



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

11 FEB 2021

On 20 December 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *From the date of establishment of the Ministry for Social Development (Work and Income, Studylink and all other agencies under the MSD umbrella), how many security call outs were completed after security providers found that offices were not being secured by staff? From the Year of Establishment of the Ministry for and of social development for each of the above years please also supply financial information (how much money was specifically used on security related activities), please also outline the appropriate information in overall expenditure that took place each year from 2010 to 2020 in each department of Ministry for and of Social Development.*

On 23 December 2020, the Ministry emailed you to clarify what security costs you were interested in. On 24 December 2020, you emailed the Ministry back with the following clarification:

- *I am referring to security costs that are charged to the Ministry when the alarm has not been set on the sites and requesting your guard or alarm monitoring provider to send out a guard to lock the site appropriately.*

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

- *From the date of establishment of the Ministry for Social Development (Work and Income, Studylink and all other agencies under the MSD umbrella), how many security call outs were completed after security providers found that offices were not being secured by staff?*

The Ministry's offices are protected by a range of security features that work together to form a security ecosystem. The Ministry's physical security features combined with administrative security such as training, policies and procedures form the Ministry's security ecosystem. The parts of the ecosystem work together to help keep people

A security call out can be for any number of reasons relating to staff/user error, intentional damage or system faults. The Ministry does not keep a record of how many security call outs were completed after security providers found that offices were not being secured by staff. Therefore, I am refusing this part of your request under section 18(g) of the 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.

- *From the Year of Establishment of the Ministry for and of Social Development for each of the above years please also supply financial information (how much money was specifically used on security related activities), please also outline the appropriate information in overall expenditure that took place each year from 2010 to 2020 in each department of Ministry for and of Social Development.*

The Ministry is able to collate data dating back to 2015, anything prior to 2015 would require substantial manual collation as changes were made on how the Ministry tracked spending. In order to provide you with information dating back to 2010, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, information prior to 2015 is refused under section 18(f) of the Act, requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Prior to 2017, the Ministry and Oranga Tamariki (the Ministry for Children) were one agency, therefore all figures from 2015 to 2017 do not solely represent the Ministry. It is also important to note that some offices, such as National Office, are in a shared building and therefore the figures do not purely represent the Ministry's total expenditure on security costs.

In order to meet the intent of your request, the Ministry is able to provide you with a breakdown of total expenditure, for the security costs, for the financial years 2014/15 to 2019/20, broken down into the following two categories:

1. **Armourguard non CS all** which refers to the Ministry's expenditure under the security provider Armourguard and are transactions that have been instigated by a Ministry site but are outside of the contract, therefore, we are invoiced separately.
2. **Armourguard CS all** which refers to Ministry's expenditure that is related to items included on our consolidated account. It is important to note that these transactions are listed line by line but paid on a single invoice.

These costs are only in respect of the payment to our contracted third party provider for provision of security for our sites. They exclude a wider programme of work to enhance the Ministry's security such as installation of security equipment, implementing a changed physical layout at client facing sites to comply with the Protective Security Requirement to establish security Zones etc.

Please note that CS all and non CS all indicate the type of invoice and determines the transaction process but does not affect the overall function. CS all means that invoices have come from a contracted supplier whereas non CS all has not.

It is also important to note that before an invoice gets coded into our systems, the Ministry authorises the breakdown of the cost at the time the invoice is received. Once this has been authorised by the contract manager it is then coded and placed into the two categories CS all and non CS all.

Please find attached in Appendix A, the following two tables:

- **Table One: The total expenditure for security costs for Armourguard non CS all, broken down by financial years 2014/15 to 2019/20.**
- **Table Two: The total expenditure for security costs for Armourguard CS all, broken down by financial years 2014/15 to 2019/20.**

In June 2020, Armourguard's contract with the Ministry finished, and on 1 July 2020 Allied became the Ministry's new security provider. In order to meet the intent of your request, the Ministry is able to provide you with a breakdown of total expenditure, for security costs, for the financial year 2020/21 for the following two categories:

1. **Allied non CS all** which refers the Ministry's expenditure under the security provider Allied and are transactions that have been instigated by a Ministry site but are outside of the contract, therefore, we are invoiced separately
2. **Allied CS all** which refers to the Ministry's expenditure that are related to items included on our consolidated account. It is important to note that these transactions are listed line by line but paid on a single invoice.

Please see below a table showing the total expenditure for security costs for Allied non CS all and CS all, broken down by financial year 2020/21.

**Table One: the total expenditure for security costs for Allied non CS all and CS all, by financial year 2020/21.**

<b>Financial year</b>	<b>2020/21</b>
<b>Allied non CS all</b>	\$2,666.96
<b>Allied CS all</b>	\$17,206,269.10

The Ministry is unable to provide further breakdown regarding expenditure. As mentioned previously, the breakdown of costs is authorised at the time the invoice is received but once the invoice has been coded, to retrospectively go back and collate

that information is difficult and would require substantial manual collation. As such, this part of your request is refused under section 18(f) of the Act, requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

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
- 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. The Ministry will do this by publishing this letter 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, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



Pauline Stenhouse  
**General Manager**  
**Health, Safety and Security**

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**Appendix A**

**Table One: The total expenditure for security costs for Armourguard non CS all, broken down by financial years 2014/15 to 2019/20.**

<b>Financial year</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
<b>Armourguard non CS all</b>	\$11,273,592.21	\$24,713,292.54	\$27,656,002.81	\$26,960,940.06	\$24,728,253.39	\$24,330,649

**Table Two: The total expenditure for security costs for Armourguard CS all, broken down by financial years 2014/15 to 2019/20.**

<b>Financial year</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
<b>Armourguard CS all</b>	\$1,018,247.57	\$1,261,019.33	\$1,371,704.04	\$1,271,666.51	\$454,227.07	\$2,684,927.53