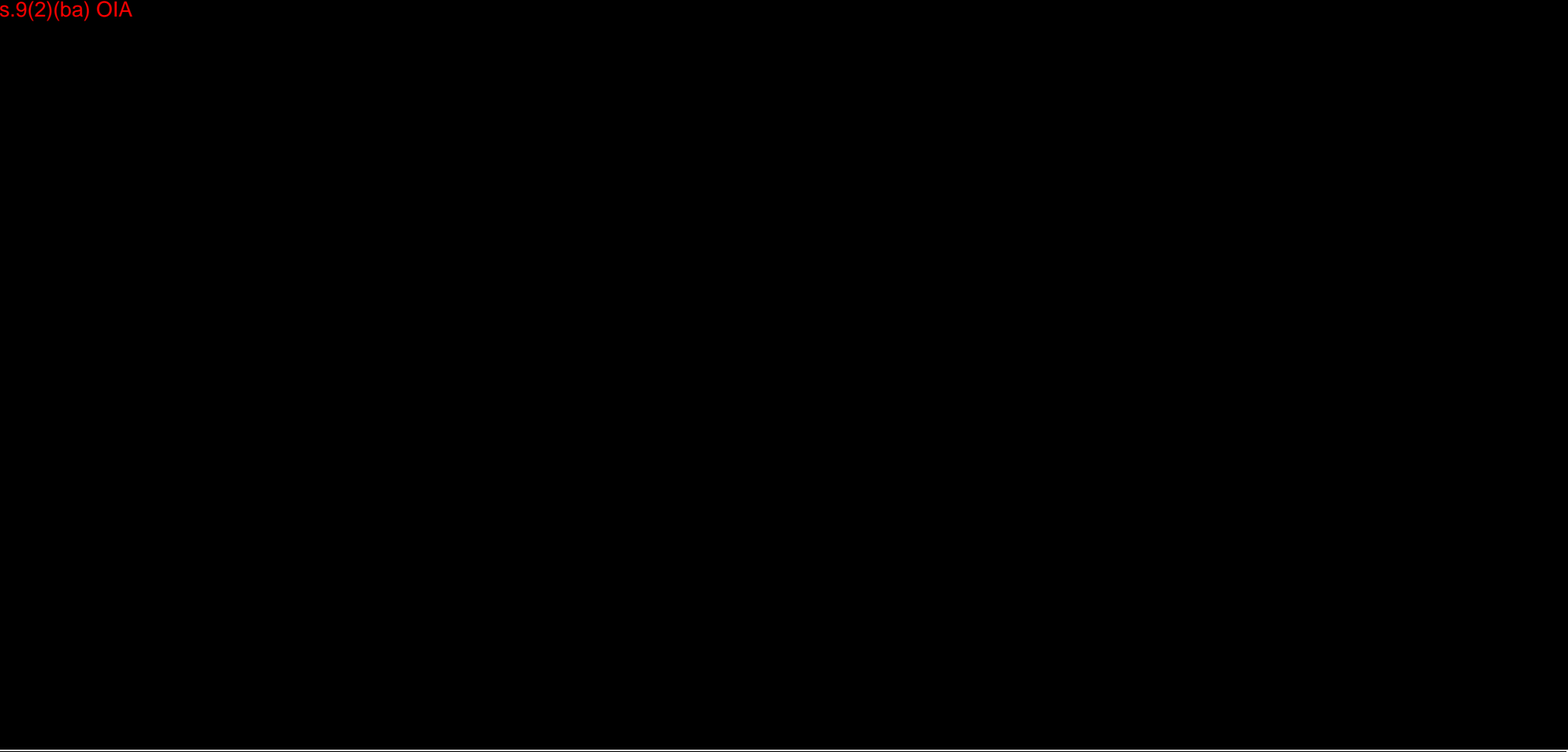


s.9(2)(ba) OIA

[Redacted content]					

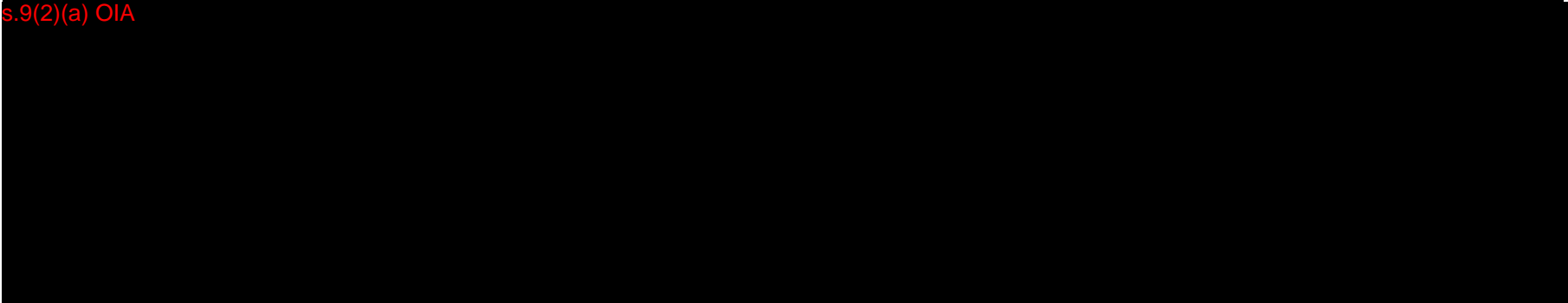


s.9(2)(ba) OIA



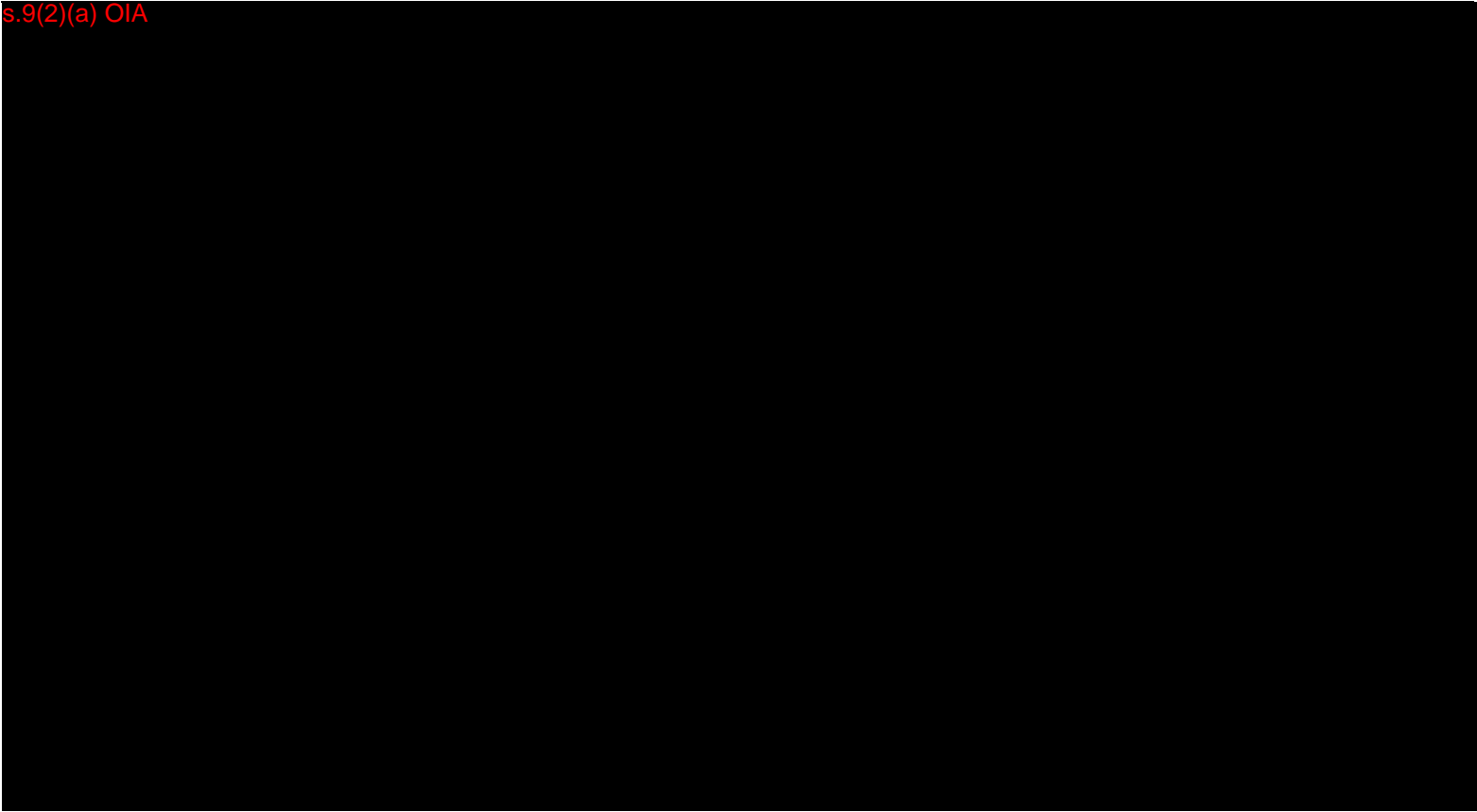
Appendix B – ACW Emergency/Transitional Housing Providers Contact List

s.9(2)(a) OIA



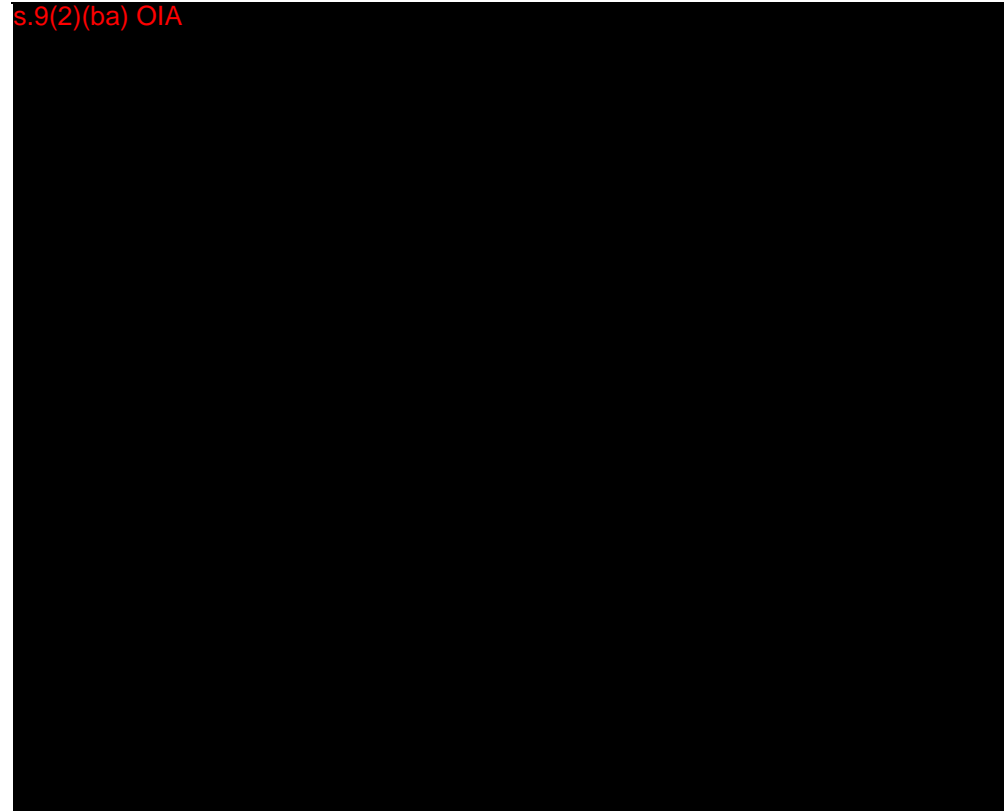
Appendix C – ACW Emergency/Transitional Housing Sites Contact List

s.9(2)(a) OIA



Appendix D – Monte Cecilia Social Housing Addresses in ACW

Monte Cecilia Housing Trust do not currently have any emergency housing sites. They have one transitional housing site (elsewhere) but within the ACW area, they *only* have social housing sites.



Appendix E – Proposed Kāinga Ora Social Housing Developments in ACW

s.9(2)(ba) OIA



s.9(2)(ba) OIA



s.9(2)(ba) OIA



s.9(2)(ba) OIA




Appendix F – Recently Completed Kāinga Ora Social Housing Developments in ACW

s.9(2)(ba) OIA

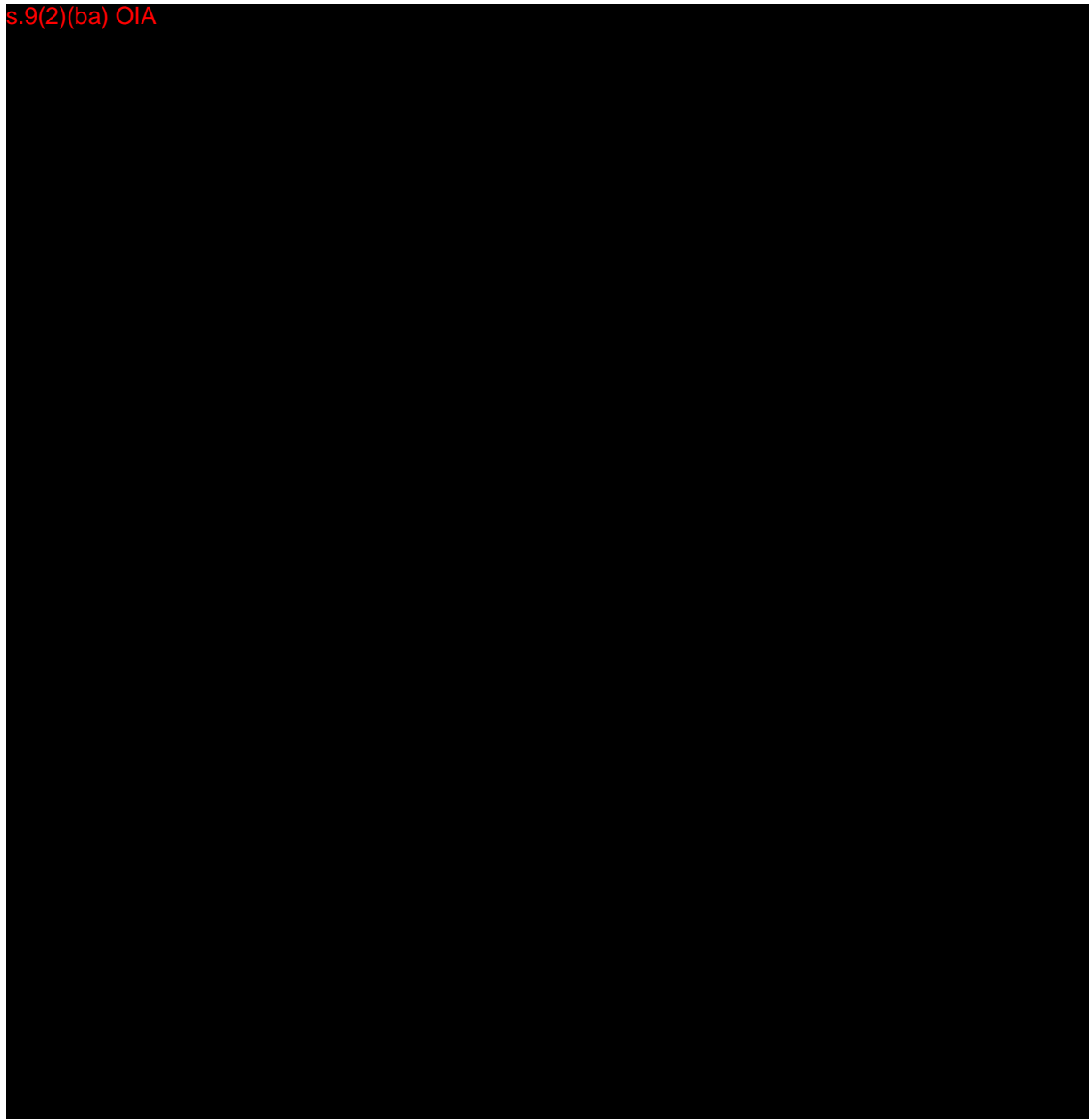


s.9(2)(ba) OIA



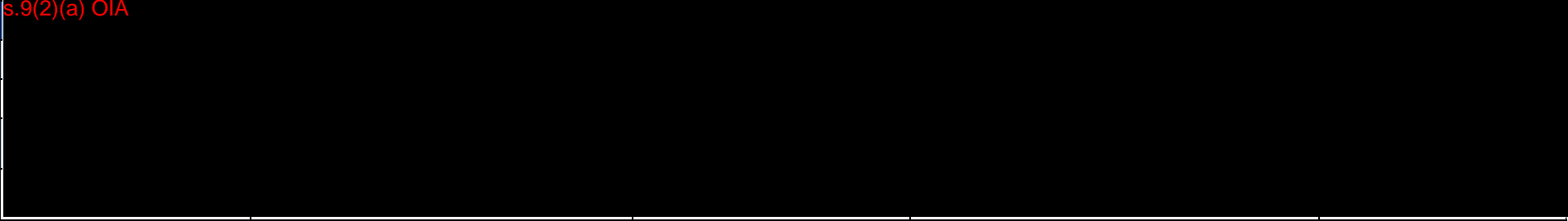
Appendix G – New and Newly Completed Kāinga Ora Builds

s.9(2)(ba) OIA



Appendix H – Kāinga Ora Contact Persons

s.9(2)(a) OIA



Appendix I – Kāinga Ora Welcome Pack for New Residents

Kāinga Ora initiative is the provision of a welcome pack when people move into their new home. This includes:

- a thermometer to gauge the temperature of the home,
- Kāinga Ora's promise to their tenants,
- ways to contact Kāinga Ora,
- information about what to do when repair jobs are needed,
- information about inspections,
- how to keep the homes warm and dry,
- safety tips for preventing fire and crime,
- expectations on their conduct with their neighbours,
- a booklet of cheap / eco-friendly hints for around the home (pest control, stain removal etc),
- information on how to control mould,
- tips to minimise power costs,
- information on how to keep children safe on driveways,
- and details for utility suppliers.

~~In Confidence~~

All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE data can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username / Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements.

Probabilistic Language

Probability Statement	Qualitative Statement	Percentage Probability
ALMOST CERTAIN	The event will occur in most circumstances	>95%
LIKELY	The event will probably occur in most circumstances	>65%
POSSIBLE	The event might occur some of the time	>35%
UNLIKELY	The event could occur in some circumstances	<35%
RARE	The event has remote chance of occurring	<5%

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Acknowledgements

The author would like to acknowledge Hugh Devlin and Auckland City West Area Intelligence Team for their contributions to this product.

Document Production

	Originator	Reviewed by	Released by
Name	NFJN77	NTEJH0 GADH22	HTDP60
Role	Intelligence Analyst	Senior Intelligence Analyst Intelligence Supervisor	A/ ASG Intelligence Supervisor
Extension			s9(2)(a)
Date	07/09/22	19/09/22	03/10/22

Distribution List

For Action

ACW Area Prevention Manager

For Information

ACW Area Leadership Team
ACW Tactical Crime Unit
ACW Area Intelligence
WMW Intelligence Supervisor
WMW Area Prevention Manager
TM Intelligence
Natalie Williams, Tāmaki Makaurau Intelligence Manager



New Zealand Police

Tasking & Coordination Insights Report

Emergency Housing in Waikato District

25 November 2022




Quarterly Focus: Emergency Housing in Waikato District

Aim: To examine the impacts of emergency housing on policing demand in Hamilton City and explore opportunities to address this ahead of an anticipated seasonal increase in family harm over summer.

1. What degree of community harm is attributable to emergency housing in Waikato District?

It is LIKELY that emergency housing has a significant impact on harm within Hamilton City.

 As of October 2022, there are more than 50 emergency housing (EH) locations present in Waikato district. The majority (approximately 40) are in Hamilton City. Between 2012 and 2018, Calls for Service (CFS) at these locations accounted for approximately 17%¹ of all CFS within a collective 100m radius surrounding them. Between 2019 to 2022 to date, CFS increased from accounting for 34% of all CFS in a collective 100m radius surrounding EH properties, to 55%. Rurally, CFS at EH locations have increased over time but with lesser impacts.^{2,3,4}

It is LIKELY that the emergency housing occupant profile reflects existing vulnerable populations.


b) **Kāinga Ora demographic is echoed by EH households where 72% identify as Māori and 14% as European. Only 8% of all EH households are in full-time work, study or in receipt of superannuation.^{xvi} It is POSSIBLE that for some whānau, EH provides a degree of stability and community that has otherwise been lacking.** Analysis of CFS originating from EH shows CFS demand has become increasingly spread amongst EH providers in Hamilton City, LIKELY as a result of an increase in the number of EH locations in the last two years. Given that the annual growth rate of overall EH CFS is slowing, it is POSSIBLE a 'pepper-pot' effect is positively impacting the spread of vulnerability and risk associated with the EH demographic profile.

2. What can we expect?

It is POSSIBLE the peak volume of emergency housing-generated harm has passed.

c) A decline in the annual growth rate of occurrences presented between 2020 and 2021 (the national average was only a 1% increase), and between 2021 and 2022 declined by 23% (with a national average decline of 22%). Aggregate 2022 Waikato levels are LIKELY to settle at a 16% decline on 2021's occurrences (with a 14% decline LIKELY nationally).¹³ In all Areas, CFS have seen annual increases over the previous decade. However, the rate of this annual growth has been slowing since 2020.

It is LIKELY that the disproportionate effects of emergency housing in Hamilton City are due to critical mass factors.

d) Within MSD's Waikato District, approximately 91% of EH households (774) are situated within Hamilton City attached to 40 locations.^{xvi} The ratio of households to EH locations was 12:1 in 2020 and this has increased to 19:1 in 2022. Of the 39 motel units **contracted by MSD** to provide EH, 19 are situated on Ulster Street, and this constitute  over half (56%) of the available motels on Ulster Street.^{xvi} Families in Waikato District spend an average of 31 consecutive weeks in EH conditions with the majority (75%) staying over three months.^{xvi} In Hamilton City Area, the combination of a vulnerable occupant profile experiencing financial and relational strain in close, temporary living conditions for at least three months and in a high-density motel location ALMOST CERTAINLY generates negative synergy which is reflected in CFS statistics.

¹ This looks at the top CFS in the collective 100m radius surrounding EH locations and counts how many of them can be attributed to just the EH locations themselves. This number is an average of this calculation between 2012 and 2018.

² Two sets of CFS data were analysed: one referring to 2012-2018 CFS, or prior to the effects derived from the 2016 Emergency Housing Special Needs Grant, and one to 2019-2022 CFS, or post-policy effects.

³ ArcGIS Pro was used to map CFS data and carry out geographical analysis which included using buffer and spatial join tools to establish the volume of CFS deriving from EH addresses and their immediate surroundings (100m). Duplicates of CFS data derived from the overlap of several 100m radiuses were accounted for in the final exported dataset where calculations were made to reduce each event into a fraction based on the number of times the event duplicated itself.

⁴ **Two sets of EH locations were provided from MSD relating Hamilton City Area: one referring to EH locations as of 2020, and one as of 2022. However, only one dataset of EH locations for rural Waikato was provided, which refers to EH locations as of 2022. Thus, whilst it was possible to carry out data analysis comparing two different time snapshots for Hamilton City and assess EH locations' growth overtime, the same was not possible for rural Waikato.**

It is POSSIBLE that media attention and public outcry will increase antisocial behaviour and incidents of vigilantism.

- e) While a causative link between poverty and crime is generally debated,ⁱ New Zealand and international indications of a correlation between rising living costs and increases in specific criminal behaviours⁵ has been assessed in a previous Insights Assessmentⁱⁱ as POSSIBLE to LIKELY. Following recent years which have seen an increase in strain experienced by many whānau due to the experience of Covid-19ⁱⁱⁱ and cost of living pressures (such as rising rent and mortgage costs,^{iv,xvi} petrol^v and food^{vi} price increases), unprecedented extreme activism in the form of the Wellington riots, and increasingly overt displays of law-breaking such as youth ramraids and aggravated robberies, it is POSSIBLE individuals who previously have not felt compelled to 'act' will be more inclined to engage in risky or criminal behaviour. Therefore, it is POSSIBLE a perceived or actual increase in harm being generated by EH will prompt attempts by frustrated individuals to take the law into their own hands. Notable incidents of vigilantism have occurred in recent years in relation to illegal street racing where an angry resident used a loader to attempt to scoop up a car,^{vii} and another individual discharged a firearm at street-racing vehicles.^{viii} In response to ongoing aggravated robberies and ramraids, increasing numbers of business owners purchasing weapons or seeking law changes in relation to self-defense have also been reported.^{ix, x}

3. What opportunities exist for Police and partner agencies to manage emergency housing risk?

It is POSSIBLE that consideration of Police intelligence risk factors would reduce risk during placement decision-making.

- f) Where there is a significant risk of family harm, sexual offending or high-risk drug use for EH applicant households, Police information sharing is LIKELY to enhance understanding of a household's risk profile and support placement decision-making.

It is LIKELY that there are barriers for single occupants in emergency housing to exit the system.

- g) Single adults without children are LIKELY unable to access longer-term housing options following a stay in emergency accommodation due to Kāinga Ora prioritising placements for families and child welfare. Long-term single room placements are currently not an available option with Kāinga Ora.^{xxii} This demographic often also present with addiction and mental health problems that are too complex for the housing system.^{xxxviii} Thus, it is LIKELY that progression towards more stable and long-term public housing is generally unachievable for this LIKELY growing occupant profile.

It is POSSIBLE that Hamilton City EH is a crime attractor for gang activity and should be treated as such.

- h) Crime attractors are locations where offenders are drawn specifically with the intention of committing a crime, in contrast to crime generators which produce offenders who succumb to the criminal opportunities they unexpectedly find available to them in a particular environment.^{xi} While forms of relational harm such as family violence, disorder, and breach-of-the-peace incidents are arguably the result of the environment (EH locations as crime generators), it is POSSIBLE that more serious, unreported activity is the result of gang members being attracted to EH locations to carry out their illegal activities within a community within which they already have some established criminal links. Unreported behaviour that is POSSIBLY occurring in Hamilton EH locations includes gang intimidation, rape, drug dealing, and prostitution.^{xii, xiii, xiv, xv}

It is LIKELY that integrating Police location and temporal risk information with private security placement will enhance MSD deployment-to-risk decision-making.

- i) Of the six locations that were identified as having a security presence, only the number one ranked EH location for CFS, s.9(2)(g) OIA is in the top ten. Therefore, it is LIKELY that MSD makes security placement decisions based only on its own estimations and would benefit from Police data on high-risk locations, days and times to maximise the benefit of this intervention.

⁵ These include: the higher likelihood of Maori being both victims and offenders of crime, living in state housing, being unemployed, and living in deprived areas; the emergence of middle-class shoplifting a rise in youth homelessness, and youth-driven ram-raid, theft, and aggravated robbery offending.ⁱⁱ

1. What degree of community harm is attributable to emergency housing in Waikato District?

It is LIKELY that emergency housing has a significant impact on harm within Hamilton City.



As of October 2022, there are more than 50 EH locations present in Waikato district (see Appendix 1). The majority (approximately 40) are in Hamilton City and highly concentrated on Ulster Street. Analysis of calls for service (CFS) in Hamilton over the past decade⁶ reveals a shifting pattern in harmful behaviour occurring at these locations. Prior to the introduction of the Emergency Housing Special Needs Grant in July 2016, and up until 2018 (henceforth referred to as the 'pre-policy period')⁷, the top 50% of CFS at Hamilton EH locations⁸, which were still functioning as motels, were made up of random harm behaviour (Suspicious Activity, Theft, and Burglary) and group-related harm (Family Harm and Disorder) in line with expectations of the traditional use of these premises. CFS at these Hamilton locations during the pre-policy period also accounted for approximately 17%⁹ of all CFS within a collective 100m radius surrounding them.

- Between 2019 to 2022¹⁰, CFS increased from accounting for 34% of all CFS in a collective 100m radius surrounding Hamilton EH properties, to 55%. A noticeable shift in random harm behaviour (Suspicious Activity, Theft, and Burglary) is also observable during this timeframe; by 2021, the top 50% of CFS at Hamilton EH locations had condensed to just four codes indicative of group-related harm (Family Harm and Disorder), with the addition of Non-Speech-Emergency-Calls and Breach-of-the-Peace incidents, and a decline in random harm behaviour (Suspicious Activity, Theft, and Burglary). In the collective 100m radius surrounding Hamilton EH locations, family harm ranked the top CFS code and EH locations' contribution to this increased from 23% on average in the pre-policy period to 82% in 2022.
- Rurally, CFS at EH locations have increased over time but with lesser impacts. In Waikato East during the pre-policy period, CFS at EH locations contributed an average of 7% to the collective 100m radius, this has increased by 16% (to a total of 22%) in the four years to 2022. In Waikato West, the pre-policy EH location contribution to the collective 100m radius was 19% and increased by 8% (to 27%) in the four years to 2022¹¹. In comparison, CFS in Hamilton City have increased by 33% (to 50%) between the pre-policy period and the four years to 2022.
- Occurrences at **all** commercial motel locations¹² in Waikato District per 1,000 people consistently averaged around 1.1 between 2015 and 2018.¹³ This is currently at 2.0 in 2022¹⁴, which is an 82% increase. In contrast, for Waikato District as a whole, all occurrences per 1,000 people have only increased 7% over a similar timeframe.¹⁵ This indicates that the harm associated with a population at higher risk of victimisation and offending (EH) has increased at a rate more rapidly than the District population. This is LIKELY to have a significant impact on harm within Hamilton City where 91% of Waikato's EH properties are located.^{xvi}

It is LIKELY that the emergency housing occupant profile reflects existing vulnerable populations.

- Of those households currently on the public housing register (1,902), 67% identify as Māori and 15% as European.^{xvi} **Kāinga Ora housing register** modal applicant age groups are 20-29 (30%) and 30-39 year-olds (30%).^{xvi} This

⁶ 2012 – 2022 to date

⁷ The years 2012 - 2018 have been grouped and assessed as the 'pre-policy period'. Although the policy was introduced in 2016, an observable impact is not noticeable in CFS data until 2019 by which time most of the identified EH locations had their EH services up and running.

⁸ This is an average between 2012 and 2018.

⁹ This looks at the top CFS in the collective 100m radius surrounding EH locations and counts how many of them can be attributed to just the EH locations themselves. This number is an average of this calculation between 2012 and 2018.

¹⁰ References throughout this report always imply 2022 to date (approximately October/November).

¹¹ In fact, it grew an average of 13% in the 2019-2021 period, and reduced by 5% in the 2021-2022 period.

¹² This is not just specific EH locations but all motel location types. This analysis allows comparisons between cities in NZ and provides larger totals which are more appropriate for generating population estimates.

¹³ A NIA Occurrences search was used to examine aggregate trends for occurrences at 'commercial motel' scene types for 2012 to 2022. Population totals (and estimates) converted to Police boundaries based on Statistics NZ data were then used to calculate a per capita 1,000 estimate. These were only available from 2014.

¹⁴ Down from a peak of 2.7 in 2021.

¹⁵ Occurrences per 1,000 people between 2018 and 2021 rather than 2022 to date.

demographic is echoed by EH households where 72% identify as Māori and 14% as European with the same modal age ranges. Only 8% of all EH households are in full-time work, study or in receipt of superannuation.^{xvi}

6. Approximately 46% of households are categorized as families with children. Wrap-around support services are available through MSD's Flexible Funding Assistance Programme to assist EH occupants with school enrolment and attendance, General Practitioner enrolment, financial capability, and counselling. In Hamilton, these services are contracted out to **Te Runanga o Kirikiriroa, Te Kōhao Health**, and Mātauranga Ake Central Kids.¹⁶ Funded tuition for science, maths, and English is available to support children with learning barriers three times a week at Aaron Court Motor Inn. Te Huarahi Hōu, an afterschool programme at Whitiara School, is also available twice a week for Whitiara students living in EH¹⁷ and Pukete Neighbourhood House Holiday Programme has been exclusively provided for EH children since the beginning of 2021. This includes a bus funded by Te Whatu Ora Waikato to transport children to and from the holiday programme and to off-site activities.^{xvi}
7. It is POSSIBLE for some whānau, EH provides a degree of stability and community that has otherwise been lacking. In Rotorua, some occupants have indicated that their support structures now depend on motel living. For many who have lived in these communities for over a year, some do not want to leave as they have built community bonds with their neighbours and mind each others' children. The thought of leaving the environment is 'scary'.^{xxii}
8. Analysis of CFS originating from EH shows CFS demand has become increasingly spread amongst EH providers in Hamilton City, LIKELY as a result of an increase in the number of EH locations in the last two years. Only four locations registered 5% or more of CFS demand in 2022 (totaling 21% of CFS) compared to an average of 7.5 locations between 2016 and 2019 at the 5% threshold generating an average of 55% of CFS. Given that the annual growth rate of overall Hamilton EH CFS is slowing, it is POSSIBLE a 'pepper-pot' effect is positively impacting the spread of vulnerability and risk associated with the EH demographic profile.

2. What can we expect?

It is POSSIBLE the peak volume of emergency housing-generated harm has passed.

9. Occurrences at commercial motel locations experienced an increase in most districts in 2019 with peaks in 2020. Between 2018 and 2020 occurrences grew by an annual average of 28% in all locations, compared to 8% in the years prior between 2015 and 2018. Waikato District has experienced the greatest rate increase in occurrences at motels (169%)¹⁸ across all districts and all years between 2015 and 2022. However, a decline in the annual growth rate of occurrences presented between 2020 and 2021¹⁹ (the national average was only a 1% increase), and between 2021 and 2022 declined by 23% (with a national average decline of 22%). Aggregate 2022 Waikato levels are LIKELY to settle at a 16% decline on 2021's occurrences (with a 14% decline LIKELY nationally).¹³
10. In all Areas, CFS have seen annual increases over the previous decade. However, the rate of this annual growth has been slowing since 2020. In Hamilton City and rurally, a notable average growth rate jump of 28% between the pre-policy and policy-introduction years occurred. However, the table below shows this growth reduced significantly in the last two years.

	Hamilton City	Waikato East	Waikato West	Waikato District
Pre-Policy EH Average CFS Growth	24%	55%	5%	28%
2019-2020 EH Average CFS Growth	91%	90%	35%	72%
2021-2022 EH Average CFS Growth	11%	6%	2%	6%

¹⁶ Collectively these services have 15 Full Time Equivalent staff to provide support although it is unknown whether this is exclusively to emergency housing occupants.

¹⁷ There are currently 48 plus a further 11 living in transitional housing.

¹⁸ This is the increase in occurrences between 2015 and 2022 to date. Bay of Plenty was second with 117%, followed by Eastern with 102%. The national average was 65%.

¹⁹ Likely due to Covid-19.

