



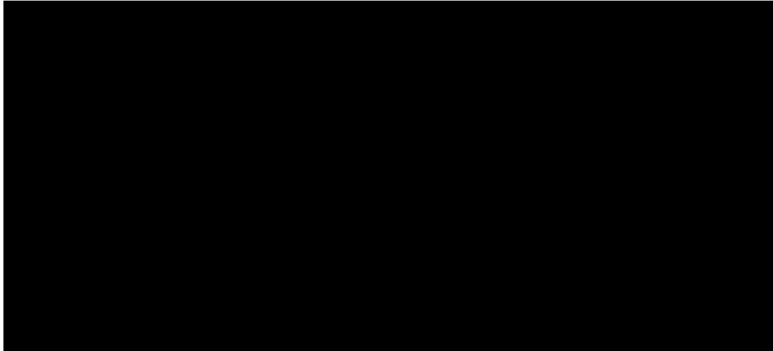
Ref: [REDACTED]

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13 June 2025



OFFICIAL INFORMATION REQUEST - DATA OF ANTISOCIAL BEHAVIOUR AROUND RETAIL CRIME

Thank you for your official information request dated 21 May 2025, in which you requested the following:

"...Any data or information (as granular as possible) on investigations or breaches of our relevant local bylaws in retail settings, particularly those relating to anti-social behaviour (e.g. aggressive begging, nuisance behaviour, abuse, drug or alcohol use, aggressive or threatening behaviour); A description of how these bylaws are enforced, and by whom; and Any other data or information we hold on the Council's policies regarding anti-social behaviour in or around retail settings..."

Although your request did not specify a timeframe, we have provided data covering the period from **1 June 2020 to 31 May 2025**. This range was selected to ensure we could provide comprehensive information without incurring additional costs. We have also attached Beggar Patrol Notes. Note that some information has been redacted from these documents in reliance of section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) for privacy reasons. We do not consider the public interest outweighs the reason to withhold this information.

Please note that requests for data beyond this period may require additional staff time, subject to a charge of **\$38 per half hour**.

Enforcement of Bylaws

The Council's **Urban Bylaws** are primarily managed by the **Regulatory Services Business Unit**.

Investigations into potential breaches are conducted by our **Environmental Compliance Officers**.

Internal Document ID: [REDACTED]

Incidents involving anti-social behaviour that escalate into health or safety concerns are referred to our **Health, Safety and Wellness Adviser**.

Matters involving **drug or alcohol use, aggressive or threatening behaviour**, or other **criminal activities** are referred directly to **New Zealand Police**, as these fall outside the Council's jurisdiction.

Council Contacts

You expressed interest in discussing this matter further. For more information, you are welcome to contact:

- **Corey Parsons**, Team Leader Environmental Compliance
- **Malcolm Hughes**, Health, Safety & Wellness Adviser

Both can be reached via the Council's main line at **03 546 0200**.

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 by calling **0800 802 602**.

If you would like to discuss this response, please feel free to contact **Corey Parsons** at the number above.

Yours sincerely,



Ryno Botha
Manager Regulatory

Encl:

- List of redacted antisocial incidents 1 June 2020 to 31 May 2025
- Beggar Patrol Notes 2024-2025

Priority	Title	Portfolio	Category	Sub Category	Location	Incident Date	Reported Date	Target Investigation Completion Date	Business Unit (Value)	Time of Incident	Specific Location	Emergency Service Contacted	Outcome	Potential Outcome	Likelihood	Investigation Findings	Action Plan Submitted Date	Action Plan Approved Date
Low	Verbal altercation	1. Health & Safety Incident	Security	Difficult Customer	Libraries	2-Jun-20	2-Jun-20	1-Aug-20	Libraries	1:30pm	Large Print / Audiobooks		Insignificant	Minor	Unlikely	No further actions/recommendations. Mental health issues cause this man to sometimes behave loudly etc but he leaves without issue	29-Sep-20	2-Oct-20
Med	Trespassed individual entering the ET Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	21-Jun-20	24-Jun-20	24-Jul-20	Libraries	3.45pm	South end, Fiction		Minor	Moderate	Possible	FYI	26-Aug-20	
Med	trespassed customer in the APNK area	1. Health & Safety Incident	Security	Difficult Customer	Libraries	25-Jun-20	26-Jun-20	26-Jul-20	Libraries	11.00am	APNK		Nil	Insignificant	Possible	Incident dealt with according to process and handled very efficiently.	24-Aug-20	
Med	Child bullied outside the library, physical altercation	1. Health & Safety Incident	Security	General Security Incident	Libraries	27-Jun-20	27-Jun-20	27-Jul-20	Libraries	2.15	27 Halifax Street		Minor	Insignificant	Rare	Bullying has not occurred since.	30-Dec-20	
Low	Teen swearing loudly - asked to leave Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	5-Jul-20	6-Jul-20	4-Sep-20	Libraries	3.30pm approx.	APNK Computers		Insignificant	Minor	Possible	Noted	2-Sep-20	
Low	Shouting man in Library - police called	1. Health & Safety Incident	Security	Difficult Customer	Libraries	8-Jul-20	8-Jul-20	6-Sep-20	Libraries			Police	Minor	Minor	Unlikely	FYI	26-Aug-20	
Med	Aggressive Customer CSC	1. Health & Safety Incident	Security	Difficult Customer	Civic House	8-Jul-20	9-Jul-20	8-Aug-20	Customer & Information Services	9/07/2020 14:35	Counter 2	No	Minor	Minor	Possible	I looked at the video footage and it was a mistaken identity on s.7(2) behalf and it was a combination of her not believing him and him appearing unhelpful that led to the bad customer interaction. I spoke with s.7(1) about my findings and about leaving her post and we came up with some solutions of how this can be better managed in the future. She was happy with this, and it hasn't recurred.	1-Oct-20	7-Oct-20
Low	Customer Abusive when asked to leave for not wearing a shirt in ETL	1. Health & Safety Incident	Security	General Security Incident	Libraries	10-Jul-20	10-Jul-20	8-Sep-20	Libraries	12.30pm	Fiction end of Elmer Tuner Library	called Police on 111	Insignificant	Moderate	Unlikely	Noted	26-Aug-20	
Med	Violent altercation at library entrance	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	14-Jul-20	16-Jul-20	14-Aug-20	Libraries	5.15pm	ETL	Police	Moderate	Moderate	Possible	Procedures followed correctly.	30-Sep-20	7-Oct-20
Low	unattended children in the library	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	14-Jul-20	17-Jul-20	15-Sep-20	Libraries	6:00pm	Elma Turner Library		Nil	Insignificant	Possible	No further action required.	4-Nov-20	4-Nov-20
Low	Customer mobile phone stolen, APNK area, Elma Turner Library	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	23-Jul-20	23-Jul-20	21-Sep-20	Libraries	11:55am	APNK area	Police	Minor	Minor	Possible			
Low	inappropriate dialogue	1. Health & Safety Incident	Security	Difficult Customer	Libraries	22-Jul-20	24-Jul-20	22-Sep-20	Libraries	11:00 am	He was in the centre of library , she was at SCU		Nil	Minor	Unlikely	Noted	26-Aug-20	
Low	intoxicated person sleeping in library	1. Health & Safety Incident	Security	General Security Incident	Libraries	7-Aug-20	8-Aug-20	7-Oct-20	Libraries	11:30am and 1pm			Insignificant	Moderate	Possible	good practice followed with a satisfactory outcome.	26-Aug-20	
Med	Angry customer at contact tracing desk ETL	1. Health & Safety Incident	Security	Difficult Customer	Libraries	13-Aug-20	14-Aug-20	14-Oct-20	Libraries	1.00 pm	Elma Turner Library entryway/ lobby	No	Insignificant	Moderate	Possible	Closed by s.7(2)(b) LGOIM		
Low	Fight in APNK area	1. Health & Safety Incident	Security	General Security Incident	Libraries	16-Aug-20	16-Aug-20	15-Oct-20	Libraries	2:15pm	APNK area	no. One instigator left immediately.	Minor	Moderate	Possible	FYI	26-Aug-20	
Low	Phone theft	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	16-Aug-20	16-Aug-20	15-Oct-20	Libraries	2pm	APNK area	no	Insignificant	Insignificant	Likely	no action required	29-Sep-20	
Low	Man drinking wine in the library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	16-Aug-20	16-Aug-20	15-Oct-20	Libraries	3.15pm	Halifax end of the Library		Minor	Minor	Unlikely	FYI	26-Aug-20	4-Nov-20
Low	Woke man sleeping on the floor (3x)	1. Health & Safety Incident	Security	Difficult Customer	Libraries	20-Aug-20	20-Aug-20	19-Oct-20	Libraries	about 1pm	North end, in Non-Fiction	none	Insignificant	Insignificant	Possible	Noted	2-Sep-20	
Low	Man swearing and yelling at woman in APNK area of ET Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	26-Aug-20	26-Aug-20	30-Nov-20	Libraries	4.20pm	APNK	Police called	Moderate	Moderate	Unlikely	I don't believe we ended up trespassing s.7(2) as he was collected by police and following that we have not seen him in the library. ■	1-Dec-20	12-Jan-21
Med	Woman refused to contact trace on way into library ETL	1. Health & Safety Incident	Security	Difficult Customer	Libraries	27-Aug-20	27-Aug-20	26-Sep-20	Libraries	12.5		yes - s.7(2)(b) - protect the privacy	Minor	Moderate	Unlikely	Procedures followed correctly.	30-Sep-20	7-Oct-20

Low	Stoke Library - minor security incident	1. Health & Safety Incident	Security	Difficult Customer	Libraries	3-Sep-20	4-Sep-20	3-Nov-20	Libraries				Nil	Minor	Rare	Boys returned the following day and allowed into library - again caused problems and asked to leave. verbally abused a customer. Tolerance of boys on both occasions was a bit high and this was discussed at LMT and back to Stoke staff.	30-Sep-20	5-Oct-20
Low	Swearing youths at Stoke Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	4-Sep-20	4-Sep-20	3-Nov-20	Libraries	10.40am		Police	Minor	Minor	Unlikely	no action required KG	29-Sep-20	
Low	Youth with Supermarket Trolley at entrance of Stoke Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	9-Sep-20	10-Sep-20	9-Nov-20	Libraries	16:00	at the main entrance to the library	No - I did have the phone in my hand whilst talking to them	Insignificant	Insignificant	Unlikely			
Med	Angry, non-compliant customer in CSC	1. Health & Safety Incident	Security	Difficult Customer	Civic House	18-Sep-20	18-Sep-20	18-Oct-20	Customer & Information Services	2:30pm		call Police (111)	Insignificant	Minor	Possible	Customer service have been briefed by S.7(C) around rules regarding filming in the CSC. Staff can walk away if they do not want to be filmed. As sole charge and not wanting to be filmed I asked him to leave and his refusal led to calling the police as described in overview. We have not seen/heard from customer since.	1-Oct-20	7-Oct-20
Low	Library security incident - incident in car park	1. Health & Safety Incident	Security	General Security Incident	Libraries	5-Oct-20	5-Oct-20	4-Dec-20	Libraries	13:05	Carpark	Police contacted by S.7(2)(b) - protect the privacy of	Minor	Moderate	Rare	Correct procedures followed	24-Nov-20	
Low	Agressive argument outsideElma Turner Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	6-Oct-20	12-Oct-20	11-Dec-20	Libraries	9:35am	Outside Children's library on riverbank	Police	Nil	Minor	Possible	Spoke to S.7(2), she did the right thing. The person has not been seen since.	3-Nov-20	
Low	Challenging Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	20-Oct-20	20-Oct-20	19-Dec-20	Customer & Information Services	12:10pm 20/10/2020	Public Foyer Front Counter		Nil	Insignificant	Unlikely	correct action taken		
Low	Library customer making repetitive phone calls to library staff member via CSC	1. Health & Safety Incident	Security	Difficult Customer	Libraries	22-Oct-20	28-Oct-20	27-Dec-20	Libraries	4.30pm			Insignificant	Minor	Possible	S.7(2) managed the call(s) well with another Staff member in the room. Was forceful and clear in response. S.7(2) advised to remove herself off the floor if customer entered the building. No further incidents have occurred.	24-Nov-20	
Low	Man staring at children	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	25-Oct-20	28-Oct-20	27-Dec-20	Libraries		Library carpark; nearest to the library but at very northern end of the carpark adjacent to the NW corner of the building.	No	Nil	Moderate	Possible	Please remind staff of the importance of obtaining relevant details (number plate, description) and passing on to Police when this type of activity is noticed. S.7(2)(a) LGOM	8-Dec-20	8-Dec-20
Low	Skateboard stolen and retrieved	1. Health & Safety Incident	Security	Difficult Customer	Libraries	28-Oct-20	28-Oct-20	27-Dec-20	Libraries	around 5pm			Minor	Minor	Likely	S.7(2) has been in touch with S.7(2)(a) of Nelson Police about the ongoing bullying in the library/pop up park. Both have been added to regular patrol spots. S.7(2) advised to immediately call police upon bullies entering the library and introduced to S.7(C) (who is experiencing the bullying). Ideally we wish to send a firm message that this behaviour will not be tolerated in the library before summer.	3-Nov-20	3-Nov-20
Low	Very grumpy customer interaction	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	28-Oct-20	29-Oct-20	28-Dec-20	Libraries	around 5pm	Non Fiction area	None	Nil	Moderate	Possible	Same man who has been involved in several attempts to start fights with other patrons. Trespass docs are ready for him to be served with upon his return. name unknown.	21-Jan-21	21-Jan-21
Low	two men arguing in the APNK area	1. Health & Safety Incident	Security	Difficult Customer	Libraries	30-Oct-20	30-Oct-20	29-Dec-20	Libraries	5pm	APNK area	No	Minor	Moderate	Likely	Have spoken to S.7(2)(a) regarding this man who has been involved in more than one incident such as this and told to ask him to leave as soon as he enters as he has been in more than one physical altercation. OBJ S.7(2)(a) is his trespass notice signed by S.7(2)(a) and ready to be served upon his return - We do not have a name for this individual.	21-Jan-21	

Low	15 yr old damaging and stealing library property ETL	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	4-Nov-20	5-Nov-20	4-Jan-21	Libraries	10.30 am			Insignificant	Insignificant	Rare	I have spoken to s.7(2)(a) about the incidents and he knows we are aware of his stealing books and that we have security cameras. I've updated his library card and wiped the remaining \$4 charges on it so he can start afresh. He has been warned that any further damage to books/stealing of books will result in a trespass from the library and has agreed to cease this behavior. s.7(2)(a)	8-Dec-20	17-Dec-20
Low	Minor security incident - police called	1. Health & Safety Incident	Security	General Security Incident	Libraries	5-Nov-20	5-Nov-20	4-Jan-21	Libraries	17:00pm	Entrance	Police	Insignificant	Minor	Unlikely	correct procedure followed	24-Nov-20	17-Dec-20
Low	Young regular customer reported missing and collected by police, ETL	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	10-Nov-20	10-Nov-20	9-Jan-21	Libraries	2.30pm(ish)	APNK area		Minor	Insignificant	Possible	Noted.	14-Dec-20	17-Dec-20
Med	Young man at APNK damaging property and acting abusively	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	13-Nov-20	13-Nov-20	13-Dec-20	Libraries	12 noon	APNK area	Police called, spoke to Scott, s.7(2)(a) - protect the privacy of na s.7(2)(a) - protect th @police.govt.nz	Moderate	Minor	Possible	s.7(2)(a) - Memo for trespass s.7(2)(a) - Photo from CCTV This man has since been trespassed from the library by police.	8-Dec-20	6-May-21
Low	15 year old taking a \$5- Best seller book from the Library	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	11-Nov-20	15-Nov-20	14-Jan-21	Libraries	5.55pm	Bok removed from the Best seller stand		Minor	Minor	Likely	I spoke with s.7(2)(a) on Thursday 12 Nov about taking items from the library and let him know this would not be tolerated. Any further incidents would result in a trespass from the library. We also set up his library card for use and I waived the small amount of fines he had on there. He agreed not to take any more library books and I feel he was genuine. s.7(2)(a)	17-Nov-20	8-Jan-21
Med	Customer returned to ETL after previously damaging an APNK screen	1. Health & Safety Incident	Security	Difficult Customer	Libraries	20-Nov-20	21-Nov-20	21-Dec-20	Libraries	2pm	APNK area	Yes, Police	Minor	Minor	Possible	Trespassed individual. Great work by s.7(2)(a) Memo - s.7(2)(a) Notice - s.7(2)(a) s.7(2)(a)	1-Dec-20	7-Jan-21
Low	Customer at Stoke Library loud and verbally abusive to staff	1. Health & Safety Incident	Security	Difficult Customer	Libraries	1-Dec-20	1-Dec-20	30-Jan-21	Libraries	2pm			Minor	Minor	Possible	Staff behaved professionally. TL followed up with customer regarding her behavior both on the phone and email s.7(2)(a) Ongoing conversations about how to handle racist customers are occurring.	29-Jan-21	5-May-21
Low	Trespassed man in Elma Turner Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	2-Dec-20	2-Dec-20	31-Jan-21	Libraries	5pm		Police - to report after the event	Minor	Major	Likely	Good process followed.	14-Dec-20	
Med	Abusive customer - ETL	1. Health & Safety Incident	Security	Difficult Customer	Libraries	4-Dec-20	4-Dec-20	3-Jan-21	Libraries	4.15 approx	At the Info desk		Insignificant	Insignificant	Possible	No further action rqd	9-Feb-21	
Low	Trespassed person in library ETL	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	4-Dec-20	4-Dec-20	2-Feb-21	Libraries	10.30 - approx		Police	Minor	Minor	Unlikely			
Low	Trespassed person in library ETL	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	4-Dec-20	4-Dec-20	2-Feb-21	Libraries	10.30 - approx		Police	Minor	Minor	Unlikely			
Med	Minor security incident - swearing and name calling - ETL	1. Health & Safety Incident	Security	Difficult Customer	Libraries	5-Dec-20	5-Dec-20	4-Jan-21	Libraries	11:50 am	Kiosk area	No	Insignificant	Minor	Unlikely	Noted	28-Jan-21	5-May-21
Med	Difficult Customer - Security risk in CSC	1. Health & Safety Incident	Security	Difficult Customer	Civic House	8-Dec-20	8-Dec-20	7-Jan-21	Customer & Information Services	9:50	Front of house		Nil	Moderate	Unlikely	Debrief with CSO and manager to ensure staff is supported. TUF training applied by CSO. No further action required.	5-Jan-21	7-Jan-21
Low	Trespassed man in Elma Turner Library	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	9-Dec-20	9-Dec-20	7-Feb-21	Libraries	3pm		Police	Insignificant	Moderate	Possible	No actions required. Process followed correctly. To close.	13-Jan-21	13-Jan-21
Low	Teens disturbance / public drinking - SL	1. Health & Safety Incident	Security	General Security Incident	Libraries	10-Dec-20	10-Dec-20	8-Feb-21	Libraries	1645	Outside Stoke Library	Police	Nil	Minor	Possible	As detailed in other reports of bad behaviour by these youths at Stoke, we have agreed to adopt a much stricter plan of attack with them. They will be asked to leave and then police (or community constable) will be contacted.	21-Jan-21	
Med	Customer trespassed from library, ETL	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	16-Dec-20	16-Dec-20	15-Jan-21	Libraries	2.40pm	APNK area	Police	Minor	Moderate	Possible	correct actions taken	9-Feb-21	9-Feb-21
High	Threats against parking officer made in CSC	1. Health & Safety Incident	Security	General Security Incident	Civic House	8-Dec-20	17-Dec-20	31-Dec-20	Customer & Information Services			Police by ?????	Insignificant	Moderate	Unlikely			
Med	Domestic argument at Transfer stn (recycle centre)	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	18-Dec-20	18-Dec-20	14-Apr-23	Transport & Solid Waste	8.15-8.30am	Vivien Street - Recycling Centre carpark	Understand NEC staff phoned the police	Nil	Moderate	Rare	FYI only contractor incident	11-Apr-23	11-Apr-23
Med	Threatening Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	8-Dec-20	18-Dec-20	17-Jan-21	Customer & Information Services	12:55pm	FOH	Nelson Police	Moderate	Moderate	Possible	Please transfer ownership to s.7(2)(a) to add comments of event - and then request to close.	12-Jan-21	

