



22 JUL 2016



Dear

On 10 June 2016 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *The total number of security incidents at Canterbury Work and Income offices each year from 2012-2016.*
- *The number of security incidents broken down by each Canterbury office, for each of those years.*
- *A further breakdown into the category or type of offence.*

The State Sector Act 1988 and the Health and Safety at Work Act 2015 outline the Ministry of Social Development's obligation to be a 'good employer'. This includes the Ministry's obligation to provide a safe working environment for its employees.

The Ministry places a high priority on the safety of its staff and clients. Our security policy is an essential component of the Ministry's strategy to reduce risks, not only to staff, but also to our clients. Abusive or threatening behaviour towards frontline staff is treated very seriously. If a security incident occurs staff enter the security incident in the Ministry's reporting database. Where appropriate, the incident is referred to the Police for investigation. The Ministry also provides follow-up advice and support for any staff involved in such incidents, including support through the Employee Assistance Programme.

The incident categories are defined as per the Ministry's ratings of incident severity:

- Critical incidents are the most severe and include death, serious injury requiring hospitalisation, and bomb threats or arson.
- Serious incidents include physical harm that requires medical treatments, threats made with an intention to harm, stalking or intimidation of staff.
- Moderate incidents include assaults where there is no injury, aggression and abuse.
- Minor incidents are security incidents that do not fit within the other criteria.

I have enclosed two tables that provide you with the number of security incidents recorded at each of the Canterbury Service Centres broken down by severity and the number of incidents which the police were involved at the Service Centres.

The Ministry has a zero tolerance approach when recording security incidents following the Ashburton tragedy. Incidents that would not have been recorded prior to September 2014 are now recorded and all security incidents are taken seriously.

I have enclosed two tables that provide you with the number of security incidents recorded at each of the Canterbury Service Centres broken down by severity and the number of incidents which the police were involved at the Service Centres.

Due to the Ministry's zero tolerance approach to security incidents, you will note that some Work and Income offices that have recorded higher security incidents. This can be attributed to the number of clients who present at each office. Further information about the number of clients at Work and Income offices is available on the Ministry's benefit fact sheets on the link below:

www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/

I hope you find this information helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely

A handwritten signature in black ink, appearing to read 'Alan Cassidy', written over a printed name and title.

Alan Cassidy
Acting Deputy Chief Executive, Organisational Solutions

Table one: the number of security incidents reported at Ministry Service Centres in the Canterbury region from 2012/13 to 2015/16, broken down by security level.

