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## Update of the Auckland Homeless Action Plan: 2008-2013

August 2009

### Strand 1: Leadership and public awareness

**Description:** The promotion of proactive responses around issues of homelessness – central, local, non-government agencies and businesses advocate for improved systems and resources to stop rough sleeping in Auckland city’s CBD. This is achieved through strengthened and comprehensive networking that focuses on the implementation of a ‘common’ Auckland Homeless Action Plan. The work under this strand also links with that of the National Coalition to End Homelessness (NZCEH).

#### Performance measures:

- The Auckland Homeless Steering Group is established with full documentation of the MOU and Practice Guidelines by 30 November 2009, and progress on project milestones is achieved according to the dates outlined in the Homeless Action Plan
- Each agency represented on the Homeless Steering Group has a nominated local homeless champion who advocates, implements and networks for improvements to services for homeless clients. This work is outlined in strand 5 of the Homeless Action Plan and monitored according to project milestones

Project: Action strand	Project activities	Project milestones	By when	Responsibility
<b>Strand 1 – Leadership and public awareness</b>	Continue to strengthen the strategic development of homeless issues in	Each agency has a nominated homeless champion to advocate on homeless issues within the agency	Completed	Chief executives of agencies

	Auckland with key external stakeholders from central and local government, non-government agencies and businesses so that all stakeholders provide the leadership in their organisations to reduce homelessness	<p>The MOU – Reducing homelessness initiative, the practice guide, the information sharing protocol are signed by all parties in the steering group</p> <p>Attendance at regular scheduled meetings including:</p> <ul style="list-style-type: none"> <li>▪ Homeless steering group meeting of central government and non government agencies</li> <li>▪ Auckland Rough Sleepers Initiative (ARSI)</li> <li>▪ Work stream meetings for Homeless Action Plan</li> <li>▪ Minutes of above meetings highlight achievements to stop rough sleeping in the CBD of Auckland by 2022</li> </ul>	<p>30 Sept 2009</p> <p>Bi monthly</p> <p>Monthly</p> <p>As required</p> <p>Ongoing</p>	<p>Betty MacLaren to coordinate</p> <p>Chairs of meetings</p> <p>     </p> <p>     </p> <p>     </p>
	Advocate to central government for resolution of homeless issues in NZ	<ul style="list-style-type: none"> <li>▪ Letter from Cr Goldsmith in Auckland City Council sent to the Prime Minister</li> <li>▪ The Homeless Steering group advocates for new initiatives and systemic improvements that provide improvements to stop rough sleepers</li> </ul>	<p>June 2009</p> <p>Ongoing</p>	<p>Dr Leanne Rhodes and Cr Goldsmith</p> <p>Chair of Homeless Steering Group</p>
	Provide a marketing brochure that outlines the work of the homeless steering group	<ul style="list-style-type: none"> <li>▪ Homeless brochure developed that outlines the central government agencies vision, goal areas, action points and performance measures for the</li> </ul>	<p>Dec 2009</p>	<p>Homeless Steering Group</p>

		<ul style="list-style-type: none"> <li>▪ Communication strategy developed</li> <li>▪ Milestone achievements met as per the Action Plan</li> </ul>	<p>Dec 2009</p> <p>30 June 2010</p>	
	Support initiatives that promote public awareness in homelessness as finances allow	<ul style="list-style-type: none"> <li>▪ National homeless conference</li> <li>▪ Parity publications</li> <li>▪ Local initiatives and local publications</li> </ul>	Ongoing	Betty MacLaren
	NZCEH is a national coalition that advocates to central government for policy development around homelessness	Attend meetings every 2 months and advocate as appropriate	Ongoing	Betty MacLaren
	Include homelessness in the next national census	Through membership of NZCEH ensure that by the next census Statistics New Zealand has confirmed the definition of homelessness and provided for inclusion in the next census	June 2009 completed	NZCEH

## Strand 2: Integrated response to anti-social behaviour

**Description:** Auckland City Council with the assistance of external stakeholders monitors and enforces by-law compliance to anti-social behaviour

### Performance measures:

- A 50% reduction in the number of complaints received in council about begging, drunkenness, rubbish dumping etc
- Results from perception of safety surveys (every 3-5 years) indicate that anti-social behaviour is reducing as a problem in the CBD
- Anecdotal evidence suggests that anti-social behaviour in hot spot areas has improved, and this is supported by police and Walk-wise statistical information, paying particular attention to the area between Karangahape Rd to the Viaduct Harbour
- The Special Circumstances Court is established by 30 June 2010