Low	Teens soliciting for money at Stoke Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	5-Jan-21	5-Jan-21	6-Mar-21	Libraries	14:00			Nil	Insignificant	Possible	These teens have been an ongoing problem w/ drinking, yelling, swearing and destructive behaviour. have advised Debbie to call police upon their return (she has notified other Stoke staff)	11-Jan-21	
Low	Group of teens -cause disruption in Stoke library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	7-Jan-21	7-Jan-21	8-Mar-21	Libraries	1.15-3.30pm	Stoke Library	None	Insignificant	Minor	Unlikely	Same notes as previous incidents involving these teens at Stoke. Not to be tolerated and police to be called KG	13-Jan-21	13-Jan-21
Med	Security incident - swearing, refusal to leave	1. Health & Safety Incident	Security	Difficult Customer	Libraries	8-Jan-21	8-Jan-21	7-Feb-21	Libraries	2:00pm	APNK area	Police	Insignificant	Minor	Possible	The child described in this incident is s.7(2)(a) who has since been trespassed from the library for this and similar incidents. s.7(2)(a)	9-Feb-21	
Med	Man physically assaults boy at Elma Turner	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	11-Jan-21	12-Jan-21	11-Feb-21	Libraries	5.45pm	Large Print/APNK area of library	Police attended s.7(2)(a) - protect the privacy of n	Minor	Moderate	Likely	Followed this up through further engagement with the boy.	9-Feb-21	9-Feb-21
Med	Disruptive youth at Stoke library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	9-Jan-21	12-Jan-21	11-Feb-21	Libraries	12:00			Minor	Minor	Possible	I will be speaking to all staff on during this incident. At Stoke we are going to take a hard line approach to this - that means, tell them to leave and if they don't leave immediately we call the police. We don't want escalation of badly behaved kids in the library every day at Stoke again. Looking at option of banning energy drinks (we would only have signage at Stoke Library if this went ahead)	13-Jan-21	13-Jan-21
Low	11 Year Old Child Left at Tahuna library became Distressed	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	13-Jan-21	14-Jan-21	15-Mar-21	Libraries	4:10pm			Insignificant	Minor	Likely	s.7(2)(a) has spoken to the Mother about the incident and will likely mention it to her again if she leaves her child alone at Tahuna in the future. s.7(2)(a)	9-Feb-21	
Low	Books being stolen by teenager previously given warning - now banned from ETL	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	14-Jan-21	14-Jan-21	15-Mar-21	Libraries	11am	Elma Turner	no	Nil	Insignificant	Possible	Unusual situation and good communication with family and youth.	28-Jan-21	5-May-21
Low	Teens causing disruption outside Stoke Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	16-Jan-21	20-Jan-21	21-Mar-21	Libraries	12.30pm	Outside Library	Police	Insignificant	Minor	Possible	As detailed in other reports of bad behaviour by these youths at Stoke, we have agreed to adopt a much stricter plan of attack with them. They will be asked to leave and then police (or community constable) will be contacted.	21-Jan-21	
Low	Group of Teens - cause disruption outside Stoke Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	18-Jan-21	20-Jan-21	21-Mar-21	Libraries	15:30	Outside Stoke Library	Police	Insignificant	Minor	Possible	Have spoken with s.7(2)(a) about the stricter policy we are adopting at ETL around repetitive bad behaviour by youths. After speaking with Police and actually trespassing two of our problem-youths here, we have agreed to simply call police at the first instance of trouble. The behaviour of these large groups is antisocial and extremely off putting to our larger clientele and we need to consider them in the first instance. s.7(2)(a) has a good relationship with the community constable in Stoke and will keep her informed of the happenings at Stoke but in general, our tolerance for this behaviour is now a lot lower.	21-Jan-21	
Med	Kids attempt to set a fire in library hallway	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	20-Jan-21	21-Jan-21	20-Feb-21	Libraries	1.30pm	Hallway	yes - though not at the time	Insignificant	Major	Possible	Computer slips have been moved behind the till. Kids have been trespassed and ongoing communication is occurring with the police.	28-Jan-21	5-May-21
Low	Youth scooting up the corridor in Elma Turner Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	21-Jan-21	21-Jan-21	22-Mar-21	Libraries	1:00 pm	Corridor	Police	Nil	Minor	Possible	s.7(2)(a) has been in and out since being trespassed. All staff are aware that he is trespassed and to call the police when he arrives. I have also asked s.7(2)(a) and s.7(2)(a) to potentially go and speak to him about the trespass as he doesn't take it very seriously - have yet to hear from them though.	27-Jan-21	27-Jan-21
Low	Skateboard reported stolen from hallway	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	26-Jan-21	27-Jan-21	28-Mar-21	Libraries	2.14 pm	Beside notice board, corridor of Elma Turner Library	reported on 105 online, s.7(2)(a) - protect the privacy of n	Insignificant	Minor	Possible	As s.7(2)(a) has reported this to police with image of the thieves there is nothing further we can do - except suggest to kids they do not leave property in the hallway s.7(2)(a)	9-Feb-21	9-Feb-21
Med	Unwanted attention towards staff member - ETL	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	2-Feb-21	5-Feb-21	7-Mar-21	Libraries				Insignificant	Minor	Unlikely	No further issues with this customer. NFA	3-May-21	

Low	COVID Level 2 - Unwell customer asked to leave	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	15-Feb-21	15-Feb-21	16-Apr-21	Libraries	11:30	Children's Library		Nil	Moderate	Unlikely	Staff followed correct procedures	10-Mar-21	5-May-21
Med	Teenagers disruptive behaviour in Imagination Playground - ETL	1. Health & Safety Incident	Security	Difficult Customer	Libraries	26-Feb-21	26-Feb-21	28-Mar-21	Libraries		Imagination Playground		Insignificant	Minor	Unlikely	Will pass info on to S.7(2)(a) LGOIMA	1-Mar-21	4-Mar-21
Med	Possible Attempt to break into Transfer Station	1. Health & Safety Incident	Security	General Security Incident	Solid Waste	2-Mar-21	2-Mar-21	1-Apr-21	Customer & Information Services				Insignificant	Minor	Possible	while there are regular break-ins to NEC there has not been any recognised attempt to break into the kiosk. S.7(2)(a) had Nelmac check all doors and windows and the building is as secure as that type of building can be.	11-Mar-21	11-Mar-21
Low	Minor security incident - Disruptive customer ETL	1. Health & Safety Incident	Security	Difficult Customer	Libraries	11-Mar-21	11-Mar-21	10-May-21	Libraries	16:50	Kiosk area	No	Nil	Insignificant	Likely	Staff dealt with situation. No further action required.	20-Apr-21	
Low	Trespassed customer returned to library ETL	1. Health & Safety Incident	Security	Difficult Customer	Libraries	13-Mar-21	13-Mar-21	12-May-21	Libraries	11:15am	APNK area		Nil	Minor	Possible	Staff handled incident appropriately. We are in discussions with the Police regarding managing these boys' behaviour. No further action on the job necessary.	21-Apr-21	
Low	Noisy and disruptive teenagers in northern end of ET Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	14-Mar-21	14-Mar-21	13-May-21	Libraries	3.50pm	North end of the building	No	Minor	Moderate	Possible	Dealt with well by staff member. No further action required.	15-Jul-21	
Low	Trespassed youth entered the Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	18-Mar-21	18-Mar-21	17-May-21	Libraries	4.30pm	Halifax St end		Nil	Insignificant	Unlikely	Part of ongoing series of incidents involving these boys. Now dealt with and referred to the appropriate agencies.	15-Jul-21	
Low	Trespassed youth entered the Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	19-Mar-21	19-Mar-21	18-May-21	Libraries	5.40pm		No	Insignificant	Moderate	Possible	Part of ongoing series of incidents involving these boys. Now dealt with the referred to the appropriate agencies.	15-Jul-21	
Low	Intimidatory behaviour by group of teenagers outside ETL	1. Health & Safety Incident	Security	General Security Incident	Libraries	21-Mar-21	22-Mar-21	21-May-21	Libraries	12.4	Outside library - Maitai walkway	Police	Insignificant	Moderate	Unlikely	No further action rqd	16-Apr-21	
Low	Trespassed person in library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	22-Mar-21	22-Mar-21	21-May-21	Libraries	10.30am	APNK computers		Insignificant	Insignificant	Unlikely	Same info as previous report - police are speaking with S.7(2)(a) LGOIMA about the conditions of their trespass	16-Apr-21	
Low	Trespassed person enquired as to their status	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	23-Mar-21	25-Mar-21	24-May-21	Libraries				Nil	Moderate	Unlikely	S.7(2) handled situation well with investigation on customers status and follow up with him. No issues as a result.	3-May-21	
Low	Two trespassed boys in the Library - ETL	1. Health & Safety Incident	Security	Difficult Customer	Libraries	6-Apr-21	6-Apr-21	5-Jun-21	Libraries	10.05am	APNK area	will ring 105 line to report trespassed persons on the property	Nil	Minor	Likely	S.7(2) has since been in touch with police regarding these youths and police have spoken to them. Because they consistently deny ever being in the library, S.7(2)(a) has prepared CCTV footage for police to show the boys. S.7(2)(a) constant reporting on these two has paid off as police are now aware they consistently violate their trespass orders and will follow up with them at home. S.7(2)(a) LGOIMA	16-Apr-21	25-Jun-21
Low	Trespassed boy entered the Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	9-Apr-21	9-Apr-21	8-Jun-21	Libraries	4.05pm	Main entrance and corridor		Minor	Minor	Likely	Part of ongoing series of incidents with these boys, now under control and referred to appropriate agencies.	15-Jul-21	
Low	Man drinking, swearing in square creating disturbance	1. Health & Safety Incident	Security	General Security Incident	Libraries	10-Apr-21	10-Apr-21	9-Jun-21	Libraries	14	In Strawbridge Square - along from Library	Police	Nil	Minor	Possible	Great work by S.7(2)(a) and team - police have advised us the more often we report these incidents to them, the more likely they are to add the libraries to their daily patrols. S.7(2)(a) LGOIMA	16-Apr-21	22-Apr-21
Low	Man in Library upset & talking of killing himself	1. Health & Safety Incident	Security	General Security Incident	Libraries	12-Apr-21	12-Apr-21	11-Jun-21	Libraries	15:00	APNK Computer corner	police	Nil	Minor	Possible	Again, S.7(2)(a) acted appropriately here in a tricky situation. Police should be called in lieu of mental health units. S.7(2)(a) LGOIMA	16-Apr-21	
Med	External door at Nightingale Library discovered unlocked Sunday morning 11th April	1. Health & Safety Incident	Security	General Security Incident	Libraries	11-Apr-21	13-Apr-21	13-May-21	Libraries	9:40am			Nil	Minor	Unlikely	CCTV reviewed. Door unlocked as a result of a meeting room booking. Group contacted and advised. No further action required.	3-May-21	1-Jun-21
Low	Trespassed person in Elma Turner Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	19-Apr-21	19-Apr-21	18-Jun-21	Libraries	3.10pm	Children's Library	Police	Minor	Insignificant	Unlikely	No further action - S.7(2)(a) following up with police and OT	22-Apr-21	29-Apr-21
Low	Trespassed kids causing disturbance at library entrance	1. Health & Safety Incident	Security	Difficult Customer	Libraries	19-Apr-21	19-Apr-21	18-Jun-21	Libraries	5.15pm		Police	Moderate	Moderate	Rare	This is a long running issue. S.7(2)(a) has been liaising with the police and has also put a report through to OT. No issues with the boys for 2-3 weeks.	14-May-21	31-May-21
Low	Police report made in person regarding trespassed youths	1. Health & Safety Incident	Security	General Security Incident	Libraries	21-Apr-21	21-Apr-21	20-Jun-21	Libraries	11.3			Insignificant	Insignificant	Possible	NFA	14-May-21	31-May-21

Low	Graffiti on Civic House	1. Health & Safety Incident	Security	Vandalism/Theft	Civic House	23-Apr-21	23-Apr-21	22-Jun-21	Customer & Information Services	Some time during the the evening/early morning	Across the whole glass panes on front of building - Trafalgar Street side		Nil	Insignificant	Unlikely			
Low	Young girl in YA section intimidated by mans behaviour	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	28-Apr-21	29-Apr-21	28-Jun-21	Libraries	2.40pm	YA area		Insignificant	Moderate	Possible	Staff have been reminded to keep an eye on all areas of the building when rostered on the floor. We have cooperated with the Police in regards to CCTV. No further action needed.	15-Jul-21	
Low	Trespassed man in the Library	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	2-May-21	2-May-21	1-Jul-21	Libraries	2.35pm	APNK section of the Library		Insignificant	Minor	Possible	Dealt with well by staff, no further action required.	15-Jul-21	
Med	Asked man to leave library due to causing a disturbance	1. Health & Safety Incident	Security	Difficult Customer	Libraries	8-Jun-21	8-Jun-21	8-Jul-21	Libraries	3.22		yes police	Insignificant	Minor	Possible	Staff responded well. No further incidents. NFA	8-Feb-22	
Med	Verbally Agressive Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	1-Jun-21	9-Jun-21	9-Jul-21	Customer & Information Services	1:10pm			Insignificant	Moderate	Possible	Noted incident, no further action	20-Oct-21	21-Oct-21
Med	Verbal abuse and threats made to staff member	1. Health & Safety Incident	Security	Difficult Customer	Civic House	3-Jun-21	10-Jun-21	10-Jul-21		12:05		Police	Insignificant	Minor	Possible	All procedures were followed correctly. Recommend that the trespass procedure is reviewed to allow staff to trespass people from the pound (without seeking approval from the CE).	10-Sep-21	
Med	s.7(2)(a) - protect the privacy of others and parent in Tahuna Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	11-Jun-21	11-Jun-21	11-Jul-21	Libraries	4pm		Youth aid officer	Insignificant	Minor	Possible	s.7(2)(a) managed situation well. No further issues since this occasion with the two boys.	28-Jul-21	9-Aug-21
Med	Customers argueing in CSC	1. Health & Safety Incident	Security	Difficult Customer	Civic House	10-Jun-21	16-Jun-21	16-Jul-21	Customer & Information Services		Counter		Insignificant	Moderate	Possible	I was one of the responders to the duress button use in CSC. s.7(2)(a) followed the correct process to press the button. The noise on upper levels triggered people from building and IT to also attend which showed the system worked. When safe to do so I turned off the alarm and spoke with nelson alarms before resetting the alarm. This process worked. I checked in with Counter staff that they were ok, and we covered in the next meeting about what had happened.	17-Jun-21	22-Jun-21
Low	Aggressive Customer in library knitting group	1. Health & Safety Incident	Security	General Security Incident	Libraries	8-Jul-21	8-Jul-21	6-Sep-21	Libraries	10:30am	Ruma Manuka		Insignificant	Minor	Possible	Managed by the staff at the time and also the members of the group. No longer a member of group	3-Nov-21	
Low	Loud argument just inside main doors	1. Health & Safety Incident	Security	Difficult Customer	Libraries	21-Jul-21	21-Jul-21	19-Sep-21	Libraries	4.00pm	Just inside main doors.	none	Nil	Moderate	Possible	s.7(2)(a) actions were appropriate to the situation and resolved things without further conflict. No further action required.	17-Sep-21	24-Sep-21
Med	Unattended Child in the pop-up playground	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	31-Jul-21	2-Aug-21	1-Sep-21	Libraries	3:45pm	Pop-up Playground		Insignificant	Moderate	Possible	Better procedures could have been followed on this occasion with the police being contacted. More training on what to do with unattended children rqd.	22-Sep-21	22-Sep-21
Med	Minor security incident - disruptive customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	9-Sep-21	9-Sep-21	9-Oct-21	Libraries	5:00PM - 5:45PM	APNK area, river end	Police	Insignificant	Minor	Possible	s.7(2)(a) has since been trespassed and memo etc have been completed	29-Sep-21	
Med	Customer trespassed for repeated disruptive and aggressive behaviour	1. Health & Safety Incident	Security	Difficult Customer	Libraries	10-Sep-21	13-Sep-21	13-Oct-21	Libraries	3.45pm	APNK area	Police	Insignificant	Moderate	Possible	Completed and have not seen customer in the library since this incident as of 29/09/21	29-Sep-21	
Med	Abusive customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-Sep-21	15-Sep-21	15-Oct-21	Libraries	11.40am			Nil	Insignificant	Unlikely	Trespass notice given to s.7(2)(a) in the library by s.7(2)(a) on 21/09/21. This had ben approved s.7(2)(a). s.7(2)(a) was disappointed in himself but understanding of the decision made to trespass him again.	30-Sep-21	
Med	Difficult customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-Sep-21	15-Sep-21	15-Oct-21	Libraries	1:30pm			Nil	Insignificant	Unlikely	Customer is s.7(2)(a). He has now been trespassed from the Libraries again	16-Dec-21	22-Dec-21