11. There are currently 1,902 households on the public housing register²⁰ for Hamilton City²¹ and the modal length of wait time is over two years (30% of households). Over 60% of applicants have been waiting longer than 12 months for a placement.²² However, the number of applicants on the national housing register also appears to have peaked with a recent decline in applications for the September 2022 quarter being the first observed in almost eight years.^{xvii} Hamilton City applicant growth has averaged 83 per quarter between June 2017 and June 2022, with peak growth of 147 in the June 2019 fiscal year, but recently reported an unprecedented²³ decline of 126 for the June to September 2022 quarter. Likewise, Waikato East²⁴ and West have averaged 16 and 17 per quarter between June 2017 and June 2022 respectively, with peaks of 23²⁵ and 29²⁶, and unprecedented declines of 36 and 39 in the most recent quarter.^{xviii}
12. It is POSSIBLE some of the contributing factors to the housing crisis will have reduced impacts in the foreseeable future. An undersupply of housing, escalating house and rent prices, and increasing building supply costs^{xvi} are showing indications of slowed or reversing trends,^{xix, xx} including predictions of a housing surplus within 12 months.^{xxi} Furthermore, while discrimination towards beneficiaries by the private rental market is still prevalent, the challenge to find private rentals has LIKELY started to reduce in line with the housing market cooling.^{xxii} Furthermore, significant supply increases are LIKELY within Waikato District within the next few years. Kāinga Ora are increasing their housing stock with public housing that replaces single homes on large sections at a 1:3 (units/townhouses) ratio such as the planned re-development in Enderley.^{xxiii} However work by Kāinga Ora²⁷ and private developers is also occurring in the affordable housing market with the goal of assisting homeowners into low income-cap housing in order to free up the private rental market.^{xxii}

It is LIKELY that the disproportionate effects of emergency housing in Hamilton City are due to critical mass factors.

13. Within MSD's Waikato District, approximately 91% of EH households (774) are situated within Hamilton City attached to 40 locations.^{xvi} The ratio of households to EH locations was 12:1 in 2020 and this has increased to 19:1 in 2022. Rurally, there are only four households to one location in Waikato East and three households to one location in West.^{xvi} Furthermore, rural EH locations are geographically spread, whereas Hamilton City properties are highly concentrated and EH occupants are the dominant (or only) population residing there.
14. In 2022, the top ten EH locations in Hamilton City had an average of 25 households and generated an average of 105 CFS. A positive relationship between the average number of households and corresponding CFS can be seen in the table below. This indicates that density is LIKELY to be a key factor in the higher level of harm observed in Hamilton City.

Location Rank Group	Average Households	Average CFS ²⁸	Average Calls per Household
1 – 10	25.3	105.0	4.2
11 – 20	22.6	60.1	2.7
21 – 30	16.3	51.7	3.2
31 – 39 ²⁹	14.1	27.8	2.0

²⁰ This is managed by Kāinga Ora and is separate to Emergency Housing.

²¹ As at October 28 2022

²² As at October 28 2022

²³ Since June 2017

²⁴ Hauraki District TLA, Matamata-Piako District TLA, Thames-Coromandel District TLA, and Waipa District TLA.

²⁵ East: June 2019 – June 2020

²⁶ West: June 2018 – June 2019

²⁷ In conjunction with KiwiBuild

²⁸ Excluding all duplicates, 1U, 1V, 1W, and all 2, 3, and 4 incident codes.

²⁹ Only 39 of 41 locations were able to be assessed.

15. Waikato East EH locations demonstrate a similar ratio of an average 19.5 households generating an average of 51.8 CFS or 2.7 calls per household. Waikato West is the notable exception to this pattern with a low average number of households (3) generating disproportionately high CFS (35.7) or 11.9 per household.
16. Of the 39 motel units contracted by MSD to provide EH, 19 are situated on Ulster Street, and this constitutes over half (56%) of the available motels on Ulster Street. ^{xvi} Families in Waikato District spend an average of 31 consecutive weeks in EH conditions with the majority (75%) staying over three months. The most frequent length of stay is between six and 12 months. ^{xvi} In Hamilton City Area, the combination of a vulnerable occupant profile experiencing financial and relational strain in close, temporary living conditions for at least three months and in a high-density motel location ALMOST CERTAINLY generates negative synergy which is reflected in CFS statistics.

It is POSSIBLE that media attention and public outcry will increase antisocial behaviour and incidents of vigilantism.

17. Demand for EH is POSSIBLY greater in Waikato District than in Auckland and Bay of Plenty, ^{30,xvi,xxii} and the CFS growth rate at EH locations is slowing. Uptake from Ulster Street motels to join the EH scheme occurred early following the policy introduction and subsequently, support services have had longer to establish. In contrast, Rotorua is POSSIBLY experiencing peak effects of the EH system more recently, with a LIKELY higher EH harm rate, ³¹ and support structures struggling to catch up. ^{xxii} However, as limited detail is available to the public, media commentary is LIKELY to have a significant influence on public behavior and beliefs about EH in Waikato District due to ongoing media attention on Rotorua EH.
18. Media reports have been vocal about crime originating from, or being attracted by, EH. There have been various articles been published highlighting public concerns on the perceived increase in crime levels as a result of EH. ^{xxiii} Both Hamilton and Rotorua mayors recently addressed the media in response to serious concerns about the safety of the EH system, with the latter calling for an increase in Police capacity. ^{xxiv,xxv} It is POSSIBLE a perceived or actual increase in harm being generated by EH will prompt attempts by frustrated individuals to take the law into their own hands. Notable incidents of vigilantism have occurred in recent years in relation to illegal street racing where an angry resident used a loader to attempt to scoop up a car, ^{xxvi} and another individual fired a gun at street-racing vehicles. ^{xxvii} In response to ongoing aggravated robberies and ramraids, increasing numbers of business owners purchasing weapons or seeking law changes in relation to self-defense have also been reported. ^{xxviii, xxix}
19. While a causative link between poverty and crime is generally debated, ^{xxx} New Zealand and international indications of a correlation between rising living costs and increases in specific criminal behaviours³² has been assessed in a previous Insights Assessmentⁱⁱ as POSSIBLE to LIKELY. Following recent years which have seen an increase in strain experienced by many whānau due to the experience of Covid-19 ^{xxxi} and cost of living pressures (such as rising rent and mortgage costs, ^{xxxii, xvi} petrol^v and food ^{xxxiii} price increases), unprecedented extreme activism in the form of the Wellington riots, and increasingly overt displays of law-breaking such as youth ramraids and aggravated robberies, it is POSSIBLE individuals who previously have not felt compelled to 'act' will be more inclined to engage in risky or criminal behaviour.

3. What opportunities exist for Police and partner agencies to manage emergency housing risk?

It is POSSIBLE that consideration of Police intelligence risk factors would reduce risk during placement decision-making.

20. Emergency housing is an available option for prison releases or offenders on bail as a last resort. ^{xxxiv} Where such individuals are considered high risk, the EH placement is managed by Corrections. Medium risk individuals are managed by MSD with Corrections input as to where the individual is placed, and low risk individuals are managed by MSD. ^{xxxv}

³⁰ Estimated applications per 1,000 people.

³¹ Bay of Plenty occurrences at motels per 1,000 people has been consistently higher than Waikato (and Auckland) even prior to emergency housing since at least 2015, and is currently the national leader with 5.0 occurrences per 1,000 people in 2021. In contrast, Waikato District ranks six out of the 12 Districts and had a rate of 2.7 in 2021.

³² These include: the higher likelihood of Maori being both victims and offenders of crime, living in state housing, being unemployed, and living in deprived areas; the emergence of middle-class shoplifting a rise in youth homelessness, and youth-driven ram-raid, theft, and aggravated robbery offending. ⁱⁱ

It is suggested that Police and the Courts apply a similar approach when recommending addresses to lower the risk of revictimisations and new victimisations.

21. Families entering the EH system due to financial strain are also LIKELY experiencing relational strain.³³ This makes it challenging for victims to leave their abusers when the alternative to their current situation is to be homeless.^{xxxvi} Furthermore, it is LIKELY that EH occupants in fear of retribution from their neighbours, whom they live in close proximity to, are less likely to report harmful behaviour to Police.^{xxxvi} However, Police are LIKELY to already hold information on criminal risk for EH applicants. Where there is a significant risk of family harm, sexual offending or high-risk drug use for EH applicant households, Police information sharing is LIKELY to enhance understanding of a household's risk profile and support placement decision-making. It is suggested that consideration towards a multi-agency approach to placement decision-making be established to ensure a more complete assessment of risk can be undertaken.
22. It is suggested that the possibility of establishing female only EH locations be explored to support women who might respond to the opportunity to exit abusive situations. While this might create additional strain on demand for EH locations due to splitting some applicant households, it will POSSIBLY reduce risk of harm in a similar way to a Police Safety Order.

It is LIKELY that there are barriers for single occupants in emergency housing to successfully exit the system that need addressing.

23. The most common EH occupant category is single adults with no children (49%).^{xvi} This was identified as a growing demographic in 2020, however, single parents with children were still the largest category at this time (49%). In 2022 the latter now represents 39%.^{xxxvii} The most frequently sought number of bedrooms for housing register applicants is also one (requested by 42% of households), followed by two bedrooms (33%).^{xvi} While EH³⁴, transitional housing³⁵, and long-term housing³⁶ occupants are LIKELY a similar population, single people are LIKELY unable to access longer-term housing options following a stay in emergency accommodation due to Kāinga Ora prioritising placements for families and child welfare. **Long-term single room placements are currently not an available option with Kāinga Ora.**^{xxii}
24. Similarly, this demographic often also present with addiction and mental health problems that are too complex for the housing system.^{xxxviii} Some individuals end up homeless because it is easier to do so than to have the responsibility of a tenancy, complete large amounts of paperwork, or have someone to report to.^{xxii} Transitional housing³⁷ navigators indicate that a significant percentage of their clients have mental health or substance abuse issues and that these coupled with housing shortages, often results in them being forcibly exited from their transitional accommodation.^{xxxviii} This ALMOST CERTAINLY leads these clients to rely on EH until a new transitional accommodation opportunity becomes available. Mental health incidents have noticeably increased within EH CFS in Hamilton City, having been virtually non-existent in the pre-policy period to contributing approximately 44% to the collective surrounding 100m radius in 2021 and 2022. Since **mental health issues affect at least 20% of EH households in Waikato District**, it is LIKELY that progression towards more stable and long-term public housing is generally unachievable for this LIKELY growing occupant profile. It is suggested that multi-agency efforts focus on potential housing options for single adults to exit the EH system.

³³ In 2022 to date in Hamilton City, approximately 82% of 5Fs within a collective 100m radius of EH locations are estimated to be attributed to the EH locations themselves. In Waikato East it is 49%, and in Waikato West, 82%.

³⁴ EH are temporary accommodations managed by MSD for people who are unable to access housing. They are used when TH are not an option and are short term accommodations (week by week).

³⁵ TH are managed by the ministry of Housing and Urban Development and, similarly to EH, are temporary accommodations for people who are unable to access housing. TH provide support for an average of 12 weeks while tenants needs are assessed, and long-term housing and support is organised.

³⁶ KO replaces housing New Zealand (HNZ) and provides longer term affordable social housing. This can last for many years.

³⁷ Transitional housings are managed by the ministry of Housing and Urban Development and, similarly to emergency housing, are temporary accommodations for people who are unable to access housing. Transitional housing, differently from emergency housing which are shorter term accommodations, provide support for an average of 12 weeks while tenants needs are assessed, and long-term housing and support is organised.

It is POSSIBLE that Hamilton City EH is an Organised Crime attractor and should be treated as such.

25. Crime attractors are locations where offenders are drawn specifically with the intention of committing a crime, in contrast to crime generators which produce offenders who succumb to the criminal opportunities they unexpectedly find available to them in a particular environment. ^{xxxix} While forms of relational harm such as family violence, disorder, and breach-of-the-peace incidents are arguably the result of the environment (EH locations as crime generators), it is POSSIBLE that more serious, unreported activity is the result of gang members being attracted to EH locations to carry out their illegal activities within a community within which they already have some established criminal links. Furthermore, the ability to identify households in highly vulnerable situations, simply by where they are residing, also provides new and ongoing opportunities for exploitation by these groups.
26. Unreported behaviour that is POSSIBLY occurring in Hamilton EH locations includes gang intimidation, rape, drug dealing, and prostitution. ^{xl, xli, xlii, xliii} EH occupants that already engage in crime are LIKELY to continue to do what they consider to be normal behaviour within their new EH environment. As one resident explained, “this is my livelihood, and this is now my home. I’m not just going to stop what I would usually do just because I’m here and it’s illegal.” ^{xxii} The re-locating of such individuals into a more geographically concentrated area LIKELY streamlines and makes gang exploitation more efficient, and increases the likelihood of Hamilton EH locations becoming more entrenched crime attractors. However, crime attractors also provide opportunities for location-based interventions. It is suggested that EH locations in Hamilton City be included in the Organised Crime Local Action Plan to form a specific focus of organised crime suppression within Waikato District.

It is LIKELY that integrating Police location and temporal risk information with private security placement will enhance MSD deployment-to-risk decision-making.

27. Of the Hamilton City EH locations, six are recorded³⁸ as having security personnel onsite who mostly work during night times and weekends. Temporal analysis of CFS originating from locations with security onsite indicates no discernable effect during the approximate times security is present (PST late and evening shifts). For all three Areas demand is highest during Early and Late shifts (approximately 40% for each for the District). The peak CFS hourbands for all three areas are between 10am and 12pm, with approximately one-quarter of CFS occurring either side of this between 9am and 1pm. It is suggested that engagement with onsite security be undertaken to determine the routines and actions of staff while on site to ascertain how a security presence can maximise risk-reduction.
28. Although CFS demand has become increasingly spread in the last two years, the top 10 locations still account for 42% of CFS from all EH locations. Of the six locations that were identified as having a security presence, only the number one ranked EH location for CFS, **s.9(2)(g) OIA** is in the top ten. The remaining five are ranked 11th, 15th, 16th, and 39th. It is LIKELY that MSD makes security placement decisions based only on its own estimations and would benefit from Police data on high-risk locations, days and times to maximise the benefit of this intervention.

4. Recommendation Summary

29. Consider a multi-agency approach to placement decision-making to ensure more complete assessment of risk.
30. Explore female only EH locations to support women who might respond to the opportunity to exit abusive situations.
31. It is suggested that multi-agency efforts focus on potential housing options for single adults to exit the EH system.
32. It is suggested that engagement with onsite security be undertaken to determine the routines and actions of staff while on site to ascertain how a security presence can maximise risk-reduction.
33. It is suggested that Police and the Courts apply a similar approach as Corrections does when recommending addresses to lower the risk of revictimisations and new victimisations.
34. It is suggested that EH locations in Hamilton City be included in the Organised Crime Local Action Plan to form a specific focus of organised crime suppression within Waikato District.

³⁸ Only three of these could be verified: **s.9(2)(g) OIA** CFS were analysed for this.

Appendix 1

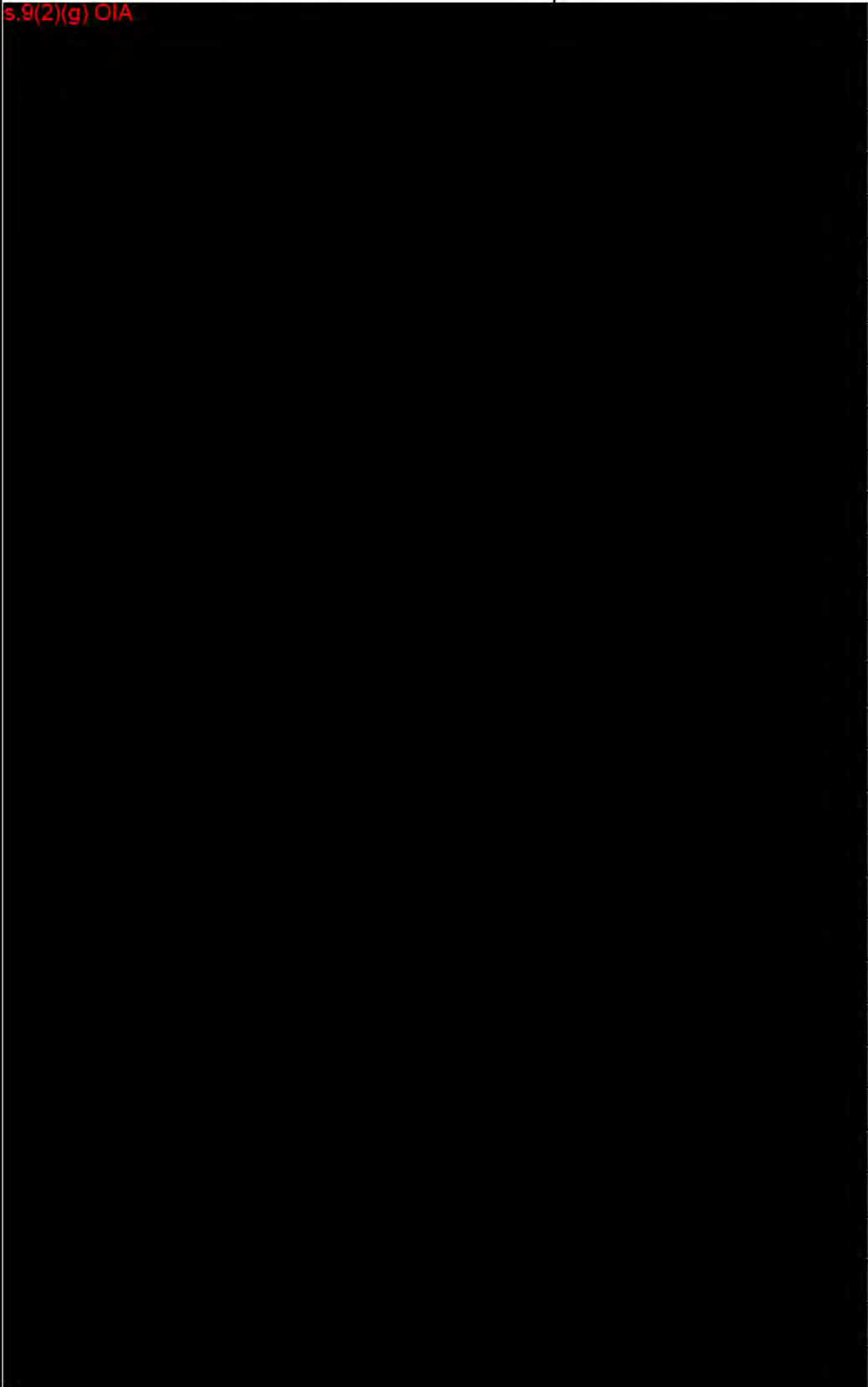
EH locations – 2020 Snapshot⁴

* With security personnel onsite

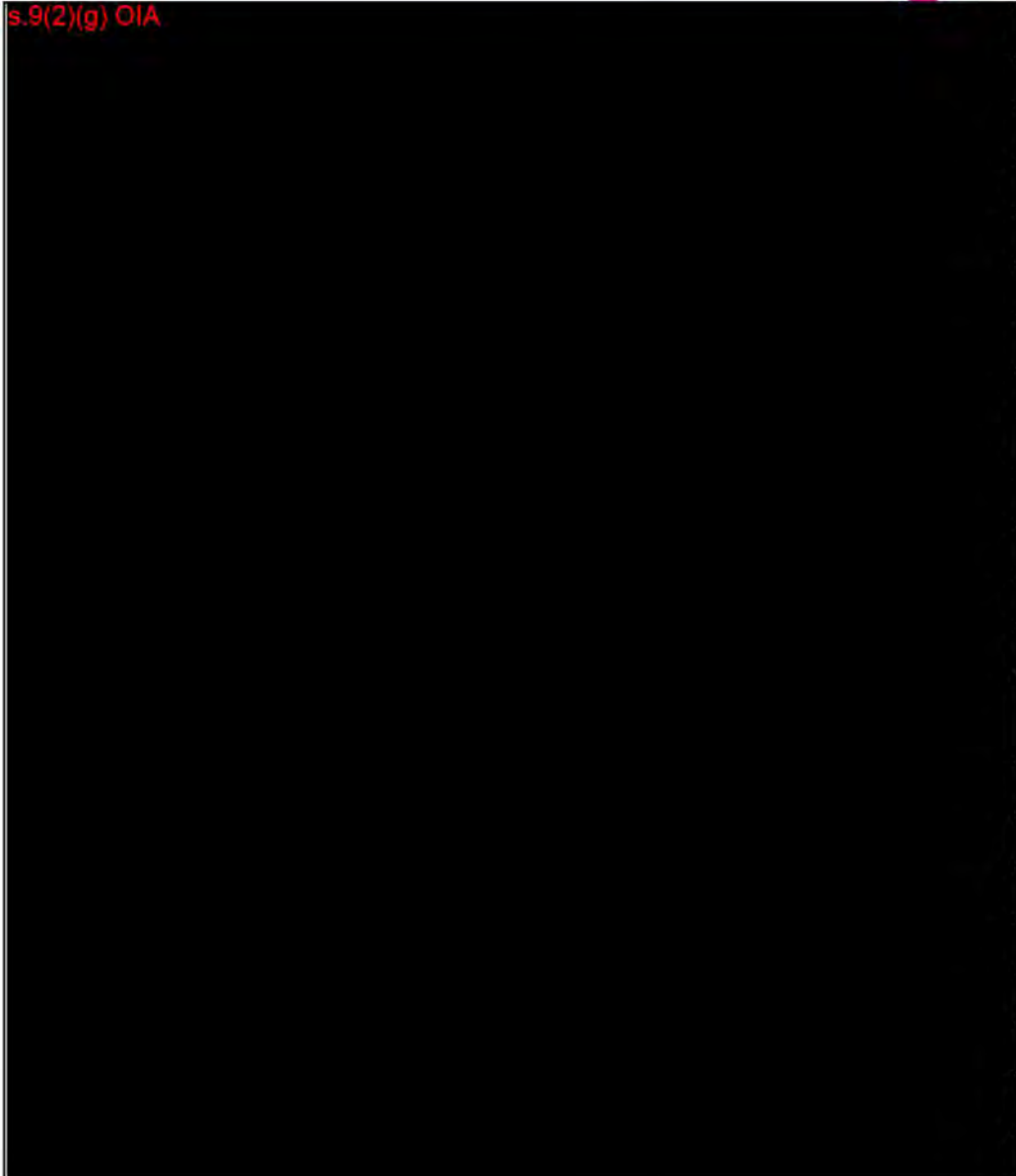
Motel	Address	Area
s.9(2)(g) OIA		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
City		
City		
City		
City		
City		
City		

EH locations – 2022 Snapshot⁴

** With security personnel onsite*

Motel	Address	Area
<p>s.9(2)(g) OIA</p> 		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
		City
City		
City		
City		
City		

s.9(2)(g) OIA

	City
	City
	City
	City
	City
	City
	City
	City
	West
	West
	West
	West
	West
	West
	West
	West
	West
	East
	East
	East
East	
East	
East	

Handling Instructions

THIS DOCUMENT IS CLASSIFIED and IN CONFIDENCE

All IN CONFIDENCE information (including data) should clearly identify the originating government agency and date.

Methods and rules

Electronic transmission IN CONFIDENCE data can be transmitted across external or public networks but the level of information contained should be assessed before using clear text.

Username/Password access control and/or encryption may be advisable (with the aim of maintaining public confidence in public agencies)

Manual transmission May be carried by ordinary postal service or commercial courier firm as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.

Storage and disposal IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim simply to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements.

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Probabilistic Language

Probability Statement	Qualitative Statement	Percentage Probability
<i>Almost Certain</i>	The event will occur in most circumstances	>95%
<i>Likely</i>	The event will probably occur in most circumstances	>65%
<i>Possible</i>	The event might occur some of the time	>35%
<i>Unlikely</i>	The event could occur in some circumstances	<35%
<i>Rare</i>	The event has remote chance of occurring	<5%

Document Production

Details	Originator(s)	Reviewed by	Released by
Name	Ivano Ripellino Anneliese Cook	John Hunter	Hywel Jones
Role	Lead Analysts	District Manager: Intelligence (Acting)	District Prevention Manager
Date	25/11/22	25/11/22	25/11/22

Distribution List

For Action	For Information
Governance Group: Tasking & Coordination District Tasking & Coordination Group	

Endnotes

- ⁱ Beehive.govt.nz. 2009. *Strategic Policy Brief*. [online] Available at: <<https://www.beehive.govt.nz/sites/default/files/Social%20Risk%20Factors.pdf>> [Accessed 16 August 2022].
- ⁱⁱ New Zealand Police. (2022). *Insights Assessment*. Product ID: WKD-IA-220931. Classification: **RESTRICTED**
- ⁱⁱⁱ Gasteiger, N., Vedhara, K., Massey, A., Jia, R., Ayling, K., Chalder, T., Coupland, C., & Broadbent, E. (2021). Depression, anxiety and stress during the COVID-19 pandemic: Results from a New Zealand cohort study on mental well-being. *BMJ Open*, 11(5). <https://doi.org/10.1136/bmjopen-2020-045325>
- ^{iv} Edmunds, S., 2022. *Worst time to buy a house in 65 years: Infometrics*. [online] Stuff. Available at: <<https://www.stuff.co.nz/business/money/129050795/worst-time-to-buy-a-house-in-65-years-infometrics>> [Accessed 16 August 2022].
- ^v New Zealand Herald. 2022. *Rents double: Accommodation supplement review needed, says Salvation Army*. [online] Available at: <<https://www.nzherald.co.nz/nz/rents-double-accommodation-supplement-review-needed-says-salvation-army/AMGLZ56TGP5OEWfZH73GFOM3XM/>> [Accessed 16 August 2022].
- ^{vi} <https://www.nzherald.co.nz/business/costco-shopping-inside-the-new-chain-coming-to-auckland/G5ASBYWM5IQMKNSALSGBRXFOA/>
- ^{vii} Feek, B. (2021, August 2). *Watch: 'genuinely scared' - man uses loader to take on boy racers*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/nz/man-uses-loader-to-take-on-huntly-boy-racers/IO2KX7X2NSTNJHXE3LV4PTI2H4/>
- ^{viii} Makiha, K. (2022, November 11). *Homeless, gangs and crime: Urgent calls for more police*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/rotorua-daily-post/news/fighting-for-rotorua-mayor-calls-for-more-police-to-deal-with-emergency-housing-crime/XX5KXQ76EJDTGLJCDBA6OMMTE4/>
- ^{ix} Morton, N. (2022, April 28). *'someone's going to be killed': Concern as owners arm themselves to defend shops*. Stuff. Retrieved November 18, 2022, from <https://www.stuff.co.nz/national/300574930/someones-going-to-be-killed-concern-as-owners-arm-themselves-to-defend-shops>
- ^x Oct, N. Z. H., & Oct, 18. (2022, October 19). *'police can't do anything': Dairy Owner's stress after multiple robberies*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/nz/police-cant-do-anything-dairy-owners-two-stores-robbed-two-nights-in-a-row/GXSPW56W5YMQDJYCZTD74Q5ACE/>
- ^{xi} Brantingham, P., & Brantingham, P. *Environment, routine, and situation: Toward a pattern theory of crime*. New Brunswick, NJ: Transaction Publishers, 1993. Web.
- ^{xii} Rutherford, K. (2022, October 29). *Woman in Hamilton Emergency Housing Motel refuses to give in to Gang's prostitution and drug threats*. Newshub. Retrieved November 18, 2022, from <https://www.newshub.co.nz/home/new-zealand/2022/10/woman-in-hamilton-emergency-housing-motel-refuses-to-give-in-to-gang-s-prostitution-and-drug-threats.html>

- ^{xiii} Rutherford, K. (2022, November 2). *Woman in Hamilton Emergency Housing Motel raped by gang members with her children nearby, Sister says*. Newshub. Retrieved November 18, 2022, from <https://www.newshub.co.nz/home/new-zealand/2022/11/woman-in-hamilton-emergency-housing-motel-raped-by-gang-members-with-her-children-nearby-sister-says.html>
- ^{xiv} Neilson, M. (2022, November 14). *Public housing waitlist drops for only second quarter since June 2015*. NZ Herald. Retrieved November 17, 2022, from <https://www.nzherald.co.nz/nz/public-housing-waitlist-drops-for-only-second-quarter-since-june-2015/KMFLNOHJUFEFARQYT7NOAXFVE/>
- ^{xv} Organised Crime Group (Personal communication, 3 November, 2022).
- ^{xvi} Waikato, Emergency, transitional and public housing, 1–20 (2022). Hamilton, WKO; Ministry of Social Development.
- ^{xvii} Neilson, M. (2022) *Public housing waitlist drops for only second quarter since June 2015, NZ Herald*. NZ Herald. Available at: <https://www.nzherald.co.nz/nz/public-housing-waitlist-drops-for-only-second-quarter-since-june-2015/KMFLNOHJUFEFARQYT7NOAXFVE/> (Accessed: November 17, 2022).
- ^{xviii} *Housing Register*. Ministry of Social Development. (n.d.). Retrieved November 17, 2022, from <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/housing-register.html>
- ^{xix} Bell, M. (2022, October 30). *House prices fall: What happens now for building companies?* Stuff. Retrieved November 18, 2022, from <https://www.stuff.co.nz/business/property/130295144/house-prices-fall-what-happens-now-for-building-companies>
- ^{xx} Couchman, J. (2022, September 14). *The changing tides of Housing Supply and Demand*. The Spinoff. Retrieved November 18, 2022, from <https://thespinoff.co.nz/partner/14-09-2022/the-changing-tides-of-housing-supply-and-demand>
- ^{xxi} Dann, L. (2022, August 24). *NZ will have a housing surplus in 12 months - Kiwibank*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/business/nz-will-have-a-housing-surplus-in-12-months-kiwibank/6ABPUEGRN4I4ZTVYDST2B7MTCI/>
- ^{xxii} Kāinga Ora, (Personal communication, 2 November, 2022)
- ^{xxiii} Patterson, J. (2022, October 1). *Police: Rising concern over crime in emergency housing*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/nz/emergency-housing-police-documents-reveal-increasing-public-concern-over-crime/GYQ7YITXNQUZ6U3CZOZFZER2F4/>
- ^{xxiv} Hewett, W. (2022, October 25). *Hamilton mayor Paula Southgate concerned as residents in emergency housing report feeling increasingly unsafe*. Newshub. Retrieved November 18, 2022, from <https://www.newshub.co.nz/home/new-zealand/2022/10/hamilton-mayor-paula-southgate-concerned-as-residents-in-emergency-housing-report-feeling-increasingly-unsafe.html>
- ^{xxv} Makiha, K. (2022, November 11). *Homeless, gangs and crime: Urgent calls for more police*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/rotorua-daily-post/news/fighting-for-rotorua-mayor-calls-for-more-police-to-deal-with-emergency-housing-crime/XX5KXQ76EJDTGLJCDBA6OMMTE4/>

- xxvi Feek, B. (2021, August 2). *Watch: 'genuinely scared' - man uses loader to take on boy racers*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/nz/man-uses-loader-to-take-on-huntly-boy-racers/IO2KX7X2NSTNJHXE3LV4PTI2H4/>
- xxvii Makiha, K. (2022, November 11). *Homeless, gangs and crime: Urgent calls for more police*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/rotorua-daily-post/news/fighting-for-rotorua-mayor-calls-for-more-police-to-deal-with-emergency-housing-crime/XX5KXQ76EJDTGLJCDBA6OMMTE4/>
- xxviii Morton, N. (2022, April 28). *'someone's going to be killed': Concern as owners arm themselves to defend shops*. Stuff. Retrieved November 18, 2022, from <https://www.stuff.co.nz/national/300574930/someones-going-to-be-killed-concern-as-owners-arm-themselves-to-defend-shops>
- xxix Oct, N. Z. H., & Oct, 18. (2022, October 19). *'police can't do anything': Dairy Owner's stress after multiple robberies*. NZ Herald. Retrieved November 18, 2022, from <https://www.nzherald.co.nz/nz/police-cant-do-anything-dairy-owners-two-stores-robbed-two-nights-in-a-row/GXSPW56W5YMQDJYCZTD74Q5ACE/>
- xxx Beehive.govt.nz. 2009. *Strategic Policy Brief*. [online] Available at: <<https://www.beehive.govt.nz/sites/default/files/Social%20Risk%20Factors.pdf>> [Accessed 16 August 2022].
- xxxi Gasteiger, N., Vedhara, K., Massey, A., Jia, R., Ayling, K., Chalder, T., Coupland, C., & Broadbent, E. (2021). Depression, anxiety and stress during the COVID-19 pandemic: Results from a New Zealand cohort study on mental well-being. *BMJ Open*, 11(5). <https://doi.org/10.1136/bmjopen-2020-045325>
- xxxii Edmunds, S., 2022. *Worst time to buy a house in 65 years: Infometrics*. [online] Stuff. Available at: <<https://www.stuff.co.nz/business/money/129050795/worst-time-to-buy-a-house-in-65-years-infometrics>> [Accessed 16 August 2022].
- xxxiii <https://www.nzherald.co.nz/business/costco-shopping-inside-the-new-chain-coming-to-auckland/G5ASBYWM5IQMKNSALSGBRFXFOA/>
- xxxiv Bathgate, B. (2022, September 23). *Uncertainty over how many on home detention, bail in MSD motels*. Stuff. Retrieved November 18, 2022, from <https://www.stuff.co.nz/national/129958724/uncertainty-over-how-many-on-home-detention-bail-in-msd-motels>
- xxxv Ministry Social Development (2022, October 24). *Emergency Housing*.
- xxxvi Hamilton City Response Staff (Personal communication, 5 November 2022).
- xxxvii Waikato, Emergency, transitional and public housing1–20 (2020). Hamilton, WKO; Ministry of Social Development.
- xxxviii LinkPeople (Personal communication, 9 November 2022).
- xxxix Brantingham, P., & Brantingham, P. *Environment, routine, and situation: Toward a pattern theory of crime*. New Brunswick, NJ: Transaction Publishers, 1993. Web.

zealand/2022/10/woman-in-hamilton-emergency-housing-motel-refuses-to-give-in-to-gang-s-prostitution-and-drug-threats.html

- ^{xli} Rutherford, K. (2022, November 2). *Woman in Hamilton Emergency Housing Motel raped by gang members with her children nearby, Sister says*. Newshub. Retrieved November 18, 2022, from <https://www.newshub.co.nz/home/new-zealand/2022/11/woman-in-hamilton-emergency-housing-motel-raped-by-gang-members-with-her-children-nearby-sister-says.html>
- ^{xlii} Neilson, M. (2022, November 14). *Public housing waitlist drops for only second quarter since June 2015*. NZ Herald. Retrieved November 17, 2022, from <https://www.nzherald.co.nz/nz/public-housing-waitlist-drops-for-only-second-quarter-since-june-2015/KMFLNOHJUFEFARQYT7NOAXFVE/>
- ^{xliii} Organised Crime Group (Personal communication, 3 November, 2022).