| | Akaroa Heartland Services | Ashburton Community Link & Service Centre | Canterbury Regional Office | Canterbury Training Suite & Enabling Good Lives Christchurch Office | Canterbury Youth Shop & Riccarton Service Centre | Christchurch Metro Super Area Office & Outreach StudyLink | Community Investment Southern Regional office | Hornby Heartland Services & Service Centre | Kaipoi Community Link & Super Satellite Site | Linwood Community Link & Super Centre | New Brighton Service Centre | Papanui Service Centre & super Centre | Rangiora Service Centre & Super Centre | Shirley Service Centre | Sydenham Service Centre & Super Centre | The Base Canterbury Labour Market Team | Non Ministry Office | Grand Total |
|---|---------------------------|---|----------------------------|---|--|---|---|--|--|---------------------------------------|-----------------------------|---------------------------------------|--|------------------------|--|--|---------------------|-------------|
| 2012/2013 | 1 | 11 | 2 | | 20 | | | 11 | 7 | 100 | 31 | 37 | 12 | 15 | 27 | | 11 | 285 |
| Critical | | | | | | | | | | 1 | | | | | | | | 1 |
| Serious | | | | | 1 | | | | 1 | 5 | 3 | 3 | 1 | 1 | | | 1 | 16 |
| Moderate | 1 | 9 | 2 | | 14 | | | 9 | 5 | 69 | 24 | 31 | 11 | 14 | 25 | | 9 | 223 |
| Minor | | 2 | | | 5 | | | 2 | 1 | 25 | 4 | 3 | | | 2 | | 1 | 45 |
| 2013/2014 | | 13 | 2 | 1 | 12 | 2 | | 12 | 6 | 49 | 42 | 19 | 10 | 14 | 24 | 2 | 4 | 212 |
| Serious | | | | | | | | | 1 | 2 | 2 | | | 1 | 2 | | 1 | 9 |
| Moderate | | 10 | 2 | 1 | 12 | 2 | | 12 | 5 | 41 | 36 | 17 | 8 | 13 | 21 | 2 | 3 | 185 |
| Minor | | 3 | | | | | | | | 6 | 4 | 2 | 2 | | 1 | | | 18 |
| 2014/2015 | | 18 | | | 34 | 3 | 3 | 30 | 9 | 97 | 59 | 37 | 38 | 24 | 44 | 3 | 33 | 432 |
| Critical | | | | | 1 | | | 1 | | | | | | | 1 | | | 6 |
| Serious | | | | | 9 | | | | 1 | 13 | 11 | 5 | 6 | 12 | 8 | | 15 | 84 |
| Moderate | | 11 | | | 24 | 3 | 3 | 28 | 8 | 82 | 46 | 31 | 32 | 12 | 35 | 3 | 17 | 335 |
| Minor | | | | | | | | 1 | | 2 | 2 | 1 | | | | | 1 | 7 |
| 2015/2016 (1 July 2015- 31 March 2016) | | 30 | | 1 | 14 | | | 24 | 7 | 62 | 28 | 20 | 21 | 11 | 29 | | 20 | 267 |
| Critical | | | | | | | | | | 1 | | | | | | | | 1 |
| Serious | | 4 | | | 2 | | | 3 | 1 | 4 | 2 | 2 | 4 | 1 | 5 | | 7 | 35 |
| Moderate | | 26 | | 1 | 12 | | | 20 | 5 | 52 | 26 | 18 | 17 | 10 | 24 | | 12 | 223 |
| Minor | | | | | | | | 1 | 1 | 5 | | | | | | | 1 | 8 |
| Grand Total | 1 | 72 | 4 | 2 | 80 | 5 | 3 | 77 | 29 | 308 | 160 | 113 | 81 | 64 | 124 | 5 | 68 | 1196 |

Table two: the number of security incidents in which the police were involved broken down by Service Centre in the Canterbury region from 2012/13 to 2015/16.

| | Ashburton Community Link & Service Centre | Canterbury Regional Office | Canterbury Training Suite & Enabling Good Lives Christchurch Office | Canterbury Youth Shop & Riccarton Service Centre | Hornby Heartland Services & Service Centre | Kaiapoi Community Link & Super Satellite Site | Linwood Community Link & Super Centre | New Brighton Service Centre | Papanui Service Centre & super Centre | Rangiora Service Centre & Super Centre | Shirley Service Centre | Sydenham Service Centre & Super Centre | Non Ministry Office | Grand Total |
|--|---|----------------------------------|---|---|--|--|--|--------------------------------------|---|--|------------------------------|---|---------------------------|----------------|
| 2012/2013 | 1 | | | 2 | | 2 | 12 | 4 | 3 | 1 | 2 | 2 | 2 | 31 |
| 2013/2014 | 2 | 1 | 1 | 1 | | 1 | 8 | 3 | | | 2 | 6 | 1 | 26 |
| 2014/2015 | 6 | | | 10 | 2 | 2 | 11 | 8 | 6 | 9 | 3 | 8 | 25 | 90 |
| 2015/2016 (1 July 2015- 31 March 2016) | 4 | | 1 | 4 | 2 | | 5 | 5 | 4 | 5 | 2 | 5 | 7 | 44 |
| Grand Total | 13 | 1 | 2 | 17 | 4 | 5 | 36 | 20 | 13 | 15 | 9 | 21 | 35 | 191 |

Notes:

- This involvement can be where the offender has been arrested or warned by the police, or where an incident has been referred to the police irrespective of their response to the incident.
- 'non Ministry office' is when an incident is not reported at a specific office however, the incident is work related.