

Facilities : Security
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Reporter - Stuff
PO Box 30-0413
Albany

E-mail:

Dear

Official Information Act (1982) Request

I write in response to your Official Information Act request, dated 25 September 2018. You requested the following information related to Security Services and trespass notices at the DHB. Our responses are below each question.

For context, Counties Manukau Health provides health services to more than 540,000 people residing in South Auckland, both in hospitals and community settings. Each year, more than 118,000 people attend our Emergency Department, and many others are on our premises to attend appointments or visit patients staying in hospital. We are constantly working to create a safe work environment for everyone, and we do not condone any inappropriate behaviour toward our staff and other patients.

CM Health will only issue trespass notices in exceptional circumstances. Where possible, we will work to address and de-escalate any situations that are causing difficulties. People issued with such notices will still be able to receive emergency medical and mental health care.

- **How many trespasses have been issued to patients in each of these years:**
 - **2015/ 16, 2016/ 17, 2017/ 18, from July 1 until September 7 2018?**

Details of the total number of notices issued each year are below (Table 1).

Year	Total Trespass Notices issued
2015/16	15
2016/17	26
2017/18	10
2018/19 – 1 July to 7 Sept 2018	5

Table 1

- **How many trespasses have been issued to visitors of patients?**

See above (table 1), of this total number of notices for the period, half were issued to visitors.

- **The most common reasons for issuing trespasses (three minimum)?**

The most common reasons recorded for issuing notices were for Loitering, Theft, Assault of a staff member, and Breach of the peace (such as verbal abuse, threats of violence, and fighting).

- **How many of those people trespassed are recorded as having assaulted hospital staff?**

For the entire period, there were ten people recorded trespass notices issued as related to assaults on staff

- **What is the minimum number of security guards on site at a time?**

Our current Security Service uses a mix of CM Health employees, supplemented by staff from a contracted security firm. They are deployed across a variety of DHB sites and services. On a day shift, there is a total of eight security staff on duty. On a night shift, there will be ten security staff on duty.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,



Margie Apa
Chief Executive