~~IN CONFIDENCE~~

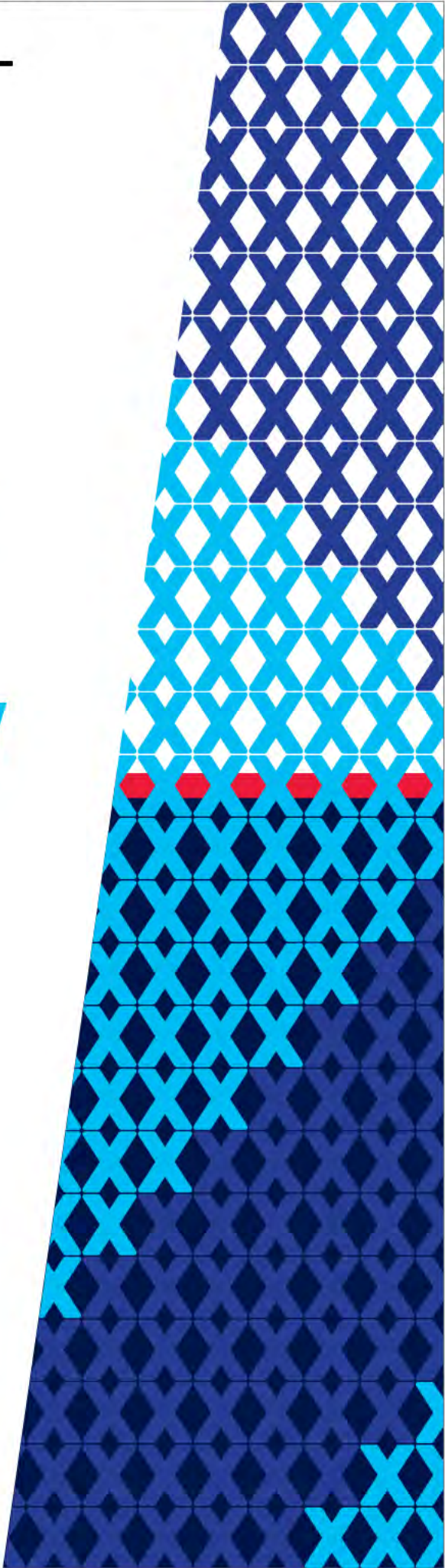


NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Apartment buildings in Auckland CBD

Offending patterns and
intervention opportunities

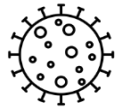
17 June 2022



Contents

Key Findings	3
Introduction	4
Background	4
Purpose	4
Methodology	5
Analysis	6
Ministry of Social Development	6
s.9(2)(ba) OIA ██████████, Auckland Central	7
s.9(2)(ba) OIA ██████████, Auckland Central	100
s.9(2)(ba) OIA ██████████, Auckland Central	111
s.9(2)(ba) OIA ██████████, Auckland Central	133
s.9(2)(ba) OIA ██████████, Auckland Central	155
Response	177
Stakeholder engagement	177
Bail	177
Family Harm	188
CPTED and security	188
Social support	19
Appendix One	200
Map of top five locations	200
Appendix Two	211
Bail at s.9(2)(ba) OIA ██████████	211
Bail at s.9(2)(ba) ██████████	211
Bail at s.9(2)(ba) ██████████	222
Bail at s.9(2)(ba) ██████████	222
In Confidence	233

Key Findings



The COVID-19 pandemic forced international students and tourists to vacate the Auckland CBD and resulted in decreased prices for apartments. This changed the demographics of those moving into the CBD.



Auckland CBD now houses the largest number of MSD emergency housing clients in Tāmaki Makaurau. Building managers have expressed concern at dealing with dangerous and anti-social behaviour and find it difficult to successfully evict these tenants.



Demand is mostly related to tenants and their visitors, mental health issues, drug use and general deprivation. Any long-term change beyond eviction and displacement will require government-level systemic social change.



§ 9(2)(ba) CIA
[REDACTED]
[REDACTED] were identified as five apartment locations which have featured highly for demand and harm since April 2020.



Mental health issues, family harm, tailgating, lack of building security, drug use, financial deprivation, relationship struggles, transient lifestyles, lack of social support and life stress drive demand across all top five locations.



The response to issues at apartment buildings will require cooperation and action from a wide range of stakeholders. This can be difficult to achieve due to differing incentives for change but is paramount for improvement.



Access to apartment buildings can be difficult for Police due to layers of security. However, regular bail checks are recommended at each location, as many offenders with curfew conditions and serious charges are residing at these locations.



Most of the identified individuals involved in repeat family harm in the buildings are not involved in serious, ongoing violence. It is possible improvements could be made by providing a targeted response to ensure basic needs are met.



CPTED and security measures can be difficult to enforce in apartments with large resident populations where non-residents are not easily identifiable. Measures to combat tailgating and mailroom theft should be prioritised.

Introduction

1. Anecdotally, an increase in offending at apartment buildings, backpackers, and hostels in Auckland Central Business District (CBD) has been identified since the beginning of the COVID-19 pandemic.¹
2. The demographics of the Auckland CBD appear to have changed profoundly due to closure of New Zealand's borders and subsequent decrease in tourist and international student demand for accommodation.

Background

3. Decreased demand for accommodation resulted in an increase in supply of apartments in the CBD at lower prices.² Data shows the median rent in Auckland CBD has decreased by 7.4 percent since October 2019. The population living in the CBD also dropped from 36,00 to 34,800 from 2020 to 2021. Many apartments have remained empty for longer than usual, and owners have dropped rental prices to attract tenants.³
4. Anecdotally, the increased availability of cheaper accommodation has also made the CBD an easier choice for those on bail with no family or contacts to reside with.⁴
5. Additionally, Auckland CBD now houses more Ministry of Social Development (MSD) emergency housing placements than anywhere else in Tāmaki Makaurau (TM).⁵
6. The addition of deportees is ongoing. Most receive temporary accommodation in the CBD upon their arrival in Auckland, and some continue residing in the CBD when they lack contacts outside the city.⁶ With these factors combined, the CBD is home to a unique population who often have complex social issues including drug and alcohol use, mental health issues, gang links, lack of social contacts and support, unemployment, and family harm history.

Purpose

7. The purpose of this product is to inform the Auckland City Central (ACC) Prevention Team (APT) of current crime trends and prevention opportunities at apartment buildings in the CBD which contribute highly to both Police demand and community harm.

¹ Auckland City Area Prevention Team, Intelligence Support Officers and Field Intelligence Officers

² Xia, L. (3 January 2022). *Inner City Pressure: Lower rent, more rentals in Auckland CBD in pandemic NZ*. Retrieved on 27 May 2022 from <https://www.stuff.co.nz/national/300485246/inner-city-pressure-lower-rent-more-rentals-in-auckland-cbd-in-pandemic-nz>

³ Ibid

⁴ Auckland City Central Intelligence Officer, personal communication, 22 March 2022

⁵ Ministry of Social Development Regional Commissioner Auckland Central and Auckland City District Prevention Manager, personal communication, 5 April 2022

⁶ Auckland City Central Intelligence Support Officer, personal conversation, 21 March 2022

Methodology

8. There are 190 different apartment buildings, backpackers and hostels in ACC which were identified for analysis. This is not an exhaustive list but is considered extensive enough to provide an accurate picture of offending at these location types in ACC.
9. The data period used to identify locations for analysis is 1 April 2020 to 31 March 2022. This period encompasses most COVID-19 related changes and restrictions on society which likely impacted offending patterns at apartment buildings, backpackers, and hostels.
10. The top five locations were identified through National Intelligence Application (NIA) offence report data based on all offences and incidents for the period 1 April 2020 to 31 March 2022.
11. Data used for deeper analysis into the current issues at the top five locations encompasses the data period 1 January 2022 to 6 June 2022. This is to ensure the most current issues are taken into consideration.
12. Communications and Resource Deployment (CARD) data was also used to identify additional incidents and offences which were not entered into NIA due to result codes K1 (attendance sufficient) or cancelled (not attended).
13. The data excludes the ACC suburbs of Grafton, Parnell and Eden Terrace and is based solely on data from the suburb of Auckland Central, which is roughly equivalent to the Auckland CBD.
14. Five apartment buildings were selected for targeted analysis and prevention opportunities based on criteria developed in conjunction with ACC APT.
15. The criteria for selection are as follows. The location must:
 - a. Feature highly for demand (NIA offence reports)
 - b. Feature highly in the crime harm index (based on NIA offence reports)
 - c. Have a management structure that allows for ongoing partnerships and a collaborative approach to prevention.
16. The top five locations are:
 - a. s9(2)(b)(ii), s9(2)(ba)(i)
 - b. [REDACTED]
 - c. [REDACTED]
 - d. [REDACTED]
 - e. [REDACTED]
17. Backpackers and hostels were excluded from consideration for the top five on the basis that with international borders reopening, it is likely their clientele will return to more transient travellers and their current tenants will be displaced by a return to business as normal, reducing tenant-specific issues at these locations.

18. The issues identified at the top five locations are not an exhaustive list of trends or calls for service, but are generally either chronic issues, serious threats to safety, or issues where opportunities for intervention are available.
19. The report also includes a list of interesting or high-risk people on bail at the top five buildings. Again, this is not an exhaustive list of people on bail, but rather those with serious charges who would benefit from regular checks, or those about whom we know very little and notings should be submitted during checks.

Analysis

20. Staff who work with apartment building managers state that drugs and burglary are currently the biggest issues in apartment buildings. Burglaries mostly seem to be related to tenants, with the associates of tenants using the tenants' legitimate access to enter other areas and offend.⁷
21. Anecdotally, drug dealing is a rising issue at apartment buildings in the CBD. Reports from staff at apartment buildings and Crimestoppers frequently contain information on drug activity at apartments, and Police staff state this is occurring more frequently than in the past.⁸
22. Building managers have indicated that eviction of tenants is difficult to achieve, and the various stakeholders involved in pursuing eviction means communication and coordination is difficult and successful eviction is rare.⁹
23. Most of the demand in each location can be related to several issues: tenants and their visitors, mental health issues, drug use and social deprivation.
24. It is likely the level of intervention required to solve these issues long-term will transcend the ability of Police to manage, and any change beyond eviction and displacement will require multi-agency and government-level systemic social change.

Ministry of Social Development

25. At least three¹⁰ of the buildings in the top five contain housing clients funded by MSD.
26. As international tenants decreased during the pandemic, the surplus of accommodation in the CBD put financial pressure on apartment owners and building managers, who began accepting emergency housing clients from MSD.¹¹

⁷ Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022

⁸ Ibid

⁹ Ibid

¹⁰ s. 9(2)(ba) OIA

¹¹ Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022

27. Additionally, many rented their vacant apartments to tenants who had funding provided by MSD such as the accommodation supplement.¹²
28. Many building managers have recently expressed concern about dealing with higher numbers of MSD tenants in their buildings, citing dangerous and anti-social behaviour and a lack of guidance on how to deal with this.¹³
29. Additionally, tenants who have reported on the activity of co-tenants within their building have mentioned being fearful of new anti-social tenants. Confrontations have occurred where visitors of new tenants have tried the doors of other apartments and startled the residents.¹⁴
30. Building managers have indicated that tenancy laws make it challenging to evict troublesome tenants.¹⁵

s.9(2)(ba) OIA

Auckland Central

31. s.9(2)(b)(ii), s.9(2)(ba)(i) This location would benefit from a concentrated prevention effort on a small number of its residents.
32. There are four tenants who have repeatedly featured in the demand at s.9(2)(ba) since the start of 2022. Their issues mainly relate to mental health and family harm. If these tenants received targeted social support, it would likely reduce the demand at this location.
33. Security at this location could likely be improved, as a vacant unit was being used by youth to congregate in as recently as 3 April.¹⁶ Ensuring all entrance points are secure, regular checks of vacant units by building management or hiring security to increase guardianship in these areas should all be considered.

s.9(2)(a) OIA and s.9(2)(a) OIA

34. s.9(2)(a) has featured as a victim in seven reports in 2022. Four of these involved the theft of items, usually a cell phone.¹⁸
35. s.9(2)(a) appears to have minimal knowledge of how technology works. He seems to be casually acquainted with the offenders in each file, but in two incidents let strangers from another apartment into his flat.¹⁹

¹² Dillane, T. (14 November 2020). *Covid19 coronavirus: Auckland Vincent St apartments where community case lives is chaotic site with Govt clients, thefts and violence*. Retrieved on 15 June 2022 from <https://www.nzherald.co.nz/nz/covid-19-coronavirus-auckland-vincent-st-apartments-where-community-case-lives-is-chaotic-site-with-govt-clients-thefts-and-violence/OCAXIUX5XLEGDYOE7VTUHF4FA/>

¹³ Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022

¹⁴ Ibid

¹⁵ Ibid

¹⁶ File 220404/3752

¹⁷ s.9(2)(a) OIA

¹⁸ Files 220216/8196, 220216/7346, 220225/6407 and 220322/1307

¹⁹ File 220216/7346 and 220225/6407

36. In all situations, s.9(2)(a) refused to give details of the offenders and the report was made for insurance purposes. It is unknown whether the thefts did occur or whether s.9(2)(a) is making excess reports for insurance. Based on past interactions recorded in NIA, it is possible s.9(2)(a) is very trusting of others and frequently gets into situations in which he can be taken advantage of.
37. It is unknown if s.9(2)(a) has provided Police with full accounts of these occurrences, or if there is more to his relationship with the offenders. It is possible s.9(2)(a) is meeting strangers in town and accommodating them at his apartment, resulting in victimisation. His mental health status and cognitive abilities are unknown.
38. s.9(2)(a) frequently has interactions with trespassed former flatmate s.9(2)(a) OIA who currently has three warrants to arrest.²⁰ s.9(2)(a) trespassed s.9(2)(a) OIA from his apartment in January 2022 but has since allowed him back on the property.²¹ However s.9(2)(a) - s.9(2)(a) has also been trespassed from the entire premises by the building manager and as such should not be on the premises.²²
39. The nature of the relationship between s.9(2)(a) and s.9(2)(a) OIA is unknown. s.9(2)(a) told Police he met s.9(2)(a) OIA with another homeless male in the CBD in late 2020/early 2021 and offered to accommodate them at his apartment.²³ It is likely s.9(2)(a) OIA uses s.9(2)(a) generosity and naivety to his advantage.
40. s.9(2)(a) would benefit from some prevention advice regarding trusting people with valuable items, money, and bank account details, especially regarding other tenants or people he does not know. He could also benefit from a conversation about his relationship with s.9(2)(a) OIA where he is advised not to let s.9(2)(a) OIA onto his property.

s.9(2)(a) OIA

41. s.9(2)(a) OIA⁴ has been involved in six incidents in 2022.²⁵ s.9(2)(a) is on bail to the address for mail theft from his previous apartment building s.9(2)(a) OIA Auckland Central. Past interactions have revealed he has significant mental health issues including foetal alcohol spectrum disorder and has numerous instances of suicide attempts.
42. s.9(2)(a) is likely in a fragile mental state with few coping mechanisms or family support, and limited ability to make good decisions. He has made several reports this year which make very little sense and hint at possible paranoia.²⁶ He is believed to be a heavy cannabis user.²⁷
43. s.9(2)(a) has family harm episodes with both his mother and father, as well as ongoing episodes of aggression with his ex-partner. His mother s.9(2)(a) arrived in Auckland recently from s.9(2)(a) and is likely living transiently in the CBD. She refused to leave s.9(2)(a) apartment in January

²⁰ s.9(2)(a) OIA²¹ File 220111/0941²² File 220223/2018²³ File 220111/0941²⁴ s.9(2)(a) OIA²⁵ Files 220203/0450, 220122/2638, 220313/1266, 220317/3269, 220319/2898 and 220331/1142²⁶ File 220203/0450²⁷ File 220412/3377,²⁸ s.9(2)(a) OIA

as she had nowhere to stay.²⁹ s.9(2)(a) wants minimal contact with her as he believes she uses him and is known to steal from those who help her.³⁰

44. His father s.9(2)(a) ¹ also resides at s.9(2)(ba) s.9(2)(a) OIA frequently argue about money³² and their relationship appears to be very fraught. s.9(2)(a) mentioned in one incident that he owes money to gang members.³³ The veracity of this is unknown, and it is likely he exaggerates his circumstances to try and get s.9(2)(a) to give him money. s.9(2)(a) also believes s.9(2)(a) sold an iPad belonging to s.9(2)(a).³⁴
45. s.9(2)(a) is believed to frequently make false reports to Police, including implying his father was suicidal during an argument where he believed s.9(2)(a) owed him money. This was never substantiated.³⁵ It is likely he uses Police to try and get money which may or may not be owed to him from his father.
46. He also has a strained relationship with his ex-partner s.9(2)(a) OIA and there has been ongoing antagonism between the two at s.9(2)(ba) ³⁷ s.9(2)(a) OIA has made allegations of s.9(2)(a) OIA.³⁸
47. There will likely be ongoing family harm events between s.9(2)(a) and his mother, father and ex-partner and some targeted intervention with the family may be beneficial.

s.9(2)(a) OIA and s.9(2)(a) OIA

48. s.9(2)(a) is on bail not to associate with the victim of his offending, his partner s.9(2)(a) s.9(2)(a) ⁴⁰ unless with her consent. There is also a protection order with s.9(2)(a) as the respondent. The two live separately but have a long history of family harm incidents occurring at s.9(2)(ba).
49. In the latest incident on 23 April, s.9(2)(a) was believed to be the main aggressor in the situation when she was drunk, aggressive and would not leave s.9(2)(a) apartment.⁴¹ It is possible s.9(2)(a) uses the bail conditions and protection order to manipulate the story when speaking to Police.
50. It is unlikely the couple will stop seeing each other and will likely generate more calls for service at s.9(2)(ba).

²⁹ File 220122/2638

³⁰ File 220122/2638

³¹ s.9(2)(a) OIA

³² Files 220317/3269, 220319/1583 and 220319/2898

³³ File 220319/2898

³⁴ File 220319/2898

³⁵ File 220319/0742

³⁶ s.9(2)(a) OIA

³⁷ File 220404/6108

³⁸ File 211217/2423

³⁹ s.9(2)(a) OIA

⁴⁰ s.9(2)(a) OIA

⁴¹ File 220424/1232

s9(2)(b)(ii), s9(2)(ba)(i)

Central**Auckland**

51. Family harm has comprised most recent incidents recorded at s9(2)(b)(i), with several couples likely to come to repeat attention as their issues remain or escalate.
52. Additionally, it is possible there is a gang presence in the building, based on those identified as living there including s.9(2)(a) (next paragraph) and one call for service which mentioned a male with a bulldog on his cheek making threats to a woman in the building.⁴²

s.9(2)(a) OIA

53. s.9(2) are mother and son who have lived at s.9(2)(a) OIA for several months. There is an 18-year age gap between the two and they have a history of family harm with each other and other members of their family.
54. s.9(2) appears to be ongoingly critical of s.9(2) and his behaviour, and repeatedly kicked him out of home throughout his youth. It is likely this pattern will continue for their tenancy at s.9(2) and will require ongoing intervention.
55. The source of their recent arguments is s.9(2) methamphetamine use and s.9(2) belief that he is also associating with gang members.⁴⁵ The first incident resulted in aggression from s.9(2) after s.9(2) woke him up after he finally got to sleep after meth use. An argument resulted several days later when s.9(2) expressed her concerns for s.9(2). According to s.9(2) drug use and associating with drug users/dealers is new behaviour for s.9(2).⁴⁶
56. s.9(2) appears to have a temper, and aggressively slammed the front door repeatedly during a verbal argument with s.9(2) in June.⁴⁷ s.9(2) told Police s.9(2) was unemployed after being fired from his job due to fraud.⁴⁸
57. It is possible s.9(2) associates are frequenting the building and generating demand for anti-social and drug-related activity.
58. s.9(2) behaviour and consequences of his life choices indicate he may need help to avoid drugs and maintain employment. If s.9(2) meth use continues or escalates, this will likely increase the tension in the relationship with his mother, resulting in more arguments, some of which may turn physical. Their tenancy at s.9(2) is due to expire in July 2022. It is unknown if they will move or continue to reside at this location, and if they continue residing together the family harm calls for service will likely continue. s.9(2) would likely benefit from some intervention on his drug use and help with gaining employment.

⁴² CARD event P049569713

⁴³ s.9(2)(a) OIA

⁴⁴ s.9(2)(a) OIA

⁴⁵ File 220313/1105

⁴⁶ File 220317/5388

⁴⁷ File 220605/8836

⁴⁸ Ibid

s.9(2)(a) OIA

59. s.9(2)(a) OIA⁰ are former partners who have a history of family harm together and separately.
60. They previously lived together at s.9(2)(a) OIA but s.9(2) has since moved to s.9(2)(a).
61. Two incidents of family harm occurred at s.9(2)(ba) OIA in March 2022. Both incidents were verbal and were based on division of property at the end of their relationship.⁵¹ s.9(2) was trespassed after the first incident, but s.9(2) invited her back.
62. Both parties made comments suggesting there had been previous assaults which went unreported, including an allegation by s.9(2)(a) OIA⁵²
63. Although they are no longer a couple and have stopped living together, a further incident occurred at s.9(2)(a) OIA. After a disagreement, s.9(2)(a) punched s.9(2) several times.⁵³
64. If they are unable to resolve their differences, there will likely be further issues when they associate. It is possible these will also occur at s.9(2)(ba) OIA as s.9(2) is now residing there.

s.9(2)(b)(ii), s.9(2)(ba)(i)

Auckland

Central

Tailgating

65. Tailgating⁵⁴ is an issue at s.9(2)(a) and poses a serious risk to the safety of tenants and their property. There are s.9(2)(a) apartments in the s.9(2)(a) complex, comprised of both one- and two-bedroom apartments, meaning there is likely many more residents. This makes it almost impossible for tenants to discern who is a resident and who is not, and it is likely that tailgating is more widespread than these reports suggest. It is therefore essential that tenants do not let anyone into the building who does not have a swipe card or form of legitimate access.
66. Three occurrences in 2022 involved an offender who likely tailgated into the building.⁵⁵ Like other apartment buildings, tailgaters targeted the mailroom for theft. Two incidents involved theft from the mailroom by repeat offender, s.9(2)(a)⁵⁶

⁴⁹ s.9(2)(a) OIA

⁵⁰ s.9(2)(a) OIA

⁵¹ Files 220314/3415 and 220319/2994

⁵² File 220319/2994

⁵³ File 220403/2136

⁵⁴ where an unauthorised person follows someone authorised into a secure premise

⁵⁵ Files 220326/5023, 220210/4745 and 220209/2909

⁵⁶ s.9(2)(a) OIA

67. One male, believed to be a homeless tailgater, behaved indecently in front of a female resident in the lift.⁵⁷

Family harm

68. Most of the further demand at [REDACTED] relates to family harm incidents. Family harm is the most common call for service type, and it is likely there are more incidents going unreported.

69. Additionally, breach of the peace (1R) events were often family harm related, involving tenants with mental health crises or on drugs, or fighting in the car park area.

70. Attendance delays at family harm jobs are common due to other demands.⁵⁸ Informants/victims are also often not forthcoming with information.⁵⁹

s.9(2)(a) OIA

71. Partners s.9(2)(a) OIA [REDACTED]⁶¹ have extensive family harm history which continued at s.9(2)(ba) OIA [REDACTED] for the last several years. They have had four incidents at [REDACTED] this year.⁶²

72. Most incidents appear to be verbal, and financial stress as well as living together in a small space have been catalysts for arguments. s.9(2) [REDACTED] has also told Police she calls them to get s.9(2)(a) [REDACTED] to leave the apartment and that she exaggerates the seriousness of their arguments to try and procure faster Police attendance.⁶³

73. s.9(2) [REDACTED] also has no family support in Auckland and has stated she has no one else to call when she and s.9(2)(a) [REDACTED] argue.⁶⁴ She has been given details for SHINE⁶⁵ and has also been given food parcels, but it is likely she will need a closer, trusting relationship to make positive lifestyle changes.⁶⁶ She is a methamphetamine user and states that s.9(2)(a) [REDACTED] cheats on her and relies on her financially.⁶⁷ He also reportedly controls her and does not allow her to leave the apartment to run errands.⁶⁸ s.9(2) [REDACTED] could possibly use support to leave the relationship.

74. It is unknown if they still reside at [REDACTED] as there have been no recorded incidents since April. New accommodation for one or both may help to ease tensions if they have more space to cool down during arguments.

⁵⁷ File 220210/4745

⁵⁸ CARD event P049667028

⁵⁹ Ibid

⁶⁰ s.9(2)(a) OIA [REDACTED]

⁶¹ s.9(2)(a) OIA [REDACTED]

⁶² Files 220110/8182, 220220/8930, 220329/3444 and 220411/7316

⁶³ File 220411/7316 and 220110/8182

⁶⁴ File 220220/8930

⁶⁵ Safer Homes In New Zealand Every day. Domestic violence service provider.

⁶⁶ File 220220/8930

⁶⁷ Ibid

⁶⁸ Ibid

s.9(2)(a) OIA

75. **s.9(2)(a)** **[REDACTED]**⁶⁹ has been involved in five family harm incidents since March 2022⁷⁰, three of which occurred at **s.9(2)(ba) OIA** **[REDACTED]**. She is likely in an abusive relationship with her partner and gets into arguments with her brother over day-to-day details of their living arrangement.⁷¹
76. One incident which did not occur at **s.9(2)(a)** **[REDACTED]** involved her partner **s.9(2)(a)** **[REDACTED]** who is currently imprisoned on the relating assault charges. The two have extensive family harm history and **s.9(2)(a)** **[REDACTED]** told Police in April that she is still in love with **s.9(2)(a)** **[REDACTED]**⁷², and it is likely the two will reunite upon his release in August 2022. It is almost certain this will result in family harm calls for service and victimisation for **s.9(2)(a)** **[REDACTED]**. She has had contact with SHINE, however, further intervention would be beneficial before **s.9(2)(a)** **[REDACTED]** release to encourage **s.9(2)(a)** **[REDACTED]** to end the relationship and put support systems in place.
77. **s.9(2)(a)** **[REDACTED]** lives with her brother **s.9(2)(a)** **[REDACTED]**⁷⁴. They have a history of verbal arguments while living together at their grandmother's house⁷⁵, mostly disagreements about division of household chores. These have continued to through their tenancy at **s.9(2)(a) OIA** **[REDACTED]** stated in May that **s.9(2)(a)** **[REDACTED]** was planning to move in with their father.⁷⁶ It is unknown if this has occurred but living separately would likely be beneficial for the siblings' relationship. They will likely continue to generate demand if they continue living together.

Bail

78. Bail checks at **s.9(2)(ba) OIA** **[REDACTED]** are logistically difficult. With large numbers of people regularly on bail at the address, offenders will notify other residents of Police presence to ensure compliance.⁷⁷
79. Several layers of access security pose additional challenges, and design features such as low safety railings on very high internal walkways pose safety risks for attending staff.⁷⁸

s9(2)(b)(ii), s9(2)(ba)(i)**Auckland Central**

80. Like almost all other locations examined, family harm, drug use, financial deprivation, relationship struggles, and mental health issues feature prominently in the demand at **s.9(2)(ba) OIA** **[REDACTED]**.
81. Additionally, mail theft has also featured at **s.9(2)(ba) OIA** **[REDACTED]** in 2022, and almost certainly prior to then as well. One mail theft that occurred in January did not meet the district investigation threshold as the value of the item stolen was less than \$100⁷⁹, despite the existence of CCTV and

⁶⁹ **s.9(2)(a) OIA** **[REDACTED]**⁷⁰ Files 220320/4432, 220410/4770, 220411/0251, 220424/2424 and 220531/9955⁷¹ File 220531/9955⁷² **s.9(2)(a) OIA** **[REDACTED]**⁷³ File 220411/0251⁷⁴ **s.9(2)(a) OIA** **[REDACTED]**⁷⁵ File 210803/8210⁷⁶ File 220531/9955⁷⁷ Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022⁷⁸ Ibid⁷⁹ File 220113/9931

offender details held by the building manager.⁸⁰ Anecdotally, prioritisation and lack of resourcing to address issues at apartments has resulted in damaged relationships with building management who are eager to deal with issues and problem tenants but cannot get Police support for prosecution.⁸¹

82. Another mail theft in May was captured by CCTV. The offender was identified as s.9(2)(a)⁸², a prolific burglar who tailgated a resident into the mailroom.⁸³ s.9(2) currently wanted to interview for this burglary and is the suspect in several other burglaries in the CBD and surrounding suburbs since late 2021. He resides at s.9(2)(a) OIA Auckland Central with his partner, and he has extensive family harm history. There is likely more property offending in the CBD going undetected, and s.9(2) will almost certainly continue to offend in ACC. He should be considered for Tactical Crime Unit intervention.

s.9(2)(a) OIA

83. s.9(2)(a) OIA⁸⁵ live together with their s.9(2)(a) OIA s.9(2)(a)⁸⁶. s.9(2)(a) OIA is a deportee with a history of robbery, burglary, possessing firearms and drug use. He came to New Zealand with minimal support and has come to Police attention multiple times in ACC for dishonesty, drugs, driving and family harm with s.9(2)
84. s.9(2) is the suspect for a mailroom burglary at s.9(2)(a) OIA Auckland Central on s.9(2)(a) where she tailgated a resident into the building.⁸⁷
85. Most of their demand relates to family harm. They appear to struggle to make ends meet including providing a safe home for their child and his basic needs. They are almost certainly involved in fraud and dishonesty offending, likely in the CBD and wider TM area.
86. In the most recent occurrence in March 2022, neither party was forthcoming but stated they had a verbal argument. Some minor pushing and shoving occurred, and s.9(2)(a) had a red welt under his eye.⁸⁸ Stress over care of their baby, living in proximity in a one-bedroom apartment and possible methamphetamine use likely all contributed to the argument.
87. The Fire Service were called to their apartment in November 2021 after a battery charger exploded causing a small fire. Multiple credit cards, drug paraphernalia and a black handgun were seen by attending Fire staff. A subsequent search warrant located methamphetamine, live ammunition, parts of a handgun, a plastic BB gun, shotgun pellets, multiple drivers licences and bank cards, car keys and numerous needles.⁸⁹

⁸⁰ Ibid

⁸¹ Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022

⁸² PRN: 45056780

⁸³ File 220502/8014

⁸⁴ s.9(2)(a) OIA

⁸⁵ s.9(2)(a) OIA

⁸⁶ s.9(2)(a) OIA

⁸⁷ File 220304/1911

⁸⁸ File 220319/2891

⁸⁹ File 211129/0034

88. The apartment was extremely messy and dirty, the living conditions were poor and there was minimal food in the apartment, triggering concerns for the couple's child.⁹⁰
89. It is likely the couple would likely benefit from some social intervention such as parenting support, financial assistance, and drug treatment.
- s.9(2)(a) OIA**
90. **s.9(2)(a) OIA**⁹¹ has been the subject of three mental health occurrences at his apartment **s.9(2)(a) OIA** in 2022.⁹²
91. All occurrences indicate that **s.9(2)(a) OIA** has significant mental health issues, and involved him throwing items off his apartment balcony, endangering those walking below.⁹³ In one incident in April 2022 he was also naked and appeared to be having a mental breakdown.⁹⁴
92. Attending staff assessed that **s.9(2)(a) OIA** could become aggressive in confrontational situations, which may occur if his behaviour continues to endanger others.⁹⁵ He is receiving help from mental health services but is known to stop taking his medication.
93. **s.9(2)(a) OIA** has a history of carrying knives and is known to keep knives throughout his house.⁹⁶ He is originally from **s.9(2)(a) OIA**. It appears that he has had mental health issues since his arrival. He has an extensive history of 146 occurrences relating to mental health, disorder, wilful damage, drugs, dishonesty, and breach of the peace among other offences.
94. His past behaviour on interaction with Police has been bizarre and involved incoherent speech, animal noises, wild emotions, a child-like manner, and generally confused demeanour. It is not known if he has received a diagnosis, but it is almost certain he suffers from severe mental health issues and/or drug use.
95. Interaction with **s.9(2)(a) OIA** particularly if at his apartment, could pose a staff safety risk due to his erratic behaviour and possession of knives.

s9(2)(b)(ii), s9(2)(ba)(i)

Auckland Central

96. Most demand at **s.9(2)(ba) OIA** is generated by tenants. Mental health issues, drug use, and previous transient lifestyles, are common features of people involved in demand at this address. Additionally, those generating demand are generally new to the ACC area, implying they likely lack social connections and support.

⁹⁰ Ibid

⁹¹ PRN: 80337465, 49 years old, male, Middle Eastern, 7G/16 Gore Street, Auckland Central

⁹² Files 220405/8960, 220407/5228 and 220410/5370

⁹³ Ibid

⁹⁴ Files 220410/5370

⁹⁵ File 220407/5228

⁹⁶ File 120524/1759. Locations included the kitchen and the lounge area.

⁹⁷ Noting 32940013470

97. Like other top five locations, associates of tenants have attempted access into locations they have not been granted access to. A trespassed male managed to access the premises in January.⁹⁸ In April, a male was seen attempting to access apartments with a knife and was identified as an associate of a tenant.⁹⁹ A female tenant also stole a parcel from the mailroom the same month.¹⁰⁰
98. Previous tenants have included a patched King Cobras member¹⁰¹ and numerous current and previous tenants with drug, violence, disorder, and dishonesty history.
99. Problems at this location have been ongoing almost since the building opened **s.9(2)(ba) OIA**
[REDACTED]
[REDACTED]¹⁰² Residents were aware of the presence of MSD clients in the building and that this had changed the environment they believed they were moving in to. Theft from mailboxes and storage lockers has been a feature of the building since 2020, and it is believed some of the offences are committed by offenders with legitimate access to these areas.¹⁰³
100. Tenants have let previously evicted or trespassed tenants back into the building, creating Police demand and victimisation.
101. Deportees have resided at the address and contributed to demand. **s.9(2)(a) OIA**¹⁰⁴ was the subject of a call for service in January after he returned to the building and was let in by a tenant associate after being trespassed.¹⁰⁵ **s.9(2)(a)** arrived in New Zealand with no friends or family.
102. Fellow deportee **s.9(2)(a) OIA** was arrested for wilful damage with a knife at **s.9(2)(a)** **s.9(2)** in 2021¹⁰⁷, and had a further incident of disorderly behaviour outside the building in January 2022.¹⁰⁸ Although no longer residing at **s.9(2)(ba) OIA** he is now contributing to demand at the location of his new partner, **s.9(2)(a) OIA** Auckland Central. They were involved in two recorded family harm incidents within a month of their relationship beginning.¹⁰⁹
103. This highlights how eviction can simply displace demand and does not solve the deeper social issues driving the behaviour resulting in offences and calls for service. **s.9(2)(a) OIA** is a drug user with mental health and anger issues who likely has minimal support in the CBD or the wider city. Both males have long criminal histories and mental health issues and were let into the building by existing tenants.

⁹⁸ CARD event P049214465

⁹⁹ File 220407/8516

¹⁰⁰ File 220422/6538

¹⁰¹ **s.9(2)(a) OIA**

¹⁰² **s.9(2)(ba) OIA**

[community-case-lives-is-chaotic-site-with-govt-clients-thefts-and-violence/OCAXIU5XLEGDYOE7VTUHF4FA/](#)

¹⁰³ Ibid

¹⁰⁴ **s.9(2)(a) OIA**

¹⁰⁵ CARD event P049350224

¹⁰⁶ **s.9(2)(a) OIA**

¹⁰⁷ File 211206/4386

¹⁰⁸ File 220116/8944

¹⁰⁹ Files 220420/9265 and 220320/5471

Response

Stakeholder engagement

104. The response to ongoing issues at apartment buildings will require cooperation and action from a wide range of stakeholders. However, different stakeholders with differing incentives mean improvements in apartment buildings require consensus which can be difficult to achieve. Building owners, building managers, apartment owners, property managers and tenants all have a stake in the apartment building, but the extent to which the issues affect their lives and livelihoods varies; this directly impacts their inclination to accept suggestions for improvement and enact change.¹¹⁰

105. Additionally, Police relationships with building management informants have proven difficult to maintain due to lack of progress on issues raised.¹¹¹

106. s.6(c) OIA

107. It is clear any response to the issue of offending at apartment buildings must involve a variety of stakeholders and workgroups with a priority on building and maintaining trust with informants at apartment buildings.