Project: Action strand	Project activities	Project milestones	By when	Responsibility
<b>Strand 2 – Integrated response to anti-social behaviour</b>	Report to committee on how to best address anti-social behaviour	Report to Committee completed and recommendations approved	May 2009	ACR Policy
	Walk-wise extension put in place and integration into homeless services established	Walk-wise attends meetings with the Auckland Rough Sleepers Initiative to network and with key stakeholders in strand 2 to advise on anti-social compliance	Monthly and ongoing	Stephen Bloxham
	Walk-wise pilot project is in place for 12 months from August 2009	Rostered coverage from Walk-wise responds to anti-social issues throughout the CBD and statistical evidence supports increased compliance to the by law and less complaints received by council	Ongoing with 6 monthly reporting	Stephen Bloxham

		Downtown Police Station gives support by liaison and information sharing.	ongoing	Ben Offner
	Walk-wise pilot project evaluated	Project is internally evaluated with input from internal and external stakeholders	June 2010	Betty MacLaren, Chris Horan
	Establishment of a Special Circumstances Court to provide alternative sanctions that support homeless clients not to live on the streets	<p>Proposal for the court received by Chief District Court Judge</p> <p>Business plan completed and approved by all stakeholders</p> <p>Magistrate from Queensland visits Auckland and outlines issues etc</p> <p>Process for judges overseen by Chief Executive Judge and his recommendations implemented</p> <p>Plan implemented according to milestones</p> <p>Processes for the court outlined to all stakeholders</p> <p>Special Circumstances Court in place</p>	<p>31 July 2009</p> <p>30 Sept 2009</p> <p>Nov 2009</p> <p>Nov 2009</p> <p>Nov 2009</p> <p>Feb 2010</p> <p>April 2010</p>	John McCarthy, Ben Offner
	Development of a code of conduct for	Code of conduct drafted and agreed by homeless committee	Aug 2009	Ben Offner, Wilf Holt, Corie Haddock, Stephen

	use by the homeless agencies, walkwise staff and the police	Poster of code of conduct advertised in all appropriate agencies  Code of conduct piloted by agencies  Information (anecdotal and hard) indicates that the code of conduct works	Sept 2009  Sept 2009  Bi-monthly meetings	Bloxham  As above  As above  As above
	Development of information sheet to all businesses advising of the services of Lifewise and Auckland City Mission to assist in the resolution of homeless issues	Brochure developed in partnership with Heart of the City and sent to all businesses outlining services and offers of assistance	August 2009	John McCarthy

### Strand 3: Oversight of homelessness and public space issues

**Description:** Auckland City Council has the civic responsibility of giving oversight to its public spaces. Completed in partnership with key stakeholders this work supports a coordinated, collaborative and proactive response to homelessness

**Performance measures:**

- Training packages, information cards delivered to Auckland City Council staff as per milestones outlined
- Anecdotal evidence from staff in libraries, streetscapes and parks demonstrates that staff find the training beneficial
- Responses to complaints meet council timeliness standards
- Anecdotal evidence with external stakeholders demonstrates collaboration and co-operation in dealing with homeless issues

Project : Action strand	Project activities	Project milestones	By when	Responsibilities
<b>Strand 3 Oversight of homeless and public space issues</b>	Organise orientation training for front line staff so that they respond appropriately to homeless behaviour in public spaces	2 training packages delivered by Auckland City Council per annum  New programme developed for October and April	October and April each year	Betty MacLaren
	Update and reprint information cards for use by front line staff and other organisations	Cards printed and distributed by November each year	November 2009	Betty MacLaren
	Explore options for how this card might be developed for case management purposes by other external stakeholders	Business case for new format finalised	April 2010	Betty MacLaren
	Complaint Management System - internal systems in place	Systems in place to capture numbers of complaints and responses from the Customer Call Centre and Walkwise  Walk-wise programme extended and providing statistical evidence of effectiveness	October and April	Manager, Customer Call Centre  Stephen Bloxham

	Statistics reported to council committee every 6 months	Committee reports completed	November and May	Betty MacLaren

#### **Strand 4: Out reach services and street monitoring**

**Description:** A mobile outreach service provided to homeless people that sleep rough in the CBD. The Auckland City Mission will provide outreach, follow up and casework services to rough sleepers and support them to live off the streets.

The Auckland City Mission will provide 4 street monitoring audits in the CBD to gauge the level of anti social behaviour occurring in the CBD. This will intelligence to Walkwise as to who is on the street, what anti social behaviour is being demonstrated, whether people noted are known to agencies, if they have a casework plan. It will inform on the overall level of anti social behaviour occurring in the CBD other area where there is evidence of anti social behaviour in the CBD. This service will closely link with the walkwise initiative and the code of conduct outlined in strand 2.

