



16 MAR 2018

Dear [REDACTED]

On 10 February 2018, you emailed the Ministry requesting, under the Official Information Act 1982, information relating to Ministry clients and security guards.

For the sake of clarity, I will address your questions in turn.

- *The total number of clients on MSD books?*

The Ministry reports client numbers on a quarterly basis and releases this information publicly. Information about the number of clients the Ministry provides assistance to is available on the Ministry's website and can be found on the Benefit Fact Sheets page, which can be accessed at the link below:

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

The data you have requested is available under 'Summaries' on 'All main benefits fact sheet - December 2017' and under 'Excel tables' on 'National level data tables - December 2017'.

- *The average number of clients seen per day broken down into each region?*

Table One: The number of clients who attended a booked appointment and the average number of client appointments per day, broken down by Work and Income region during the 2017 calendar year.

| Work and Income region | Total number of client appointments in the 2017 year | Average number of client appointments per working day in 2017 |
|------------------------|--|---|
| Northland | 85,252 | 342 |
| Auckland Metro | 619,442 | 2,488 |
| Waikato | 153,266 | 616 |
| Taranaki | 94,389 | 379 |
| Bay of Plenty | 169,038 | 679 |
| East Coast | 101,118 | 406 |
| Central | 114,646 | 460 |
| Wellington | 126,440 | 508 |
| Nelson | 64,911 | 261 |
| Canterbury | 119,153 | 479 |
| Southern | 65,652 | 264 |
| National | 1,713,319 | 6,881 |

Notes:

- The National total includes 12 appointments that have not been assigned to a Work and Income region.
- The average has been calculated using 249 business days a year and is subject to rounding.
- Appointments include clients of all ages, benefit types and counts one client per appointment (i.e does not count how many people attend an appointment including support people).

- *Total cost of security guards for 2015, 2016 & 2017 – broken into years and regions.*

The State Sector Act 1988 and the Health and Safety at Work Act 2015 outline the Ministry'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. The use of security guards ensures the Ministry is taking proper precautions to keep other clients and Ministry staff safe.

Table Two: Total amount spent by the Ministry on security guards for the 2015, 2016 and 2017 calendar years.

| Calendar Year | Total |
|---------------|--------------|
| 2015 | \$21,389,162 |
| 2016 | \$22,020,787 |
| 2017 | \$21,567,979 |

Notes:

- From 1 April 2017, Oranga Tamariki, Ministry for Children was established (formerly Child, Youth and Family which had been part of the Ministry of Social Development) and any security guard costs associated with the new organisation have not been included in the above table.

The Ministry contracts Armourguard to provide security related services nationally and across the entire Ministry. Information relating to the amount of money spent on security guards by region is not recorded separately.

As such your request for a regional breakdown of the total cost of security guards for the years 2015, 2016 and 2017 is refused under section 18(g) of the Official Information Act as the requested information is not held by the Ministry and there are no grounds to believe that any consolidated information is held by another department or Minister of the Crown or organisation subject to the Official Information Act.

- *Can security guards use force? If so, what are the exact provisions that use of force is allowed to be used and what use of force is used i.e. passive restraint etc.?*

The prime function of security guards is to observe, monitor and report any incidents for the purposes of ensuring the safety and wellbeing of Ministry employees and clients.

In the Ministry's previous response to you on 15 November 2017, you were provided with a copy of a document titled '*Protocols for Security Guards*', dated December 2016, from the agreed Standard Operating Procedure between the Ministry and Armourguard.

Section six, *Managing Conflict*, of the '*Protocols for Security Guards*' states that "the guard is required by law to warn the person that they are acting on the authority of the Ministry of Social Development and they must leave. The person is then to be given adequate time and opportunity to leave the premises without the use of force. If the person refuses to leave, or becomes aggressive or violent the guard may use the minimal amount of force as is required to remove the person from the building".

- *What training for use of force is given and who is the training provider?*

Armourguard provide their staff the training required to undertake their role. As such, I am refusing your request for this information under section 18(g) of the Official Information Act as the information you have requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation subject to the Official Information Act.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

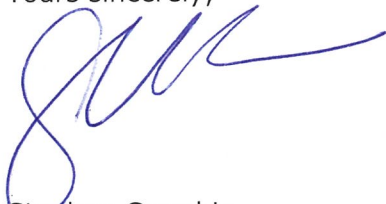
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us regarding Ministry clients and security guards, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely,



Stephen Crombie
Deputy Chief Executive, Corporate Solutions