108. Facilitating internal and external stakeholder consensus and cooperation will need to be prioritised by Police if demand from apartment buildings is to be reduced.

109. Collaborating with the Tenancy Tribunal and/or MSD to provide advice on how to manage and/or evict troublesome tenants would likely be a good start in (re)building relationships with building management, due to the lack of awareness management have in this area.

Bail

110. s.6(c) OIA

¹¹³ Immediate work is needed to facilitate easier access to apartment buildings for Police.

111. Regular bail checks are recommended at each location, as many offenders with curfew conditions and serious charges are residing at these locations. Relationships with onsite management are paramount in detecting breaches of bail where offenders move out of their bail address.

¹¹⁰ Auckland Central Area Field Intelligence Officers, personal communication, 24 March 2022

¹¹¹ Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022

¹¹² Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022 and File 220116/8944

¹¹³ Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022

s.6(c) OIA

Family Harm

112. Most of the known individuals involved in repeat family harm calls for service in the buildings are involved in verbal arguments or minor physical scuffles, and have not demonstrated a current propensity for serious, ongoing violence. Although it is possible this is occurring and is not being reported, it is unlikely any of the individuals identified in this report are at serious risk of harm based on current information holdings.
113. Based on this, it is possible that improvements could be made to their relationships and demand on Police service by providing a targeted response with wraparound services to ensure basic needs are met.
114. Stable employment, emotional coping skills, ability to have space from their family members when required, drug and alcohol treatment advice, financial budgeting advice, food parcels and mental health helplines would likely reduce some of the chronic stress and pressure on living situations that leads to a lot of family harm incidents

CPTED and security

115. Studies have shown that implementing the principles of Crime Prevention Through Environmental Design (CPTED) in urban planning can reduce opportunities for crime. Despite this, CPTED principles can be difficult to translate to apartment buildings. The idea that higher density living reduces opportunities for crime through the presence and movement (passive surveillance) of locals does not always translate to apartments.¹¹⁴
116. Other researchers have found that when there are too many different people living in one building, it becomes difficult to be familiar with everyone and able to identify strangers or intruders.¹¹⁵
117. s9(2)(b)(i), s9(2)(ba)(i) have large resident populations with a high degree of transience, and it is difficult for tenants to become familiar with other tenants. The social interaction and regular acquaintance with neighbours required for effective CPTED are difficult in this environment. This reduces capable guardianship in these locations.
118. Unfortunately, CPTED measures have also often proven unpopular in the past with building management, as the financial outlay does not result in financial gain for the body corporate or similar management body.¹¹⁶ Police can have an impact in this area by applying more pressure to partners and stakeholders to ensure safe and secure living spaces.
119. Tailgating is an issue that effects almost all apartments examined in the analysis. Most tailgating appears to occur with the intention of stealing mail, but the potential for much greater harm exists in

¹¹⁴ Shires, E. (2019). *Reducing the risk of crime through environmental design*. University of Waikato.

¹¹⁵ Ibid

¹¹⁶ Auckland Central Area Field Intelligence Officer, personal communication, 22 March 2022

conjunction with unlocked apartment doors and minimal passive surveillance in corridors and stairwells.

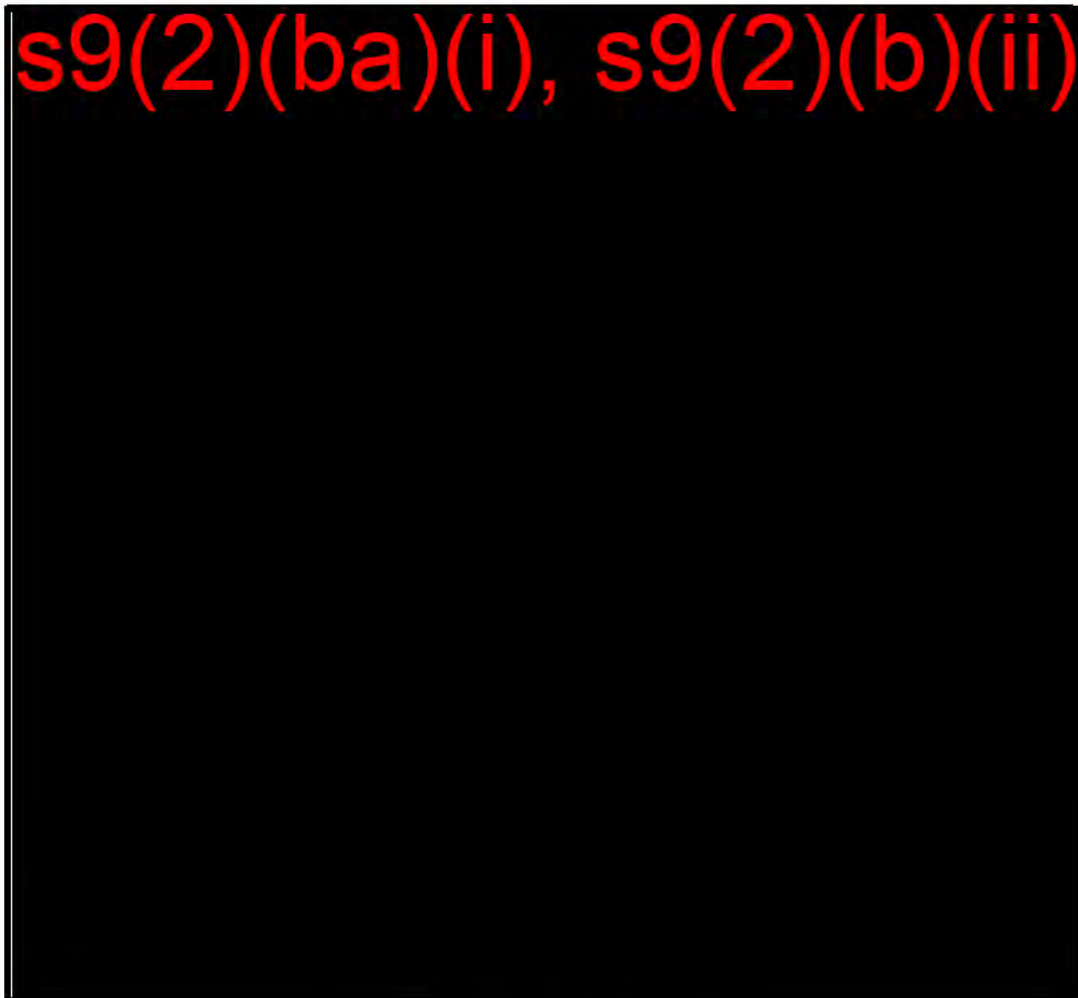
120. Significant scope exists for upgrades in mailroom security at each apartment building, including use of multiple swipe card access points for entry, upgrades to mailbox strength and design and improved CCTV.
121. Additionally, measures to combat tailgating should be prioritised. This includes encouraging building management to create a culture where security is prioritised and strangers in the building are challenged, increased accountability for tenants who allow tailgaters in on their swipe card access, encouraging ongoing upgrades to security and ongoing provision of prevention advice.

Social support

122. Eviction often leads to displacement of demand, particularly for transient people or those without much support or many social connections.
123. Deportees fall into this category, and likely require much more supervision and early pro-social intervention.

Appendix One

Map of top five locations



Source: Google Maps, 16 June 2022



Appendix Two

Bail at s9(2)(b)(ii), s9(2)(ba)(i)

s.9(2)(a) OIA



Bail at s9(2)(b)(ii), s9(2)(ba)(i)

s.9(2)(a) OIA



Bail at s9(2)(b)(ii), s9(2)(ba)(i)

s.9(2)(a) OIA



Bail at s9(2)(b)(ii), s9(2)(ba)(i)

s.9(2)(a) OIA



~~In Confidence~~

This document is classified **IN CONFIDENCE**. All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE information can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username/Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements. Electronic files must be protected against illicit internal use or intrusion through two or more of the mechanisms recommended in the official guidelines.

Probabilistic Language

Probability Statement	Qualitative Statement	Percentage Probability
ALMOST CERTAIN	The event will occur in most circumstances	>95%
LIKELY	The event will probably occur in most circumstances	>65%
POSSIBLE	The event might occur some of the time	>35%
UNLIKELY	The event could occur in some circumstances	<35%
RARE	The event has remote chance of occurring	<5%

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Document Production

	Originator	Reviewed by	Released by
Name	SRDR77	LMH269 JLFB84	LHIW47
Role	Senior Analyst	Intelligence Supervisor Analyst	TM Intelligence Supervisor
Extension			
Date	16 June 2022	16 June 2022	17 June 2022

Distribution List

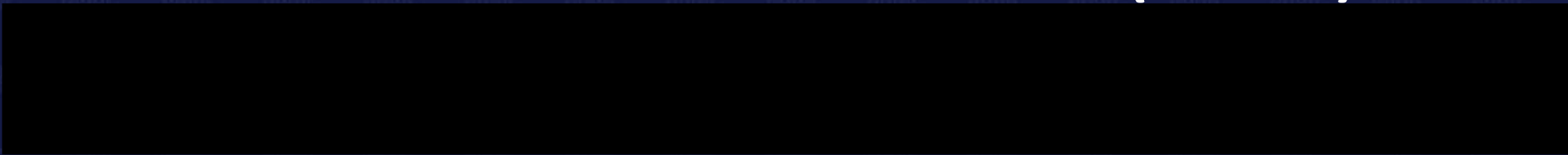
For Action

Auckland Central Area Prevention Manager

For Information

Auckland City District Commander
Auckland City District Prevention Manager
Auckland Central Area Commander
Auckland Central Area Community and Youth Manager
Tāmaki Makaurau Intelligence Manager
Auckland Central Area Intelligence Supervisor

Area Intelligence Assessment Auckland East Area (CEA)



June 2021

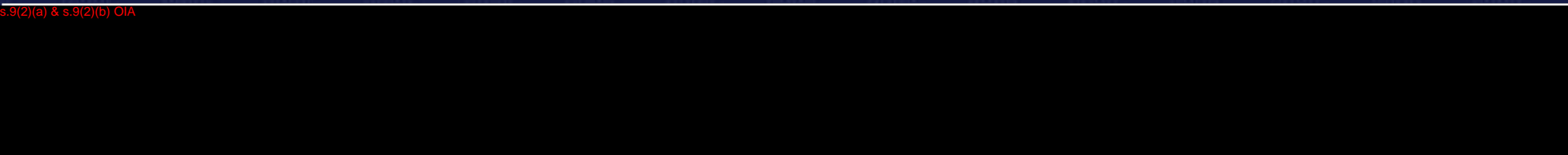


~~IN CONFIDENCE~~

NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Area Intelligence Assessment Transitional Accommodation at

s.9(2)(a) & s.9(2)(b) OIA



June 2021



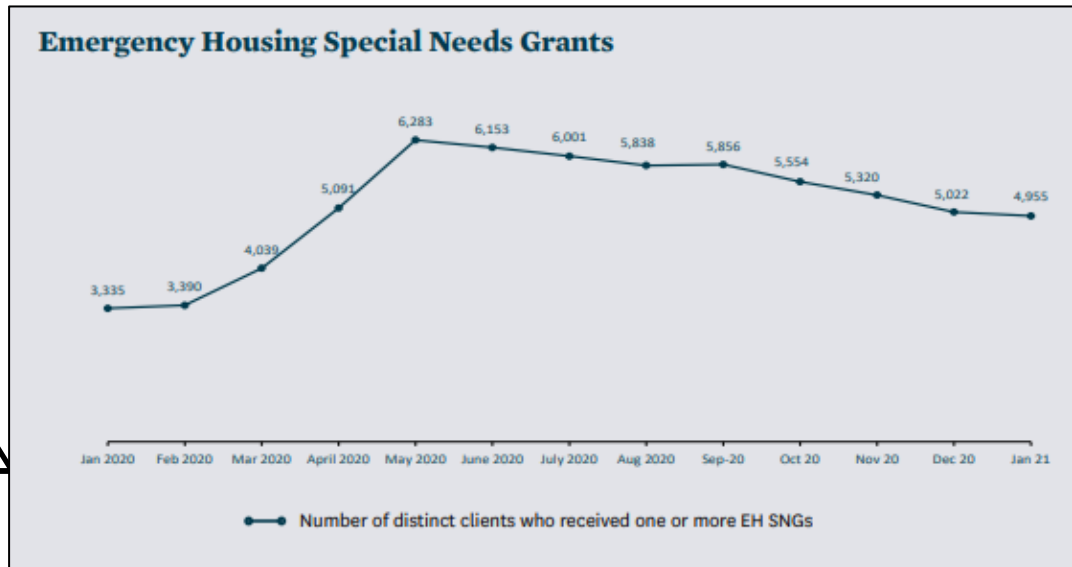
~~IN CONFIDENCE~~

NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Public housing statistics

Emergency
Accommodation

4,253 TM
4,955 NZ



~~IN CONFIDENCE~~

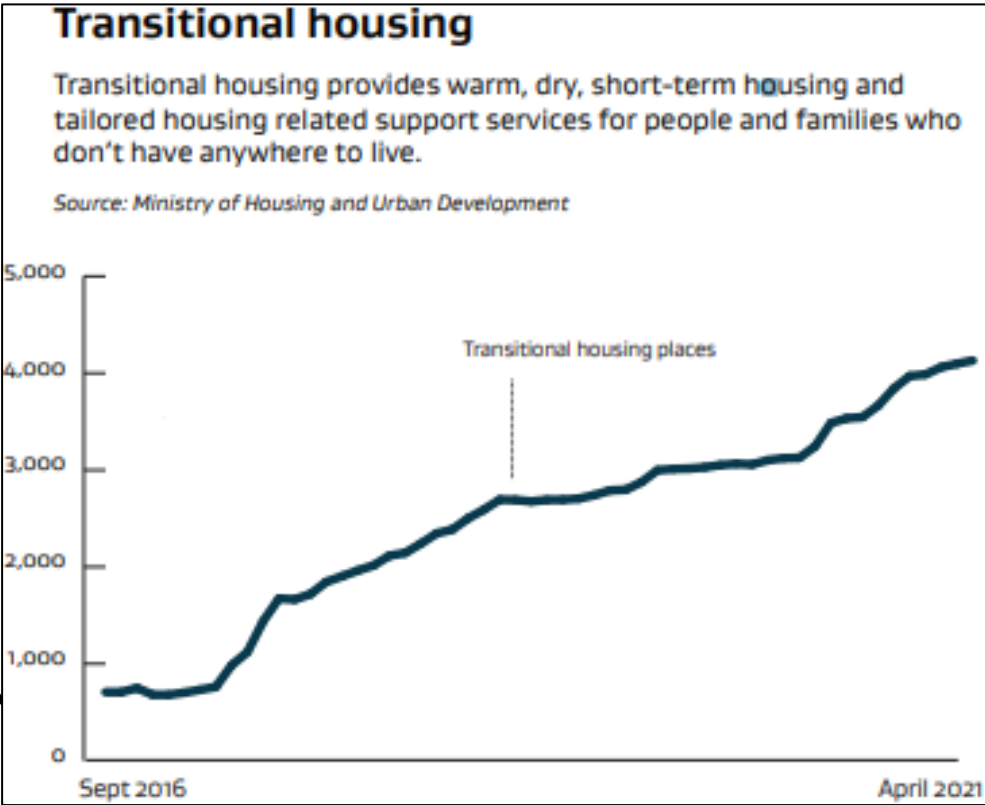


NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Public housing statistics

Transitional Housing

1,757 TM
4,115 NZ



~~IN CONFIDENCE~~



Public housing statistics



Public Housing

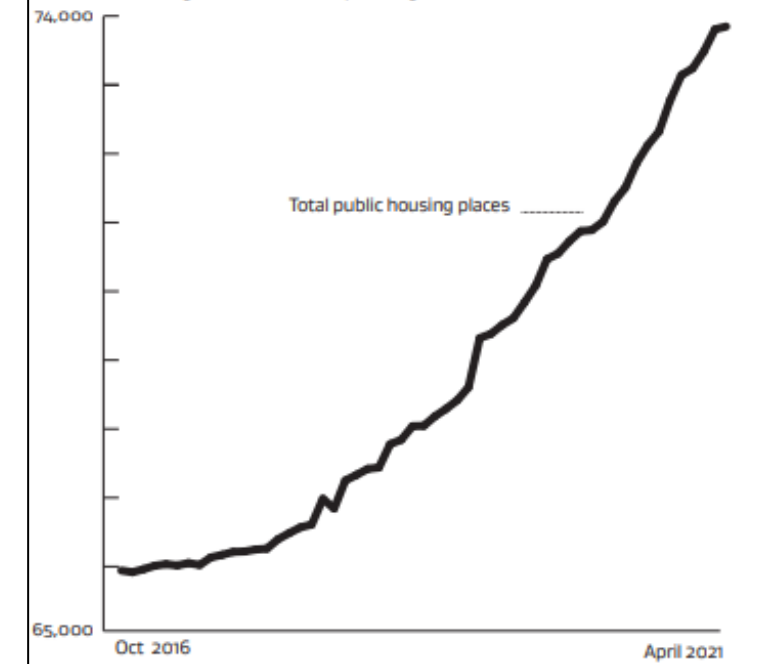


33,577 TM
73,887 NZ

Public housing places

This measure shows how many public housing places are available, through either new builds, purchases or leases for some of our most vulnerable individuals and families.

Data Source: Kāinga Ora and Community Housing Providers



~~IN CONFIDENCE~~



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

s.9(2)(a) & s.9(2)(b) OIA

s.9(2)(a) & s.9(2)(b) OIA



~~IN CONFIDENCE~~

NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

- The building was purpose built by Kainga Ora. The building replaces two single family houses with the one, six floor apartment building.
 - 18 x one-bedroom properties
 - 12 x two-bedroom properties
 - Onsite parking for one car per two-bedroom unit
- Kahui te Kaha will run and manage [REDACTED]. The onsite office will contain tenancy staff, plus three support staff and will largely run office hours.
- Initially there will be regular visits by security guards from [REDACTED]. The use of static guards or security visits depends on the expected risk/trouble.
- The initial plan is to place lower risk tenants at [REDACTED], as such, they do not expect a continuous security presence will be required.
- Kahui te Kaha staff are working with police to develop a prevention and safety plan.



~~IN CONFIDENCE~~

NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Site management - Kahui te Kaha

- Kahui te Kaha approach accommodation as a basic need and a human right. They will accept anyone that needs accommodation.
- Their focus is tenants building stabilising factors (for example, having a home) then reengaging with the community.
- Kahui te Kaha try to not interfere with what is normal for someone, but step in if other people are impacted. This includes: not closely monitoring tenants or visitors, including visiting gang members, or directly stopping alcohol use.
- However tenants are often moved to obtain specific outcomes, such as to manage risk or limit negative behaviour.
- A internal review of cases found 80% of tenants have a drug or alcohol problem.
- Kahui te Kaha have about 1000 dwellings across Tāmaki Makaurau. Of the 1000 dwellings there are 200 motel rooms, 400 houses and a number of other large housing complexes across Tāmaki Makaurau.
- A similar building at s.9(2)(a) & s.9(2)(b) OIA is at the planning stage. Kainga Ora also intend for Kahui te Kaha to run this building.

~~IN CONFIDENCE~~



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Social housing developments

- Notings were reviewed from other social housing developments. Most records and occurrences from the locations were for family harm, violence and drugs or alcohol based disorder type offences.
- Within two years of opening, half of the units in a social housing development of 14 units in Takanini had one or more records or occurrences in NIA.
- A recent product on emergency accommodation in the Waitemata East Area found in a comparison of two years:
 - Demand at emergency accommodation locations significantly increased.
 - Offences also increased, however, the numbers of offences remain low (family violence assaults, threatening behaviour and disorder and honesty).

s.9(2)(a) & s.9(2)(b) OIA

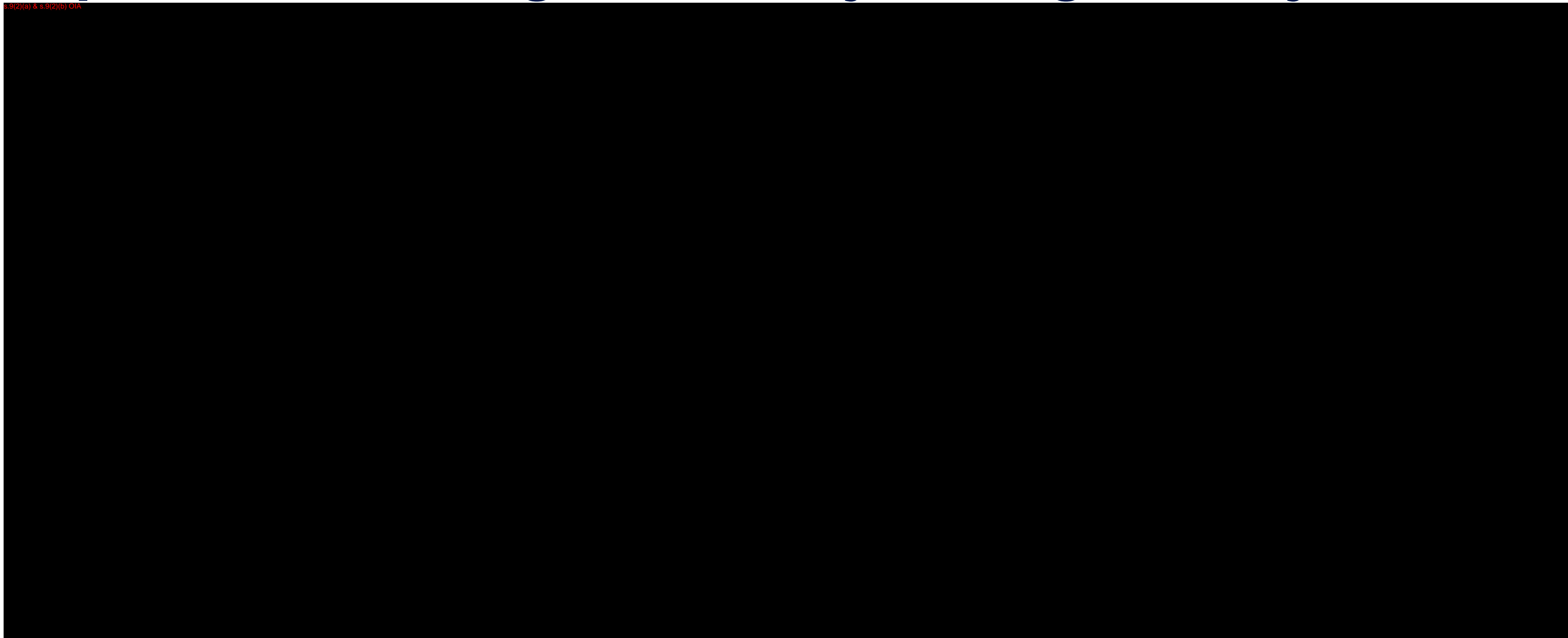


~~IN CONFIDENCE~~


NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Map of HNZ and higher density zoning near Sylvia Park



s.9(2)(a) & s.9(2)(b) CIA



MSD Emergency accommodation providers

 UP_BaseZone

ZONE_DESCRIPTION

-  Residential - Terrace Housing and Apartment Building Zone
-  Residential - Mixed Housing Urban Zone

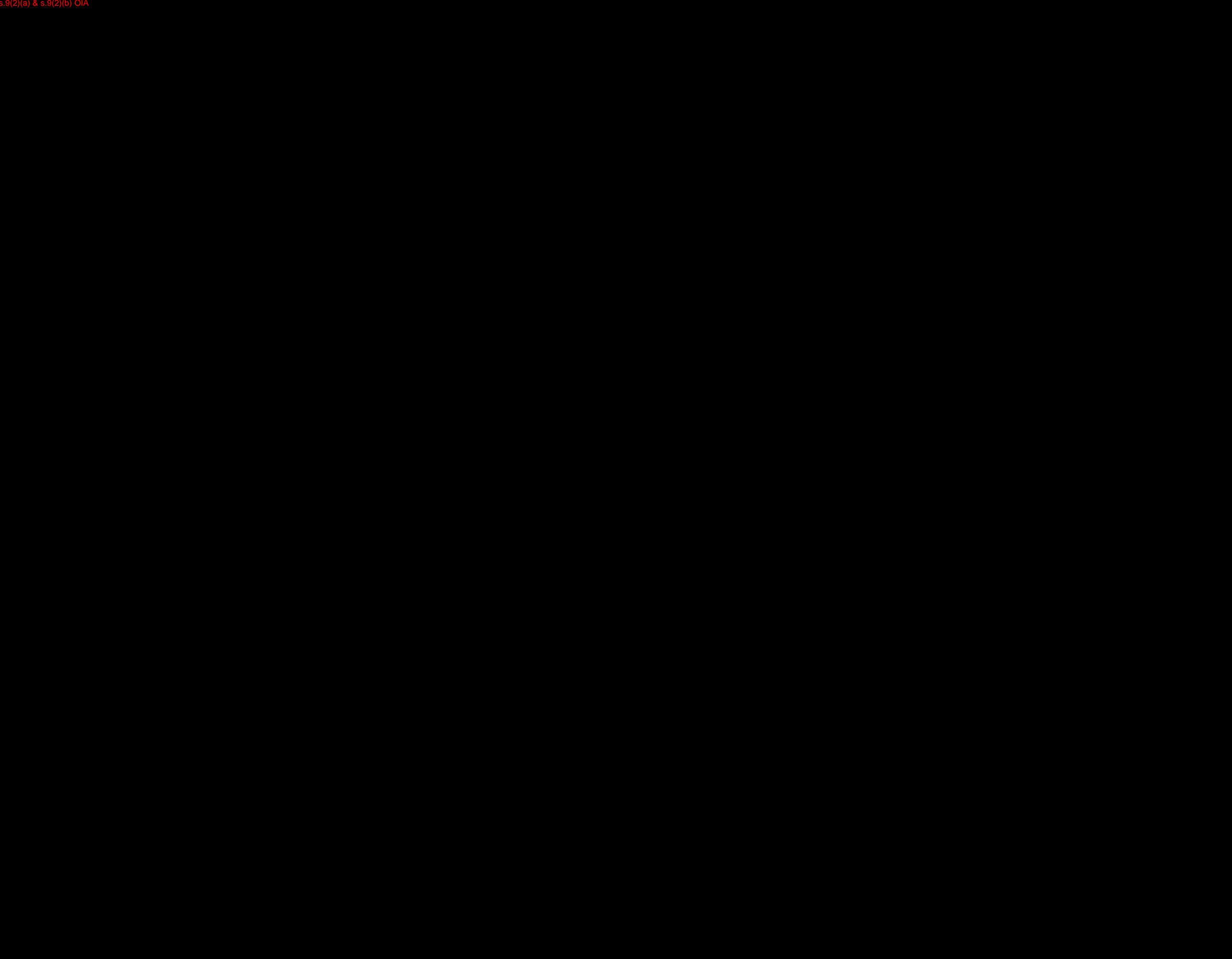


~~IN CONFIDENCE~~

NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa


Map of HNZ and higher density zoning in CEA

s.9(2)(a) & s.9(2)(b) OIA





s.9(2)(a) & s.9(2)(b) OIA

MSB Emergency accommodation providers



UP_BaseZone

ZONE_DESCRIPTION

-  Residential - Terrace Housing and Apartment Building Zone
-  Residential - Mixed Housing Urban Zone

~~IN CONFIDENCE~~



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Police recorded occurrences at the [redacted] in 2020 were 32 compared with 30 in 2021 to date (18/10/2021).

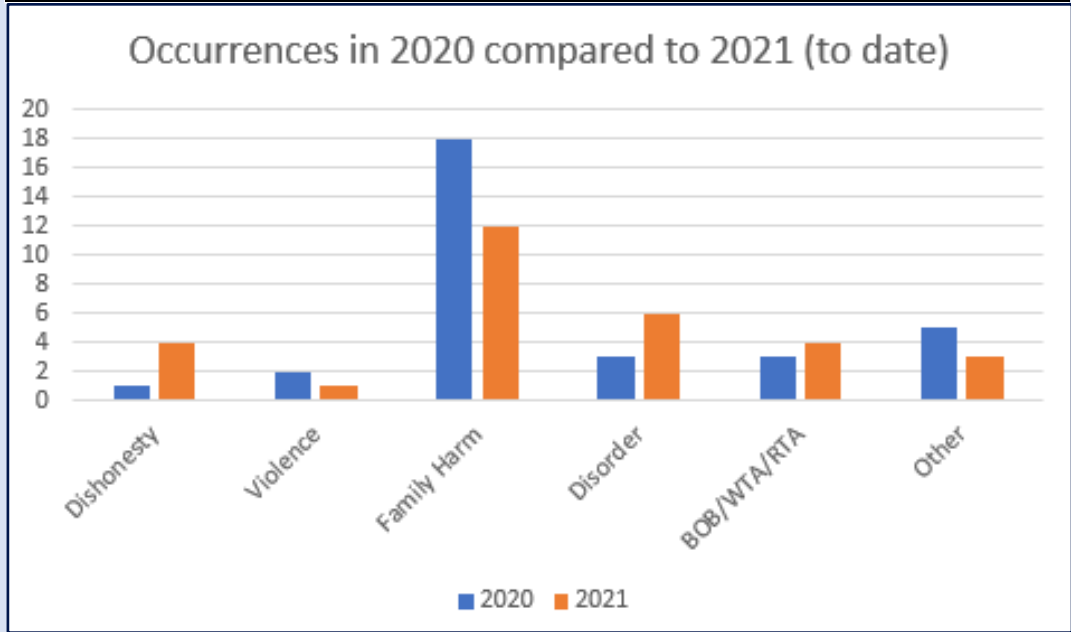
Family harm and disorder type behaviour were the top issues requiring Police attention in 2021.

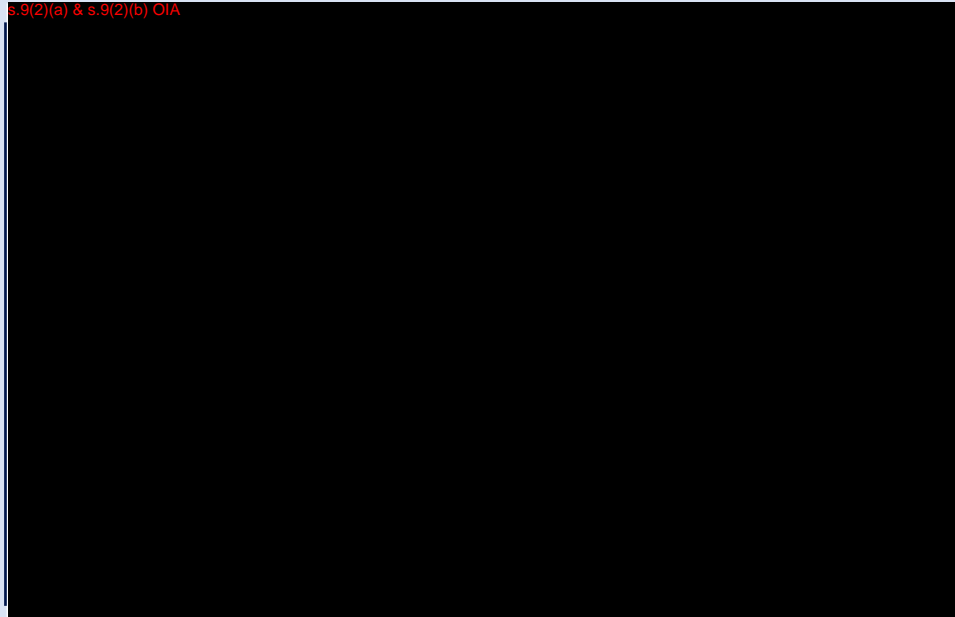
Surprisingly, violence offences (not including family harm) required the least amount of Police attendance.

These NIA Occurrences in 2021 were spread across day time and night time hours.

This Motel does accept emergency housing referrals from WINZ and since COVID, there has been an increase in referrals.

Manager is [redacted]





Police recorded occurrences at the [redacted] in 2020 were 17 compared with 6 in 2021 to date (18/10/2021).

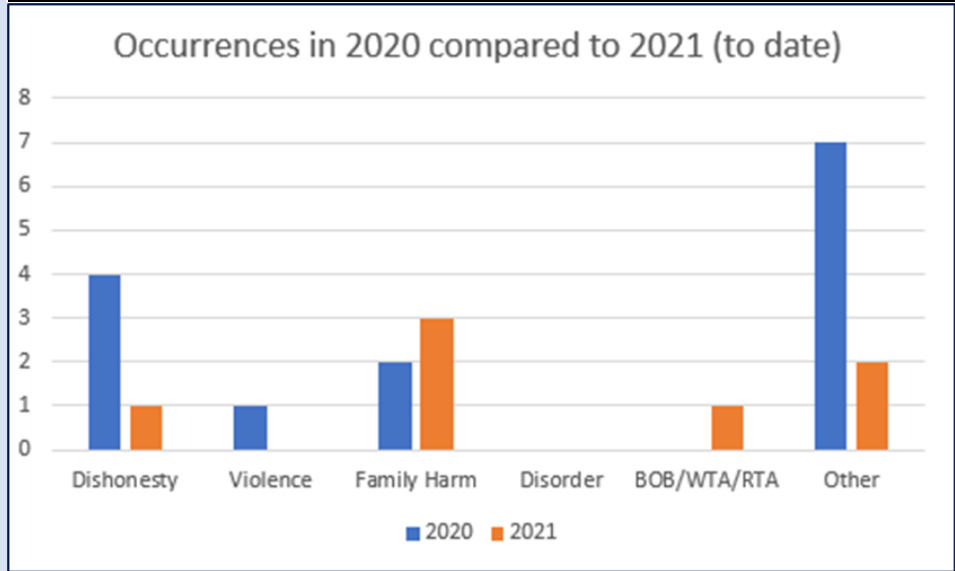
Family harm and dishonesty and BOB/WTA were the top issues requiring Police attention in 2021.

There have been no NIA recorded violence offences (not including family harm) or disorderly type behaviour in 2021.

These NIA Occurrences in 2021 were spread across day time hours with only one occurrences during night time hours.

They do receive referrals from Dept of Corrections and WINZ.