Med	Security Incident, customers arguing, spitting.	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-Sep-21	15-Sep-21	15-Oct-21	Libraries	12.50pm		reported to police 501	Insignificant	Moderate	Rare	Checked in with s.7(2)(a) after the incident, and there is not much else we could have done at the time, as it was over so quickly, outside of calling the police immediately. The following morning s.7(2)(a) and I agreed to log the call with 105, and would recommend preparing a trespass notice for the man for if he returns to the library. Police would need to be contacted to issue the notice, as his details are unknown.	16-Sep-21	16-Sep-21
Low	Security Incident - trespassed person entered library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	18-Sep-21	18-Sep-21	17-Nov-21	Libraries	2:30pm		111	Insignificant	Minor	Unlikely	Noted - procedure followed.	3-Nov-21	
Low	Difficult Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	21-Sep-21	21-Sep-21	20-Nov-21	Customer & Information Services				Nil	Insignificant	Possible	Spoke to the staff member, and event was handled by other TL that was in CSC at the time. No further action required. Request to close.,	26-Oct-21	22-Mar-22
Med	Protest storms CSC at Alert Level 2	1. Health & Safety Incident	Security	General Security Incident	Civic House	23-Sep-21	23-Sep-21	23-Oct-21	Customer & Information Services	900		POLICE	Insignificant	Minor	Likely	See linked report for details. Provided to SLT 27/09/21.	27-Sep-21	27-Sep-21
Low	Security Incident - trespassed person entered library	1. Health & Safety Incident	Security	General Security Incident	Libraries	24-Sep-21	24-Sep-21	23-Nov-21	Libraries	5pm			Nil	Minor	Possible	Matter was raised at Library Management team meeting 28 Sept - action was decided to log a 105 report. Report logged 4 October (attached)	4-Oct-21	29-Oct-21
Low	Difficult customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	27-Sep-21	27-Sep-21	26-Nov-21	Libraries	13.2			Minor	Minor	Unlikely	s.7(2)(a) is known to be a difficult customer. The racist comment to a library staff member is not acceptable. The staff member concerned was more concerned about the speed of his electric mobility scooter as he left the library, which could easily have caused injury to a customer.	29-Sep-21	
Med	Difficult customers (abusive languages/behaviours)	1. Health & Safety Incident	Security	Difficult Customer	Libraries	29-Sep-21	29-Sep-21	29-Oct-21	Libraries	12.05pm	APNK area		Insignificant	Minor	Possible	When the physical assault in the corridor occurred I phoned 111. The police did not come, as s.7(2)(a) had left the library and there was no threat to staff or customers. Local police phoned to follow up on the incident - report s.7(2)(a) was still in the library and was asked to report concerns about other customer's mask use, or other concerns to library staff and not to confront other customers himself, and also warned about abusive language/swearing. As per incident report, s.7(2)(a) then abused us and left the library. The incident was discussed with other senior staff. We decided not to trespass the customers. s.7(2)(a) is a regular customer - sullen but not aggressive. This incident appears to have been a result of personal animosity between the 2 customers, triggered by the failure of one of them to wear a mask. The incident was recorded on camera, we have the footage, have documented this incident and if either customer causes future problems we will proceed to trespass	29-Sep-21	1-Sep-23
Low	Spoke to customer from last week about behavior	1. Health & Safety Incident	Security	Difficult Customer	Libraries	4-Oct-21	4-Oct-21	3-Dec-21	Libraries	1.30pm	Non fiction area		Insignificant	Minor	Possible	Last week we had made the decision to give s.7(2)(a) a warning about his behaviour in the library prior to trespassing hi. He was calm and accepting of this warning and agreed it was fair. Any further incidents involving him will incur a trespass from the libraries. s.7(2)(a)	4-Oct-21	6-Oct-21

Low	Difficult customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	4-Oct-21	4-Oct-21	3-Dec-21	Libraries	13.55	Kiosk		Moderate	Moderate	Likely	The customer was initially aggressive and used offensive language when asked to wear a mask. He did, however, agree to put a mask on when asked again to do so by another staff member and on further discussion revealed he was new to Nelson, in a difficult situation in emergency accommodation, and with children who he wanted to join up to the library. He was stressed, which caused the initial reaction. The recipient of the initial abuse, library staff member S.7(2)(a) was very upset and felt that we should have asked the customer to leave straight away. We chose not to do this, because he was with children and calmed down quickly and apologised for his behaviour, The staff member concerned was initially very upset, but when the customer's situation and reaction was discussed with her, she agreed that the decision not to remove the customer from the library was the right one in this case.	5-Oct-21	27-Oct-21
Med	Customer threatened library staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	19-Oct-21	20-Oct-21	19-Nov-21	Libraries	1.00pm	Kiosk area/front entrance to library	Police	Minor	Minor	Possible	Staff handled the situation calmly and appropriately. The person has not returned to the library.	23-Nov-21	24-Nov-21
Low	Abusive patron	1. Health & Safety Incident	Security	Difficult Customer	Libraries	26-Oct-21	27-Oct-21	26-Dec-21	Libraries	16:00	Front desk	no	Insignificant	Insignificant	Likely	I have since spoken to this customer about her behaviour towards our staff members and given a warning about trespass. S.7(2)(a)	17-Nov-21	
Low	Spoke to customer about Level 2 restrictions - masks, distance etc.	1. Health & Safety Incident	Security	Difficult Customer	Libraries	1-Nov-21	1-Nov-21	31-Dec-21	Libraries	3pm	Research room		Moderate	Moderate	Possible	NA	17-Nov-21	19-Nov-21
Med	Anti social teens in popup park	1. Health & Safety Incident	Security	General Security Incident	Libraries	3-Nov-21	4-Nov-21	4-Dec-21	Libraries	15:20	Children's library popup park	Police phoned at approx 1525	Insignificant	Minor	Possible	S.7(2)(a) phoned school	17-Nov-21	19-Nov-21
Med	Very aggressive man in Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	11-Nov-21	12-Nov-21	12-Dec-21	Libraries	1.34pm			Minor	Moderate	Likely	Staff dealt with challenging situation well. No further action required.		
Med	Mask use/entry condition feedback	1. Health & Safety Incident	Security	General Security Incident	Libraries	3-Dec-21	3-Dec-21	2-Jan-22	Libraries	various	This is all three libraries inclusive.	no	Minor	Moderate	Likely	Continue to monitor use of masks within the library. Seems to be less of an issue now with the vaccine passport requirement as well.	24-Dec-21	10-Jan-22
Low	Young man throwing stones beside river adjacent to the Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	2-Dec-21	3-Dec-21	1-Feb-22	Libraries	4.50pm	North end Elma Turner Library	Police	Minor	Moderate	Possible	Dealt with well by staff. No further actions needed.	16-Dec-21	21-Dec-21
Low	Trespassed person entering the Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	3-Dec-21	3-Dec-21	1-Feb-22	Libraries	1.34pm	APNK computers and green seat just outside the main doors.	Police called, job number S.7(2)(a) - protect the privacy of n	Insignificant	Moderate	Possible	This incident was dealt with reasonably by staff and police. nfa	2-Oct-23	
Low	S.7(2)(a) S.7(2)(a) S.7(2)(a), a trespassed person entered the Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	5-Dec-21	5-Dec-21	3-Feb-22	Libraries	1pm	APNK computers	Police, job number S.7(2)(a) - protect the privacy of n	Insignificant	Moderate	Possible	nfa, all dealt with reasonably	2-Oct-23	
Low	COVID19 Vaccine Pass	1. Health & Safety Incident	Security	Difficult Customer	Libraries	13-Dec-21	15-Dec-21	13-Feb-22	Libraries	03:00PM			Insignificant	Insignificant	Unlikely	Incidents like this are captured in a weekly summary submitted by libraries, only those where there is disruption or aggression need to be reported separately in improvemnets. S.7(2)(a) S.7(2)(a)	15-Dec-21	15-Dec-21
Med	customer entered library without vaccine passport	1. Health & Safety Incident	Security	Difficult Customer	Libraries	13-Dec-21	15-Dec-21	14-Jan-22	Libraries	1.30pm	Inside the entrance and in the foyer of library		Nil	Insignificant	Rare	close event vaccine passes no longer required		
Low	S.7(2)(a) S.7(2)(a) at Elma Turner entrance	1. Health & Safety Incident	Security	Difficult Customer	Libraries	9-Dec-21	16-Dec-21	14-Feb-22	Libraries	about 4.30pm	Front Door	No (didn't enter the premises)	Moderate	Moderate	Likely			
High	Assault on Manager EIL in CSC	1. Health & Safety Incident	Security	Difficult Customer	Civic House	17-Dec-21	17-Dec-21	31-Dec-21		16:10		Police	Minor	Moderate	Possible	Findings as outlined in overview. No further actions or recommendations needed.	25-Feb-22	2-Mar-22

Low	Altercation with customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	17-Dec-21	18-Dec-21	16-Feb-22	Libraries	5.20pm	Entrance		Insignificant	Minor	Unlikely	This is the third time [REDACTED] has been spoken to regarding her manner of speaking to library staff. [REDACTED] warned her on 1/11/21 [REDACTED] that she would be trespassed if she did not treat staff with respect. This is the second time since that warning that she has come in and harangued staff with her views on the vaccine and covid (see also [REDACTED]). This most recent incident involved 4 staff for 10-15 minutes, and she was insistent that we - indicating the 4 of us - should be going to protest this 'segregation' at Civic House and why weren't we etc. During this incident she was reminded 3 times about the warning [REDACTED] have given her, but this had little effect. Although she says her comments are not directed at us personally - they were, and I found myself feeling increasingly frustrated with the whole situation. This incident took place in the foyer at the front entrance, during this time some customers were leaving and a couple more entered. [REDACTED] and the Street Ambassadors were very supportive, backing up everything I was saying to her.	20-Dec-21	20-Dec-21
Med	Man yells at Covid ambassadors in library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	22-Dec-21	22-Dec-21	21-Jan-22	Libraries	16/12/2021	Front Door	no	Minor	Minor	Possible	Have spoken to team leaders in the library about being available to assist at front door. Have advised covid ambassadors to call for any staff member, that way if a team leader is required, staff will come and grab one of us from the back [REDACTED]	24-Dec-21	10-Jan-22
Med	Customer verbally threatens and photographs staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	30-Dec-21	30-Dec-21	29-Jan-22	Libraries	12.20pm	Stoke library entrance	no	Minor	Moderate	Unlikely	Nothing to add. Woman was not a regular and is not known to staff at Stoke [REDACTED]	1-Feb-22	
Low	Abusive patron - refused entry. No vaccine pass	1. Health & Safety Incident	Security	Difficult Customer	Libraries	9-Jan-22	11-Jan-22	12-Mar-22	Libraries	13:05	Library Foyer		Moderate	Moderate	Unlikely	The incident was dealt with at the time. The customer has not been back to the Library, but we will look out for him. We have sufficient checks at the door to ensure that we can cope with any situation that arises	11-Jan-22	18-Jan-22
Low	Vaccine Pass non-compliance - man entered library without showing a pass, refused to leave	1. Health & Safety Incident	Security	Difficult Customer	Libraries	11-Jan-22	11-Jan-22	12-Mar-22	Libraries	4:30pm			Nil	Insignificant	Likely	Police followed up on the following day - 12 Jan - during the protest occurring on the same day, but no further action was required - no recommendations to change process.	28-Jul-22	
Low	Vaccine entry mandate protest at Elma Turner Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	12-Jan-22	12-Jan-22	13-Mar-22	Libraries	10am-12pm	Carpark entrance of library	police - [REDACTED]	Moderate	Moderate	Possible	Nothing to add [REDACTED]	1-Feb-22	
Low	Library targeted by anti vaccination protesters	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	19-Jan-22	19-Jan-22	20-Mar-22	Libraries	sometime overnight	Front door		Nil	Insignificant	Rare	According to CCTV, this happened around 9pm, 18/1/22, when the Library was closed. We have reported this to the Police ([REDACTED]), including CCTV footage of the person who placed the stickers and a photo of the stickers covering one of our large signs. In my Police report I ensured they were aware of our other report regarding the protest on the 19th. Stickers have been removed by Nelmac - they were actually quite difficult to remove cleanly due to being on paint work and specialised signage.	25-Jan-22	

High	Security Incident at the Library - aggressive and verbal threats directed at staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	25-Jan-22	25-Jan-22	8-Feb-22	Libraries	2pm approx	Front entrance	Police called	Minor	Insignificant	Unlikely	Police followed up with me directly on 26 January due to the threat of violence in the incident, and asked if I wanted to make a complaint. I declined at the time, preferring to speak with [REDACTED] prior to making this decision. [REDACTED] and I discussed on the following day (27 January), and we decided not to follow up and make a complaint due to: - I do not feel physically intimidated by the customer - I did not feel like the threat was serious, rather it was for shock and effect We did consider that another staff member might have had a different response if Peter had made this threat against another member of staff. We brought this decision to Library Management team on 1 Feb, and explained the decision making process, however we are open to changing our decision once this is reviewed by H&S.	3-Feb-22	
Low	Protest at library entrance about vaccine mandates	1. Health & Safety Incident	Security	General Security Incident	Libraries	26-Jan-22	26-Jan-22	27-Mar-22	Libraries	From 10am	Entrance to library	Yes	Moderate	Moderate	Likely	Looking at options for security staff checking vaccines . Will call police again if this is a recurring Wednesday morning event [REDACTED]	1-Feb-22	
Med	Dog in Pound	1. Health & Safety Incident	Security	Difficult Customer	Civic House	3-Feb-22	3-Feb-22	5-Mar-22	Customer & Information Services	15:45	Front of House		Insignificant	Moderate	Unlikely	I have spoken with the dog officer and my findings are: The dog was a type classified as dangerous. There were various incidents and the dog was found roaming. Impounded. Notice was hand delivered to the dog owners address. Dogs only need to be held for 7 days and this dog was held for 11 days before being euthanised. Contact was attempted to be made with the owner on various occasions. Refer [REDACTED]; [REDACTED] and [REDACTED]. When the dog owner came into CSC they phoned [REDACTED] who spoke with him directly. The owner said he would come back next week to see [REDACTED] - the vitriole was aimed at Woody rather than CSC. [REDACTED] will follow up with the owner next week. [REDACTED] EIL endeavour to notify CSC and be available if there is any reason to think a difficult customer will come into NCC. In this case the owner had made no contact with us and was not otherwise known to be a safety risk. Dangerous dog was euthainazed when owner made no contact as per standard procedures. EIL cannot guarantee senior EIL staff will be available to meet staff at the counter,	17-Feb-22	17-Feb-22
Low	Man without vax/mask came into library with family	1. Health & Safety Incident	Security	Difficult Customer	Libraries	5-Feb-22	5-Feb-22	6-Apr-22	Libraries	11.00am	Childrens library	yes	Minor	Minor	Possible	Police discussed this to it's inevitable end and I mentioned that this would continue to happen to him and his kids while the mandates were in place as we have no recourse but to call police when customers enter without a vax pass and that this is a drain on police and library resources. Shared incident with fellow library staff.	16-Mar-22	
Low	Protest outside of Elma Turner Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	22-Feb-22	24-Feb-22	25-Apr-22	Libraries	10am		Police	Minor	Moderate	Possible	Continued mgmt and oversight of this and other protests cont. Have now ceased with end of CVC requirements. Lots of good learnings gained for staff	23-May-22	
Low	Difficult customer - Childrens Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	23-Feb-22	28-Feb-22	29-Apr-22	Libraries		Children's Library		Insignificant	Insignificant	Unlikely	Discussed with [REDACTED] at the time - process followed, and suggested not leaving the building alone next time.	28-Jul-22	