#### **Performance measures:**

- Auckland City Mission will ensure that 80% of new ‘streeties’ referred to their services do not remain on the street within the first 6 months of contact
- Four street monitoring audits are completed within 12 months (1 for a month and 3 for a week) and information will be sent to council about what is occurring with a breakdown of incident, location, day, time, group involved, action required or no further action. This will inform the beat patrols of walkwise

Project : Action strand	Project activities	Project milestones	By when	Responsibilities
<b>Strand 4: Outreach services and street monitoring</b>	The outreach and street monitoring team operates from the Auckland City Mission (ACM) on a roster as arranged by the team leader	Statistical information about outreach activities is provided to the Auckland City Council every 6 months outlining the following: <ul style="list-style-type: none"> <li>▪ Number of clients seen</li> <li>▪ Number of clients that required a short term intervention and NFA</li> <li>▪ Number of clients that refused services</li> <li>▪ Number of clients that have a case plan and ongoing work</li> <li>▪ Number of clients being housed off the street in long-term accommodation</li> <li>▪ Trends and issues</li> </ul>	July and January each year	Auckland City Mission
	Auckland City Council contributes \$25,000 to ACM for the services for outreach and street monitoring	Payment made in January – February each year	Feb. 2010	Betty MacLaren
	Street monitoring audits of street behaviour are	4 audits are completed of varying durations: <ul style="list-style-type: none"> <li>▪ 1 audit for a month</li> </ul>	August December March	Wilf Holt

	<p>completed 4 times a year to provide information about issues that will affect perceptions of safety</p> <p>Statistical reports are provided to Auckland City Council within one month of the completion of the audit</p>	<ul style="list-style-type: none"> <li>▪ 3 audits for one week</li> </ul> <p>Audit reports outline statistical information of:</p> <ul style="list-style-type: none"> <li>▪ Time period</li> <li>▪ who is on the street (category)</li> <li>▪ number</li> <li>▪ description of presenting behaviour</li> <li>▪ location</li> <li>▪ referral to ...</li> <li>▪ trends</li> <li>▪ possible solutions</li> </ul>	<p>May- June</p> <p>September, January, April, July</p>	<p>Wilf Holt</p>

### **Strand 5: An interagency response for the future direction for homeless services (currently under negotiation)**

**Description:** Stakeholders from central, local and non-government agencies deliver quality services to place homeless people in long-term accommodation and provide new initiatives that will streamline the process for homeless placement. Quality services include the management of assessment, common interagency case management practices across central and non-government agencies, the establishment of a 24/7 service hub, Mission in the City accommodation, and policy development where appropriate.

**Performance Measures:**

- By 30 June 2010, 100% of new clients that come to the notice of non-government agencies in the 2009-2010 financial year are assessed according to agreed multi agency casework practices that can sustain clients in long term housing. The results are monitored according to project milestones
- A 24/7 service hub providing emergency accommodation and assessment facilities is established by 30 June 2010

Project : Action strand		Project milestones	By when	Responsibilities
<b>Strand 5: An interagency response for the future direction of homeless services</b>	<p>Common interagency case management practices that sustains clients in accommodation and assist an improved lifestyle</p> <p>Improved discharge and release procedures from hospitals and prisons</p>	<p>Joint casework processes coordinated by Lifewise will indicate following results:</p> <ul style="list-style-type: none"> <li>▪ 100% of those discharged from general and psychiatric hospitals have appropriate accommodation and supports to remain off the streets</li> <li>▪ 100% of those discharged from prisons have appropriate accommodation and supports to remain off the streets</li> <li>▪ 80% of 'new' homeless are housed in sustainable housing</li> <li>▪ 90% of rough sleepers have continuing and ongoing casework services provided to maintain successful placements</li> <li>▪ 40% of known rough sleepers have improved health outcomes as measured by a reduction in non-compliance with medication</li> </ul>	31 May 2010	<p>Client casework group via regular casework meetings</p> <p>Statistics are compiled by Auckland City Mission</p>
	24/7 service hub that assesses the needs of new clients	<ul style="list-style-type: none"> <li>▪ A 24/7 service hub is established by with comprehensive casework services in operation</li> </ul>	30 June 2010	Lifewise
	New accommodation options are developed for homeless people	<ul style="list-style-type: none"> <li>▪ Emergency accommodation is expanded from existing Night Shelter provision</li> <li>▪ Mission in the City options are continued to be developed</li> <li>▪ Boarding house options are more</li> </ul>	<p>30 June 2010</p> <p>Ongoing</p>	<p>Night Shelter Board</p> <p>Auckland City Mission</p>

		rigorously managed as per the Crisis Accommodation and Support Services discussion	Ongoing	NZ Coalition to End Homelessness and central government agencies as appropriate
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