Manager is [redacted]



s.9(2)(a) & s.9(2)(b) OIA

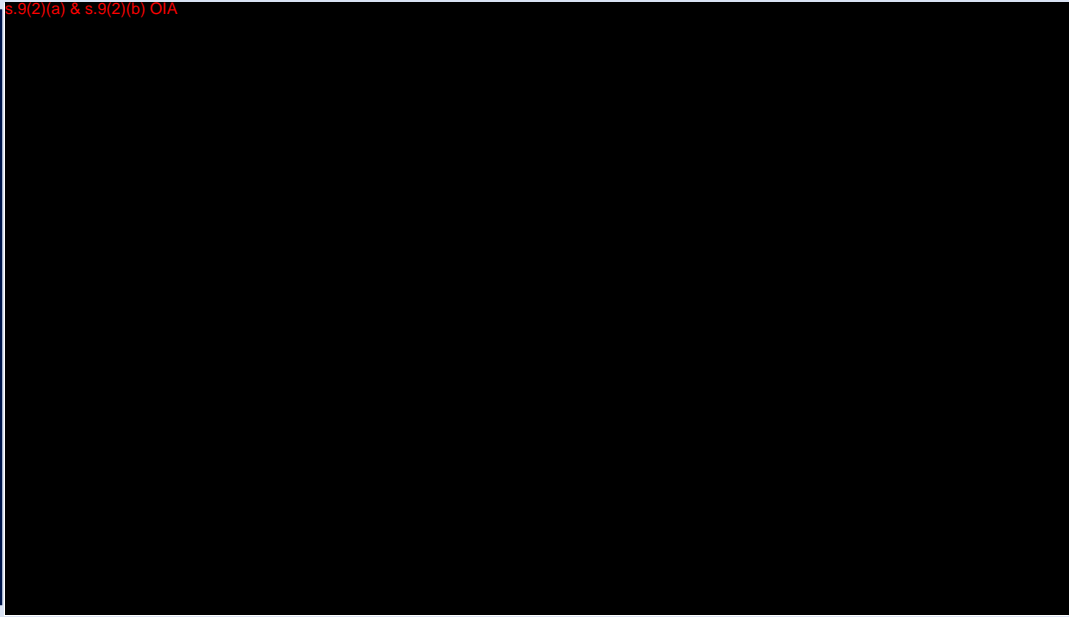
s.9(2)(a) & s.9(2)(b) OIA

Police recorded occurrences at the [redacted] in 2020 was 1 incident and no reported incidents in 2021.

This address appears to be a luxury retreat and not likely to receive emergency housing requests.

It is unlikely that this address will come to Police attention.

Manager is [redacted]



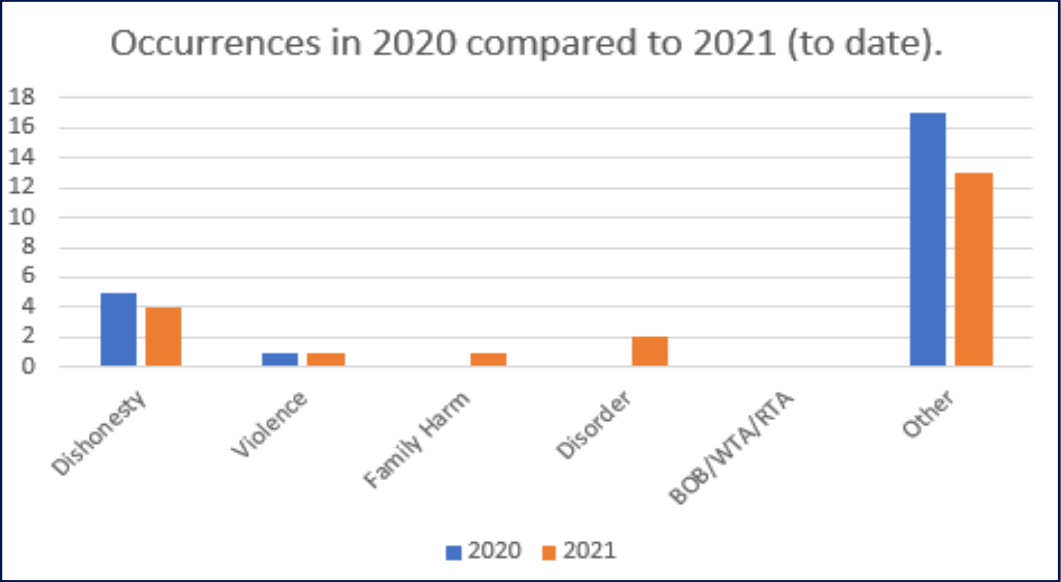
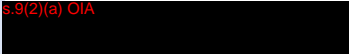
Police recorded occurrences at the [redacted] in 2020 were 23 compared with 21 in 2021 to date (18/10/2021).

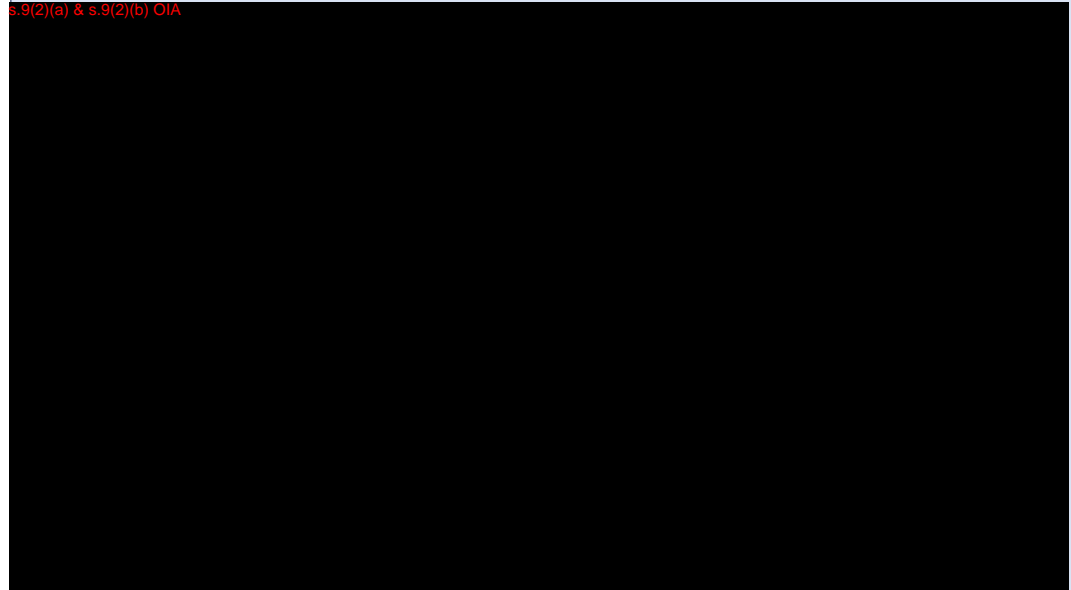
Dishonesty offending is the top issues requiring Police attention in 2021.

Violence and Family harm offences required the least amount of Police attendance.

These NIA Occurrences in 2021 were evenly spread across day time and night time hours.

The Hotel staff was not able to be contacted by Police.



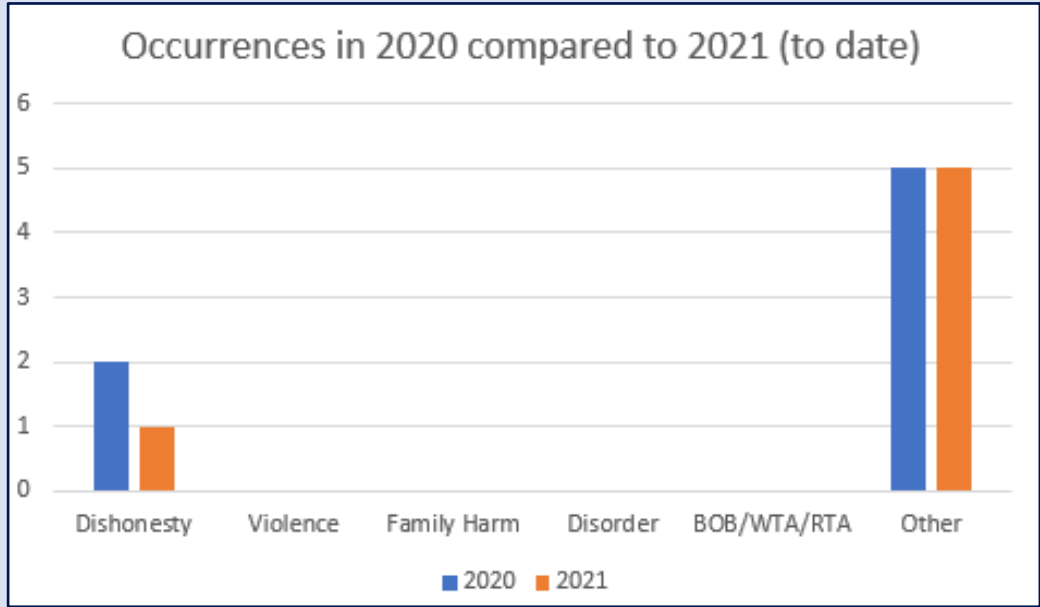


Police recorded occurrences at the s.9(2)(a) & s.9(2)(b) OIA in 2020 were 7 compared with 6 in 2021 to date (18/10/2021).

Dishonesty offending is the top issues requiring Police attention in 2021 (one incident).

Based on the NIA occurrences, this location is not likely to require much Police assistance.

The Hotel staff was not able to be contacted by Police.



s.9(2)(a) & s.9(2)(b) OIA

s.9(2)(a) & s.9(2)(b) OIA

Police recorded occurrences at the [redacted] in 2020 were 3 compared with zero in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location is not likely to require much Police assistance.

This Motel doesn't accept emergency accommodation bookings and only caters for essential service workers.

The Hotel staff were reluctant to offer police any further information.

s.9(2)(a) OIA

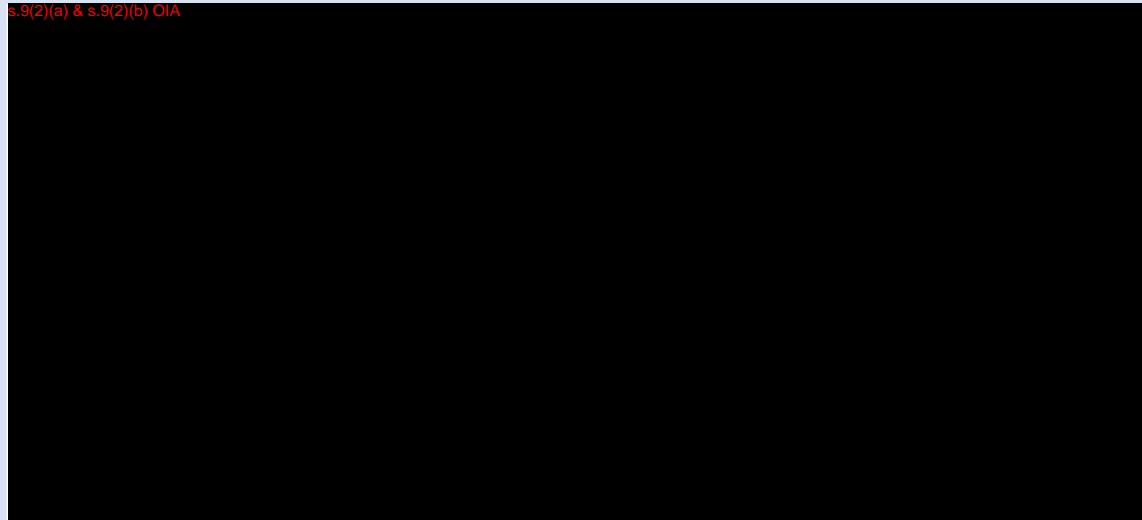
This Motel has only been the subject of Liquor licencing checks in both 2020 & 2021.

Based on the NIA occurrences, this location is not likely to require much Police assistance.

This Motel doesn't accept emergency accommodation bookings and only caters for essential service workers.

The Hotel staff were reluctant to offer police any further information.

Manager is

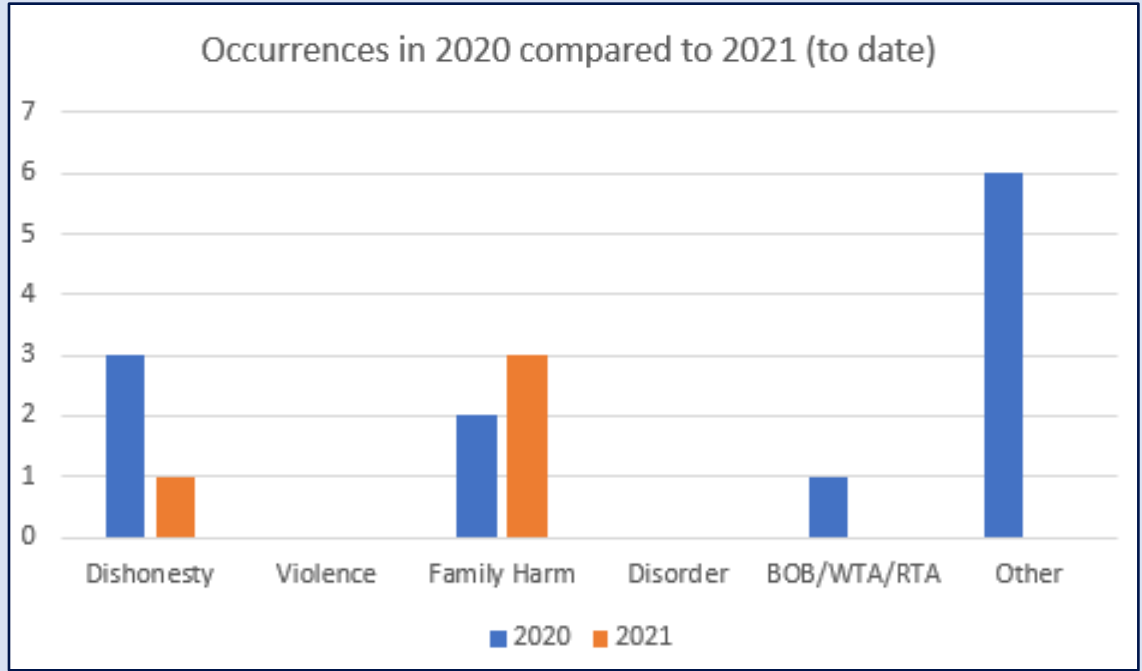


Police recorded occurrences at the [redacted] in 2020 was 12 compared to 4 in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location is not likely to require much Police assistance.

This Motel doesn't accept emergency accommodation bookings. They will accept referrals from WINZ but only for 'good people'.

Manager name unknown, [redacted]



s.9(2)(a) & s.9(2)(b) OIA

s.9(2)(a) & s.9(2)(b) OIA

Police recorded occurrences at the [REDACTED] in 2020 was 1 compared zero 2021 to date (18/10/2021).

Based on the NIA occurrences, this location is not likely to require much Police assistance.

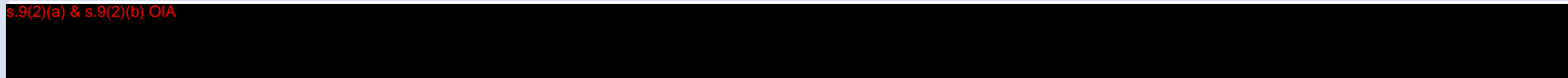
This Motel doesn't accept emergency accommodation bookings nor does it accept WINZ referrals.

Manager is [REDACTED]

There are no Police recorded occurrences at this location for 2020 or 2021 to date (18/10/2021).

Based on the NIA occurrences, this location is not likely to require much Police assistance.


An automated voice message on their contact number infers this location is now a restaurant.



Police recorded occurrences in 2020 was 9 compared to 3 in 2021 to date (18/10/2021).

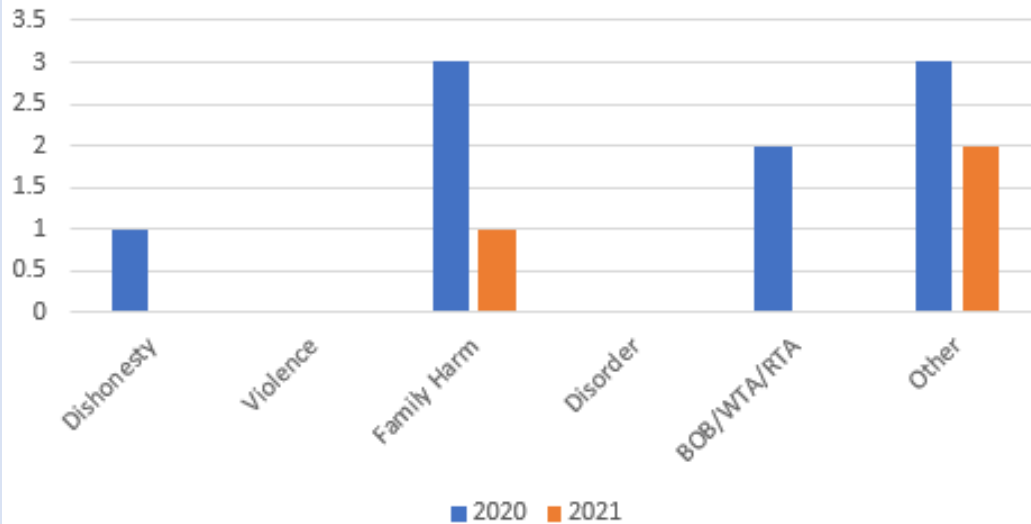
Based on the NIA occurrences, this location is not likely to require much Police assistance.

No staff were available to be spoken to by Police.

Ph 



Occurrences in 2020 compared to 2021 (to date)



s.9(2)(a) & s.9(2)(b) OIA

s.9(2)(a) & s.9(2)(b) OIA

Police recorded occurrences in 2020 were 3 compared to 1 in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location is not likely to require much Police assistance.

s.9(2)(a) OIA are the main occupants, they don't accept boarders unless they are referred by WINZ or other agencies.

s.9(2)(a) OIA

[Redacted]

[Redacted]

Police recorded occurrences in 2020 were 15 compared to 5 in 2021 to date (18/10/2021).

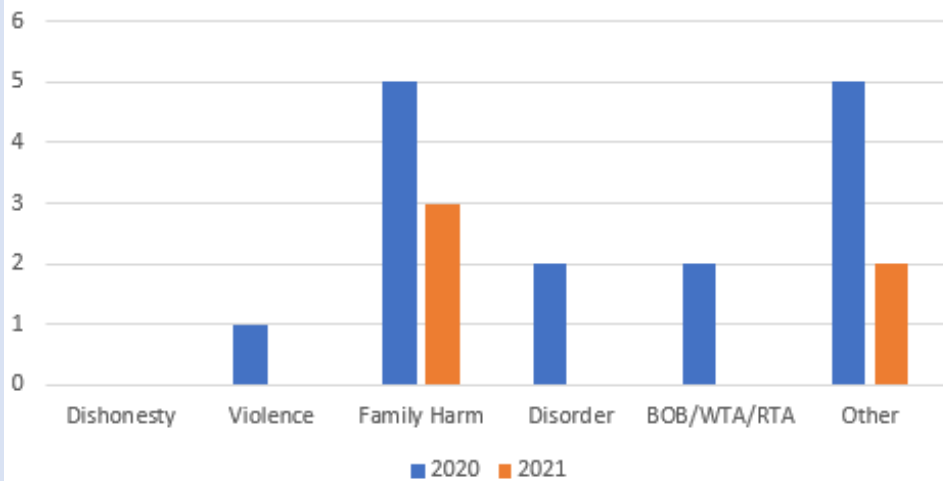
Based on the NIA occurrences, this location may require some Police assistance.

Normally don't accept referrals as too busy with essential workers and tradesmen .

[Redacted]

[Redacted]

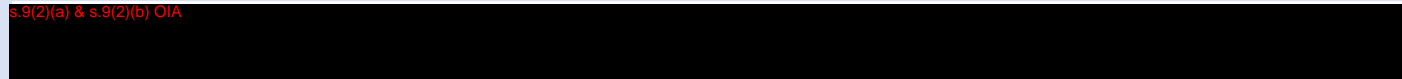
Occurrences in 2020 compared to 2021 (to date)



Manager is

[Redacted]

[Redacted]



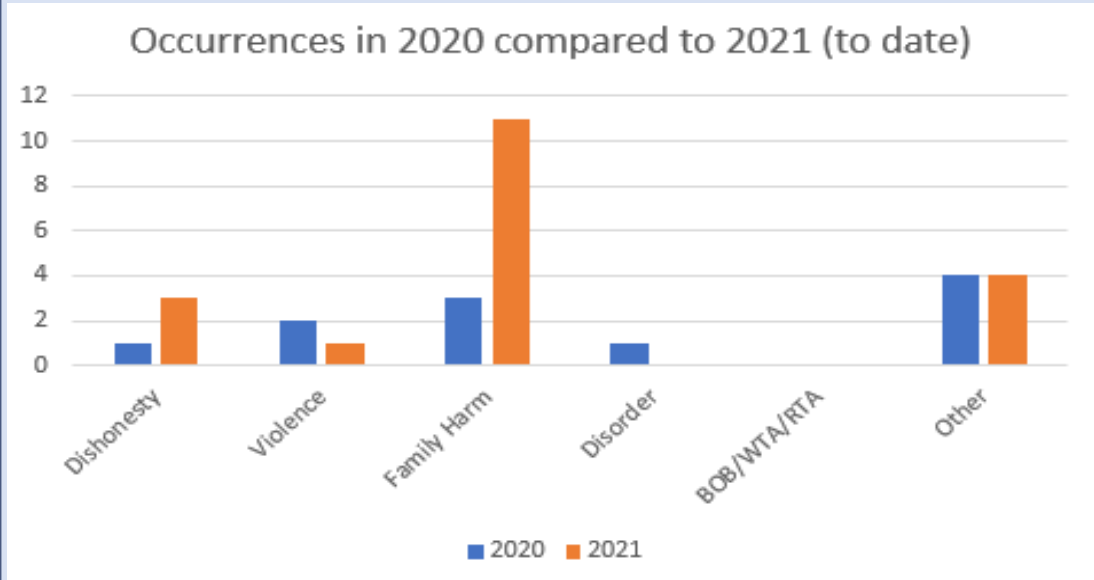
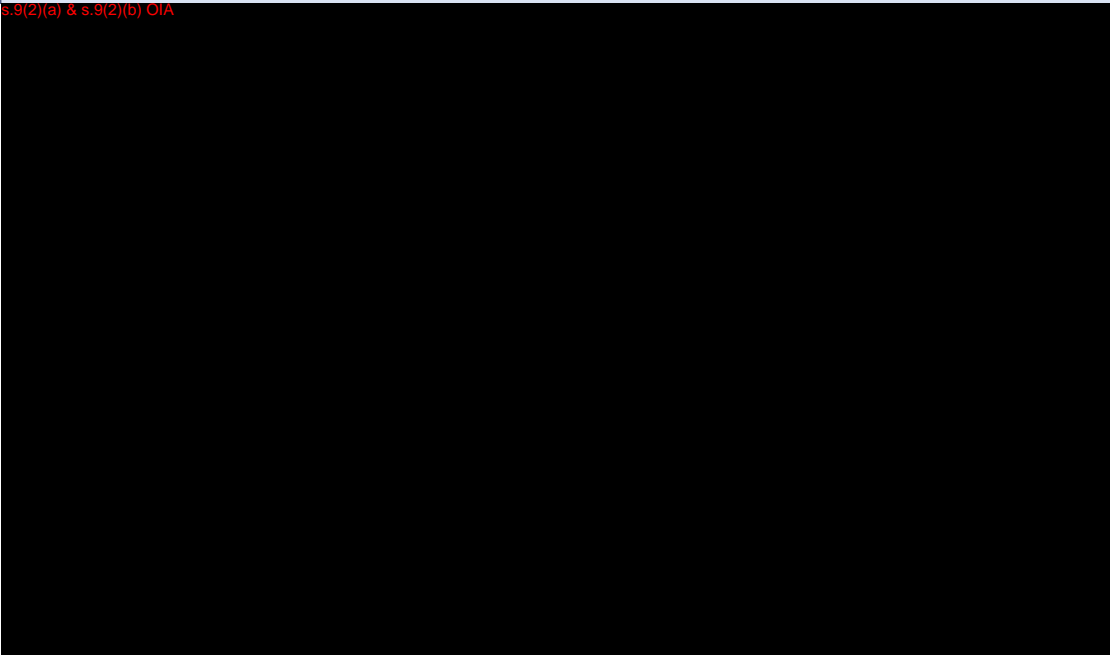
Police recorded occurrences in 2020 were 11 compared to 19 in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location is likely to require some Police assistance.

These NIA Occurrences in 2021 were evenly spread across day time and night time hours.

Accept boarders and emergency housing requests.

Manager is s.9(2)(a) OIA



s.9(2)(a) & s.9(2)(b) OIA

s.9(2)(a) & s.9(2)(b) OIA

Police recorded occurrences in 2020 were 9 compared to zero in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location may require some Police assistance.

Don't accept MSD persons as he wants to protect his staff and customers.

Manager is s.9(2)(a) OIA

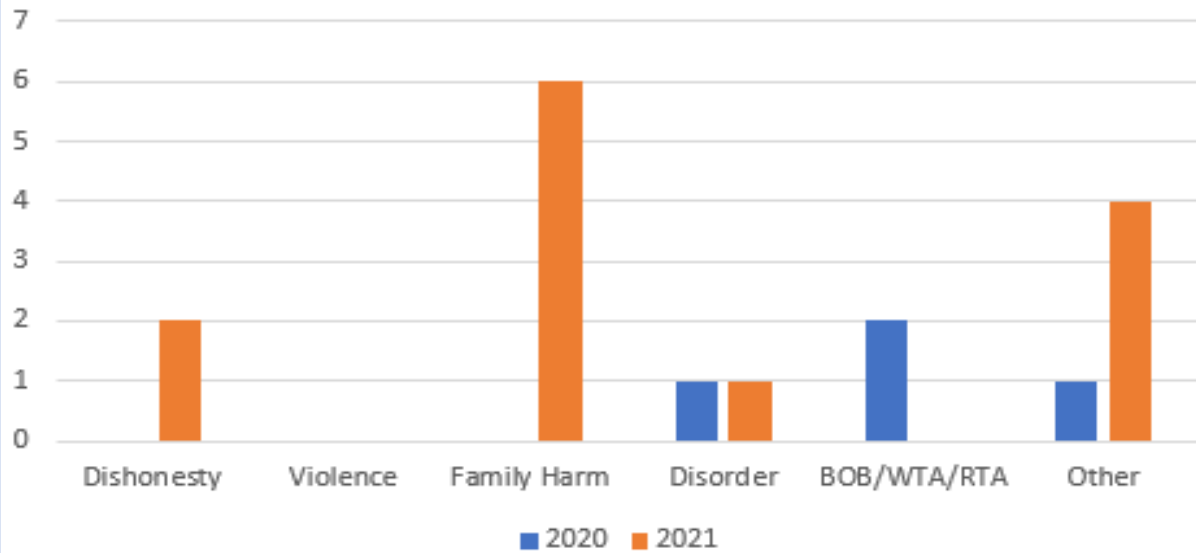
Police recorded occurrences in 2020 were 4 compared to 13 in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location may require some Police assistance, particularly around the family harm space.

They accept WINZ and other agency referrals and these clients can stay as long as they want to.

Manager is

Occurrences in 2020 compared to 2021 (to date)



[Redacted]

Police recorded occurrences in 2020 were 5 compared to 11 in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location may require some Police assistance, particularly around the family harm space and dishonesty offending.

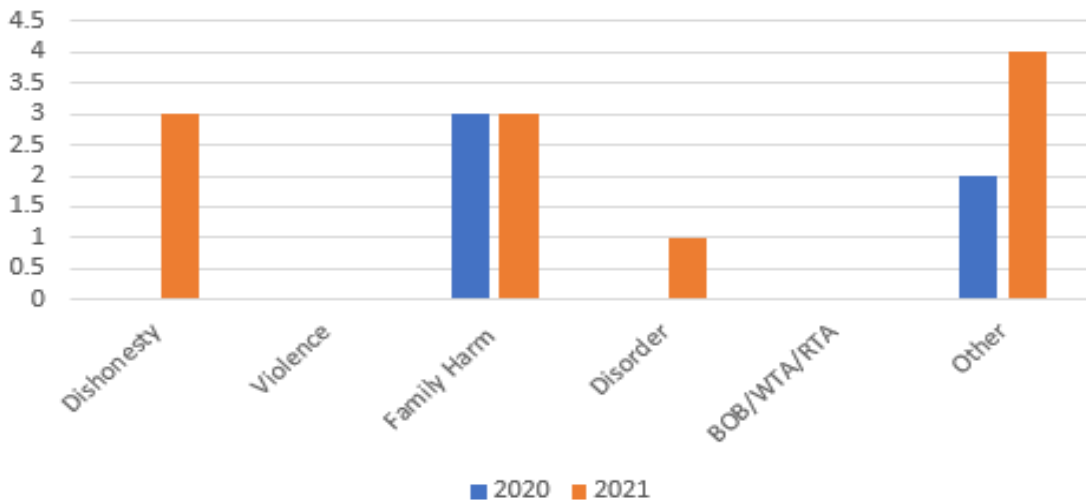
These NIA Occurrences in 2021 occurred mainly in the night time hours.

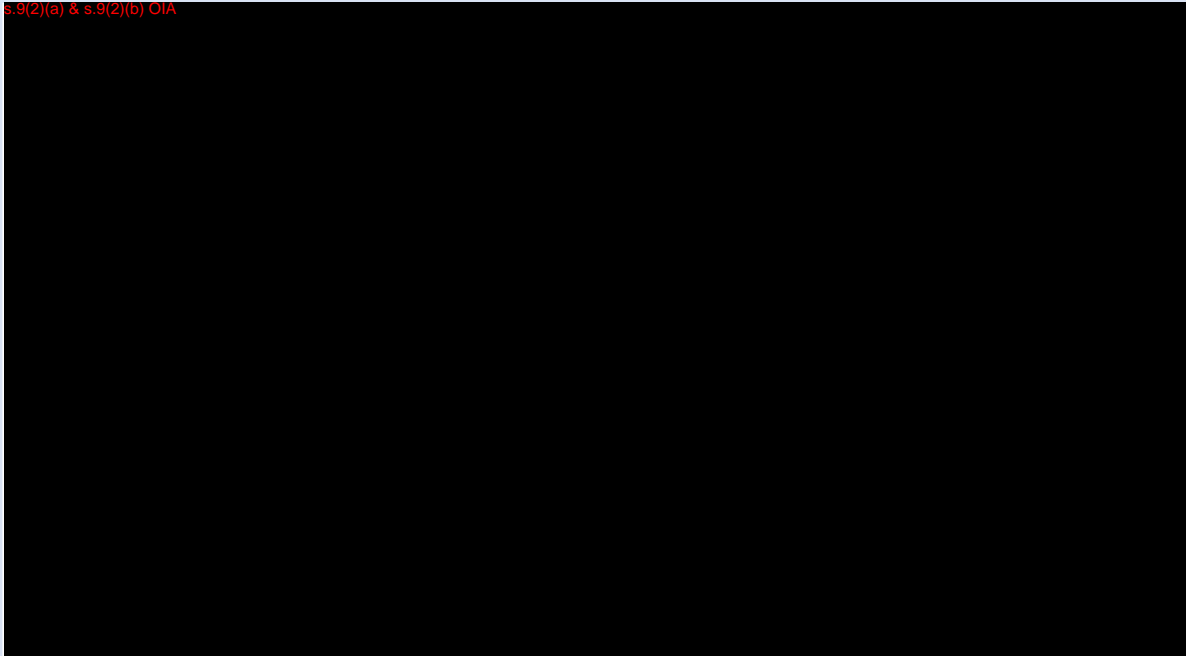
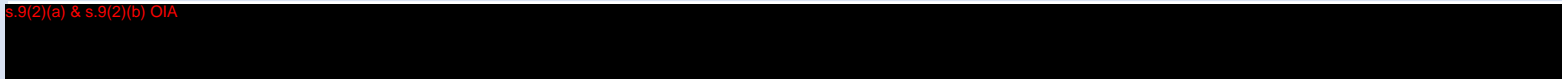
They receive accept WINZ referrals only. These referrals can stay up to seven days and they will be reviewed after this period.

Manager is [Redacted]
[Redacted]
[Redacted]

[Redacted]

Occurrences in 2020 compared to 2021 (to date)





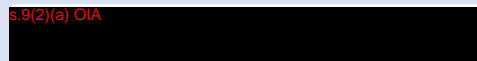
Police recorded occurrences in 2020 were 6 compared to zero in 2021 to date (18/10/2021).

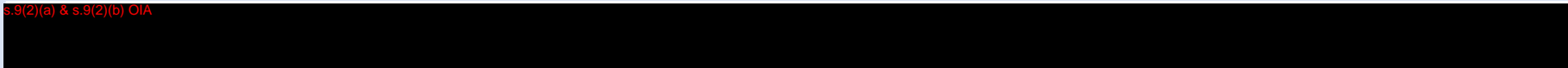
Based on the NIA occurrences, this location is not likely to require much Police assistance.

They have been closed due to COVID and are not allowed to accept referrals from government agencies with regards to emergency housing.

They only accept sports teams when staying on site.

Manager is

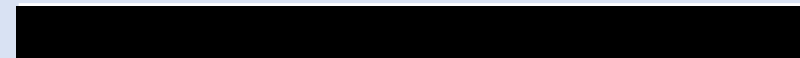




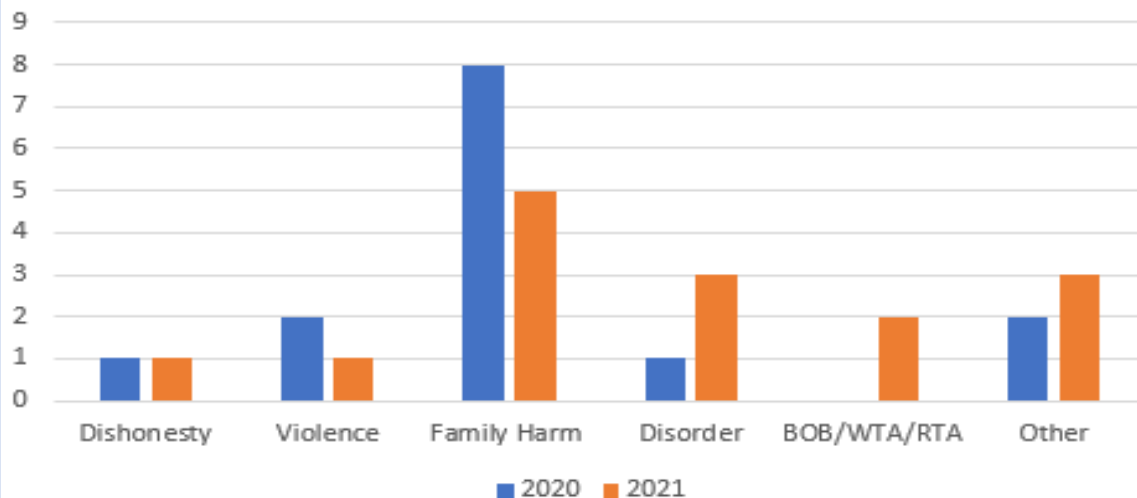
Police recorded occurrences in 2020 were 14 compared to 15 in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location will likely require Police assistance.

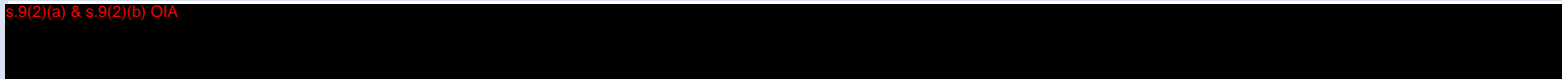
All clients are referrals from WINZ and their stay depends on their circumstances.