Low	A man on a bike harassing a young woman who was making her way to the Library	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	1-Mar-22	1-Mar-22	30-Apr-22	Libraries	12.50pm	Just inside main doors, as well as outside in the carpark.	The woman being threatened called the Police.	Insignificant	Moderate	Unlikely			
Low	Disruptive customer - damage to library property	1. Health & Safety Incident	Security	Difficult Customer	Libraries	7-Mar-22	7-Mar-22	6-May-22	Libraries	14:45pm			Minor	Moderate	Unlikely	Checked in with ██████ regarding the incident as I did not have full details of what happened before. ██████ said that the man started arguing straight away, they traded a few sentences, and the man stood up tall, and balled his fists, and he said "I'm going in, what are you going to do about it?" so ██████ let him past, as the man was being threatening, and ██████ did not want to escalate the situation. I talked to him about dealing with situations like this alone, calling for additional help, and all staff responding on the radio. 105 Report was done, due to the threatening behaviour and the damage to Council property, and would recommend trespass as well, if we can identify the guy. Reference number ██████. Obj ref ██████ and ██████	28-Jul-22	
Med	Aggressive customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	11-Mar-22	11-Mar-22	10-Apr-22	Libraries	10.15 and 3pm	Entrance to ETL		Minor	Moderate	Possible	Man was trespassed. He returned a few days later (incident with fire alarm and fire officers) Was arrested.	23-May-22	
Low	2 teenage girls harrassed	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	11-Mar-22	11-Mar-22	10-May-22	Libraries	4.3	YA area at ETL		Insignificant	Minor	Unlikely	Police were in contact and image shared with officers. Relevant library staff are aware of the man in case he returns Staff have also been advised to call the police in situations like this.	23-May-22	
Low	Abusive customer - vaccine pass requirement	1. Health & Safety Incident	Security	Difficult Customer	Libraries	22-Mar-22	22-Mar-22	21-May-22	Libraries	14:30	entry	Police	Minor	Moderate	Possible	Correct procedure was followed - the police were called when the customer became abusive and when he realised we were doing this the customer left.	23-Mar-22	
Med	Intoxicated man asked to leave library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	29-Mar-22	29-Mar-22	28-Apr-22	Libraries	3.00pm	APNK computers		Minor	Minor	Possible	██████ is an occasional visitor, he is friendly and leaves when asked to. The problem is his drinking, he is usually intoxicated when he arrives and continues to drink while in the building. He has been asked to leave on more than 2 occasions. He has not been in the building since this event.		
Low	difficult customer in library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	29-Mar-22	29-Mar-22	28-May-22	Libraries	4.50pm	Elma Turner Library		Insignificant	Minor	Possible	The incident report indicates that correct processes were followed. The staff involved spoke to the customer with respect, and back up was provided by a Team Leader as required. No follow up required, beyond reminding staff about procedures for dealing with difficult customers	11-Apr-22	
Med	Trespassed person sets off fire alarm, assaults Fire Service staff	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	30-Mar-22	30-Mar-22	29-Apr-22	Libraries	12:20pm		Police, Fire Service	Minor	Moderate	Possible			
Med	Young man talking inappropriately to a teenage woman and touching her hand	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	20-Apr-22	20-Apr-22	20-May-22	Libraries	4.30pm	Young Adult area of Library	No.	Moderate	Moderate	Possible	Continue to remind staff to be alert for unusual behaviour like this and ensure they are visible on the floor when assigned roving duties. This incident was dealt with well at the time.		

Low	Disruptive and hostile behaviour from customers in the children's library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	5-May-22	5-May-22	4-Jul-22	Libraries	1pm	Children's Library		Insignificant	Minor	Unlikely	Good process followed, and staff were well supported from colleagues.	28-Jul-22	
Low	Incident outside the library - children approached by stranger	1. Health & Safety Incident	Security	General Security Incident	Libraries	12-May-22	16-May-22	15-Jul-22	Libraries	11:30am		Police called	Insignificant	Moderate	Unlikely	Good practice and process followed - no further comment	28-Jul-22	
Low	Aggressive unmasked customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	1-Jun-22	1-Jun-22	31-Jul-22	Libraries	1400 approx	Kiosk	no	Insignificant	Minor	Unlikely	Spoke with █████ - she has followed correct procedure. No further action recommended.	8-Aug-22	
Med	Intimidating customer in the library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	4-Jun-22	4-Jun-22	4-Jul-22	Libraries	12pm			Insignificant	Insignificant	Unlikely	The actions taken immediately after the incident resolved the situation, i.e ensuring that the JPs felt safe leaving the building. █████ is well known to library staff and his future behaviour will be monitored	20-Jun-22	
Low	Woman handing out anti-drag fliers/attending and recording living library event	1. Health & Safety Incident	Security	Difficult Customer	Libraries	7-Jun-22	7-Jun-22	6-Aug-22	Libraries	3.45pm	Childrens Library/Library entrance	Police	Moderate	Moderate	Unlikely	Have spoken to police officer who attended the event. He spoke to the woman as she left the event and reiterated that we did not appreciate her handing out fliers to customers as they attempted to enter the library and had specifically told her not to record anything before the event began. She told him she hadn't recorded anything. █████ reported that she had eventually stopped recording once she was alerted that Police were in the library. She did not cause any interruption during the event other than this. I am grateful Police attended and waited to speak to this woman after the event had ended rather than disrupting it in any way which was what she was likely aiming for.	13-Jun-22	
Low	Mans phone stolen in the library	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	8-Jun-22	8-Jun-22	7-Aug-22	Libraries	1.30pm	Fiction area	yes - by customer	Nil	Insignificant	Rare	Have seen this customer since. He made a police report but he did not get his phone back. Police didn't attend as we didn't have footage of the incident. █████	13-Jun-22	
Low	A group smoking and drinking nearby the Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	8-Jun-22	8-Jun-22	7-Aug-22	Libraries	3.40pm	Beside Halifax doors to the Library	None	Insignificant	Minor	Possible	Dealt with well by █████ - no further actions needed.	8-Aug-22	
Low	Stoke Library customer behaving unpleasantly	1. Health & Safety Incident	Security	Difficult Customer	Libraries	11-Jun-22	14-Jun-22	13-Aug-22	Libraries				Insignificant	Minor	Possible	We have assured staff it is OK to call the police if this happens again - though part of the reason they didn't is because it was close to closing and they were able to get him to leave. █████ is a regular computer user at ETL (has moved to Stoke Library due the recent ETL closure) and we have a number of recorded occasions where we have asked him to leave due to drinking in the Library (against Library Code of Conduct). He has a tendency to become loud and disruptive as he drinks. The majority of time he leaves with no issue, though we are aware he can become aggressive. On 14 June, the Library Safety Officer went to Stoke Library to speak to him, letting him know that if he continued to drink in the Library he would be trespassed. He didn't take this news very well. In discussion with █████ we have decided to prepare trespass papers. It looks as though he is continuing his pattern of drinking at Stoke Library	20-Jun-22	

Low	Difficult customer at Stoke Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	18-Jun-22	18-Jun-22	17-Aug-22	Libraries	12pm - 4pm		Police - Incident number P050955802	Insignificant	Minor	Possible	Process followed, and a fairly minor consequence. Part of an ongoing series of incidents involving the same customer - have incorporated this incident with the others.	28-Jul-22	
Low	2 children cause disturbance at Pop Up library entrance	1. Health & Safety Incident	Security	Difficult Customer	Libraries	3-Aug-22	3-Aug-22	2-Oct-22	Libraries	5.30pm	Pop Up Library entrance		Nil	Insignificant	Rare	It's too easy for all the large blocks to end up in the little kids' playground. We'll talk to the Parks team about getting a temporary fence across + asking Nelmac to clear the large blocks regularly.	8-Aug-22	19-Mar-24
High	Threats made to NCC and TDC Mayors	1. Health & Safety Incident	Security	General Security Incident	Civic House	19-Aug-22	19-Aug-22	2-Sep-22				POLICE	Nil	Major	Rare	Police have advised that risk to Council staff is very low. Manager EIL was informed as person is know to EIL staff. Further threats made to another NCC Councillor of the same nature. No further action recommended based on advice from Police. person was arrested and bail conditions included not approaching council offices or elected members.	20-Sep-22	20-Sep-22
Low	Customer upset over being asked to wear a mask	1. Health & Safety Incident	Security	Difficult Customer	Libraries	24-Aug-22	24-Aug-22	23-Oct-22	Libraries	2:50pm			Insignificant	Minor	Possible	Spoke with staff involved after the event. Good practice followed, and no further comment.	8-Sep-22	
Low	Disagreement btwn 2 customers & distressed young woman	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-Aug-22	30-Aug-22	29-Oct-22	Libraries	10.30am Approx.	Front area of library - front counter		Insignificant	Minor	Unlikely	Sounds like [REDACTED] and staff did a great job here - going to WINZ would likely probably the best outcome for her as while we can help get people to access their online banking, we cannot be involved in assisting with transactions etc. Advice to go to police was excellent and going the extra mile with providing Women's Refuge number and offering the library space to return to if in future need of respite were excellent. additions, hopefully she takes you up on it and can be assisted further or partnered with relevant assistance.	1-Sep-22	
Med	Aggressive customer in Pop Up Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	5-Sep-22	5-Sep-22	5-Oct-22	Libraries	3:45pm	Pop Up Kiosk		Insignificant	Minor	Possible	His name is [REDACTED], and he lives at [REDACTED] [REDACTED] is known to people involved in Skinny Jump service, and has been refused further help with the service due to a history of losing/damaging equipment and using false names to re-enroll. First time he has been verbally abusive. Will re-assess if he continues to obtain Skinny Jump services or if he is abusive towards staff.	10-Sep-22	
Low	Customer with inappropriate comments/enquiry	1. Health & Safety Incident	Security	Difficult Customer	Libraries	13-Sep-22	13-Sep-22	12-Nov-22	Libraries	2.00pm approx	Stoke Library		Insignificant	Minor	Rare			
Low	Regular customer consistently harassing/insulting staff	1. Health & Safety Incident	Security	Difficult Customer	Libraries	14-Sep-22	14-Sep-22	13-Nov-22	Libraries	1.30pm	Pop up library desk		Minor	Moderate	Possible	After some discussion we have decided to give [REDACTED] a letter from [REDACTED] which will outline that we are happy for her to continue to use the library but that we have expectations for her behaviour toward our staff when she is here. Essentially that she not mention decisions to wear masks, keep distance or remain behind screens (basically Covid is not a necessary topic for us to be discussing with her). This is necessary at this stage as she has had many unofficial warnings as well as one proper verbal warning about being trespassed if she were not to be respectful to staff. This will likely be given to her along with a conversation. Will update when this occurs.	27-Sep-22	

Low	Irate Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	20-Sep-22	23-Sep-22	22-Nov-22	Customer & Information Services	10:15AM			Insignificant	Minor	Possible			
Low	Intoxicated people by the library	1. Health & Safety Incident	Security	General Security Incident	Libraries	24-Sep-22	24-Sep-22	23-Nov-22	Libraries	9.45am	Playground behind the library	105 police	Insignificant	Minor	Possible	The issue was dealt with appropriately and the police were called. Recommended action was to remind all staff of process for calling emergency and non-emergency police no., depending on severity of situation - and to remind all staff of Council's alcohol-free zones	14-Feb-23	
Low	Men drinking outside library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	24-Sep-22	27-Sep-22	26-Nov-22	Libraries		Library carpark, river walk	Police	Insignificant	Minor	Unlikely	The actions of staff were preventative, and the action taken was effective as the police arrived promptly. There is now a printout of the CBD Alcohol Ban Area in the returns room, and corresponding ones at Stoke and Nightingale. This will assist staff unsure about whether to call police if people are seen drinking in the vicinity of our libraries.	29-Sep-22	
Low	Unaccompanied bag left in base of clocktower	1. Health & Safety Incident	Security	General Security Incident	Civic House	27-Sep-22	28-Sep-22	27-Nov-22			base of clocktower by lift doors		Nil	Insignificant	Unlikely	DX mail informed and advised was a security concern. Bag removed to CSC for collection. Reporting staff member acknowledged.	28-Sep-22	28-Sep-22
Med	Distressed / Suicidal Customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	22-Sep-22	28-Sep-22	28-Oct-22	Libraries	4pm	Mostly outside library - lawn & library computer area	Police	Insignificant	Minor	Possible	Spoke to [REDACTED] about this incident. She wondered whether calling police was the right move to which I said absolutely. While there are emergency mental health numbers, the police will respond much faster to someone in distress and then follow up with mental health services if necessary. The man was in a bad way and [REDACTED] and the cleaner were all concerned for his wellbeing. As they left at closing time it was a small relief to know that Police had said they would head out and look for the man. Possibly the same man attended ETL the following day where [REDACTED] saw him having a loud and distressing conversation on a laptop where he again shouted "I may as well be dead". This customer is definitely one to keep an eye out for while he is in Nelson, as he is stuck here without his medication apparently, so if we see him again having a meltdown it would be worth contacting police so that they could take him to hospital to sort that out. [REDACTED]	29-Sep-22	3-Oct-22
Low	Irate Customer [REDACTED] s.7(2)(a) - Disruptive Language and behaviour	1. Health & Safety Incident	Security	Difficult Customer	Civic House	29-Sep-22	29-Sep-22	28-Nov-22	Customer & Information Services	11:10AM	Front Counter		Insignificant	Insignificant	Possible	I have met today with [REDACTED] to discuss what happened at the counter, I asked if he felt supported during and after the event and how it made him feel. He was away from work the next few days so I wanted to know if this may have been related in anyway and he said it was but he said he felt supported by the FOH team at the time and afterwards by [REDACTED]. (I was on sick leave so unaware). He did not need me to do anything further.	6-Oct-22	
Low	Conversation/attempt to give [REDACTED] her letter about library behaviour	1. Health & Safety Incident	Security	Difficult Customer	Libraries	12-Oct-22	13-Oct-22	12-Dec-22	Libraries	4pm	Outside the library	no	Moderate	Moderate	Likely	Letter has [REDACTED]	18-Oct-22	
Low	Angry man outside library	1. Health & Safety Incident	Security	General Security Incident	Libraries	26-Oct-22	26-Oct-22	25-Dec-22	Libraries	2pm		Police	Insignificant	Insignificant	Rare	NFA - procedure followed	17-Nov-22	

Med	Customer behaviour results in library evacuation	1. Health & Safety Incident	Security	Difficult Customer	Libraries	21-Oct-22	26-Oct-22	25-Nov-22	Libraries	16:00-17:10 approx	Computer area	Police	Moderate	Moderate	Possible	Debriefed with staff over the weekend - good procedure and professional judgment followed, and it commendable that they were able to act swiftly without physical injury to staff and customers. Customer identified as [REDACTED] - he has since been trespassed from all three libraries as of 22 October 2022 for 2 years. We had previously had approved a trespass order for [REDACTED], however enough time had passed between authorisation and the opportunity to serve the notice rendered it challengeable, and it was not served. [REDACTED] continued to use the libraries without significant behavioural issues until this incident. [REDACTED] has caught up with affected staff, and received feedback on the handling of individuals such as [REDACTED], and we have actions to address as far as communication with staff and addressing challenging behaviour from customers.	1-Nov-22	
Low	Aggravated customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	31-Oct-22	31-Oct-22	30-Dec-22	Libraries	12:00 pm		Police	Nil	Insignificant	Unlikely	Police were called and there was no further action needed. Customer did not return.	13-Sep-23	
Low	Inappropriate behaviour in Elma Turner Library Pop-up	1. Health & Safety Incident	Security	Difficult Customer	Libraries	7-Nov-22	7-Nov-22	6-Jan-23	Libraries	14:30	Pop-Up		Minor	Minor	Possible	The customer was spoken to and staff advised about eratic behaviour.	14-Feb-23	
Low	couple arguing, using loud offensive language in children's library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	7-Nov-22	8-Nov-22	7-Jan-23	Libraries	3.30pm	Childrens Library		Nil	Minor	Possible			
Low	S.7(2)(a) - response to letter re behaviour in library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	8-Nov-22	8-Nov-22	31-Oct-24	Libraries	15:00	Pop-up		Insignificant	Insignificant	Possible	The matter has been discussed with the Library Manager who will talk to the customer and ensure the letter advising of inappropriate behaviour is delivered.		
Low	Public drinking outside of Stoke Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	10-Nov-22	10-Nov-22	9-Jan-23	Libraries	12:45pm	Benches outside the library on Putaitai Street		Nil	Minor	Possible	No significant incident occurred due to proactive action of staff.	29-Nov-22	29-Nov-22
Low	Drugged Person in CSC	1. Health & Safety Incident	Security	General Security Incident	Civic House	2-Dec-22	2-Dec-22	31-Jan-23	Customer & Information Services	10.55 am			Insignificant	Moderate	Possible			
Low	Tripping hazard - wire on step leading into pop-up main entry	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	4-Dec-22	4-Dec-22	2-Feb-23	Libraries	12.30pm	Pop-Up entry		Moderate	Moderate	Possible			
Low	Dog fight & anti-social behaviour at Elma Turner Pop-up library	1. Health & Safety Incident	Security	General Security Incident	Libraries	19-Dec-22	19-Dec-22	17-Feb-23	Libraries	3:10pm	Outside the pop-up		Insignificant	Minor	Possible	Safe process followed - known issue of access to the Pop-up is easily blocked, and dogs create a hazard there.	24-Jan-23	

