

26 September 2023

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Kia ora Erin,

Confrontations

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 16 August 2023. You requested the following information in a searchable format:

- Records of any personal confrontation incidents involving council staff which were referred to Police, from 1 August 2022 to the most recent date for which information is available.
- Details of the location and circumstances of each incident
- The reason the incidents were referred to Police and the result (if applicable) of the complaint to police.

Wellington City Council has partly granted your request for information.

The Council is committed to reducing and, where possible, removing the risk of harm to our staff and the public. It's crucial we record incidents so that we can keep a database of issues and make sure that everyone who needs to be aware of them can easily access and refer to them.

The Council's health and safety incident reporting system, called MySafety, is used to log and record safety events to an all-in-one health, safety and security platform that helps us manage risks, events, and compliance in one place.

Our reporting system does not classify the date a report has been made, but rather the date the event/incident occurred. Attached to this response is a spreadsheet captured from our reporting system which details incidents logged that include personal confrontation events that have occurred from 1 August 2022 to 17 August 2023.

Further to this, our reporting system does not classify if a Police report has been made and as such the information gathered in this spreadsheet has been sourced using the following terms:

- Police report
- Police reference
- Police ref
- Pol rep

Given the sensitivity of the information contained in this spreadsheet, any identifying personal information provided has been removed or altered to ensure staff and members of the public

private information are protected under section 7(2)(a) of the Act. Further to this, information provided has been summarised in line with section 15(1)(e) of the Act to protect the privacy of others as noted above.

One incident report has not been included as the matter is currently being heard in the Courts. This information has been withheld under section 6(c) of the Act where the release of this information would likely prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial.

When identifying why incidents are sometimes reported to the Police, it's important to note that some incidents may not require immediate Police support; however, the Police may need to be made aware of them after they have occurred.

If there is an immediate and serious threat or risk of harm to a member of staff, a member of the public, or Council property, it's recommended that staff call the Police immediately on 111.

If the threat or risk of harm is less immediate or less serious, staff should consider making a report with the Police either online, by calling 105, or in person.

Please note, we do not record the outcome of a Police report and are therefore refusing this part of your request under section 17(e) of the Act because the requested information does not exist.

Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Ollie Marchant
Official Information

Event date	Group/Unit	Location	Description	Actions Taken
21/10/2022	Animal Services	Aro Park	Council officer attended to a dog related complaint in Aro Park. Approached two MOP with a dog, both of whom appeared to be intoxicated. One MOP became verbally and physically abusive. Council officer was unharmed.	Council officer reported the incident to the Police, advised their Manager and two other officers via email and raised this report.
31/10/2022	Libraries & Community Spaces	Kilbirnie Library	Council officer was assisting a MOP with an enquiry at the Library desk. The MOP became frustrated with the process and became verbally abusive. The Council officer helping the MOP stepped away from the desk and another officer stepped in to provide assistance. The Council officer attempted to calm them down in order to help them, however the MOP was being increasingly rude and argumentative. The Council officer suggested the MOP leave and come back once they have calmed. The Council officer left the desk to seek the security guard who was briefed on the situation. The guard spoke with the MOP and the MOP started swearing at the guard. The Council officer then called the police. The MOP then left the site.	At the time Police were called and this incident logged. The customer returned a few days later to apologise to staff for their behaviour that day and agreed with the security guard on site about expectations of behaviour within the library.
13/02/2023	Council Worker	Stout and Balance Street	The Council received a call from Police Communications relating to a call they had received from a MOP. The MOP had witnessed, who they believed to be a council worker, physically assaulted by a MOP. A Police report number was provided and Police Comms confirmed whilst the MOP who called was unsure who the worker was, they think it may have been a PO.	The Council officer who received this call from Police Communications logged an incident report and notified Team Leaders in Parking Services just in case it was a PO.
29/03/2023	Parking Services	CBD	Two PO's were on street enforcing. One PO observed a vehicle, with the driver still in it, parked in a metered carpark without payment being made. The PO approached the vehicle and asked the driver to please make payment for their park. Payment was not made and the PO issued an infringement, the driver exited the vehicle and threatened physical harm against the PO, the PO activated their camera, alerted the parking communications team back at base to advise of a possible escalation and both PO's left the scene.	PO's returned to base for a debrief, made a complaint at the Police station.
29/04/2023	Parking Services	Riddiford Street	Whilst infringing a vehicle, a MOP approached and verbally confronted a PO. Out of safety, the PO activated their camera, the MOP left but returned not long after with another person. The PO halted enforcement and left the area.	The PO activated their camera and returned to base to review the footage. This incident was reported and a 105 Police report also made.
4/05/2023	Libraries & Community Spaces	Newtown Library	A MOP, who staff believed to be intoxicated, was in the Library making inappropriate comments. Whilst not aggressive at that time, staff were concerned the MOP's topics of conversation were inappropriate and staff were uncomfortable. Library security encouraged the MOP to leave, the MOP started to become verbally and physically abusive towards security. Police were subsequently called.	The MOP was picked up by the Police. Staff reassured the public in the building, this incident was registered. MOP was trespassed and no further action is required.
17/05/2023	Parking Services	Victoria Street	PO was enforcing the area, one vehicle with three members of public inside was sighted as being parked illegally. The PO approached to move the vehicle along, however the vehicle occupants started to become verbally aggressive. The PO left the area before the situation escalated and turned on their body worn camera. Two of the vehicle's occupants got out of the car and started to follow the PO, the PO continued walking away as the two vehicle occupants stopped and watched.	The PO activated their camera. On being followed the PO alerted the parking communications team back at base to advise of a possible escalation and was able to meet with another PO nearby.
25/05/2023	Waste Operations	Southern Landfill	On leaving the landfill for the evening, a Council officer observed an empty vehicle parked by the main gate. The Council officer headed back to the landfill to investigate further and noticed movement from a distance, however lost sight of the person. The Council officer notified the roving security patrol close by and called the Police. The Council officer found two dogs by the main gates and saw a MOP in the bushes. The MOP was instructed they were not allowed to be on site after hours and on arrival Police trespassed the MOP.	Police trespassed the MOP, a police report is made alongside this incident report. After MOP left the area, one final check of the landfill was completed.
17/08/2023	Parking Services	The Terrace	PO (parking officer) was on road ticketing a vehicle. The driver of the vehicle returned and as the PO was explaining why an infringement was being issued, the driver hit the PO's handheld device out of their hand and onto the ground, hurting the PO's hand.	PO left the scene, returned to base to report this incident and filed a police report