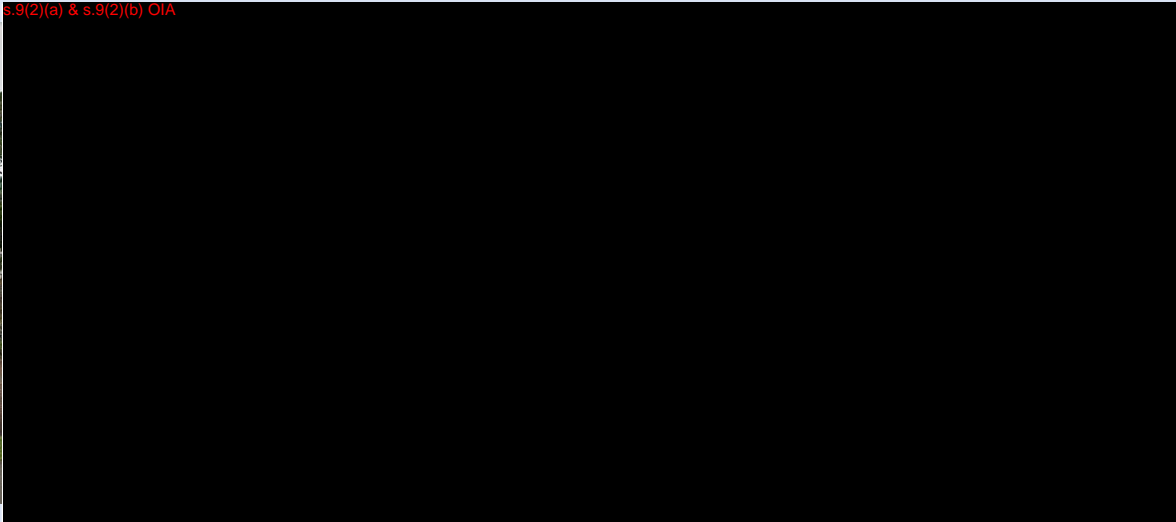
Occurrences in 2020 compared to 2021 (to date)



s.9(2)(a) & s.9(2)(b) OIA



s.9(2)(a) & s.9(2)(b) OIA

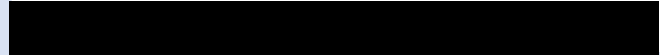


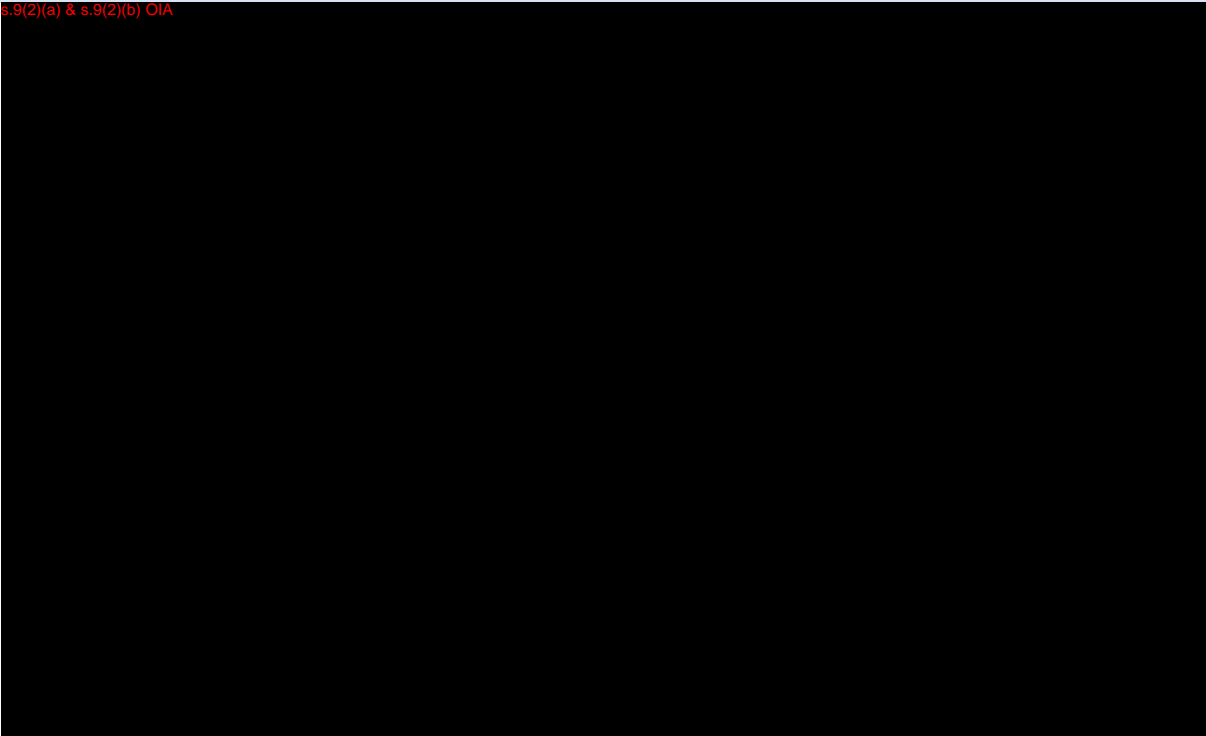
Police recorded occurrences in 2020 were 2 compared to 2 in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location will not likely require Police assistance.

Do accept emergency housing and WINZ referrals but this isn't often.

Manager is





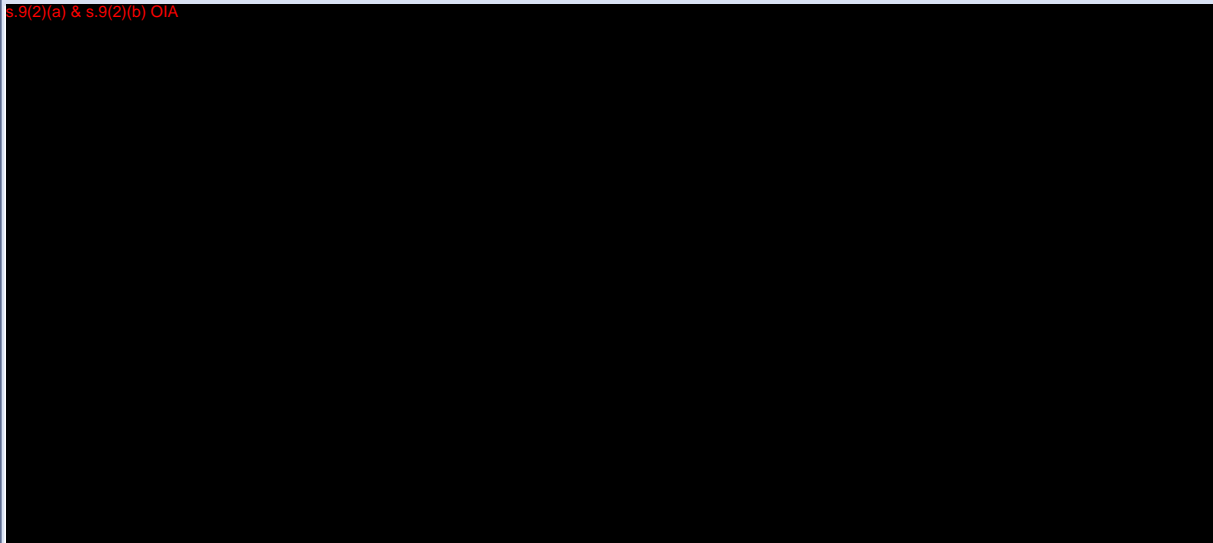
Police recorded occurrences in 2020 were 3 compared to 2 in 2021 to date (18/10/2021).

Based on the NIA occurrences, this location will not likely require Police assistance.

Do accept emergency housing and WINZ referral. Currently all tenants are WINZ.

Manager is





Police recorded occurrences in 2020 were 6 compared to 6 in 2021 to date (18/10/2021).

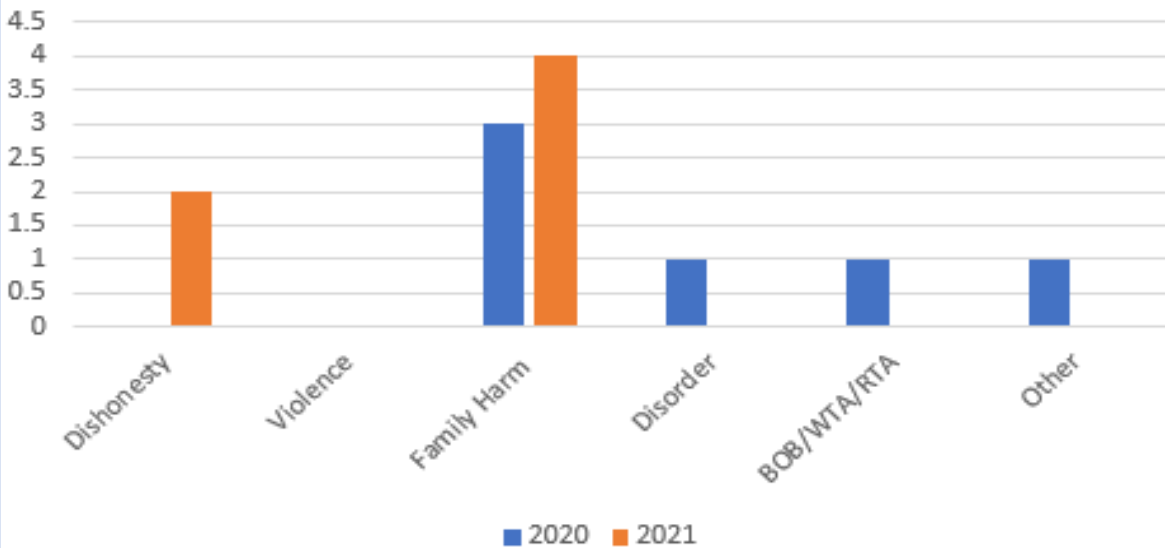
Based on the NIA occurrences, this location will require some Police assistance.

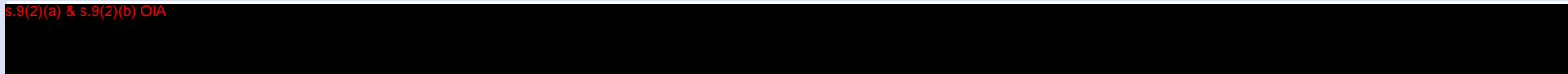
These NIA Occurrences in 2021 were evenly spread across day time and night time hours.

All clients are referrals from Ministry of Social Development (MSD).

Manager is s.9(2)(a) OIA

Occurrences in 2020 compared to 2021 (to date)






Police recorded occurrences in 2020 were 9 compared to 8 in 2021 to date (18/10/2021).

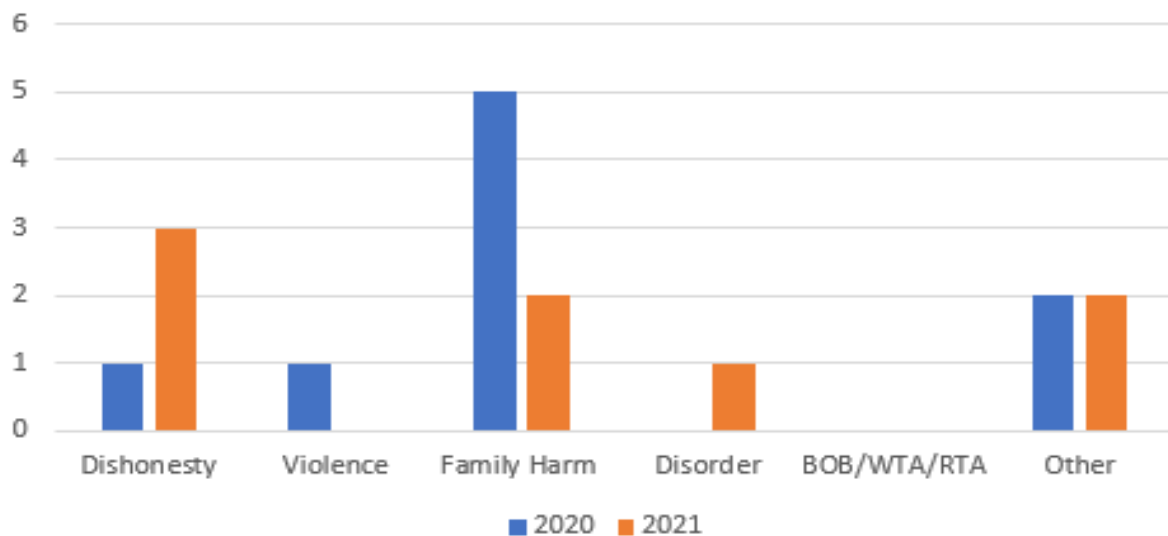
Based on the NIA occurrences, this location will require some Police assistance.

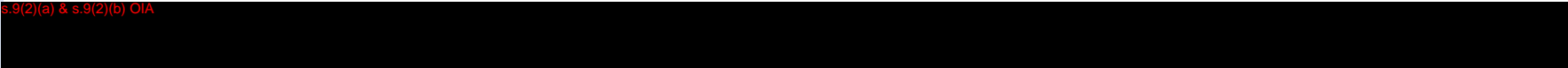
These NIA Occurrences in 2021 were mainly spread across day time hours.

Rooms fully booked up until the remainder of the year and this establishment is contracted to Housing NZ and M.S.D.

Manager is 

Occurrences in 2020 compared to 2021 (to date)



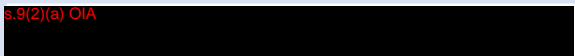


Police recorded occurrences in 2020 were 10 compared to 4 in 2021 to date (18/10/2021).

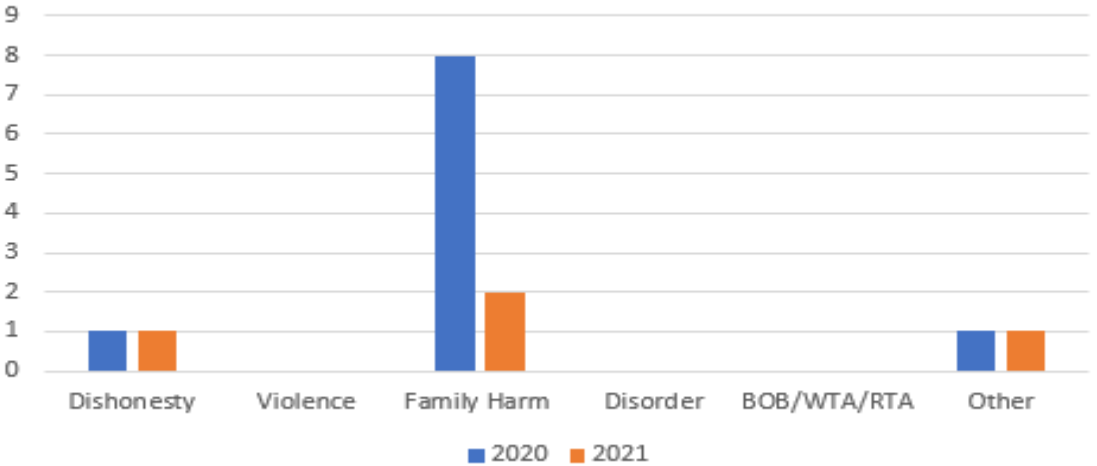
Based on the NIA occurrences, this location will require some Police assistance.

These NIA Occurrences in 2021 were mainly spread across day time hours.

Is contracted to M.S.D. who provide him with year round emergency referrals.

Manager is 

Occurrences in 2020 compared to 2021 (to date)



Scanning Report: Preliminary Analysis



Document Reference	BPD-IR-211104
Date	4 November 2021
To	SBD285, District Prevention Manager
Prepared by	MMCL53, Intelligence Supervisor - Analytics
Approved by	BKJ504, District Manager: Intelligence
Subject	Police Demand at Emergency Housing Locations

Background

1. Due to the August 2021 COVID-19 lockdown, the September Tasking and Coordination meeting for Bay of Plenty District (BPD) was postponed until November 2021. Staffing constraints within the Intelligence Unit prevented a formal Insights report from being completed, however a verbal briefing on preliminary findings was presented by the Lead Analyst for discussion by the District Leadership Team (DLT).
2. At the request of the District Prevention Manager, the findings of this verbal briefing are now being retrospectively captured in this Scanning Report to provide a formal record of the preliminary analysis.

Methodology

3. Statistics were provided to the analyst by an expert Business Objects practitioner, using the BI NIA Occurrence universe. Because Police does not categorise emergency housing providers as a unique location type, occurrences that took place at all locations categorised as Commercial - Motel, Lodge, Hostel, Hotel or Campground across the District were included in the analysis.
4. Offences and Incidents from the last five fiscal years (2016/17 – 2020/21) were included.

Preliminary Analysis

Emergency Housing Special Needs Grant¹

5. The Emergency Housing Special Needs Grant (EH SNG) was first introduced in July 2016. Its purpose is to help individuals and families with the cost of staying in short-term emergency accommodation (motels, hostels, campsites etc) if they are temporarily unable to access MSD's contracted transitional housing places.
6. The SNG pays for short-term accommodation for up to seven days at a time. After that, residents pay about 25% of their income.
7. Every applicant for a EH SNG must make reasonable efforts to find longer-term secure accommodation. For most applicants, this includes applying for transitional housing and public housing.

¹ <https://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html#null>

8. Since 2016, the number of people on the Housing Register has grown exponentially (2,025 in BOP for June 2021).²

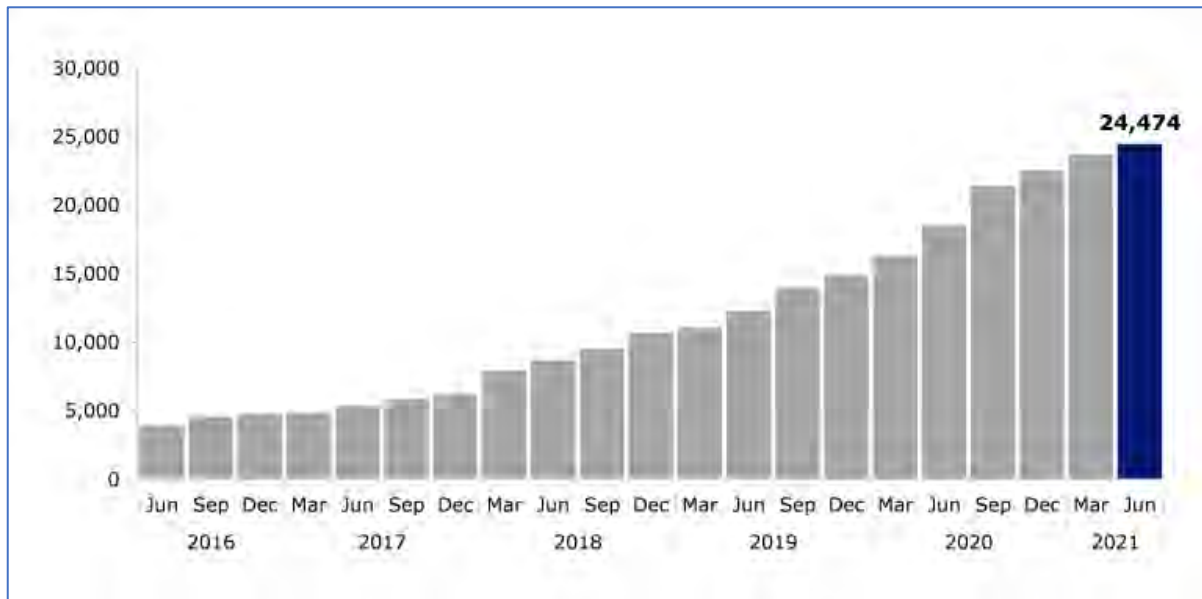


Figure 1: Number of applicants on the national Housing Register

9. BPD has a disproportionately high number of emergency housing motels compared with other Police districts, with 17% of the national total.

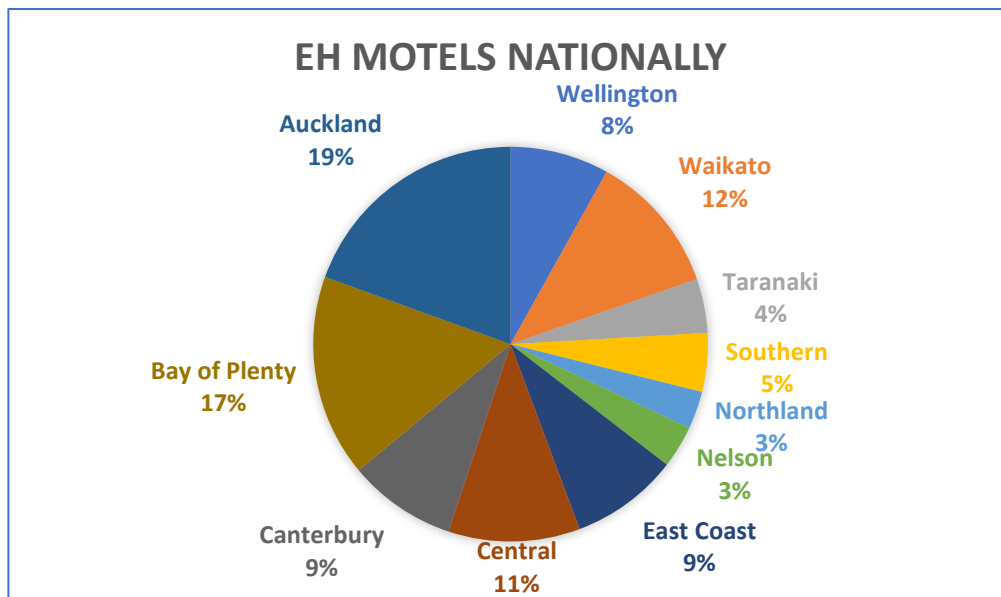


Figure 2: Proportion of EH Motels nationally

10. Half of those motels in BPD are in Rotorua Area, including one in Murupara (Figure 3 overleaf).

² <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/index.html>, accessed 13/09/21

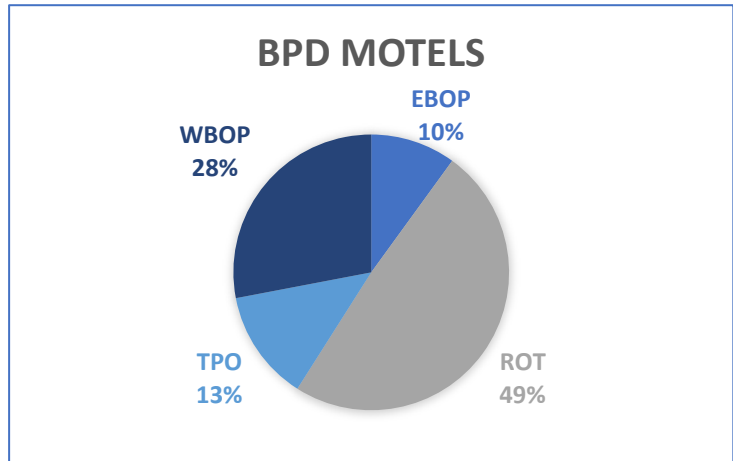


Figure 3: Proportion of EH Motels within BPD

Police Demand

- Analysis was conducted of offences and incidents occurring at a location type of Commercial - Motel, Lodge, Hostel, Hotel or Campground. Additionally, Offences/Incidents at any location type involving persons linked to the first set of occurrences were also included. This shows the Police demand at the motel itself, as well as any additional demand created by those same people but that occurs elsewhere in the District. It should be noted that these statistics are for offences/incidents at all locations of this type, not only those offering emergency housing, due to limitations in the available data.³
- As shown in Figure 4 below, offences and incidents at motels increased from 1% of overall demand in July 2016 to 3% in June 2021. The offences/incidents linked to the people at the motels also increased, from 14% in July 2016 to 18% in June 2021, with a peak of 21% in April 2020. This peak is almost certainly due to the 2020 COVID-19 lockdown.

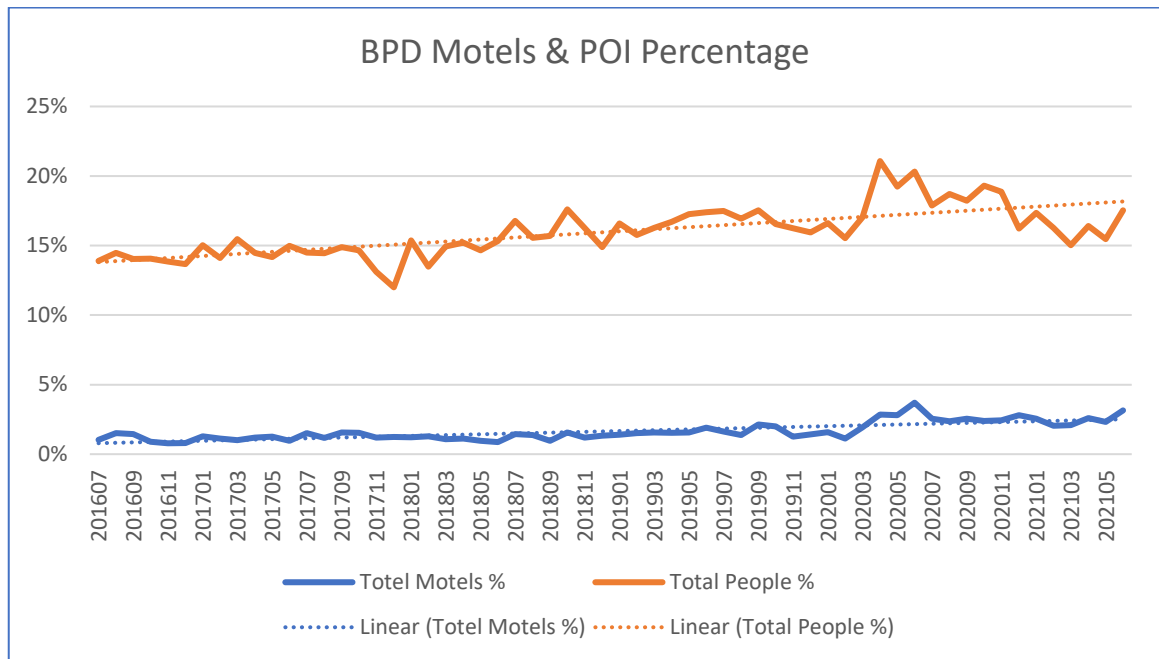


Figure 4: Proportion of offences/incidents at BPD motels

³ Statistics are based on provisional data and are therefore subject to change. These are not official Tier 1 Police statistics. Data were extracted from NIA using Business Objects' BI NIA Occurrence universe from the period 01/07/2016 – 30/06/2021.

13. In terms of numbers, this percentage increase equates to 49 offences/incidents in July 2016 to 208 in June 2021. The number of offences/incidents committed by persons from the first group increased from 663 in July 2016 to 1,154 in June 2021.

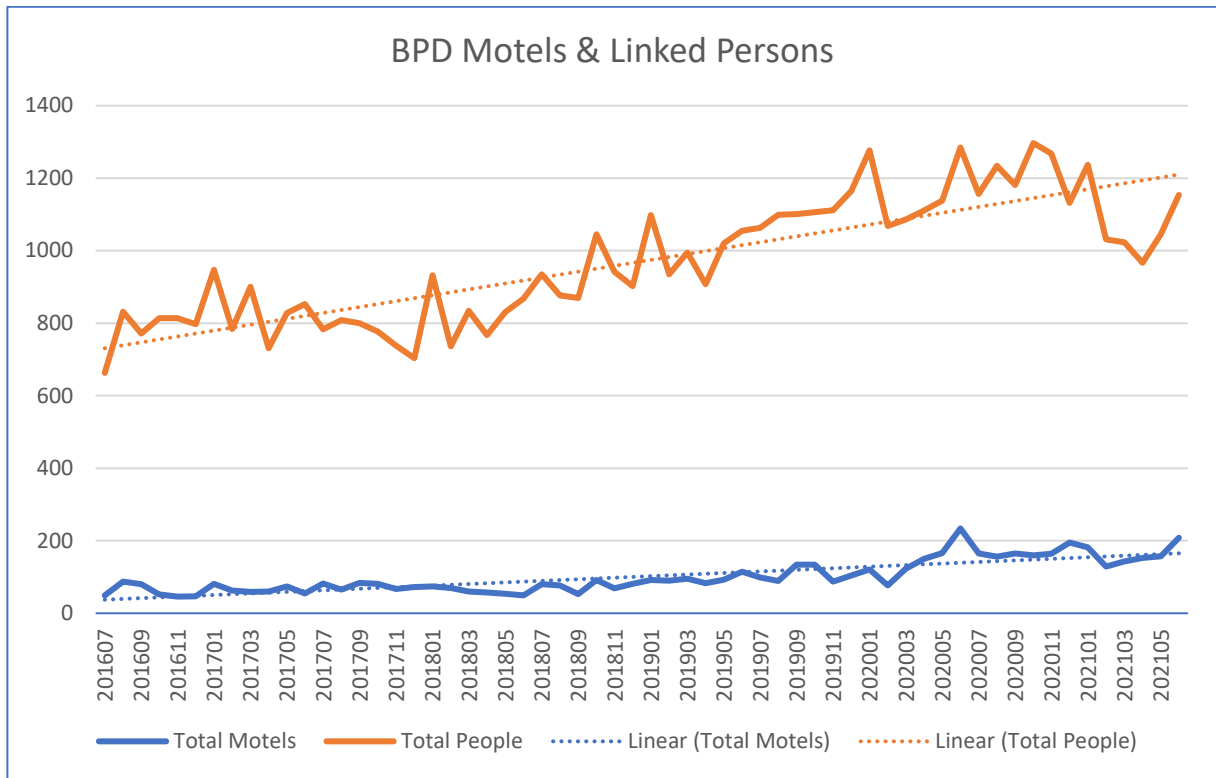


Figure 5: Number of offences/incidents at BPD motels

14. A significant proportion of this increased demand relates to family harm offending, as shown in Figure 6 below. Family harm demand has increased from 1% in July 2016 to 6% in June 2021.

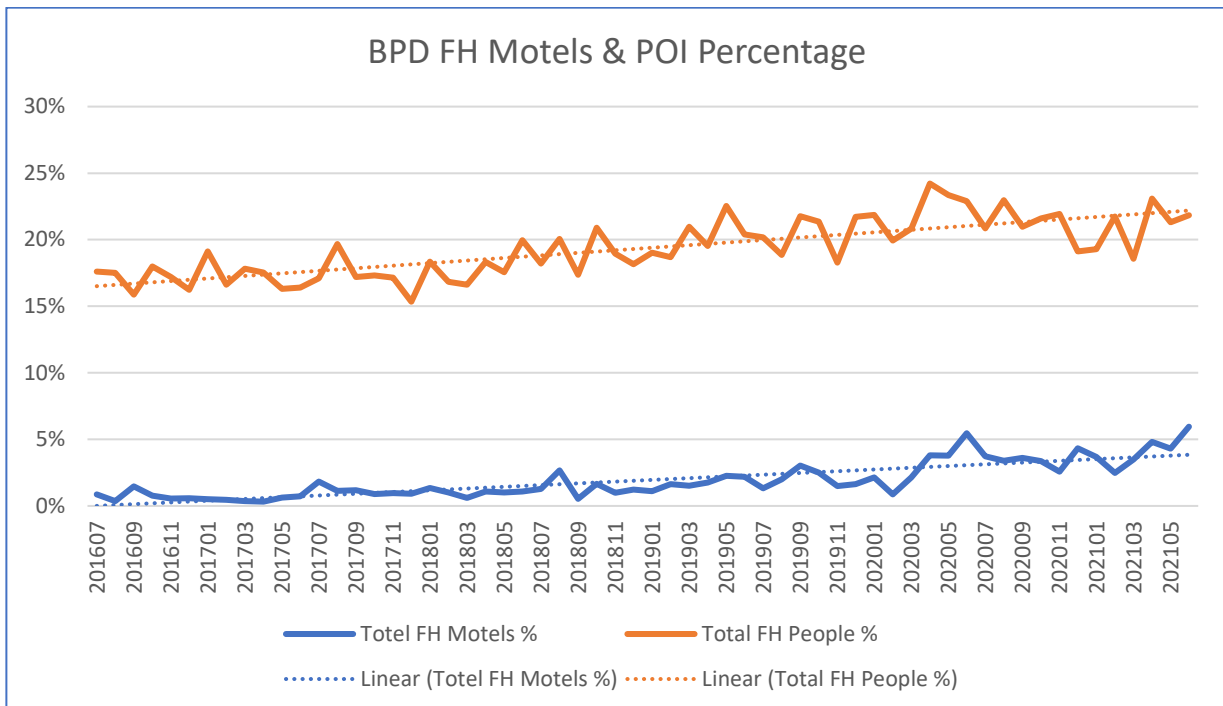


Figure 6: Proportion of Family Harm offences/incidents at motels

- 15. As with the higher proportion of motels in Rotorua Area, there is also a higher proportion of demand at these locations in Rotorua. The thick black line in Figure 7 below is the District proportion. The Rotorua proportion (blue line) has always been higher than seen in the rest of the District; it is possible this previous demand related to victimisation of tourists at motels, especially along Fenton Street, which is now where the majority of emergency housing locations are. However, from the start of 2019, the difference between the Rotorua proportion and the rest of the District is clearly much greater, with a peak of 8% in June 2020 compared with the BPD proportion of 4%.
- 16. Demand at motels in Taupo Area also increased from late 2019, while EBOP and WBOP stayed roughly the same until 2020.

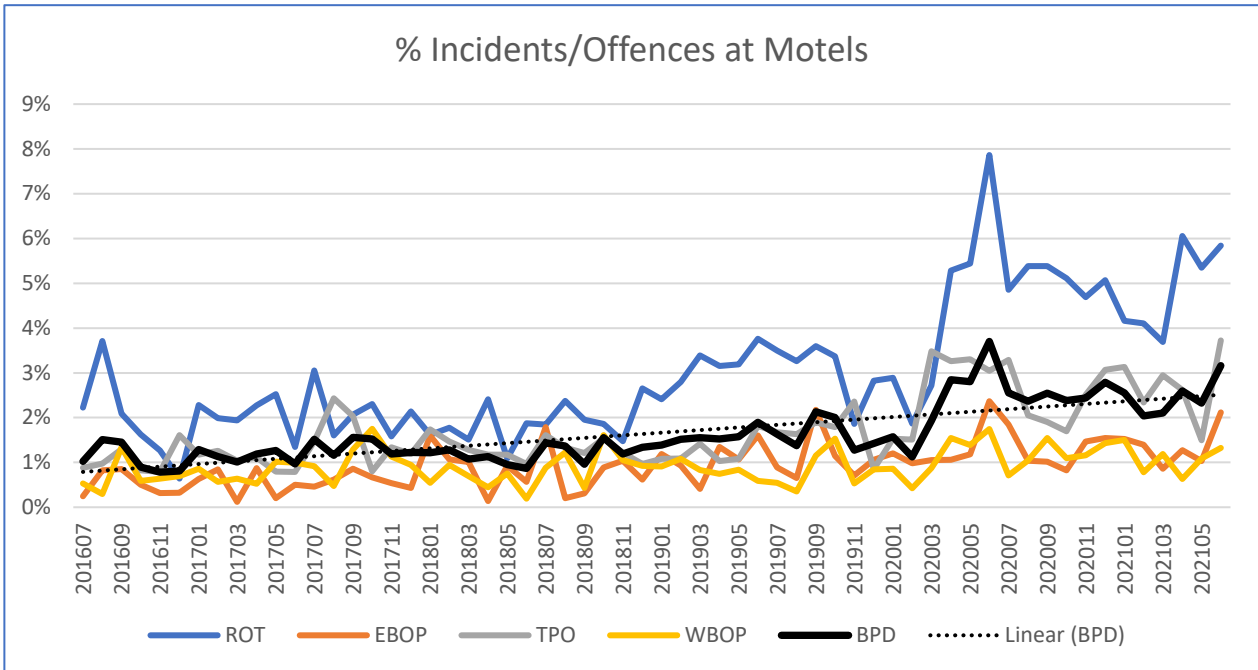


Figure 7: District breakdown of offences/incidents at motels

- 17. It is acknowledged that the motels in Rotorua do not likely equally contribute to the increase in demand. Many of the MSD-contracted motels now have private security on site, which helps to maintain order and many motel owners are open to working with Police to ensure their premises and their residents continue to be safe.
- 18. However, there are some premises that are known amongst staff to generate more calls for service than others. One of these is the [redacted], which has been noted on multiple occasions by Police staff for suspicious activity. Figure 8 below shows the increase in occurrences and intelligence notings recorded in NIA at the [redacted] over the analysed period.