Low	Customer Interaction - Threatening Behaviour Verbal and Body Language	1. Health & Safety Incident	Security	Difficult Customer	Civic House	23-Dec-22	23-Dec-22	21-Feb-23	Customer & Information Services	12.2	Front Counter		Nil	Minor	Unlikely	█ reported the incident to me as Team Leader at the time. The customer, █ █ - came into the CSC on the day to lodge a complaint that NCC were flying the Ukrainian Flag alongside our other flags on the front of Civic House at Level 1. █ reported that he stated that it is a very offensive thing to do and that it should be taken down. The █ was raised, was assigned and is currently being investigated by █. Before he left the premise, █ reported the customer as saying, "that we should be very lucky that this is coming from a concerned local citizen rather than a political source from overseas, as we could be hearing from them very soon", intermingling that we may be hearing something from overseas, assuming to be Russia. The customer would not provide his mobile phone number however but on leaving the premise continued stating that he will be back...in the New Year to reassess this. █ reported his status, body language and verbal speech was threatening/passive aggressive.	5-Jan-23	9-Jan-23
Low	Inappropriate language and comments in the library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	31-Dec-22	31-Dec-22	1-Mar-23	Libraries	12:15pm	Just outside Pop-up Library		Nil	Insignificant	Possible			
Low	Verbal altercation in Library carpark	1. Health & Safety Incident	Security	General Security Incident	Libraries	4-Jan-23	4-Jan-23	5-Mar-23	Libraries			Police - 111	Insignificant	Minor	Rare	No specific action required, Closed by █	5-Jan-23	5-Jan-23
Low	Customer getting annoyed with unaccompanied children.	1. Health & Safety Incident	Security	General Security Incident	Libraries	11-Jan-23	12-Jan-23	13-Mar-23	Libraries	2pm	Pop-up Library - Computer area		Nil	Minor	Possible			
Low	Trespassed person entered the library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	26-Jan-23	27-Jan-23	28-Mar-23	Libraries	5:45pm	Pop up extension	Police, via 105 online report	Nil	Minor	Possible	Process followed - no significant outcome	2-Oct-23	2-Oct-23
Low	Verbally abusive comments directed towards staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	28-Jan-23	28-Jan-23	29-Mar-23	Libraries	11:45am	Children's Library		Insignificant	Minor	Possible	Spoke with █ after the event, and she is otherwise fine, and ask if she needs emergency assistance, to call for a team leader, (as it's not mistaken for business as usual) Security footage doesn't give a clear picture.	7-Feb-23	2-Oct-23
Low	Man persistently talking to young lady (backpacker)	1. Health & Safety Incident	Security	Difficult Customer	Libraries	3-Feb-23	9-Feb-23	10-Apr-23	Libraries		APNK Computers, Pop-up extension		Insignificant	Moderate	Possible	This was handled appropriately, nothing further required. NB: █ has created a spreadsheet for daily incidents such as this so that staff are aware of things happening during the week and can keep abreast of things and people to look out for.	17-Mar-23	
Low	Rough Sleeper in Staff entrance way	1. Health & Safety Incident	Security	Difficult Customer	Civic House	17-Feb-23	17-Feb-23	18-Apr-23	Customer & Information Services	7:30 am	Chamber Entrance		Insignificant	Moderate	Possible	█ and I approached the rough sleeper who was sleeping on the pavement in the entrance to the Clock Tower. We woke him. He was compliant. He woke and picked up the cigarette butts that he had left lying on the pavement. He placed his sleeping bag into a supermarket trolley which was also in the entrance to the clock tower. He moved and arranged himself before moving on. No further action was necessary. He appeared intoxicated or under the influence of drugs but there was no evidence surrounding him. He moved on without incident.	21-Feb-23	

Low	Unattended child at Elma Turner Library at closing time	1. Health & Safety Incident	Security	General Security Incident	Libraries	16-Feb-23	17-Feb-23	18-Apr-23	Libraries	6:15pm			Nil	Minor	Unlikely	Follow up by [REDACTED] Same child [REDACTED] on the weekend of March 12th spent the day in the library and asked an older gentleman next to him if he wanted to play with him. The man let staff know: [REDACTED] Just following up on the incident on the weekend where customer [REDACTED] shared concerns with [REDACTED] about unattended child [REDACTED] inviting him to play computer games together. There have been previous concerns for [REDACTED] (long hours unattended on computer, strange adult male with Pokemon cards incident, left behind at closing time) some of which are on the log book. Have called mum [REDACTED] [REDACTED] left message inviting a conversation about our concerns for [REDACTED] safety in the library. Called Tahunanui School (thought that's where he went but he doesn't), was advised by principal to try [REDACTED] on [REDACTED] She took the details and will find the correct person to pass it on to. Happy for	13-Mar-23	
Low	Shirtless man acting strange	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	23-Feb-23	23-Feb-23	24-Apr-23	Libraries	1.40pm			Insignificant	Moderate	Possible	Minor incident which ended without staff intervention. Have discussed with [REDACTED]	15-May-23	30-Jun-23
Low	Trespassed Person probably visited Stoke Library Tues 28 Feb 2023	1. Health & Safety Incident	Security	Difficult Customer	Libraries	28-Feb-23	1-Mar-23	30-Apr-23	Libraries	12.30pm	Main door to Library		Nil	Minor	Possible	Discussed at LMT and communicated to all staff that [REDACTED] is actively trespassed until September this year and should be asked to leave should he attend any of the library branches.	17-Mar-23	
Low	Aggressive Customer Interaction	1. Health & Safety Incident	Security	Difficult Customer	Civic House	6-Mar-23	6-Mar-23	5-May-23	Customer & Information Services	9:30am			Nil	Minor	Possible	Spoke to [REDACTED]. She was at the counter and the customer approached the counter. He was immediately quite loud. He said 'I have been abusing people outside. If you could hear a man shouting, it was me'. He proceeded to rant about Housing NZ and his neighbors doing drugs and being	9-Mar-23	
Low	Customer behaving inappropriately to staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	10-Mar-23	10-Mar-23	31-Oct-23	Libraries				Minor	Moderate	Possible	[REDACTED] 24 Mar 2023 [REDACTED] and I were able to talk to [REDACTED] when he came into the library on Friday 23 March around 11.20am to collect a note which had accidentally been left on our scanner earlier in the week. He said that he has been passing on notes for one of our staff as he does not have a phone or email and it is his only way of communicating with	21-Mar-24	21-Mar-24
Low	Abusive phone call from customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-Mar-23	15-Mar-23	14-May-23	Libraries	4.55pm	Returns Room of Elma Turner Library		Insignificant	Minor	Possible	'- This person has called CSC previously apparently - His phone number is [REDACTED] - I called [REDACTED] on Thursday 16th - he is strongly against "Drag Queen Storytime", as [REDACTED] has related. Concerned it exposes children to sexualized content and concern about sex offenders doing the story telling. I explained while we did not have a rainbow storytime currently scheduled, we follow appropriate police checking procedures and the aim of the	17-Mar-23	19-Oct-23
Low	Trespassed person outside library	1. Health & Safety Incident	Security	General Security Incident	Libraries	8-Apr-23	8-Apr-23	31-Oct-23	Libraries	2.45pm		Police	Insignificant	Minor	Possible			
Low	Racial abuse towards staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	2-Apr-23	11-Apr-23	10-Jun-23	Libraries				Minor	Minor	Possible	Please advise if any further action for this event or if this can be closed. Thanks [REDACTED] (H&S).	19-Mar-24	19-Mar-24

Low	Angry and Agitated Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	17-Apr-23	17-Apr-23	16-Jun-23	Customer & Information Services	11.30am	CSC - counter 4		Insignificant	Insignificant	Possible	████ has provided an excellent summary of the events. I intervened and asked the customer to speak with me off to the side in the CSC area under the CCTV at the Halifax Street exit. The customer calmed down and stopped swearing. He explained that he had been trespassed from the Library and that he was not happy that he had bee trespassed from the Library for the last year and a half. After the customer left having been satisfied with our conversation, I spoke with █████ at the Library who briefed me on the trespass order. She mentioned that the customer had been trespassed before and had asked for this to be revoked which it had been the time before. He explained that he had children and wanted them to enjoy the library but were unable to do so as he had been trespassed. There is no evidence to suggest that he has children but once he calmed down, he left the premise without incident. I believe he is of low risk and can be spoken with if and when he visits next, if at all.	20-Apr-23	25-Oct-23
Low	Drunk and abusive man in pop-up playground and briefly in Elma Turner Library	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	17-Apr-23	18-Apr-23	17-Jun-23	Libraries	17:30	Children's Library and pop-up children's playground	Police at approx 17:30pm	Insignificant	Minor	Possible	Appropriate action was taken at the time of the incident. Police were called and entrance door locked. All staff are regularly made aware of trespassed and problem customers and reminded about security procures	20-Apr-23	10-Nov-23
Low	Angry and Frustrated Customer	1. Health & Safety Incident	Security	General Security Incident	Civic House	24-Apr-23	24-Apr-23	23-Jun-23	Customer & Information Services	9.45am			Insignificant	Minor	Possible	I spoke with █████ about incident. He said a CSC TL spoke with customer on return to resolve issue. █████ said he is ok, that customer was visibly stressed, and disabled. I said i would look into tickets for him and can confirm that EIL cancelled the tickets with a warning.	27-Apr-23	
Low	Children left unattended in the library	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	26-Apr-23	26-Apr-23	31-Jul-23	Libraries	12:15pm	Children's Library		Nil	Minor	Unlikely			
Low	Trespassed person at Stoke Lib - left without problem.	1. Health & Safety Incident	Security	Difficult Customer	Libraries	1-May-23	1-May-23	30-Jun-23	Libraries	4:45pm	Computers		Nil	Minor	Possible	Handled well by the team and surprisingly, by █████ as well. █████	15-May-23	30-Jun-23
Low	Unaccompanied children in library at closing	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	4-May-23	5-May-23	4-Jul-23	Libraries	6:00pm			Nil	Moderate	Unlikely	Over time, we were able to make contact with the schools and parents of the two children, and this ceased to be an issue.	2-Oct-23	
Low	Unattended child at closing time at Elma Turner library	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	5-May-23	6-May-23	5-Jul-23	Libraries	18:00			Nil	Moderate	Possible	None required	16-May-23	30-Jun-23
Med	Unattended children left in library at closing	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	9-May-23	9-May-23	8-Jun-23	Libraries			Will file a 105 report for these incidents	Insignificant	Moderate	Unlikely	Library staff are proactively trying to manage this situation through the children, but are not making much progress at resolving this with the children. Library Management team met on Tuesday 9 May to discuss the situation, and agreed that if █████ or █████ is present at the library at closing, and has no adult present to accompany them home, that we would notify police through a 111 call. Relevant staff will be informed.	10-May-23	11-May-23
Low	3 Stoke School students being very noisy in Children's Area Stoke Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-May-23	15-May-23	14-Jul-23	Libraries	3.45pm	Stoke Library Childrens Area		Nil	Insignificant	Possible	Spoke to █████ about this. These kids have since been back to the library and have had no further problems with them █████	30-May-23	27-Jun-23

Low	SAFETY RISK - s.7(2)(a) - Dog Owner customer at the counter.	1. Health & Safety Incident	Security	Difficult Customer	Civic House	14-Jun-23	14-Jun-23	31-Oct-23	Customer & Information Services	Approx - 10.20am	Customer Service Centre - Front Counter	Duress Alarm	Nil	Insignificant	Likely	I was on the counter with [REDACTED] and I noticed that she was being challenged and having difficulty with the customer who was in the CSC with a Dog Registration and his dog had been impounded. He was becoming increasingly agitated so I stepped and removed [REDACTED] from the situation. I asked [REDACTED] as a senior and more experienced member of the CSC Staff to take over the transaction. I gave her a very quick briefing before removing [REDACTED] from the situation. The customer was - [REDACTED] - "SAFETY ISSUE" in our system. He was very agitated/fidgeting/and aggressive with his voice tones. [REDACTED] handed [REDACTED] the phone and left with me to the back of office. The phone was patched through to EIL. The customers dog was in the pound. CSC had no prior warning that the customer was coming in to the CSC. By the time I had returned to the counter after speaking with [REDACTED], I checked on [REDACTED] and the customer had left to calm down out side. This is when I was told that the panic alarm had been activated by counter staff and there were a small number of staff still in the		
Low	s.7(2)(a) - [REDACTED] entered Elma Turner Library	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Libraries	16-Jun-23	16-Jun-23	15-Aug-23	Libraries	1.40pm	Beside Children's Library desk.	105 logged.	Nil	Insignificant	Possible			
Low	Trespassed person in Elma Turner Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	30-Jun-23	30-Jun-23	29-Aug-23	Libraries	1:25pm	Pop-up library	NZ Police - 105 report	Nil	Minor	Unlikely	Process followed - staff seem aware of who he is now. Recommend informing staff that s.7(2)(a) - [REDACTED] is trying to use the library, and if he continues to breach the trespass order, we will look at re-issuing it.	3-Jul-23	10-Jul-23
Low	Disruptive customer in library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	3-Jul-23	3-Jul-23	1-Sep-23	Libraries	12:30pm			Nil	Insignificant	Possible	Process followed at the time	2-Oct-23	2-Oct-23
Low	Unaccompanied child being abusive to customers	1. Health & Safety Incident	Security	General Security Incident	Libraries	7-Jul-23	7-Jul-23	5-Sep-23	Libraries	3.20pm	Playground next to the library	Police	Insignificant	Insignificant	Likely	No further action required	22-Apr-24	
Low	Security Incident- Two young men intimidating the public outside Stoke Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	6-Jul-23	10-Jul-23	8-Sep-23	Libraries	1.45pm	Outside Stoke Library	Police	Insignificant	Minor	Possible	Good practice demonstrated by staff	2-Oct-23	2-Oct-23
Med	Male abusive customers and threatening to harm himself	1. Health & Safety Incident	Security	General Security Incident	Libraries	11-Jul-23	11-Jul-23	10-Aug-23	Libraries	2.30pm	Elma Turner Pop-up Library	Police	Insignificant	Minor	Possible	No further action required. Staff handled event well.	19-Mar-24	
Low	Highly Intoxicated person directly outside pop up playground.	1. Health & Safety Incident	Security	Difficult Customer	Libraries	30-Jul-23	30-Jul-23	28-Sep-23	Libraries	3.05 pm	boardwalk outside pop up park	police	Insignificant	Moderate	Possible	No further action required.	22-Apr-24	
Low	Customer requested 'Police Protection'	1. Health & Safety Incident	Security	General Security Incident	Libraries	31-Jul-23	31-Jul-23	29-Sep-23	Libraries	3pm	Front desk	Police	Nil	Minor	Unlikely	No further action required	22-Apr-24	
Low	Verbal Abuse at counter 2 female dog customers	1. Health & Safety Incident	Security	Difficult Customer	Civic House	1-Aug-23	1-Aug-23	30-Sep-23	Customer & Information Services	13.20 hours	Front Counter Customer Services Centre, Civic House		Nil	Minor	Likely	I have spoken to [REDACTED] and she has repeated to me what was in her initial Report. It was only one of the two woman who reacted as reported. Mother and daughter. In this instance, as per the procedure, [REDACTED] removed herself from the counter when the customer reacted the way she did. Unfortunately, as Team Leader, I was at lunch and not available, so another staff member took over serving the customer. I have spoken to the other staff member	13-Sep-23	

Low	Upset customer called CSC re bus timetables	1. Health & Safety Incident	Security	Difficult Customer	Civic House	10-Aug-23	11-Aug-23	10-Oct-23	Customer & Information Services	03:41pm	Call Center Level One		Nil	Insignificant	Likely	I listened to the call between customer and ^{s.7(2)(a) - P} I also spoke with the other Two CSOs that spoke with the customer that day. They did not need my help regarding impact of behaviour of customer. ^{s.7(2)(a) - P} handled the call well, and followed procedures for termination of a phone call. I also assisted Comms to get more timetables out to Motueka Library on Friday.	14-Aug-23	
Low	Public disturbance outside the library	1. Health & Safety Incident	Security	General Security Incident	Libraries	21-Aug-23	21-Aug-23	20-Oct-23	Libraries	8:30am	Halifax Street entrance	Police	Nil	Insignificant	Unlikely	No further action required, ok to close . ^{s.7(2)(a) - P}	21-Aug-23	21-Aug-23
Med	Customer forced open the main entrance doors to the CSC after hours	1. Health & Safety Incident	Security	General Security Incident	Civic House	24-Aug-23	25-Aug-23	24-Sep-23	Customer & Information Services	17:04hrs	Main Entrance Door to Civic House on Trafalgar Street	Police 105 report completed following day by ^{s.7(2)(a) - protect the}	Insignificant	Moderate	Unlikely	I feel that the risk rating of this incident undercooks the incident a bit as described by ^{s.7(2)(a) - P} the customer came to the door under the influence of drugs OR alcohol after we had closed. He was not a big man by any means but he was able to force the doors open with his hands and gain entry to the customer service centre		
Low	^{s.7(2)(a) - P} ^{s.7(2)(a) - P}	1. Health & Safety Incident	Security	Difficult Customer	Civic House	31-Aug-23	31-Aug-23	30-Oct-23	Customer & Information Services	3.30pm			Nil	Minor	Unlikely	This was handled by FOH Team Leader. It was also raised as a group discussion regarding the customer and how we manage his behaviour. The team have been reminded to lodge an incident if he causes distress/concern when dealing with us.	1-Sep-23	
Low	^{s.7(2)(a) - P} ^{s.7(2)(a) - P} Homeless Complaint	1. Health & Safety Incident	Security	Difficult Customer	Civic House	1-Sep-23	1-Sep-23	31-Oct-23	Customer & Information Services	12:30pm ish	Customer Service Center FOH		Insignificant	Minor	Unlikely	I have spoken with ^{s.7(2)(a) - P} regarding frequency of ^{s.7(2)(a) - P} visits and the disturbance he sometimes causes. ^{s.7(2)(a) - P} has since had an interaction with ^{s.7(2)(a) - P} advising him of his behaviour in CSC . Team are monitoring this and will keep ^{s.7(2)(a) - P} in the loop.	5-Sep-23	12-Sep-23
Low	^{s.7(2)(a) - P} - verbally aggressive in customer centre	1. Health & Safety Incident	Security	Difficult Customer	Civic House	4-Sep-23	4-Sep-23	3-Nov-23	Customer & Information Services	10.00am	Customer Service Centre		Minor	Moderate	Possible	^{s.7(2)(a) - P} is behaving better. no further action at this time		
Low	Conversation about appropriate physical boundaries with customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	31-Aug-23	8-Sep-23	7-Nov-23	Libraries	4:50pm	In the middle of the adult fiction shelves		Insignificant	Insignificant	Rare	We spoke with ^{s.7(2)(a) - P} mother and stepfather about these behaviours in September 2023 and they were to liaise with ^{s.7(2)(a) - P} caregivers around these issues. We haven't since had any serious issues with ^{s.7(2)(a) - P} No further action required.	3-Jul-24	
Low	agitated customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	12-Sep-23	12-Sep-23	11-Nov-23	Customer & Information Services		Customer service Centre		Moderate	Insignificant	Possible	^{s.7(2)(a) - P} is our cadet, the customer was visibly agitated, she passed the customer onto a senior staff member. Senior staff member has entered an incident as well, which ^{s.7(2)(a) - P} is following up. ^{s.7(2)(a) - P} was ok after the incident.	12-Sep-23	13-Sep-23