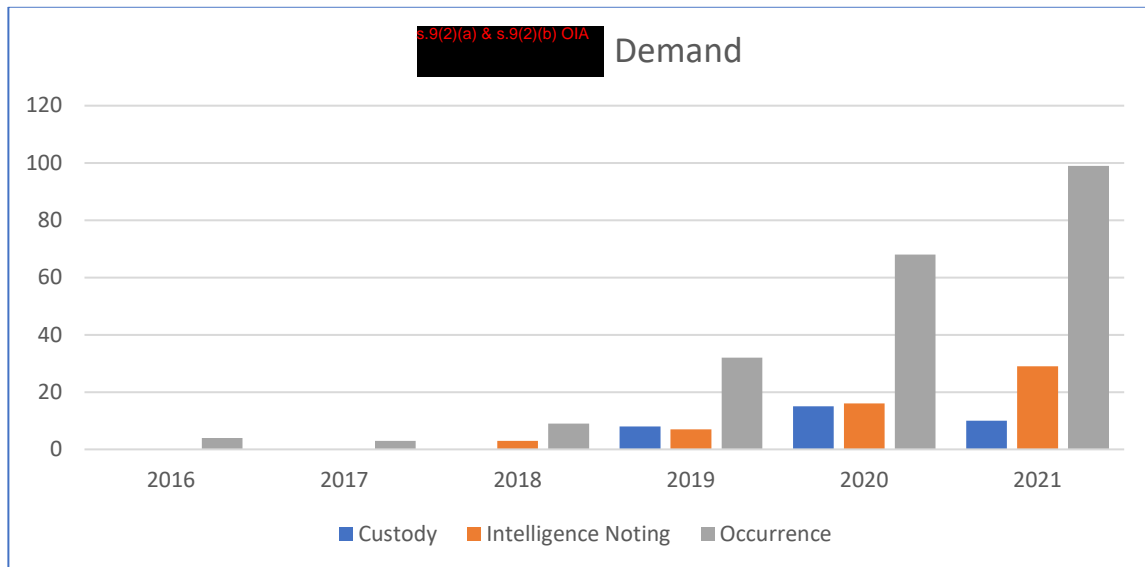


Figure 8: Police demand recorded in NIA at [REDACTED]

Why is Rotorua Over-Represented

19. The over-representation of increased demand in Rotorua Area has not been fully explored; however possible areas to consider in future include:

- Does the concentration of emergency housing motels on Fenton Street lead to increases in demand, as more people with the same financial struggles and other low socio-economic factors are in close proximity to each other? This could be aggravated by the close confines of many motel rooms and overcrowded conditions, a known contributing factor to family harm.
- Has there been an increase in reporting by private residents living near the motels? Has consistent and regular media reporting led to an “us and them” mentality?
- Why does Rotorua have so many emergency motels? The sheer number of motels taking Emergency Housing clients in Rotorua could be contributing to the disproportionate increase in demand.
- What impact are “out-of-towners” having? Because Rotorua has a large number of motels and offers support services at many locations, clients are being referred from out of town. Many of these people have no support in Rotorua and this aggravates issues they are already experiencing, particularly relating to family harm.
- It is reported there is a level of gang influence over certain locations, like the [REDACTED]. Is this influence driving demand?

Future State Considerations

20. A number of questions have also arisen regarding emergency housing and what the future may hold. These include:

- What will Rotorua’s future look like? Will it still be a desirable tourist location? What will be the flow-on effect for local businesses?
- What will happen when the borders open? Will motels stop taking Emergency Housing clients? Where will they go?
- How will Police continue to provide adequate service to the public in the face of this increasing demand? Units are already struggling to meet BAU. Will Police staff become disillusioned due to working under stretched conditions?

- Enforcement of COVID-19 restrictions and MIQ obligations will likely add to demand; how will Police prioritise?

Action to be taken

21. Continue to develop working relationships with motel owners/managers at emergency housing locations, along with private security providers.
22. Identify premises with significant increases in demand and develop prevention solutions based on the nature of that demand.
23. Continue to work with MHUD and MSD to communicate the impact of Emergency Housing placements on Police at a leadership level.
24. Develop working relationships with the new Housing Hub in Rotorua.
25. Ensure residents that are interacted with have an updated NIA address at the motel to enable better quantification of demand specific to locations.
26. Develop a strategy for 2022 that clearly outlines priorities and how the BAU of every workgroup contributes to meeting those priorities. This will enable staff to prioritise their workload and improve engagement.

~~In Confidence~~

This document is classified ~~IN CONFIDENCE~~. All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE information can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username/Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements. Electronic files must be protected against illicit internal use or intrusion through two or more of the mechanisms recommended in the official guidelines.

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Document Production

	Originator	Reviewed by	Released by
Name	MMCL53	AMB279	BKJ504
Role	Intelligence Supervisor	Senior Intelligence Analyst	Intelligence Manager
Extension	75667	75757	
Date	04/11/21	04/11/21	04/11/21



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Intelligence Report

Waitematā East Emergency
Accommodation

10 June 2021

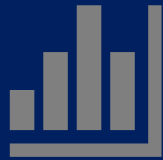
Contents

Key Findings	3	
Introduction	4	
<hr/>		
Context and Methodology		4
Part One: Processes	5	
<hr/>		
Ministry of Development and Kāhui Tū Kaha		5
Probations		5
Location Providers		6
Part Two: Locations	6	
<hr/>		
Key Locations		7
s.9(2)(a) & s.9(2)(b) OIA		■
		■
		8
Demand and Offences		9
Demand in detail		10
Offences in detail		12
		13
Offenders in Emergency Accommodation		13
Part Three: Sentiment	14	
Conclusions	15	
Appendix One	16	
<hr/>		
MSD Emergency Accommodation Locations in WME		16
Kāhui Tu Kaha Emergency Accommodation Locations in WME		16
Handling Instructions	17	
<hr/>		

Key Findings



There are currently 19 emergency accommodation locations used by the Ministry of Social Development (MSD) and Kāhui Tū Kaha (KTK).



Demand at emergency accommodation locations has significantly increased. Offences have also increased, however, the number of offences remain low.



The locations with the highest number of offences and highest demand are



Police demand was highest for mental health, family harm, violence and disorder events. There was an increase in offences for family violence assaults (1545), threatening behaviour /language (1730), disorder and dishonesty.



Offences within a 100-metre radius of emergency accommodation locations have decreased approximately 12 percent. Total offending in WME decreased 4 percent in the same period.



The increase in offences is in part due to clients at some of the housing locations, s.9(2)(a) & 9(2)(b) OIA



Emergency Accommodation is receiving a significant amount of negative media coverage, and the topic is of interest to the public. This is almost certainly impacting on trust and confidence in Police and partner agencies.

Introduction

1. The Government provides emergency accommodation throughout Tāmaki Makaurau for people who are unable to obtain housing themselves. Emergency accommodation locations in Waitemata East (WME) have been operating since 25 March 2020 in response to the COVID-19 outbreak and Alert Level Four restrictions.
2. The aim of this report is to understand the processes of placing people in emergency accommodation and to reduce the risks associated with these locations.
3. This document will compare two time periods, between 25 March 2019 and 25 March 2020 (referred to as 2019/2020) and between 25 March 2020 and 25 March 2021 (referred to as 2020/2021).
4. This report identifies locations of interest, and highlights common issues at these locations. It is a problem-solving report that aims to provide details about contributing risks.

Context and Methodology

5. This report is broken into three parts:
 - Part One, which examines the processes of our partner agencies
 - Part Two, which provides information on the locations and examines Police demand and offences at the locations
 - Part Three, which examines public sentiment.
6. This report was produced by gathering information from partner agencies and community constables, using Police systems to gather offence data, and utilising Field Intelligence Officers.
7. For the purposes of this report, occurrences at the locations will include all occurrences within the 1000 to 7000¹ offence code categories which occurred at the address (including any variation of the address or unit within the location).
8. This document will only examine emergency accommodation locations within WME currently used by Ministry of Social Development (MSD) and Kāhui Tū Kaha (KTK).

¹ This includes all offences from category codes violence, sexual, disorder, drugs, dishonesty and property damage or abuse.

Part One: Processes

9. The New Zealand Emergency Accommodation plan “sets out immediate and longer-term actions to prevent and reduce homelessness throughout our communities”.² This includes working to support individuals, families and whānau at risk of experiencing homelessness at crucial points in their lives, “such as leaving prison or hospital”.³
10. A list of locations used by MSD and KTK can be found in **Appendix One**. This list may change over time.
11. Most of these locations have been used as emergency accommodation locations since 25 March 2020⁴, however some of the locations accepted MSD clients before then⁵. All of these locations, apart from **s.9(2)(a) & s.9(2)(b)**, accept both emergency accommodation clients and the general public. **s.9(2)(a) & s.9(2)(b)** currently only houses emergency accommodation clients.
(b) OIA

Ministry of Development and Kāhui Tū Kaha

12. The providers of emergency accommodation in WME are MSD and KTK.⁶ People in need of housing can contact MSD or KTK directly, or be referred by other agencies.⁷
13. The people that receive emergency accommodation range from families, singles, sole parents with children, those released from prison, and people with health issues. The location chosen is based on where beds are available. If possible, MSD will try to place single occupants in boarding houses, however there are no boarding houses currently in WME. The length of their stay is also dependant on the individual, some have stayed for over a year while others only stay for short periods.⁸
14. Both agencies provide support to people placed in emergency accommodation. Clients of MSD will be assigned a case manager, and those of KTK are assigned case workers.⁹ Additionally, KTK will meet with clients in person after they are placed, and they also provide security at some of their sites.
15. According to MSD, there are some challenges with the current processes. These include:
- Some clients refuse or are resistant to leave emergency accommodation.
 - Some clients are displaced from their families and support network when placed in emergency accommodation.
 - People from outside of WME with no recent links to the area can request a room in WME emergency accommodation.¹⁰
16. In order to try and mitigate some these problems, MSD has set up a flexible fund to allow people in emergency accommodation outside of their usual community to still attend their usual schools, churches, and doctors. They have also advised people in emergency accommodation outside of their usual community they cannot enrol their children in new schools as a reason to stay in the area.

Probations

17. Probations, based on the North Shore, works alongside MSD and KTK to place people in emergency accommodation. They do so for clients who have been released from prison on a rehabilitative sentence (e.g. community detention) but have no approved address.

² Aotearoa / New Zealand Homeless Action Plan, Phase One: 2020-2023. <https://www.hud.govt.nz/assets/Community-and-Public-Housing/Support-for-people-in-need/Homelessness-Action-Plan/271a3c7d79/Homelessness-Action-Plan.pdf>

³ Aotearoa / New Zealand Homeless Action Plan, Phase One: 2020-2023. <https://www.hud.govt.nz/assets/Community-and-Public-Housing/Support-for-people-in-need/Homelessness-Action-Plan/271a3c7d79/Homelessness-Action-Plan.pdf>

⁴ **s.9(2)(a) & s.9(2)(b) OIA**

⁶ <https://workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html>

⁷ Takapuna MSD staff, personal communication, 1 April 2020 at 1130hrs

⁸ The time period can range from one night to over a year in emergency accommodation.

⁹ They do this by asking how the clients are, if they need food or transport, assistance on finding long term accommodation.

¹⁰ MSD try to avoid this, however it still occurs.

18. They place people based on their risk level. High-risk prison releases (such as those on electronic monitoring) are not placed in WME,¹¹ and lower risk offenders are placed if a room is available, even if they do not usually reside in WME.
19. The length of time an offender is placed in emergency accommodation is dependent on the offender, and their address may change multiple times.
20. Probations tries to reduce risk to their clients by avoiding certain locations such as the [redacted] [redacted] [redacted] Probations advise they have previously received complaints about [redacted] [redacted], with their clients and staff both reporting feeling unsafe at this location due to behaviour of other residents¹³.

Location Providers

21. The motels apply to be MSD providers, and choose the rate they charge MSD. They often charge more for MSD than they charge the public. The motels choose how many people from MSD and KTK they take. Some locations, such as [redacted] [redacted], only accept very small numbers of MSD clients. Other locations accept large numbers of clients.
22. Emergency accommodation providers state they have had a variety of issues with their clients. However, these include civil matters and minor disagreements, such as how often sheets need to be washed. When an incident occurs, they inform MSD or KTK straight away, and Police if necessary.¹⁴

Part Two: Locations

23. There are 19 emergency accommodation locations in WME used by MSD and KTK. Two locations [redacted] [redacted] were used by both providers. KTK has an agreement with a further four and MSD has an agreement with a further 13. However, KTK agreements with three locations [redacted] [redacted] came to an end on 31 May 2021.¹⁵ This will positively impact offending and demand at these three locations.

[redacted]

Figure 1 - Emergency Accommodation in WME

¹¹ They are offenders subject to electronic monitoring conditions. This group is managed by Corrections. They are mainly referred to PARS addresses or Corrections addresses, both of which are not based in WME.

¹² [redacted]

¹³ It is unknown who these other residents are, or who placed them at this location. People yell out when Probations staff arrive - "who are you here to see?". People have reportedly asked to move because they feel unsafe due to other residents

¹⁴ [redacted]

¹⁵ The agreement came to an end as the contact was only for a year and it was not renewed.

Key Locations

24. Three of the emergency accommodation locations had disproportionately higher demand and offence levels than other emergency accommodation facilities - s.9(2)(a) & s.9(2)(b) OIA. Police and partner agencies focusing resources at these locations could positively impact on Police demand, trust and confidence, and feelings of public safety in the area. It is important to note, however, that just one resident can have a significant impact on demand, as noted below.
25. Two of these priority locations - s.9(2)(a) & s.9(2)(b) OIA - are run by KTK. It is likely their higher demand is impacted by both of the locations having 24-hour security and KTK social workers visiting the motels. It is likely the presence of security has resulted in incidents being reported more often than at locations without security.
26. Multiple changes were made to a number of other locations which will likely have a positive impact on reducing demand and offences levels. KTK ended their agreement with the s.9(2)(a) & s.9(2)(b) OIA on 31 May 2021, s.9(2)(a) & s.9(2)(b) OIA has rebranded and reduced the number of emergency accommodation clients, and other locations have also reduced the number of emergency accommodation clients.¹⁶

s.9(2)(a) & s.9(2)(b) OIA

27. s.9(2)(a) & s.9(2)(b) OIA, contributed to 12 percent of all calls for service to emergency accommodation locations in WME in 2020/2021. It also had the highest number of offences among the locations examined in this report, with 24 offences in 2020/2021 (approximately one offence per fortnight). However, offences did decrease between the years examined.
28. This motel has 16 self-contained rooms and employs a night manager. It has various rules, such as no guests late in the evening, however, this rule is not enforced in practice.
29. The main demand and offence types at this location are typically family harm incidents (5F) and 1M calls for service. 5F demand doubled between the two time frames. Dishonesty offences at s.9(2)(a) & s.9(2)(b) OIA have increased, however the numbers are low.¹⁷ These dishonesty offences include a range of offending such as the theft of registration plates¹⁸ and thefts of vehicles.¹⁹ Violence offences, with the exception of 1730²⁰, have decreased, with low overall levels.²¹ The 1730 offences in 2020/2021 include emergency accommodation guests speaking in a threatening manner to other emergency accommodation guests.²²
30. There were also multiple dishonesty offences in the 2020/2021 period that occurred elsewhere and were linked to s.9(2)(a) & s.9(2)(b) OIA, including registration plates being stolen at the Albany Mega Centre and being located at s.9(2)(a) & s.9(2)(b) OIA.
31. Typically there are between five and nine calls for service a month to s.9(2)(a) & s.9(2)(b) OIA. However, demand spiked in April 2020 (12 calls for service) and in June 2020 (14 calls for service). During these times, 1M calls for service increased significantly s.9(2)(a) OIA.

32. s.9(2)(a) & s.9(2)(b) OIA

¹⁶ Locations that have decreased the number of emergency clients they take include s.9(2)(a) & s.9(2)(b) OIA

¹⁷ Burglary offences have increased from two in 2019/2020 to four in 2020/2021 and ULT has increased from one in 2019/2020 to three in 2020/2021.

¹⁸ File: 200723/6755

¹⁹ File: 200709/0281

²⁰ 1730 offences increased from none in 2019/2020 to three in 2020/2021.

²¹ 1500 offences decreased from 6 in 2019/2020 to two in 2020/2021. Both 1400 and 1600 offences decrease from one and three offences in 2019/2020 to no offences in 2020/2021.

²² File: 200326/7915

²³ File: 210218/753

²⁴ Seven out of 13 calls for service for mental health related to s.9(2)(a) OIA

²⁵ s.9(2)(a) OIA

²⁶ Calls to service about her were also made by other clients and management.

²⁷ s.9(2)(a) OIA

s.9(2)(a) OIA

34. It is likely demand to this location has been impacted by a small number of people. There were approximately 20 calls for service in 2020/2021 for family harm incidents, and approximately half of these related to repeat victims.²⁹ There were multiple people involved in reporting these incidents including victims, management, witnesses and neighbours. There were also multiple couples and families involved in these 5F incidents. Some of these couples were repeat victims/offenders for 5F incidents.³⁰ These couples no longer reside at this location.

35. s.6(c) OIA

36. The general public also has concerns about s.9(2)(a) & s.9(2)(b) OIA. There are multiple posts on local community social media pages where members of the public have attributed dishonesty offending or intimidating behaviour in the local area to the people receiving MSD funding at this location (see **Part Three: Sentiment**).

s.9(2)(a) & s.9(2)(b) OIA

37. s.9(2)(a) & s.9(2)(b) OIA

38. It shares its street address with a handful of shops that are part of the complex, which makes it difficult to differentiate offending which has occurred at the address. As the entire complex is new and has been used entirely for emergency accommodation in that time, it is not possible to compare how offences have changed over time.

39. s.9(2)(a) & s.9(2)(b) OIA made up 12.6 percent of the calls to service³³ at all the locations in 2020/2021. The most common calls for service were for 1M, 5F and 1X incidents. In that period, 19 offences occurred at s.9(2)(a) & s.9(2)(b) OIA, and the majority of those at the suites rather than the shops. The reported offences include serious assault, threats, assault on Police and dishonesty offending. However there have also been offences at shops in the complex, such as s.9(2)(a) & s.9(2)(b) OIA which have been attributed to emergency accommodation clients of the s.9(2)(a) & s.9(2)(b) OIA.

40. It is likely demand to this location was impacted by the presence of motel security and KTK doing site visits, as approximately half of the calls for service for disorder and 1510 codes were made by motel security or KTK social workers. Improved information sharing and a stronger relationship between security and Police could result in Police and partner agencies better focusing their resources on clients who need them the most.

41. It is likely multiple 1M calls for service relate to the same person, however due to a lack of person detail when incidents were reported by security or KTK this information is difficult to obtain. s.9(2)(a) OIA

42. Approximately 66 percent of 5F incidents were reported by security or KTK staff, of those, the majority had no subject, victim or offender mentioned. Therefore, it is difficult to determine how many 5F reports relate to repeat couples/families.

s.9(2)(a) & s.9(2)(b) OIA

43. s.9(2)(a) & s.9(2)(b) OIA Calls for service at this location made up 9.5 percent of the calls to service at all emergency accommodation locations. The offences reported at the address include disorder, drug offending, dishonesty and violence. The violence offences include multiple incidents between guests who are known to each other.

44. Offending at the address increased from only one offence in 2019/2020 to 19 offences in 2020/2021. It is likely that some or all of this increase was due to the motel being used for emergency accommodation, as multiple offence files at the location mention the offender, subject or victim being a client of emergency accommodation

²⁸ Record: 198760063016

²⁹ These repeat victims no longer reside at this location.

³⁰ s.9(2)(a) OIA

³² s.9(2)(a) & s.9(2)(b) OIA

³³ This refers to calls for service data

³⁴ s.9(2)(a) OIA

45. Demand at [s.9(2)(a) & s.9(2)(b) OIA] is also impacted by security and onsite staff members. As previously mentioned, it is likely the presence of security has resulted in incidents getting reported more often than at locations without security
46. The majority of family harm incidents reported to Police were by [s.9(2)(a) & s.9(2)(b) OIA] security, KTK staff or hotel management (90 percent).
47. The mental health calls for service include threats against staff and security, damaging property and drug and alcohol related intoxication. Approximately 43 percent of the 1M calls to service to the [s.9(2)(a) & s.9(2)(b) OIA] were made by [s.9(2)(a) OIA]

Demand and Offences

48. Police demand³⁷ across the 19 emergency accommodation locations has significantly increased (140.3 percent³⁸) from 2019/2020 to 2020/2021,³⁹ almost certainly due to the locations being established as emergency accommodation in March 2020.
49. Offending at the majority of the emergency accommodation locations in WME has also increased, however the number of offences remained low.
50. Police demand was highest for mental health, family harm, violence, and disorder related events. This is consistent with the most common offences occurring at these locations, including family harm-related violence⁴⁰, threatening behaviour/language⁴¹, and dishonesty offences. The majority of these locations had few or no offences recorded in 2020/2021.

51. Offences at emergency accommodation locations have approximately doubled (+97 percent) from 109 in 2019/2020 to 215 in 2020/2021. This indicates that offences occurred at these locations before they were used as emergency accommodation, but have increased since this was established.



52. However, given the relatively rare nature of offending across these 19 locations this change should not be overstated. Additionally, this increase is in part driven by the establishment of [s.9(2)(a) & s.9(2)(b) OIA] which was only completed in April 2020.

53. Due to limited information on who lives at these locations, who is placed there for emergency accommodation and which provider is involved, it is not possible to identify which types of clients are responsible for offending at these locations.⁴² Better information sharing, either between agencies or between emergency accommodation providers would help Police focus their resources better.

Figure 2 - Offences at Emergency Accommodation Locations

³⁵ [s.9(2)(a) OIA]

³⁶ CARD event: P042638196

³⁷ Demand in this document is referred to as Calls for Service (CARD data) for response codes includes 5F, 1M, 1R, 1C, 1X, 1K, 1N, 1G, and 1000-7000 offence codes. It excludes police prevention and activity data (including 3H, 3R, 6D, 8P).

³⁸ The card data increased from 322 incidents in 2019/2020 to 774 in 2020/2021.

³⁹ Due to the limited time these motels have been operating as emergency accommodation it is not possible to get seasonal trends.

⁴⁰ In particular, the 1545 code.

⁴¹ In particular, the 1730 type code.

⁴² The impact of COVID lockdowns at the facilities is unknown due to limited client and provider information at each motel.

Demand in detail

54. As previously mentioned, Police demand was highest for mental health, family harm, violence, and disorder-related events. These included:

- 5F incidents made up 15 percent of the demand⁴³ to emergency housing locations in WME in 2020/2021. During this time, 5F incidents occurred at 16 of the 19 motels, with s.9(2)(a) & s.9(2)(b) OIA creating the highest demand.
- 1M incidents made up 15.8 percent of demand in 2020/2021 and 1X made up 6.2 percent. 1M and 1X incidents occurred at 17 of the 19 motels⁴⁴. There was high demand⁴⁵ for mental health at multiple motels. Locations with the highest were s.9(2)(a) & s.9(2)(b) OIA
- 1R incidents made up 8.5 percent of the demand in 2020/2021. 14 locations had 1R events in 2020/2021, of these s.9(2)(a) & s.9(2)(b) OIA had the most.
- 1710⁴⁹ incidents made up 7.2 percent of the demand in 2020/2021 and 1510⁵⁰ made up 6.8 percent. 14 locations had 1710 events in 2020/2021 with s.9(2)(a) & s.9(2)(b) OIA had highest levels. 13 locations had 1510 events with s.9(2)(a) & s.9(2)(b) OIA had the highest levels of 1510 events.

s.9(2)(a) & s.9(2)(b) OIA



⁴³ This refers to demand at emergency accommodation locations in WME.

⁴⁴ s.9(2)(a) & s.9(2)(b) OIA were the only motels without demand for 1M or 1X incidents in 2020/2021

⁴⁵ This refers to between 30 and 20 calls for service

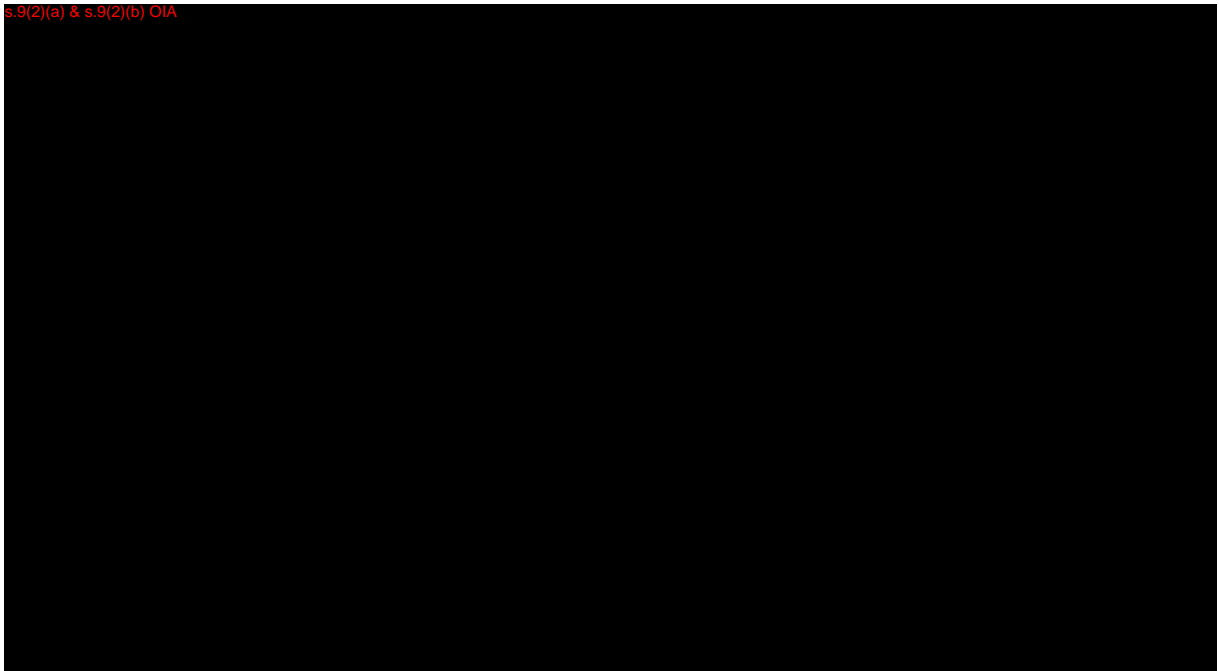
⁴⁶ 29 calls for service for 1M or 1X incidents in 2020/2021

⁴⁷ 27 calls for service for 1M or 1X incidents in 2020/2021

⁴⁸ 26 calls for service for 1M or 1X incidents in 2020/2021

⁴⁹ The code for threatens to kill/do GBH

⁵⁰ This code is for aggravated assaults.



Nearby Demand

55. Some accommodation providers share their address with other locations. For example, [redacted] is the address of both [redacted], an MSD accommodation provider, and [redacted] – a frequent location for a variety of incidents. The [redacted], but this address is also used to record incidents at the [redacted] shares the address with several shops. It is difficult to distinguish the offending between these shared locations, and this may lead to the impact of emergency accommodation being overstated.
56. Overall offending within a 100-metre radius of emergency accommodation, but not at the locations themselves, has decreased 11.7 percent over the assessed time period. This decrease is consistent with, but larger than, the decrease in offending in the wider WME area during this time (-3.9%).
57. Dishonesty offences⁵² have decreased from 2019/2020 to 2020/2021 in the 100 metres surrounding emergency accommodation (4100 class decreased by 8⁵³, 4200 class decreased by 8 and 4340 type code decreased by two).
58. At a suburb level, offending within 100 metres of emergency accommodation decreased in all suburbs in WME apart from Northcote. In Northcote, there was a minor increase, but it cannot be attributed to emergency accommodation as the motels in Northcote have low offence rates. Within 100 metres of Takapuna emergency accommodation, offences decreased from 89 to 68 offences (24%). This is of particular interest, as it includes the area surrounding the [redacted]. This suggests that the public perception of an increase in offences surrounding the area is incorrect.
59. Assaults on person in family relationship, common assaults and threatening language and behaviour⁵⁴ have increased near emergency accommodation locations. Offences within class code 1500s increased from 6 in 2019/2020 to 14 in 2020/2021, and offence within the 1700 class code increased from 4 in 2020/2021 to 11 in 2020/2021. These are the same offence types which increased at emergency accommodation locations.

⁵¹ NIA Location ID 554610865752.

⁵² This includes codes 4100, 4200 and 4300.

⁵³ Burglary offences decreased from 35 to 27, car conversion decreased from 14 to 6 and theft ex car decreased from 12 to 10.

⁵⁴ This includes codes 1713, 1724, 1733, 1756, and 1765.

Offenders in Emergency Accommodation

62. There is limited information in Police systems regarding who is placed at these motels, therefore it is difficult to gather information on whether the people placed in emergency accommodation are currently offending. The information below is based on the partial holdings in Police systems, and is not a full picture.
63. In the last three months, there were 32 offences involving 20 different offenders or suspects who are recorded as living in emergency accommodation in WME.⁶¹ These people were staying at a range of locations, but most commonly at s.9(2)(a) & s.9(2)(b) OIA. Most offences were violence (19 or 59 percent), typically assault on a person in a family relationship⁶², or intimidation, or dishonesty offences (10 or 31 percent, typically shoplifting). The offences typically occurred in Waitemata District (26 or 81 percent), and of those, the majority (22) occurred in WME.

⁶¹ As determined by a NIA primary address active between 1 February 2021 to 30 April 2021.

⁶² Offence code: 1545.

Part Three: Sentiment

64. There is significant public and media interest in emergency accommodation nationwide. In the last six months there have been frequent news articles regarding public concerns about emergency accommodation, as well as regular posts in social media community groups. These concerns are likely to impact the public's trust and confidence in Police and partner agencies.
65. Media reports raise concerns about a (perceived) "sharp rise in crime and anti-social behaviour associated with the emergency accommodation". Many of these articles claim communities don't feel safe due to the emergency accommodation in their area. Media reports claim the housing is "dangerous and terrifying" for some residents, as families are 'mixed' in with gang members and many places are "rife with crime and intimidation" and drug use.⁶³
66. As previously mentioned, members of the public express concerns on social media about a perceived increase in crime and anti-social behaviour in the area, linking this to the use of motels as emergency accommodation.⁶⁴

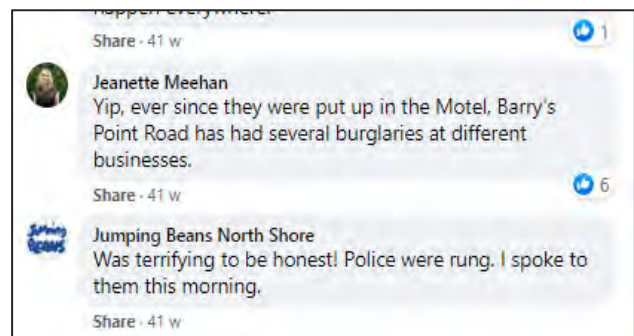


Figure 7 – Social Media Posts attributing crime to Emergency Accommodation.

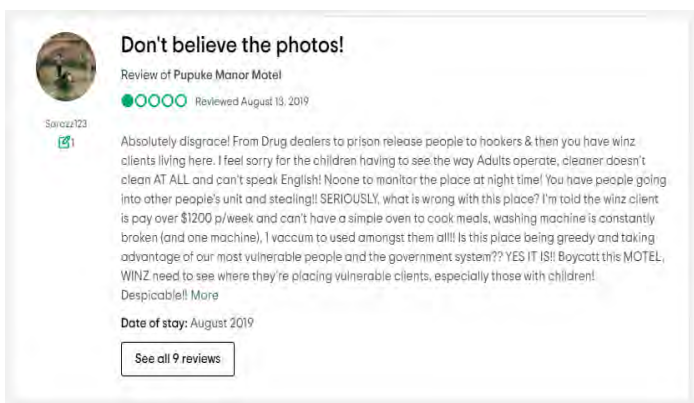


Figure 8 – A 'review' of Pupuke Manor calling for a boycott.



Figure 9 – Facebook Post about an incident at Takapuna Countdown.

N.B. the relevant file (200619/4360) involves an offender from

s.9(2)(a) & s.9(2)(b)
OIA

⁶³ Stuff News (2021, March 17). Police raid central Wellington emergency accommodation motel, seize drugs and stolen property (<https://www.stuff.co.nz/national/124564484/police-raid-central-wellington-emergency-accommodation-motel-seize-drugs-and-stolen-property>). Retrieved 6 April 2021. Stuff News (2021, April 19). 'Alcoholics, drug deals, gang affiliations, domestic violence' - Emergency housing labelled as dangerous (<https://www.stuff.co.nz/national/politics/300280477/alcoholics-drug-deals-gang-affiliations-domestic-violence-emergency-housing-labelled-as-dangerous>). Retrieved 6 April 2021. RNZ (2019, June 9). Dismay in Parnell at behaviour of tenants in homeless shelter. <https://www.rnz.co.nz/news/national/391517/dismay-in-pannell-at-behaviour-of-tenants-in-homeless-shelter/>. Retrieved 6 April 2021. Stuff News (April 2021). Immigration NZ looking into complaints migrant sex workers operated in former Wellington emergency housing motel. (<https://www.stuff.co.nz/national/124924367/immigration-nz-looking-into-complaints-migrant-sex-workers-operated-in-former-wellington-emergency-housing-motel>). Retrieved April 6 2021.

⁶⁴ For example, see <https://www.facebook.com/groups/takapunamilfordnearbynz/permalink/2975929786015404/> and <https://www.facebook.com/groups/takapunamilfordnearbynz/permalink/2782414848700233/>.