Med	Serving customer at the front counter for an impounded dog	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Civic House	12-Sep-23	12-Sep-23	12-Oct-23	Customer & Information Services	9.30am	Front Counter	No	Insignificant	Minor	Possible	While I was at the mail counter back of house, I could hear the customer raving to [REDACTED] who was on the counter. I stood by and listened for a while and over heard [REDACTED] call [REDACTED] from EIL. I did not want to intervene at this stage as I understood that [REDACTED] was on his way. I kept my distance but stayed close enough to intervene if I had to. I had the situation that if I was to intervene and then [REDACTED] arrived, it had the risk of creating a was upset clearly and continued to talk to [REDACTED] mentioning to her about the fact that someone he had been speaking to early said that they were [REDACTED]. He also mention wanting to speak with [REDACTED] and also to [REDACTED] but he meant [REDACTED]. I stayed close and when [REDACTED] arrived, he spoke with the customer. He wanted to know that his dog was alive and [REDACTED] assured him the dog was alive. He finally agreed to pay for the impound fee and kept saying that his dog was the equivalent to 120 years old. The customer paid and [REDACTED] agreed to meet the customer at the pound so he could collect his dog. He continued a short conversation with [REDACTED] before leaving via the Trafalgar Street	12-Sep-23	13-Sep-23
Med	SIMILAR TO EVENT TO I04262 - Dog Owner 20624 - s.7(2)(a) - Impound and Registration Fees Payment	1. Health & Safety Incident	Security	Difficult Customer	Civic House	14-Sep-23	14-Sep-23	14-Oct-23	Customer & Information Services	1205			Nil	Insignificant	Possible	Spoke with and spent some time with [REDACTED]. I was also present during the staff / customer interaction. Event happened as per [REDACTED] statement. The customer [REDACTED] was emotional throughout the interaction and broke down in tears a number of times. It was quite obvious that the main issues was the alleged interaction the customer reported having with an EIL Staff Member. He was verbally threatening toward the EIL staff member who [REDACTED] has named in her	20-Oct-23	24-Oct-23
Low	Man along river walkway yelling and swearing	1. Health & Safety Incident	Security	General Security Incident	Libraries	19-Sep-23	19-Sep-23	18-Nov-23	Libraries	12:55pm	River Walkway behind Library	Police	Nil	Insignificant	Possible	Ok to close no further action required good clear and consise report. [REDACTED]		
Low	Aggressive Dog Owner at the Counter	1. Health & Safety Incident	Security	Difficult Customer	Civic House	20-Sep-23	20-Sep-23	19-Nov-23	Customer & Information Services	15.30HRS	Customer Service Centre - Civic House Counter		Nil	Minor	Possible	Reporting staff identified concern that [REDACTED] didn't come to the counter when [REDACTED] asked for him (as he sounded agitated with her) - he sent [REDACTED] and also that [REDACTED] - was using his personal email to	20-Oct-23	24-Oct-23
Low	Bullying and angry Customer on the phone in the call centre	1. Health & Safety Incident	Security	Difficult Customer	Civic House	21-Sep-23	21-Sep-23	20-Nov-23	Customer & Information Services	12:30pm	Customer Service Centre Call Centre, Level 1	N/A	Insignificant	Minor	Possible	this incident was managed well		
Med	Agitated man threw his bike in the main entrance area, swore and then went to toilets, punched a hole in the wall.	1. Health & Safety Incident	Security	Difficult Customer	Libraries	23-Sep-23	23-Sep-23	23-Oct-23	Libraries	12.45pm	main entrance inside library at displays, and male toilets	police	Nil	Minor	Possible	Trespass processed.	18-Dec-23	18-Dec-23
High	Death threat	1. Health & Safety Incident	Security	Difficult Customer	Civic House	2-Oct-23	2-Oct-23	16-Oct-23	Customer & Information Services	09.25am			Insignificant	Major	Possible	parking wardens working in Pairs as Initial resonse by EIL - [REDACTED] No further actions recommended - [REDACTED]		
Low	Customoer verbally aggressive on phone	1. Health & Safety Incident	Security	Difficult Customer	Civic House	18-Oct-23	19-Oct-23	18-Dec-23	Customer & Information Services	15.25HRS	Phones - Call Centre		Insignificant	Minor	Unlikely	[REDACTED] dealt with this very well.		
Low	CSC Customer using aggressive tone and threatening to dump rubbish at CSC	1. Health & Safety Incident	Security	Difficult Customer	Civic House	19-Oct-23	19-Oct-23	18-Dec-23	Customer & Information Services	10.58am	Customer Service Centre - Counter		Insignificant	Minor	Unlikely	Nelmac was called to check the bin. Customer never returned and never followed through on the threat.		

Low	Verbal abuse from transfer stn customer	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	5-Nov-23	10-Nov-23	9-Jan-24	Customer & Information Services	around 2pm			Insignificant	Moderate	Unlikely	From talking to other staff, this customer was very abusive. I rang [REDACTED] the next day (after [REDACTED] alerted me) to check on her. [REDACTED] was very shaken at the time, but was fine after getting home and talking to her partner. Transfer station staff know they do not have to take this abuse and we have gone over the procedures for difficult customers. They have confirmed they will get license plate numbers where they can. And report straight to me.	15-Nov-23	16-Nov-23
Low	Theft of customer's phone	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	13-Nov-23	13-Nov-23	12-Jan-24	Libraries				Nil	Insignificant	Unlikely	Closed by [REDACTED] No further action required.		
Low	Disruptive Library customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-Nov-23	15-Nov-23	14-Jan-24	Libraries	1pm	inside the library		Insignificant	Moderate	Possible	Police notified of event through 105 service, Improvement registers, and staff logbook detail available to all staff so they are aware of the incident. Staff managed the event well, but two changes needed in future: if staff ever need to lock the doors due to unpredictable customer behaviour, staff should be calling the police. And for all events of this nature, staff at the branch need to call into Elma Turner Library to speak with LMT about the issue. This allows LMT to support staff through next steps. Staff involved have been spoken with about this, and all staff have been reminded at a full staff meeting.	12-Mar-24	12-Mar-24
Low	Abusive customer potentially recording kiosk staff	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	28-Nov-23	28-Nov-23	27-Jan-24	Customer & Information Services	11:30	At kiosk window		Insignificant	Minor	Unlikely	[REDACTED] and [REDACTED] stayed in the kiosk so were safe. Refused to continue interaction with angry customer (correct action). I have talked to [REDACTED] previously about the increase in aggressive customers and we are in the process of putting some more health and safety in place in 2 ways. firstly we are going to try and put a sign up advising customers that their license place numbers may be used to contact them. We are also going to organize and extra person to be based at the hoppers for last couple of weeks of Dec until around the end of January to hopefully stop a lot of bad and dangerous behavior.	30-Nov-23	30-Nov-23
Low	Homeless Customer came in asking for butter knife	1. Health & Safety Incident	Security	Difficult Customer	Civic House	1-Dec-23	1-Dec-23	30-Jan-24	Customer & Information Services	1/12/2023 16:25	Customer service Centre		Nil	Minor	Possible	I was called to the counter to address a customer who had asked for a knife. He did express he wanted a 'butter knife' to change a tire on his bicycle. He had been told by the CSA on the counter ([REDACTED]) that we were not permitted to give him a knife. He started to get agitated and I explained further that we could not comply with his request. He then left the building but as he did so, began thumping on the main windows to the front of Civic House as he walked away. I followed him as he went to the repair station located at the end of the bike stands where he proceeded to repair his bike. No further action was necessary. He has calmed down. I went back to the counter and spoke with [REDACTED] and offered her assistance and to make sure she was okay. She stated that all was fine and thanked me for my intervention.	15-Dec-23	

Low	Security Event in carpark at Elma Turner Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	9-Dec-23	12-Dec-23	10-Feb-24	Libraries	10:05AM	Carpark outside Elma Turner Library	Police	Nil	Moderate	Possible	Correct procedure followed by staff, and everything has been reported. There is a possibility that this man is linked to some other security incidents we have experienced, so we need to ascertain if it's the same guy.	14-Dec-23	14-Dec-23
Low	Trespassed customer entered the library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	17-Dec-23	17-Dec-23	15-Feb-24	Libraries	1:20pm	Elma Turner Library	Police	Nil	Insignificant	Rare	Has been added to a 105 call for ██████ as he has entered the library several times since his trespass. Police event ██████		
Low	Intimidating behaviour from man outside Children's Library entrance	1. Health & Safety Incident	Security	Difficult Customer	Libraries	3-Jan-24	3-Jan-24	3-Mar-24	Libraries	9:30	Children's Library Entrance/Pop-Up Park	Police	Nil	Moderate	Unlikely	Logged incident for Libraries staff to be aware of and updated them in in-person briefings. No further action required.	4-Jan-24	4-Jan-24
Low	Very angry man disturbing peace outside Stoke Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	18-Jan-24	18-Jan-24	18-Mar-24	Libraries	4.45pm	On Street outside Stoke Library - Putaitai St & Neale Ave	Police	Nil	Insignificant	Possible	Staff handled situation appropriately.	9-Apr-24	9-Apr-24
Low	Man & Woman very heated argument - disturbing the peace outside Stoke Lib. Outside Library - Neale Avenue Monday 22 Jan 2024, 12.45pm	1. Health & Safety Incident	Security	General Security Incident	Libraries	22-Jan-24	22-Jan-24	22-Mar-24	Libraries	12:45pm	On Street outside Stoke Lib - Putaitai St & Neale Ave	Police	Nil	Minor	Possible	Staff handled situation appropriately.	9-Apr-24	
Med	inappropriate customer attention	1. Health & Safety Incident	Security	Difficult Customer	Libraries	23-Jan-24	23-Jan-24	22-Feb-24	Libraries	12.3			Insignificant	Minor	Possible	No further action required. Staff vigilant about closing and safety.	9-Apr-24	
Low	man in newspaper area swore at staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	22-Jan-24	23-Jan-24	23-Mar-24	Libraries	1.10pm	newspaper area		Nil	Minor	Possible	No further action required.	17-May-24	
Med	Customer gave Verbal Threat At Counter	1. Health & Safety Incident	Security	Difficult Customer	Civic House	22-Feb-24	22-Feb-24	23-Mar-24	Customer & Information Services	13.45HRS	Customer Service Centre - Counter	Not Required	Insignificant	Moderate	Unlikely	██████ came down, customer was fine	2-May-24	
Low	Unhappy Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	28-Feb-24	28-Feb-24	28-Apr-24	Customer & Information Services	around 11.30 am 28 Feb2024			Nil	Minor	Possible	██████ had calmed down by the time I got out there. I reopened a SR for governance to call him and he left with no drama. I checked on ██████ and sent her off for an early lunch. she did everything correctly and very impressed with how she let the customer know she no longer felt comfortable serving him and called for a team leader. Governance and ██████ offered to come and talk to ██████ if he came in to CSC again	2-May-24	
Low	Customer making racist comments	1. Health & Safety Incident	Security	Difficult Customer	Civic House	28-Feb-24	28-Feb-24	28-Apr-24	Customer & Information Services	3.05pm	Online and phone area		Nil	Minor	Unlikely	TL ██████ had spoke with ██████ making sure she was okay after this call, and if we need to provide her with any more assistance after the call was taken. She has confirmed no she is fine and does not need anything. I spoke with ██████ checking if she was fine after the call and took a small break after the call. She had confirmed she was fine and did not need any assistance or any more support from us. No further action	5-Mar-24	

Low	Potential Security Incident - Library talk	1. Health & Safety Incident	Security	Hate Motivated Behaviour	Libraries	5-Mar-24	6-Mar-24	5-May-24	Libraries				Nil	Minor	Unlikely	Library staff prepared a risk management plan for the event, contacted local police, and kept lines of communication open with event attendees. NCC staff attended the event, and made plans in case of disruption. We received some online messages from people opposed to the event, though not genuinely identifiable as a legitimate complaint or concern, but online trolling and copy/pasting, and we did not respond, and hid/deleted public comments. We received nothing in person either before or on the day. All associated documents and messages can be found in Sharepoint: Library Mangement/Documents/Children and Young Adults/Author Visits, [REDACTED] March 2024	14-Mar-24	14-Mar-24
Low	Customer Service altercation	1. Health & Safety Incident	Security	Difficult Customer	Civic House	8-Mar-24	8-Mar-24	7-May-24	Transport & Solid Waste	9:15 am	in Customer Service center at setting area		Insignificant	Minor	Possible	Improved signage and barriers at bus hub have been installed to reduce risk of pedestrians entering an area with hazards (wheel stops) where this customers wife tripped. [REDACTED] is receiving leadership training which will assist him in future with empathizing and de-escalation the customers reactions	1-Jul-24	
Low	Unwanted customer contact	1. Health & Safety Incident	Security	Difficult Customer	Libraries	6-Mar-24	12-Mar-24	11-May-24	Libraries	Midday	Elam Turner		Insignificant	Insignificant	Unlikely	No further action required.	4-Jun-24	
Med	Customer arguing loudly with staff caused disruption at Elma Turner Library - Police called	1. Health & Safety Incident	Security	Difficult Customer	Libraries	9-Apr-24	9-Apr-24	9-May-24	Libraries	3:30pm		Police	Insignificant	Minor	Likely	[REDACTED] and [REDACTED] met with [REDACTED] 23 April 2024. We listened to her concerns around the way Libraries staff handled the incident. We tried to give her a letter (attached) outlining our behavioural expectations in the future and possible consequences (e.g. trespass) if such an incident occurred again. [REDACTED] would not take the letter, however [REDACTED] read it out to her.	3-Jul-24	
Low	Verbal and physical altercation in the carpark - police called	1. Health & Safety Incident	Security	General Security Incident	Libraries	6-May-24	6-May-24	5-Jul-24	Libraries	1:00pm	Carpark	Police	Insignificant	Minor	Possible	Police attended the scene very quickly, though it appeared to have deescalated by then. They didn't appear to be library users, but I didn't do an exhaustive search of the security camera footage, and I didn't recognise either of them. I also checked our footage from this morning, as we had a staff comment about a couple who were behaving erratically in the library around 10am, but they were not the same people.	8-May-24	8-May-24
Low	Threatening Customer	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Solid Waste	14-May-24	14-May-24	13-Jul-24	Customer & Information Services	12:44:30			Nil	Minor	Possible	Customer was verbally abusive to [REDACTED] and then reached through the window to try and drag him out. [REDACTED] hit the panic alarm and refused to serve the customer. [REDACTED] contacted [REDACTED] and [REDACTED] at NCC to let them know.	14-May-24	14-May-24