Conclusions

67. Demand at emergency accommodation facilities in WME has significantly increased. Police demand was highest for mental health, family harm, violence and disorder related incidents.
68. Offending at emergency accommodation facilities in WME has increased, however, overall offence levels are low. Identified offending is relatively rare, and rarely serious.
69. Offences around the emergency accommodation locations (excluding offences at the locations) has decreased. This is consistent with an area decrease in offending in wider WME during this time.
70. Some locations (s.9(2)(a) & s.9(2)(b) OIA) have more frequent offending and higher demand than other locations. Even still, offences at these locations are not frequent. An offender-based response from Police, combined with pressure to improve processes and management (by accommodation management and partner agencies) is likely to address the issue.
71. The public perceptions of emergency accommodation have likely been strongly influenced by very negative media coverage of facilities and incidents outside WME. Actual crime attributed to those living at emergency accommodation in WME is low. Local residents are likely to be blaming offences on those in emergency housing purely because of rumour and speculation, and their fear of crime is likely disproportionate to the actual risk.
72. Police regularly attend these locations for a variety of reasons, and this is not necessarily as a result of criminal offending. This may be exacerbating the public perception issue. Police could consider regular messaging about their 'outreach'⁶⁵ activities and their views about emergency accommodation. This may help local residents to maintain a more accurate view of emergency accommodation.
73. While both Police and partner agencies have taken positive steps to mitigate the risks of emergency accommodation, further work is required. Improvements are highly dependent on having a good relationship with the management of each location. A good relationship (such as those between Takapuna community constable and their local emergency accommodation providers) can allow Police to influence positive changes.
74. Designated liaison persons for facilities, with sufficient time and resources to develop relationships are strongly recommended. This includes building relationships with KTK site security as they are often the people reporting incidents to Police. Consistent (Police) points of contact for the management and security of facilities are vital so they have an avenue to raise concerns and request assistance.
75. In turn, Police can encourage accommodation management and partner agencies to improve processes, such as:
 - a. Considering security for high-risk locations at places that do not have any, such as s.9(2)(a) & s.9(2)(b) OIA
 - b. Police have difficulty obtaining up-to-date tenant lists. Police should prioritise obtaining these regularly and having the details updated in NIA by File Management and Transcription (FM&T). These lists should contain full names, date of births, ages, genders, driver licence numbers, and room numbers.
76. While partner agencies provide case workers for those placed at facilities, it is unclear if residents are receiving sufficient support. Police could assist by visiting residents, asking them about their support network, and providing referrals.
77. If possible, people should be placed in emergency accommodation where they have support, such as whānau, church groups, iwi, agencies etc.
78. Police should encourage and attend regular meetings with partner agencies in a focused environment to share issues and possible solutions. These meetings should be partner agency meetings and be different from the Takapuna community board meeting to allow for free and frank discussions. In these partner agency meetings, Police should discuss not just the problematic locations, but also those that have little or no offending. A better understanding of the processes there, and the demographics or residents, may help inform better practice at other sites.
79. These inter agency meetings should discuss at risk families with an end goal of placing them in a home that is right for them. Agencies communicating together would reduce transfers between motels and prevent multiple calls for service.

⁶⁵ Outreach activities refers to Police working with and supporting different communities.

Appendix One

MSD Emergency Accommodation Locations in WME

s.9(2)(a) & s.9(2)(b) OIA



Kāhui Tu Kaha Emergency Accommodation Locations in WME

s.9(2)(a) & s.9(2)(b) OIA



~~In Confidence~~

This document is classified **IN CONFIDENCE**. All In Confidence reporting and information (including data) should be dated and clearly identify the originating Government agency.

Handling Instructions

Method	Rules
Electronic transmission	IN CONFIDENCE information can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username/Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements. Electronic files must be protected against illicit internal use or intrusion through two or more of the mechanisms recommended in the official guidelines.

Probabilistic Language

Probability Statement	Qualitative Statement	Percentage Probability
ALMOST CERTAIN	The event will occur in most circumstances	>95%
LIKELY	The event will probably occur in most circumstances	>65%
POSSIBLE	The event might occur some of the time	>35%
UNLIKELY	The event could occur in some circumstances	<35%
RARE	The event has remote chance of occurring	<5%

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Document Production

	Originator	Reviewed by	Released by	
Name	REED67	LMNC07	DSDH63	JTDV54
Role	Intelligence Analyst	Intelligence Analyst	Lead Analyst	TM Intelligence Supervisor
Extension			021-1985932	021948717
Date	26/05/21	27/05/21	28/05/2021	04/06/2021

Distribution List

For Action

Inspector Stef Sagar
Inspector Simon Walker
Senior Sergeant Scott Cunningham
Senior Sergeant Callum McNeill

For Information

Intelligence Supervisor, Lexene Compain



Intelligence Report

Central West Auckland Shared Accommodation Facilities

TM-IR-210604

4 June 2021

Contents

Key Findings 3

Introduction..... 4

 Background..... 4

 Purpose & Aim..... 4

 Scope & Methodology 4

Current Situation 5

 Calls for Service 5

 Offences..... 6

 Residents 7

 Shared accommodation facilities..... 8

 Lodge Management Concerns8

Risk 9

Forecast..... 10

Recommendations 11

 Victim Support 11

 Prevention..... 11

 Intelligence Gaps..... 11

 Enforcement 12

 Reassurance..... 12

 Support and capability planning 12

Appendices 13

Handling Instructions 19

Key Findings



Background

There are 25 shared accommodation (SA) facilities in Central West Area (CWA).



Demand and offences

Demand and offences occurring within 250m of CWA SAs **decreased** from 1 October 2020 to 30 April 2021 compared to the same timeframe the year before.

Dishonesty and violent offending, mental health, suspicious activities and family violence were the main offences and incidents reported.



Unidentified tenants

Police received information on 413 tenants from CWA SA facilities, but 15 percent could not be identified in Police systems due to poor recording processes or a lack of further identification.



Sought by Police

There are 34 active offenders currently residing in CWA SAs.

Of these, three have warrants to arrest, six are wanted to interview, four are required to arrest and four have a fines warrant.



Offending tenants

Two-thirds of SA tenants have a history of dishonesty offending and anti-social behaviour.

At least 32 tenants have offended against children.



Nearby Demand and Offences

Only a small proportion of nearby calls for service and reported offences occurred at the SAs themselves.

Similarly, only a small proportion of identified CWA offenders were recorded as residing at a CWA SA facility.



Management relations

The majority of managers are cooperative when providing tenant information.

However, SA managers may become uncooperative if they perceive they are not receiving the service they expect from Police.



Identified risks

CWA SA facilities are operating at 86 percent capacity with some refusing to accept prison releases, deportees and persons who have offended against children.

Coupled with the current housing shortage, this possibly increases the risk of at-risk persons not being adequately monitored at SA facilities.

Introduction

1. This product was requested by Senior Sergeant Ashley Gore, acting Area Prevention Manager (APM) for Central West Auckland Area (CWA) to provide situational awareness of shared accommodation (SA) facilities operating in CWA, and the tenants residing in those SA facilities.
2. SA is where a tenant rents a room, rather than a whole house. Facilities like the kitchen and bathroom are shared with other tenants, and the house is occupied by six or more tenants at a time.¹ A list of all the SA facilities² assessed in this document can be viewed in **Appendix Two: Central West Auckland Shared Accommodation Facilities**
3. This product is an update on an Intelligence Report that was produced on SAs in CWA and released in March 2019.³

Background

4. There are a number of SAs within CWA, encompassing hostels, lodges, and boarding houses. These facilities are sometimes considered⁴ as a last resort for individuals who are prone to anti-social behavior or have criminal history.⁵ The presence of such individuals can impact upon the surrounding community.⁶

Purpose & Aim

5. The purpose of this document is to inform CWA leadership of SA facilities in CWA. It will include a specific focus on identifying offenders residing at these locations who are committing offences and are currently sought by Police.
6. The aim of this document is to identify prevention and intervention measures to reduce Police demand and offences in the vicinity of SAs in CWA and improve public trust and confidence.

Scope & Methodology

7. This product will examine calls for service and reported offences at and/or surrounding SA facilities, and analyse the SA facilities with the highest proportion of demand and offences reported within 250m of each facility or cluster of facilities⁷. Furthermore, this product analyses offending by tenants of SA facilities in terms of the type and location of offences committed, and offences occurring at the SA facilities themselves.
8. Communications and Resource Development System (CARD) event data and National Intelligence Application (NIA) occurrence data was extracted from BusinessObjects for a 250m radius around each SA facility (or cluster) featured in this document.

¹ Tenancy Services (2021). *Boarding Houses*. Retrieved 15 April 2021 from <https://www.tenancy.govt.nz/starting-a-tenancy/types-of-tenancies/boarding-houses/>

² s. 9(2)(a) & s. 9(2)(b) OIA

³ Auckland City District Intelligence Unit (2019) Central West Auckland Shared Accommodation ACD-IR-190307. IN CONFIDENCE. New Zealand Police.

⁴ Corrections considers these locations to be a last resort for these individuals.

⁵ Auckland City District Intelligence Unit (2019) Central West Auckland Shared Accommodation ACD-IR-190307. IN CONFIDENCE. New Zealand Police.

⁶ Auckland City District. (November 2017). *Shared Accommodation ACD/IR/171106*. IN CONFIDENCE. New Zealand Police.

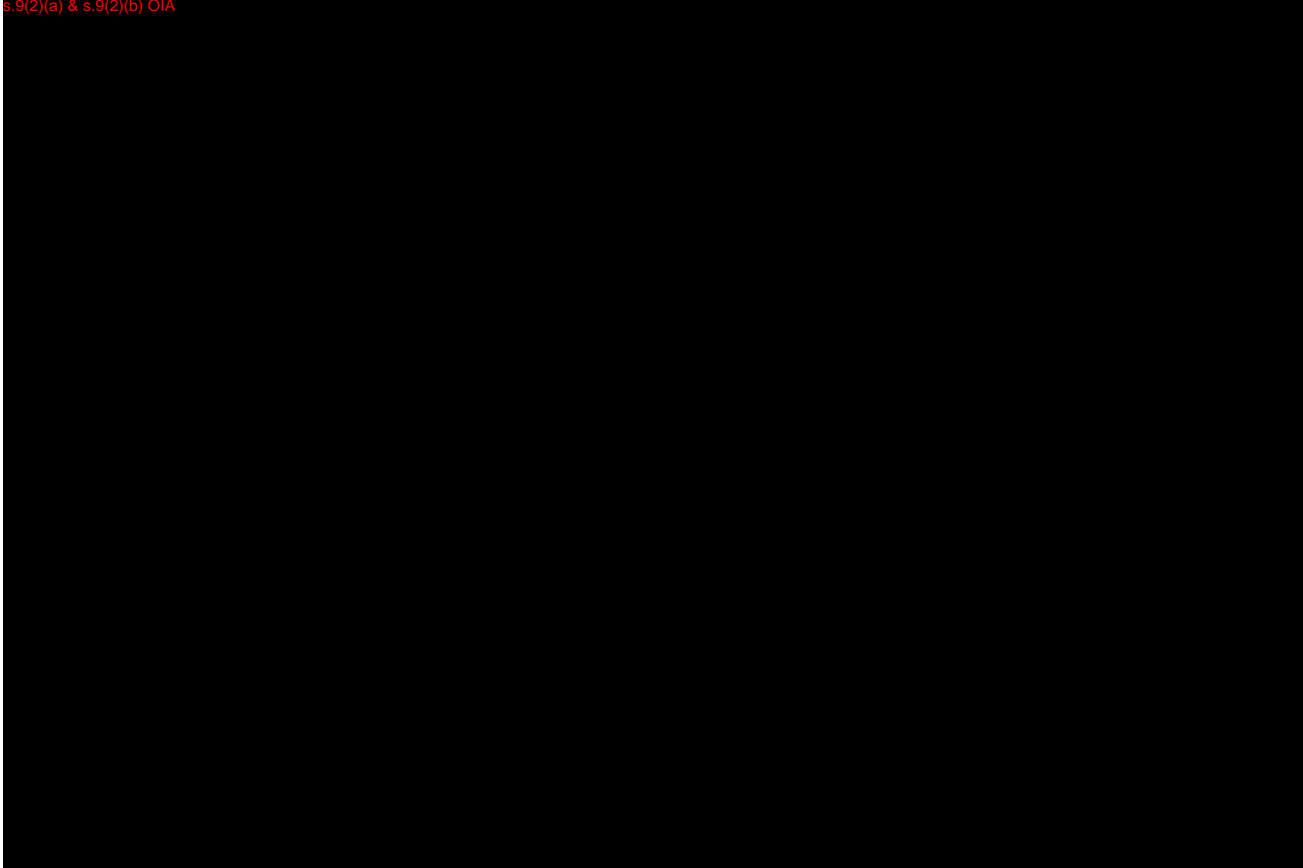
⁷ Some of the SAs are close to each other and the 250 metre boundaries overlap.

9. In the CARD dataset, event types were filtered to only include offences and incidents, and excludes tasks and Police prevention activities.
10. Data from 1 October 2020 to 30 April 2021 was compared to data extracted from 1 October 2019 to 30 April 2020. However, please note that due to the COVID-19 pandemic, it is difficult to provide reliable comparisons of demand across these periods.

Current Situation

Calls for Service

11. There were 2,918 calls for service reported within 250m of CWA SA facilities during the sample period. This is a 16 percent (476) **decrease** in calls for service compared to the previous period.⁸ This is larger than the 9 percent (1,910) decrease in wider CWA in the same time frame.
12. Dishonesty offending represents the highest volume of calls for service (591, 20%), followed by suspicious activities (254, 9%), mental health (245, 8%), family violence (240, 8%) and violence (230, 8%).
13. The area in the vicinity of the s.9(2)(a) & s.9(2)(b) OIA cluster generated the highest proportion of calls for service per square metre⁹ in the vicinity, followed by the s.9(2)(a) & s.9(2)(b) OIA cluster¹⁰ (refer to Figure 1 - *Map One: Calls for service received within 250m of a Central West Auckland Shared Accommodation Facility (1 October 2020–30 April 2021)*).
14. Only 13 percent of calls for service (389) related to the lodges themselves, most of which were mental health (92, 24%) followed by violence (55, 14% and family harm (45, 12%). s.9(2)(a) & s.9(2)(b) OIA generated the most calls for



⁸ 1 October 2019 – 30 April 2020

⁹ 0.0015 calls for service per square metre, 12%

¹⁰ 0.0013 calls for service per square metre, 11%

service (109, 28%), most of which related to mental health (45, 41%). [REDACTED] is the largest lodge¹¹ of the CWA facilities analysed which is the *likely* reason for the larger proportion of calls for service at this facility compared to the other CWA SA facilities.

Offences

15. There were 1,280 offences reported within 250m of the CWA SA facilities during the sample period, of which 24 percent (311) are considered serious crime victimisation. This is a four percent (47) **decrease** in reported offences and a 11 percent (141) **decrease** in serious crime offending compared to the previous period.¹² This is in line with overall reported CWA offences which also had a 3 percent (244) decrease during the same timeframe.
16. Dishonesty offending was the primary concern (859, 67%), followed by violence (190, 15%). Offences reported in the vicinity of the [REDACTED] cluster generated the highest proportion of reported offences per square metre¹³ within the vicinity, followed by [REDACTED].
17. The [REDACTED] cluster generates the highest proportion of calls for service and reported offences in the vicinity compared to all the other SA clusters and therefore highlights the potential value of Police interventions to disrupt or mitigate associated offending (refer to Figure 2 Offences committed within 250m of a Central West Auckland Shared Accommodation Facility per square metre (1 October 2020–30 April 2021)).

[REDACTED]

18. Only seven percent of offences (93) occurred at the lodges themselves, most of which were violent offending (39%, 36) followed by dishonesty offending. Most offences occurred at [REDACTED] (12, 13%), which include violence, property damage, wilful trespass, drug and antisocial behaviour offences. Of the 157 offenders identified

¹¹ 120 rooms 86, tenants

¹² 1 October 2019 – 30 April 2020

¹³ 0.0007 reported offences per square metre, 14%

¹⁴ 0.0005 reported offences per square metre, 10%

for offences committed within 250m of CWA SA facilities, only eight percent (13) were identified as residing at a CWA SA facility. Offences committed by persons residing at a SA facility include violence¹⁵, wilful trespass¹⁶, offensive behaviour¹⁷, drugs¹⁸, burglary¹⁹, and failing to comply with Police and Court restrictions.

Residents

19. SA residents are mostly male (291, 83%). European males make up the biggest demographic proportion (121, 35%), followed by males of Māori (72, 21%) and Pacific ethnicity (52, 15%). Of the identified tenants, two-thirds have a history of dishonesty offending and anti-social behaviour (236, 67%), including 34 who have been charged for recent offending, 19 of which are for violent, dishonest, or sexual offending.²⁰
20. In addition, 99 have been subjects of a mental health (1M) and/or attempted suicide (1X) incident, 63 have a history of drug use or offending, 53 have previously been found in the possession of knives/weapons, 32 are flagged as persons who have offended against children, 15 are linked to gangs, predominately Black Power and Mongrel Mob associates, and 11 are Australian deportees.
21. The nature of offending and risk factors such as mental health, drug and alcohol use amongst SA tenants residing together indicates the potential risk and harm that these SA residents can have on other residents and the wider community. In addition, deportees are at risk of reoffending if they lack support in New Zealand and are not engaged in employment.²¹
22. Just over ten percent (42) of SA tenants are subject to monitoring conditions, which includes 22 who are subject to residential, curfew and non-association restrictions, 17 are subject to prison release conditions and three are subject to electronic monitoring conditions. There are also 24 SA residents who are currently sought by Police for warrants, interviews and service of documents. Police could utilise these monitoring and enforcement opportunities to gather intelligence on capable guardianship, to monitor at-risk behaviours at the lodges and the condition of the lodge itself. This information could provide information on whether the SA was meeting Council requirements, and if there are vulnerable persons at the lodge who are at risk of victimisation. A list of monitored and sought after offenders can be viewed in **Appendix One: Priority Residents**.
23. A third of identified SA residents do not have a criminal history. A total of 14 percent (50) are aged 65 years and older, five of whom are aged in their 80s. These types of tenants could be at risk of victimisation or vulnerable to anti-social influences if adequate management and monitoring systems are not in place at SA facilities. Conversely, non-offending residents could act as a positive influence on parolees and residents with an offending history, helping them re-integrate back into society and adopt positive behaviours themselves.²²

¹⁵ NIA Occurrences 371490219949, 220941322215, 327630256912, 371490134562, 331810020051

¹⁶ NIA Occurrence 348180491400

¹⁷ NIA Occurrence 371490158507

¹⁸ NIA Occurrences 152391952360, 347740360090

¹⁹ NIA Occurrence 365340049953

²⁰ s.9(2)(a) & s.9(2)(b) OIA

²¹ Supervisor: Intelligence and Risk, National Intelligence Centre, email communication, 18 May 2021

²² Regional Accommodation Manager, Department of Corrections, personal communication, 2 June 2021

Shared accommodation facilities

- 24. The SA facilities in CWA are running at an average of 86 percent capacity. Some facilities are currently refusing to accept persons who have offended against children²³, deportees²⁴ and prison releases²⁵. This presents the risk of high-risk persons not being placed in appropriate accommodation.²⁶
- 25. [Redacted] are each housing five persons who have previously offended against children, and are in proximity of public places such as parks and schools where members of the public, including children, frequent. While [Redacted] has good mitigation processes in place²⁷, persons residing together who have previously offended against children may *possibly* increase the risk of these persons enabling each other's offending, along with other crime drivers such as anti-social peer groups (gangs etc), drugs, mental health, feelings of isolation, feeling alone and lack of intimacy if not monitored.²⁸
- 26. [Redacted]
- 27. [Redacted] enforce resident rules³³ and are in a clean and tidy state. The managers have a good relationship with Police. They advise that serious offences are reported to Police and minor offences are dealt with onsite if possible. Tenancy periods at these locations varied from the minimum two week stay to 20 years.
- 28. The manager of [Redacted] reported more issues from newer residents as opposed to longer term residents, who are mindful of the current housing shortage in Auckland and are willing to be more compliant. [Redacted]

Lodge Management Concerns

- 29. [Redacted]

²³ [Redacted]
²⁴ [Redacted]

²⁵ Regional Accommodation Manager, Department of Corrections, personal communication, 2 June 2021

²⁷ Regional Accommodation Manager, Department of Corrections, personal communication, 31 May 2021

²⁸ Supervisor: Intelligence and Risk, National Intelligence Centre, email communication, 18 May 2021

²⁹ [Redacted]

³⁰ Field Intelligence Officer, Central West Auckland, personal communication, 31 May 2021

³¹ [Redacted]

³² Community Policing team, Central West Auckland, personal communication, 31 May 2021

³³ Rules include no women or children on site, no visitors after 2100hrs, no drugs and alcohol on site or in rooms

³⁴ [Redacted]

30. s.9(2)(a) & s.9(2)(b) OIA
 [Redacted text block]

31. SA managers are reluctant to accept parolees given previous issues experienced from them, including wilful damage to rooms and altercations with other residents at the facility. Other attendees expressed concerns of the number of mentally ill persons staying in lodges who are receiving minimal support. They expressed their willingness to work with partner agencies and undertake government funded mental health or conflict resolution training to help them better manage mental health situations on site. Other discussions included having clients sign a consent form to be Police vetted so that managers can be informed of any potential safety issues associated with the person. Police will also be able to update resident details in Police systems with this information.

32. Concerns were also raised about a perceived delay in Police response to emergencies. The SA managers perceive that Police service has dropped dramatically in the past five years. One manager stated it took an hour and a half for Police to attend an emergency³⁷, and that the response time has allegedly increased from approximately five minutes to 20 minutes over the past five years. Police advised meeting attendees that mental health incidents can take six hours to resolve and under the Mental Health Act Police must remain with the subject until seen to by mental health experts. The consensus was that if Police and partner agencies were able to better manage mental health incidents than units can be freed up to attend to other jobs.

33. Proactive visits from uniformed police at SA facilities can help improve the image of Police to the residents, who typically see Police as they conduct reactive visits such as arrests and search warrants. This could involve Police engaging with SA residents and providing support. The SA managers also noted the increasing number of unemployed or Ministry of Social Development (MSD) referred tenants in their facilities. Police CPT discussed the possibility of delivering food parcels and informing and referring residents to driver licensing initiatives, employment training and social services for drug and mental health issues. Managers and owners also discussed installing CCTV at their sites to help prevent incidents and assist Police with investigations and requested guidance around that.

Risk

34. CWA SA facilities often house tenants who are prone to anti-social behaviours which impact upon the surrounding community. These behaviours have a direct impact on feelings of safety within the surrounding community, and can affect public trust and confidence. Specifically focusing on reducing offences around SAs where there is a concentration of active offenders could help mitigate the risk of offending at SA and the surrounding environs as well.

35. Mental health and drug use are known drivers for criminal offending and anti-social behaviour. Forty-three percent (152) of SA tenants have a history of mental health and drug offending and could be at potential risk of engaging in

³⁵ s.9(2)(a) OIA [Redacted]

³⁶ s.9(2)(a) OIA [Redacted]

³⁷ The emergency related to escalating violence and disorder between tenants.

anti-social behaviour or committing offences to support their addictions. They could also be vulnerable to victimisation if they are not engaging in the appropriate support services.

36. A third of SA residents do not have a criminal history, and 14 percent (50) are aged 65 years and older, five of whom are aged in their 80s. These types of tenants could be at risk of victimisation or other negative social impacts from other residents. Adequate management and monitoring systems are critical to prevent this.
37. The majority of SA managers and owners currently have good relationships with Police but that may change if they perceive they are not receiving the service they expect from Police. This could result in a lack of cooperation with providing information to Police, and therefore should be prevented if possible.
38. Lodge managers can be financially motivated to accept at-risk persons who are supported by MSD, such as bailees, prison release or people who have offended against children. However, they may not have adequate plans to monitor them effectively. Housing at-risk persons at these locations may make lodge managers reluctant to allow Police onsite if there is a possibility of offences or suspicious activities occurring.
39. A small proportion of offences are being committed at the SA facilities themselves. As SA facility managers have stated that incidents are mostly dealt with on-site, it is *possible* that crime is being under-reported at SA facilities. Vulnerable persons may also not want to report offences committed by other tenants due to fear of repercussions from the offender. Unreported crime does not allow Police to be made aware of and effectively deal with offending tenants and potential victims. Prevention visits to SA facilities will help build trust and confidence with SA residents and encourage crime reporting.
40. Most CWA SA facilities are operating at 86 percent capacity, and some are refusing to accept prison releases, deportees and persons who have offended against children. Given the current housing shortage, this may increase the risk of at-risk persons being placed in shared accommodation facilities with inadequate monitoring systems in place.
41. Several SA facilities are dilapidated and are almost uninhabitable for residents to live. Current SA restrictions for Police to access all areas of SA facilities make it difficult to determine if these facilities currently meet Auckland Council regulation. Opportunities exist to gain further information during bail checks and search warrants that may allow Police to make referrals to the Council.

Forecast

42. Accommodating offenders in the community is likely to become increasingly difficult given the pressures on the housing market in Auckland, the national push to reduce prison populations and the number of prospective landlords who wish to cater for SA needs. The majority of CWA SA facilities identified in this report are approaching maximum capacity, and, as such, Kāinga Ora (formerly Housing New Zealand) may experience increased pressure to house the overflow. This will potentially impact Kāinga Ora tenant dynamics, particularly in pending developments in Avondale, Mount Roskill, Mount Albert, Waterview and Point Chevalier.³⁸

³⁸ Kāinga Ora – Homes and Communities (2021) Retrieved from [Small to medium-scale developments :: Kāinga Ora – Homes and Communities \(kiangaora.govt.nz\)](https://www.kiangaora.govt.nz) on 2 June 2021

Recommendations

Victim Support

43. Police should conduct regular prevention visits at SA facilities to build trust and confidence with SA tenants and encourage reporting of offences and incidents. This could be done by providing crime prevention advice and Victim Support information packs to vulnerable persons and potential victims at SA facilities.

Prevention

44. Police must establish or improve relationships with SA facility managers and owners. Police should establish if they have adequate risk assessments, vetting, rules and persons in management in place at their facilities and encourage changes to processes where needed. Police to also provide guidance to SA managers regarding the implementation of CCTV systems and other security measures.

45. Police should consider Crime Prevention Through Environmental Design (CPTED) or target hardening methods for repeat offending locations nearby SA facilities, particularly the larger clusters.

46. Consider a shared communication platform for SA managers to discuss issues with their tenants.

47. Police should refer tenants of Māori and Pacific ethnicity who are desiring employment or training opportunities to He Tangata Tautua. This is a dedicated Police resource based in CWA that is committed to providing social and employment services to Māori and Pacific people. He Tangata Tautua can help referred persons to partner agencies such as Sports Education New Zealand (SENZ) who are funded by MSD to help referred persons upskill and gain employment. This is in line with **Te Huringa o Te Tai**, the strategic plan set within the framework of the Prevention First Operating Model that will best enable Police to deliver its mission, 'to be the Safest Country'.

s.6(c) OIA [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Enforcement

52. Police should identify and target high risk offenders living in SAs such as active recidivist offenders and those with WTAs, WTIs.
53. Police must improve communications with SA managers prior to visits and search warrants, wherever possible.

Reassurance

54. Police should conduct high visibility patrols in the vicinity of SAs and engage with the community to build familiarity, increase public trust and confidence and demonstrate that problems/issues in the area are being actively managed.
55. Police should continue with three-monthly Lodge Connect meetings, and encourage appropriate partner agencies to attend in future.
56. Police should consider the appointment of a Police SA liaison officer to enable effective communications with SA managers via a single point of contact.

Support and capability planning

57. Police should establish or improve relationships with partners such as MSD, Kāinga Ora and the Department of Corrections.
58. Police should encourage SA managers to engage in free mental health training to better manage mental health situations at SA facilities.
59. Police and partner agencies to continue prevention visits at lodges to offer social support and employment services to residents, deliver food parcels and build trust and confidence at the SA facilities. Holistic, integrated wraparound services, delivered through collaborative, multi-agency approaches that incorporate a range of individual support and treatment needs are an integral part of managing at-risk persons residing in SA facilities.³⁹

³⁹ Willis, M (2018). Supported housing for prisoners returning to the community: A review of the literature. Research Report no. 7. Canberra: Australian Institute of Criminology. <https://www.aic.gov.au/publications/r/r7>

IN CONFIDENCE

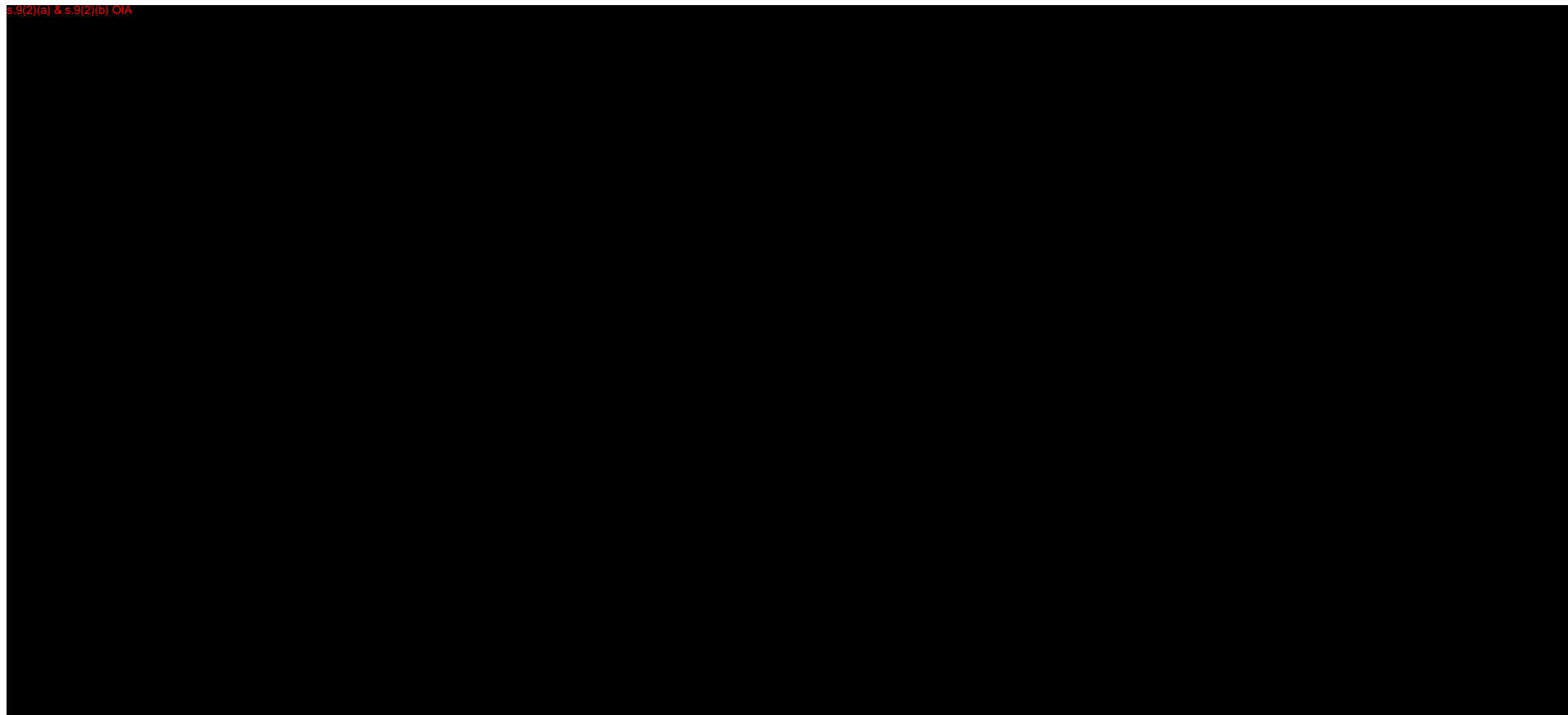
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)
§ 87(2)(a)	§ 87(2)(b)	§ 87(2)(c)	§ 87(2)(d)	§ 87(2)(e)	§ 87(2)(f)	§ 87(2)(g)	§ 87(2)(h)

IN CONFIDENCE

Appendix Two: Central West Auckland Shared Accommodation Facilities

s.9(2)(a) & s.9(2)(b) OIA





Handling Instructions

~~In Confidence~~

This document is classified **IN CONFIDENCE**. All IN CONFIDENCE reporting and information (including data) should be dated and clearly identify the originating Government agency.

Method	Rules
Electronic transmission	IN CONFIDENCE information can be transmitted across external or public networks but the level of information contained should be assessed before using clear text. Username/Password access control and/or encryption may be advisable (with the aim of maintaining confidence in public agencies).
Manual transmission	May be carried by ordinary postal service or commercial courier firms as well as mail delivery staff in a single closed envelope. The envelope must clearly show a return address in case delivery is unsuccessful. In some cases involving privacy concerns, identifying the originating department may be inappropriate and a return PO Box alone should be used.
Storage and disposal	IN CONFIDENCE information can be secured using the normal building security and door-swipe card systems that aim to keep the public out of administrative areas of government departments. Must be disposed of by departmental arrangements. Electronic files must be protected against illicit internal use or intrusion through two or more of the mechanisms recommended in the official guidelines.

Probabilistic Language

Probability Statement	Qualitative Statement	Percentage Probability
ALMOST CERTAIN	The event will occur in most circumstances	>95%
LIKELY	The event will probably occur in most circumstances	>65%
POSSIBLE	The event might occur some of the time	>35%
UNLIKELY	The event could occur in some circumstances	<35%
RARE	The event has remote chance of occurring	<5%

Disclaimer

The interpretations and conclusions drawn in this report are made on the balance of probability on information available at the time of preparation. The information contained herein is not evidence and is intended to provide a basis for further investigation only.

Acknowledgements

The author would like to acknowledge the Community Policing Team for their contributions to this product.

Document Production

	Originator	Reviewed by	Released by	
Name	HVDK02	SWCX63	DSDH63	JTDV54
Role	Intelligence Analyst	Intelligence Analyst	Intelligence Supervisor (a)	TM Intelligence Supervisor
Extension	96395	n/a	021-1985932	021948717
Date	2 June 2021	2 June 2021	3 June 2021	4 June 2021

Distribution List

For Action

Area Prevention Manager (a): Senior Sergeant Ashley Gore
Central West Auckland Area Community Policing Team

For Information

District Commander: Superintendent Karyn Malthus
Area Commander: Inspector Grant Tetzlaff
Central West Auckland Area Intelligence Team

Scanning – What’s on the Radar?

[Redacted text block]



Emergency Housing

NZ borders are slowly reopening to international travellers. Since the beginning of the COVID-19 pandemic, many of the motels in Rotorua have been repurposed for emergency housing and are still in use for that purpose. Given Rotorua’s previous high levels of tourism, it is expected that visitor numbers will increase again once travel restrictions loosen. In recent months, there has been a lot of media coverage and public discontent about the state of areas that have a large number of motels and the perceived level of crime/lack of policing that occurs there. Information should be gathered around which motels intend to revert to catering for tourists and which intend to remain as emergency housing. Thought should also be given to how to police these areas in a highly visible manner to provide public reassurance and build trust and confidence between the community and police.



[Redacted text block]



Current and Future Outputs

Out of scope

[Redacted text block]

[Redacted text block]

There is an opportunity for BPD Intelligence to complete an intelligence product from these topics if requested.