Low	Abusive Group of customers	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	15-May-24	15-May-24	14-Jul-24	Customer & Information Services	2:00				Insignificant	Minor	Unlikely	License plate [REDACTED]. Group of youth abusive to [REDACTED], she refused service and they still wouldn't leave and said they were going to dump it anyway for free. [REDACTED] was quite scared of them and didn't leave at the end of her shift, until she was sure they had left. Thanks to [REDACTED] at Fulton Hogan for the support!	16-May-24	16-May-24
Med	Threatening behaviour towards a customer	1. Health & Safety Incident	Security	General Security Incident	Libraries	4-Jun-24	4-Jun-24	4-Jul-24	Libraries	10:50am				Insignificant	Minor	Possible	Constable [REDACTED] came to the library about 2pm on Wednesday 5 June. He advised that the man had breached his bail conditions, and this is why he was arrested. He was unaware that there was an incident inside the library, and the woman did not make a complaint to the police about any kind of threat. [REDACTED] opinion that this was a domestic argument that spilled into the library.	5-Jun-24	6-Jun-24
Low	Heavily intoxicated man in Youth area of Elma Turner Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	5-Jun-24	6-Jun-24	5-Aug-24	Libraries	4.20pm	Young Adult area	Police	Nil	Insignificant	Possible	Staff managed the situation well. They monitored him so that he didn't fall or hurt himself.	12-Sep-24		
Med	Aggressive customer threatened staff member	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	16-Jun-24	17-Jun-24	17-Jul-24	Customer & Information Services	10.15am	transfer station kiosk	105 rung on Monday morning	Insignificant	Minor	Unlikely	Have put a police report through and have escalated to [REDACTED] for a trespass. Staff are fine	7-Aug-24	7-Aug-24	
Med	Repeated Intimidation by customer at transfer stn - trespass considered	1. Health & Safety Incident	Security	Person Identified as a Safety Risk	Solid Waste	24-Jun-24	24-Jun-24	24-Jul-24	Customer & Information Services	2:00	Kiosk		Nil	Insignificant	Possible	Trespass initially not completed due to inadequate clear warning, Police advised they were providing warning on 25/07/2024. Further incidents occurred in August: 6 August abusive gesture, and 7 August verbal abuse close to window. [REDACTED] can you please confirm that the two most recent Incidents occurred after the police spoke to [REDACTED] Do we have CCTV footage available for any of these incident. [REDACTED]			
Low	Child at Stoke Library offered vapes for sale.	1. Health & Safety Incident	Security	Difficult Customer	Libraries	29-Jun-24	2-Jul-24	31-Aug-24	Libraries	12:30pm	Inside Stoke Library - near front desk.	None contacted	Nil	Insignificant	Possible	Staff handled situaton appropriately.	12-Sep-24		
Low	Abusive customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	17-Jul-24	17-Jul-24	1-Oct-24	Customer & Information Services	11:48am	At the front counter		Insignificant	Insignificant	Possible	I was asked to come to the counter to help with a customer who was being abusive and exhibiting behavior bordering on discriminatory towards [REDACTED] who was servicing him. When I spoke with him at the counter, he was uncooperative and would not answer any question that would assist us in helping him. He was very insistent but kept changing the subject when asked for further information as to why he was at the CSC to see us and how we could help him. He eventually walked away from the counter and out the main entrance still in an angry manner, talking loudly to himself, obvious upset at 'something'. After he had left I checked in with [REDACTED] to make sure she was alright and she confirmed that she was fine. She needed no further support.			
Low	Difficult customer interaction	1. Health & Safety Incident	Security	Difficult Customer	Libraries	26-Jul-24	26-Jul-24	24-Sep-24	Libraries	10:45am	Foyer area		Insignificant	Insignificant	Possible	Situation managed appropriately. Relevant staff alerted to issues around room bookings.	12-Sep-24		
Med	Lockdown at all Libraries branches	1. Health & Safety Incident	Security	General Security Incident	Libraries	31-Jul-24	31-Jul-24	30-Aug-24	Libraries	1:20pm			Nil	Moderate	Unlikely	No further action required	19-Aug-24	20-Aug-24	
Low	waking a sleeper in the library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	1-Aug-24	1-Aug-24	20-Dec-24	Libraries	12.45pm	North end of library		Nil	Minor	Unlikely	Staff handled incident appropriately.	21-May-25	21-May-25	
Low	Angry customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	7-Aug-24	7-Aug-24	6-Oct-24	Customer & Information Services	12.43			Nil	Insignificant	Possible	No further action required, [REDACTED]	9-Aug-24	9-Aug-24	

Low	Conversation with customer inappropriate comments about staff	1. Health & Safety Incident	Security	Difficult Customer	Libraries	14-Aug-24	14-Aug-24	13-Oct-24	Libraries	1:00pm	Newspaper Area		Nil	Insignificant	Unlikely	The conversation with [REDACTED] went well enough - he did not deny the comments, and by the end of the conversation he seemed to accept my request to not behave in this way (though he wasn't in any way remorseful). He said he objected to being asked if he needed help by staff while he was in the library, as he took it as an implication that he was a predator. I did explain that this is intended as a proactive & helpful question we would ask anyone who was walking through looking like they needed help (as opposed to an accusation of predatory behaviour). Nothing in the conversations I had with staff involved in the incidents on 19 & 31 July suggested that they made any such implication.	19-Aug-24	19-Aug-24
Low	Intimidating customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	19-Aug-24	19-Aug-24	18-Oct-24	Libraries	10:05am			Nil	Insignificant	Unlikely	Spoke with staff involved, they were quite shaky after the interaction due to the customer's demeanor - we supported them to take time off the floor. Staff seem to have done their best to help the customer with his printing, providing the same service as they would to any other customer. When I spoke to the customer he could not give me specific examples of how we had racially discriminated against him, perhaps feels he is being overly scrutinised by staff. Feels that he has received the same treatment at a number of libraries and businesses in the region. CCTV image in libraries security folder for staff awareness - not a regular customer. No further action at this stage.	20-Aug-24	20-Aug-24
Low	Customer Filming in Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	19-Aug-24	19-Aug-24	18-Oct-24	Libraries	4:25pm			Insignificant	Insignificant	Unlikely	Discussed signage at Library Management Team meeting. Agreed no need for further signage around animals in the library. Clarified library expectations around customers filming in library.	9-Oct-24	9-Oct-24
Med	Verbal abuse over the phone	1. Health & Safety Incident	Security	Difficult Customer	Civic House	19-Aug-24	19-Aug-24	18-Sep-24	Customer & Information Services		Ruma Kea		Nil	Moderate	Unlikely	Removed [REDACTED] away from public area (Ruma Kea). Notified Staff not to call [REDACTED] out to counter. NFA	10-Sep-24	
Low	Aggressive man left cycle in foyer	1. Health & Safety Incident	Security	General Security Incident	Libraries	25-Aug-24	27-Aug-24	26-Oct-24	Libraries	15:45	Foyer/kiosk area	none	Insignificant	Moderate	Possible	Checked CCTV. Staff handled situation calmly and appropriately.	12-Sep-24	
Low	Intoxicated people around Nightingale Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	28-Aug-24	9-Sep-24	8-Nov-24	Libraries	3:30pm		Police	Insignificant	Insignificant	Unlikely	Incident dealt with reasonably by Libraries staff. No further action.	16-Sep-24	
Low	Disruptive and aggressive Youths in Library - Police called	1. Health & Safety Incident	Security	Difficult Customer	Libraries	13-Sep-24	16-Sep-24	15-Nov-24	Libraries		Main kiosk area of library	Police	Insignificant	Insignificant	Possible	Staff responded appropriately.	18-Oct-24	18-Oct-24
Low	Member of public verbally abusive to library staff	1. Health & Safety Incident	Security	Difficult Customer	Libraries	19-Sep-24	20-Sep-24	19-Nov-24	Libraries	9.45am			Nil	Minor	Possible	Library Team Leaders are aware of the incident and will talk to the customer next time she is in the library to warn her that this behaviour is unacceptable. As of Oct 8 she has not returned.		
Low	Anti-semitic graffiti	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	24-Sep-24	24-Sep-24	23-Nov-24	Libraries	10:30am	Men's toilet		Nil	Insignificant	Unlikely	Staff responded appropriately and quickly.	3-Dec-24	

Low	Verbally Abusive Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	30-Sep-24	1-Oct-24	30-Nov-24	Customer & Information Services	11:40	Customer Services Centre Nelson City Council	NA	Insignificant	Minor	Possible	I was in the office behind the mail area with [REDACTED] when [REDACTED] came in. She look visibly upset and [REDACTED] met her at the door to speak with her. She explained that she was dealing with a male customer who was shouting at her. While speaking with [REDACTED] became more upset explaining what was happening. [REDACTED] then said that she would go out to the counter to assist. I stayed in the office. I was sitting working at my desk and could hear the customer who's voice was becoming louder and louder. After [REDACTED] had been out at the counter for a number of minutes, and the loud voices had not appeared to have calmed down, I went and stood behind the partition at the end of the counter out of sight to observe. I stood there for a couple of minutes while the raised voice from the customer continued. I witnessed [REDACTED] who was serving a customer at the counter on this side of the concrete pillar. [REDACTED] left her customer and went beside [REDACTED] to ask the customer to please lower his voice as she could not hear her customer speaking. In a loud voice he claimed he was not shouting. I wanted to make sure [REDACTED] was okay and went and stood beside [REDACTED]	1-Oct-24	23-May-25
Low	Unhappy Parking Ticket Customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	2-Oct-24	2-Oct-24	1-Dec-24	Customer & Information Services	12.40 pm	Customer service front counter		Nil	Insignificant	Possible			
Low	Unacceptable behaviour from a customer - swearing and shouting	1. Health & Safety Incident	Security	Difficult Customer	Libraries	4-Oct-24	4-Oct-24	3-Dec-24	Libraries	1:30pm			Nil	Insignificant	Possible	Spoke with [REDACTED] to get the details - a case of mistaken identity, but [REDACTED] behaviour was still unacceptable for a simple misunderstanding. [REDACTED] now knows who he is, and she offered that next time she needs to identify a customer by name, she'll check with other staff to confirm.	21-Oct-24	21-Oct-24
Low	Intoxicated Aggressive Person In and Around Library, Children's Library Doors Locked, Police Called	1. Health & Safety Incident	Security	Difficult Customer	Libraries	14-Oct-24	15-Oct-24	14-Dec-24	Libraries	17:35	River walkway outside Elma Turner Library	Police (incident number [REDACTED] - protect the privacy of na)	Insignificant	Minor	Unlikely	Staff reacted appropriately - monitored, did not engage with him once he had left the library, prevented reentry and notified police. This person has since been identified as [REDACTED] who is now trespassed from Elma Turner Library due to a separate incident.	7-Nov-24	7-Nov-24
Low	Abusive Customer	1. Health & Safety Incident	Security	Difficult Customer	Libraries	6-Sep-24	15-Oct-24	14-Dec-24	Libraries	Between 1 & 3 pm	Kiosk, Elma Turner Library		Insignificant	Minor	Likely	Team Leader on the floor at the time managed the situation and checked in with affected staff member immediately afterwards. Let me know as staff member's Team Leader. LMT is aware of a pattern of behaviour similar to this from [REDACTED].	8-Nov-24	11-Nov-24
Low	Customer regularly sleeping in library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	16-Oct-24	16-Oct-24	31-Jan-25	Libraries				Nil	Insignificant	Rare	Have talked to Community Services and they are aware if this customer. He does have support and staff know to wake him if he falls asleep	3-Apr-25	3-Apr-25
Low	Group of youths yelling, swearing, playing loud sexual sounds on devices near children's library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	17-Oct-24	18-Oct-24	17-Dec-24	Libraries	1600	North end (fiction area) near the children's library	111	Insignificant	Insignificant	Unlikely	Staff responded appropriately to issue.	21-Oct-24	
Low	Disruptive customer on loud phone call	1. Health & Safety Incident	Security	Difficult Customer	Libraries	21-Oct-24	21-Oct-24	20-Dec-24	Libraries	14:20approx	Fiction area		Nil	Moderate	Possible	Intended to have a conversation with customer about expectations of behaviour in library but have not seen customer for months. Closing off this item.	21-May-25	21-May-25
Low	Angry/abusive customer - upset about Bee Card system	1. Health & Safety Incident	Security	Difficult Customer	Libraries	22-Oct-24	22-Oct-24	21-Dec-24	Libraries	10:00am	Front desk	None contacted	Nil	Minor	Possible	NFA	12-Nov-24	

Low	DUPLICATE EVENT DO NOT INCLUDE IN DATA - Verbal Altercation in Library carpark	1. Health & Safety Incident	Security	General Security Incident	Libraries	23-Oct-24	23-Oct-24	22-Dec-24	Libraries	02.00pm	Carpark outside Elma Turner Library	Police	Minor	Moderate	Possible			
Med	Police called for intoxicated and violent member of the public	1. Health & Safety Incident	Security	General Security Incident	Libraries	24-Oct-24	24-Oct-24	23-Nov-24	Libraries	4.33pm		Police	Insignificant	Minor	Possible	Resolved by police	3-Apr-25	3-Apr-25
Low	Police called for disruptive woman in Library carpark	1. Health & Safety Incident	Security	General Security Incident	Libraries	25-Oct-24	25-Oct-24	24-Dec-24	Libraries	1.00pm	Carpark	Police	Nil	Minor	Possible	NFA	12-Nov-24	
Low	Customer refused to leave when asked. Police called. Event no s.7(2)(a) - protect the privacy of it	1. Health & Safety Incident	Security	General Security Incident	Libraries	27-Oct-24	27-Oct-24	26-Dec-24	Libraries	1.30 - 2.00 pm		Police - Event No s.7(2)(a) - protect the privacy of it	Insignificant	Insignificant	Possible	Resolved by police	3-Apr-25	3-Apr-25
Low	Police attended for mentally distressed woman in the library.	1. Health & Safety Incident	Security	Difficult Customer	Libraries	30-Oct-24	31-Oct-24	30-Dec-24	Libraries	3pm	Fiction Area Library	Police	Nil	Minor	Unlikely	NFA	12-Nov-24	12-Nov-24
Low	Verbal abuse by Customer - Transfer Stn Kiosk	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	8-Nov-24	8-Nov-24	7-Jan-25	Customer & Information Services	13:57	Transfer Station		Insignificant	Minor	Possible			
Med	CSC lockdown and evacuation due to very Abusive customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	18-Nov-24	18-Nov-24	18-Dec-24	Customer & Information Services	12.4		Police 111	Moderate	Minor	Unlikely	customer has some mental health issues. POLice were prompt and took good action. Staff and TLs followed protocols. No further action		
Low	Loud swearing outside Stoke Library	1. Health & Safety Incident	Security	General Security Incident	Libraries	15-Nov-24	18-Nov-24	17-Jan-25	Libraries	4.45pm		Police	Nil	Insignificant	Unlikely	Checked in with █████ - she didn't get much of a look at the guy, and he did not enter the library. She said most people just walked past him ignoring his behaviour. Improvements report completed as police were called by staff.	18-Nov-24	18-Nov-24
Low	Dispute between two members of the public in CSC	1. Health & Safety Incident	Security	General Security Incident	Civic House	20-Nov-24	20-Nov-24	19-Jan-25	Customer & Information Services	09:05am	Customer Service Public area Ground Floor	N/A	Insignificant	Minor	Possible			
Low	Aggressive Behaviour in the Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	19-Nov-24	20-Nov-24	19-Jan-25	Libraries	2:30pm			Nil	Minor	Unlikely	This is that latest incident in a pattern of behaviour from █████, which we are continuing to document. I understand that he left with much less resistance than the last two incidents.	26-Nov-24	12-Mar-25
Low	Bike stolen outside of library	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	23-Nov-24	25-Nov-24	24-Jan-25	Libraries		Outside of Elma Turner Library	None	Insignificant	Insignificant	Rare	Customer reported theft to the Police and we provided CCTV footage to them 18/12/24	18-Dec-24	
Med	Aggressive customer threatened staff member at Transfer station	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	27-Nov-24	27-Nov-24	27-Dec-24	Customer & Information Services				Insignificant	Moderate	Unlikely	talked to █████. Customer had 2 large bins of rubbish in trailer. █████ gave him a price, he was very angry about the price and ended up abusing █████ and driving off. Lana had to take 5 minutes out the back after this encounter which is unusual for her. The customer then drove to just round by the hoppers and then tipped his rubbish from the bins into the trailer as he thought he would get a better price. Rubbish was not tied down so spilled out. then came back through the kiosk, █████ was on the window. █████ refused service (after the way he had abused █████) the customer ranted and then threatened to beat █████ up and make him lose his job. Today i received █████ from call care and CSO where customer is wanting an apology from NCC.		
Med	Intoxicated library user threatened staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	4-Dec-24	4-Dec-24	3-Jan-25	Libraries	15:30	North end of library - computers		Nil	Insignificant	Possible	Customer now trespassed after a number of issues.	8-May-25	9-May-25
Low	Teenagers Behaved Disruptively, Bullied Another Patron at Stoke Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	6-Dec-24	6-Dec-24	4-Feb-25	Libraries	11:30			Nil	Minor	Unlikely	Staff didn't witness the altercation so most of the information was secondhand. After talking to bullied teenager and to █████ Constable █████ recommended trespassing the two young people, however, as they were not known to library staff and because of their age, this was felt to be too severe. Have requested that █████ let us know if she identifies them and we can monitor behaviour in the library in future.	9-Dec-24	

Med	Threatening of physical harm and abusive customer	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	15-Dec-24	15-Dec-24	14-Jan-25	Customer & Information Services	11:52	Transfer Station		Insignificant	Moderate	Possible			
Low	Aggressive customer returned to library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	17-Dec-24	23-Dec-24	21-Feb-25	Libraries	11:00am	At Kiosk / Counter	None contacted	Insignificant	Minor	Unlikely	Debriefed with staff members involved. Encouraged them to stop service if abuse/swearing/aggression occurred in future with the customer, and to contact the police for support.	8-May-25	9-May-25
Low	Antisocial / homophobic comments directed towards staff member	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-Jan-25	15-Jan-25	16-Mar-25	Libraries	3:45pm	Kiosk		Nil	Insignificant	Possible	Discussed this with [REDACTED] and reiterated that this kind of behaviour is unacceptable in the library, and we have been asking people to leave if they are rude and abusive to staff, and have been having behaviour conversations with regular customers who form patterns. I asked [REDACTED] that if this kind of thing happens again, he is more than welcome to ask people to leave, or fetch a team leader / senior staff member to support this, and if he says the teenagers again, I can have a word with them about acceptable behaviour in the library.	15-Jan-25	16-Jan-25
Low	Inappropriate touching from customer	1. Health & Safety Incident	Security	General Security Incident	Libraries	18-Jan-25	21-Jan-25	22-Mar-25	Libraries	2.45pm			Insignificant	Minor	Unlikely	On 4th March another female customer reported a man touching her bottom in the children's library. CCTV footage allowed us to identify that it was the same man and this new incident was recorded in Improvements [REDACTED] Both events have been reported to 105. The reference number is [REDACTED]	3-Apr-25	3-Apr-25
Low	Police called to remove drunk men harassing staff at carpark entrance	1. Health & Safety Incident	Security	General Security Incident	Libraries	23-Jan-25	23-Jan-25	24-Mar-25	Libraries	8:30am	Carpark entrance to ETL library - picnic bench	111	Nil	Insignificant	Unlikely	Police assisted	8-May-25	12-May-25
Low	Member of public threatened by library user	1. Health & Safety Incident	Security	General Security Incident	Libraries	23-Jan-25	27-Jan-25	28-Mar-25	Libraries	14:05			Nil	Insignificant	Possible	[REDACTED] did not want to escalate the incident any further after threatening man had left. Man returned on 24/1/25 and apologised to staff member for his behaviour.	27-Jan-25	27-Jan-25
Low	Bike theft outside library	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	29-Jan-25	29-Jan-25	30-Mar-25	Libraries	3.40pm	Outside the children's area in the pop-up park		Nil	Insignificant	Unlikely	Police identified individual who stole bike and have resolved.	3-Apr-25	3-Apr-25
Low	Police called over concern for child	1. Health & Safety Incident	Security	General Security Incident	Libraries	29-Jan-25	30-Jan-25	31-Mar-25	Libraries	12:20pm	Seats outside library	Police	Insignificant	Minor	Unlikely	Staff observed and contacted police appropriately.	27-May-25	27-May-25
Low	Fire alarm activation at Elma Turner Library	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	29-Jan-25	30-Jan-25	31-Mar-25	Libraries	1:45pm		Fire Service	Insignificant	Insignificant	Possible	NFA	30-Jan-25	
Low	Potential Theft in the Library	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	14-Feb-25	25-Feb-25	26-Apr-25	Libraries	4:20pm			Nil	Insignificant	Possible	Reviewed the security camera footage prior to receiving any request from the police - the bag may have been taken by someone other than the person who reported it lost. If police request the footage, the timestamps of interest are: Fiction area 14:12:42 - bag is picked up by a person 14:34:00 - person leaves the area Hallway Entrance 14:34:36 - person leaves the library	3-Mar-25	3-Mar-25

Low	Erratic, possibly intoxicated, customer behaviour.	1. Health & Safety Incident	Security	Difficult Customer	Libraries	20-Feb-25	25-Feb-25	26-Apr-25	Libraries	10:45am	Kiosk & library entrance		Nil	Insignificant	Possible	As mentioned in the report, behaviour was not overly disruptive or aggressive - simply erratic. I recognise the customer as a semi-regular user - hasn't created any disturbances that I am aware of. Behaviour has been recorded, and if a pattern develops we can make an action plan.	3-Mar-25	7-May-25
Low	Aggressive customer	1. Health & Safety Incident	Security	Difficult Customer	Civic House	25-Feb-25	25-Feb-25	26-Apr-25	Customer & Information Services	about 10.45			Nil	Insignificant	Possible			
Low	Teenagers Disrupting Children's Library, Asked to Leave	1. Health & Safety Incident	Security	Vandalism/Theft	Libraries	4-Mar-25	4-Mar-25	3-May-25	Libraries	17:05:00	Children's Library		Nil	Insignificant	Unlikely	Teens were asked to leave the library. Two further incidents involving some of the same people outlined in comments.	7-Mar-25	10-Mar-25
Low	Inappropriate touching of customer	1. Health & Safety Incident	Security	General Security Incident	Libraries	4-Mar-25	4-Mar-25	3-May-25	Libraries	4:25pm	Children's Library		Nil	Insignificant	Unlikely	██████████ & I reviewed the footage and could see where the incident took place (in front of the picture book bins against the wall), and we able to confirm that it was the same person from the previous incident. We discussed and decided to report to police via 105 in the morning.	5-Mar-25	5-Mar-25
Low	Difficult customer interaction	1. Health & Safety Incident	Security	Difficult Customer	Civic House	12-Mar-25	12-Mar-25	11-May-25	Customer & Information Services	11.45am (Approx)	110 Trafalgar Street Nelson		Nil	Insignificant	Possible	Discussed with ██████████ has said she does not feel comfortable serving customer. ██████████ will either be covered by online (back up CSO) or grab a team leader.	23-Apr-25	23-Apr-25
Low	Public Urination in view of library - police called	1. Health & Safety Incident	Security	Difficult Customer	Libraries	12-Mar-25	12-Mar-25	11-May-25	Libraries	3:55pm		Police	Nil	Insignificant	Unlikely	Person was not known to me, nor did they enter the library. They were not seen by many people. I spoke to the teenage volunteers after the activity ended and assured them that I had contacted police, and checked they were okay - they said they were fine. ██████████ from Richmond Police called me back yesterday evening - they caught the incident on CCTV, but were unable to identify the man from the footage. They advised me to call 111 if it happens again, or saw him again.	13-Mar-25	
Low	Customer verbally abusive	1. Health & Safety Incident	Security	Difficult Customer	Solid Waste	16-Mar-25	17-Mar-25	16-May-25	Customer & Information Services	Sunday Afternoon	Transfer Station Kiosk		Nil	Insignificant	Possible			
Low	police called to remove disruptive teenagers	1. Health & Safety Incident	Security	Difficult Customer	Libraries	15-Mar-25	17-Mar-25	16-May-25	Libraries	1pm			Nil	Insignificant	Possible	No further action needed	3-Apr-25	3-Apr-25
Low	Patron Reported Threat by Another Patron, Police Called	1. Health & Safety Incident	Security	Difficult Customer	Libraries	25-Mar-25	26-Mar-25	25-May-25	Libraries	11:00		Police	Nil	Insignificant	Unlikely	Police advised that they would close incident as nothing further could be done. When customer identified himself later as the person who had actually been threatened, he was advised by staff to go to the police station to file a report.	3-Apr-25	
Low	Teen from Multiple Incidents Seen in Library, Police Called	1. Health & Safety Incident	Security	Difficult Customer	Libraries	26-Mar-25	26-Mar-25	25-May-25	Libraries	10:20am			Nil	Insignificant	Unlikely	Police were contacted and advised that, although teen had not yet been reported missing on this occasion, we should continue to contact them in the event she comes to the library.	27-Mar-25	28-Mar-25
Med	Child found outside library in distress	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	2-Apr-25	2-Apr-25	2-May-25	Libraries	11:30am	Exterior of library by river		Insignificant	Insignificant	Unlikely	Spoke with father, explained issue and concerns. He asked about what age children can be left alone in library. Discussed concerns about young teens being left to care for multiple small children.	8-May-25	9-May-25
Med	Candle in Halifax book returns chute	1. Health & Safety Incident	H&S Non Conformance	Public	Libraries	8-Apr-25	8-Apr-25	8-May-25	Libraries	12:30pm	Returns chute Halifax St		Nil	Major	Rare	No damage noted.	8-May-25	9-May-25

Low	Customer filming staff without consent	1. Health & Safety Incident	Security	General Security Incident	Solid Waste	26-Apr-25	27-Apr-25	26-Jun-25	Transport & Solid Waste	Saturday 15:45	Kiosk		Nil	Insignificant	Possible	We have a few staff who relieve out at the transfer station, one of them did assess the load as \$25 however the load was correctly assessed by [REDACTED] as \$50. We do have signs up saying customers can not video or photograph staff without permission, so very disappointed this customer did so. I am happy with the way [REDACTED] handled this transaction.		
Low	Customers' quarrel at Elma Turner Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	27-Apr-25	30-Apr-25	29-Jun-25	Libraries	15:00	APNK area at the Riverside end		Nil	Insignificant	Possible	Staff dealt with the incident well as it unfolded. [REDACTED] is known to library staff from previous incidents.	1-May-25	1-May-25
Low	Homeless person camping outside Stoke Library	1. Health & Safety Incident	Security	Difficult Customer	Libraries	30-Apr-25	1-May-25	30-Jun-25	Libraries		Outside Stoke Library - near staff entry - Putaitai Street		Nil	Minor	Possible	5/5/25 - issue ongoing. Some concerns re: contractors working on guttering above him, as his camp is somewhat under the scaffolding used by roof workers. The camp appears to be growing in size, from one trolley initially to multiple trolleys now. It is right next to the staff entrance at the back of the library. Some concerns about use of this door at night time by library or cleaning workers. See photos. Male Room have confirmed context of their conversations with [REDACTED]. They are in contact with his mental health worker so are leveraging that relationship to support [REDACTED] to move on. They are actively encouraging him to move on when they can locate him. Apparently [REDACTED] usually moves on fairly quickly of his own accord- doesn't stay at one location very long. Guidance from [REDACTED] is to explore trespass. [REDACTED] was recently trespassed from the church grounds at St Barnabas nearby due to camping in the bushes there. Supporting documents saved here:	21-May-25	21-May-25
Med	Customer aggressive & verbally abusive to staff	1. Health & Safety Incident	Security	Difficult Customer	Libraries	3-May-25	5-May-25	4-Jun-25	Libraries	11:15am	Front counter at Stoke Library		Insignificant	Minor	Possible	CCTV footage reviewed by [REDACTED] - Customer comes to counter and takes some time to get his things together (card, wallet etc) no staff in shot but other customer in near background. - Aprox 40 seconds after entering customer appears to be looking for service (no sound so cannot tell if voice is raised) - approx 1minute after entering library nearby customers become focused on interaction at counter so have assumed interaction is verbal - 10 seconds after this staff member appears in footage at counter with another close behind in obvious support - In the following 20 seconds the customer is making gestures that indicate frustration, picks up his stuff off counter grabs Bee card from staff member and leaves - Before he gets to the door he returns to collect his walking stick that he had left at counter. Customer was male Maori or polynesian of slight build wearing German WW2 helmet, black cloth face mask over noise and mouth, black puffer vest, black shorts, red	8-May-25	9-May-25
Low	Person camped at North end of library 11 -12th May	1. Health & Safety Incident	Security	Difficult Customer	Libraries	12-May-25	12-May-25	11-Jul-25	Libraries	12.15	North end garden.		Insignificant	Insignificant	Possible	Staff contacted police and spoke with Male Room to resolve issue.	21-May-25	

Low	Library user very distressed over potential property damage	1. Health & Safety Incident	Security	Difficult Customer	Libraries	23-May-25	28-May-25	27-Jul-25	Libraries	14:44	South end computers		Nil	Insignificant	Unlikely			
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Beggar patrols '24/'25 – CBD/Trafalgar & side streets

(Urban Environment Bylaw Patrol)

s.7(2)(a) LGOIMA - [redacted] Team Leader Environmental Compliance and s.7(2)(a) LGOIMA - [redacted] Environmental Compliance Officer. Both are warranted enforcement officer under the LGA

Patrol date, time and notes

CP - 17 December 2024, 14:40

Three people were seen sitting on the footpath and it was suspected they were begging.

s.7(2) [redacted] was sitting outside of the museum on Hardy Street. He had no items in connection with begging. He asked me for money as I walked by. I stopped and we discussed. I advised him that it is prohibited to beg in Nelson and explained Council is starting to patrol and will look at taking a harder line on begging. I advised I will likely get a Police Officer to attend with me at some point and that I am advising all people that appear to be begging of the same. I asked if he understands and he said he does. I asked if he has housing and he said almost but not currently. I asked if he needs help and he said no. I walked down the road a little then watched and witnessed him actively beg. A lady gave him a bill/note and he quickly got up and left before I had a chance to go speak with him again. My verbal direction was blatantly ignored. s.7(2)(a) LGOIMA [redacted] also witnessed this activity.

s.7 [redacted] was sitting outside of Farmers on Trafalgar Street. He had no items in connection with begging. He did not ask me for money. I stopped and we discussed. I asked him if he is begging and he said not really but people sometimes just give him money. I advised him that it is prohibited to beg in Nelson and explained Council is starting to patrol and will look at taking a harder line on begging. I advised I will likely get a Police Officer to attend with me at some point and that I am advising all people that appear to be begging of the same. I asked if he understands and he said he does. I asked if he has housing and he said he does. I asked if he needs help and he said no. I did not witness s.7 [redacted] beg but suspect he does.

(2) s.7([redacted] was sitting outside of KJ Style on Trafalgar Street. He had a hat out with coins in it. He did not ask me for money but he was clearly begging. I stopped and we discussed. I advised him that it is prohibited to beg in Nelson and explained Council is starting to patrol and will look at taking a harder line on begging. I advised I will likely get a Police Officer to attend with me at some point and that I am advising all people that appear to be begging of the same. I asked if he understands and he said he does. I asked if he has housing and he said he does. I asked if he needs help and he said no. I walked down the road a little then watched him pack up his gear and leave on his bike.

JM - 18 December 2024, 11:00

I walked along Trafalgar Street towards the Cathedral. I saw a male sat on the pavement outside Flight Centre. He was not begging and had no cap etc in front of him. I believe his name is s.7(2) [redacted] or similar. He usually hangs around with another male who sits outside Farmers. He was not sat there today.

I saw another male sat on the pavement outside the Mountain Warehouse. He had a cardboard sign saying "Homeless" and "Carvings". Underneath the sign was another

piece of cardboard with an assortment of handmade carved stone necklaces. There was a bowl next to these with some coins in. The male got up and walked away as he saw me coming, so I was unable to speak to him.

CP - 18 December 2024, 16:00

I walked the area. However, no one was seen sitting on the footpath and there was no one that looked like they were begging. This might be a time of the day situation. To look at trying varied times of the day.

CP - 19 December 2024, 11:05

Three people were seen sitting on the footpath and it was suspected they were begging.

s.7(2) was sitting outside KO on Trafalgar Street. He had a hat out and was actively begging. I spoke with him. He told me he is not begging, just waiting for a mate. I told him he can sit here but cannot beg & that his hat out like this is like a universal sign for begging. He got up, onto his bike and left.

s.7(2) was sitting outside flo & frankie on Trafalgar Street. He had coins placed in front of him. We discussed. He said he is not begging. I told him what I witnessed on Tuesday and shortly after we had a chat – that was that he asked two women for money and the second gave him a note. HE said he does not remember that. I said I remember and took a note of it at the time. He then said that people owe him money. I asked him if the older lady that gave him money owed him money. He said yes some do. I told him that he is currently begging (now) because he has placed coins out in front of him & it is obvious what his intention is. He then removed the coins and stayed in situ. I left at this point.

Unknown man* sitting outside Flight Centre on Trafalgar Street. He did not appear to be actively begging. He did however look as though he might be. I asked him if he has accommodation and he said he does. I asked if he said he needs help and he said no. I then gave him the monologue about Council doing patrols and our approach to begging. He told me he is not begging but just waiting for a mate. I left and he stayed where he was. * as above noted by JM and on discussion with JM this man might be named **s.7(2)**

JM - 20 December 2024, 13:15

Walked along Trafalgar Street up to Hardy Street and return. **s.7(2)** seen sat outside Flight centre. He was not begging and was just sat staring straight ahead.

JM - 23 December 2024, 11:15

Walked along Trafalgar Street to Hardy Street and return on opposite side of street. **s.7(2)** and another male sat on benches between Flight centre and Farmers. Approached them and said hello. They were not begging. Male riding bike with white coloured gum boots seen cycling along Trafalgar Street towards their location.

JM - 23 December 2024, 13:10

s.7(2) seen sat outside Flight centre and he was asking passers-by for any spare change. Approached and spoke to him about not begging. He denied begging but was clearly asking people for money. No-one else was with him.

CP - 3 January 2025, 16:05

On response to advice from a customer that s.7(2) was playing his portable speaker outside Farmers I did a patrol (not a complaint) of excessive noise just that he had started up). The only person found was s.7(2) outside Farmers. He was begging with a hat out in front of him and coins in it. I gave him the usual spiel about begging being prohibited and what Council is doing. I told him to stop begging and remove the hat. He did. He advised he has accommodation. I asked if he needs help and he said no. We spoke at length about the noise and I advised we are getting complaints and that he needs to consider others when playing music. I told him to turn the volume and bass down. He did and it was at an acceptable level. I walked away, crossed the road and walk down the other side then came back. At this point he had turned the music back up, so I went and spoke with him again. I asked him if he turned it back up, he said yes and apologised. I told him to not play that game and that we know that game. He then decided to pack up and leave. While taking my notes I watched him leave the area.

JM – 07 January 2025, 13:50

Walked along Trafalgar Street up to Hardy Street and back down the other side. No homeless people or begging seen. This patrol was in response to s.7(2)(a) LGOIMA

CP – 08 January 2025, 10:35

I walked the area and one beggar sighted outside Farmers. They had a cap out in front of them with coins in it. Initially I did not recognise him but asked if we have met before and discussed begging in Nelson. He said no but at that point I was pretty sure he was s.7(2) but just not wearing his distinctive white gumboots. I asked if he normally wears white gumboots and he said yes. I said – then we have discussed this a couple of times before and he said yes we have. He started to pack up and as he did I again explained begging is prohibited. He said he will stop doing it and got on his bike. I watched him leave the area.

MB – 09 January 2025, approx. 08:00

s.7(2) advised via Teams "On my way to work this morning I saw the parking wardens stop to talk with s.7(2) who was sitting outside Flight Centre. When I passed him I said good morning and he asked me for any spare coins. I said you know you're not allowed to do that and he said "I know" but stayed there."

JM – 09 January 2025, 14:00

I walked along Trafalgar Street up to Hardy Street and back along the other side. No homeless people or begging seen.

CP – 13 January 2025, 11:10

I walked the area and did not locate anyone actively begging. I did locate a male sitting outside Farmers. He was smoking and drinking a coffee. He looked like he could be begging. I observed him for some time. He was constantly muttering to himself. In the time I observed him around 100 people would have walked past him and he did not ask any for money. No active begging witnessed. I did not recognise this man.

JM – 15 January 2025, 11:15

Walked along Trafalgar Street, saw same male from above with a coffee sat outside Hallenstein's. He was muttering to himself. I continued walking up to the base of the Cathedral and walked back down the other side of Trafalgar Street. The same male had now moved to outside Farmers and s.7(2) was sat outside the Flight centre. He did not appear to be begging.

CP – 17 January 2025, 13:35

I walked the area & sighted s.7(2) (we thought his name was s.7(2) sitting outside Flight Centre. Other than him there was no one else. I observed s.7(2) for some time & watched him ask two people for money. I approached him (&) asked if he is begging. He said - no I am just sitting here hanging out smoking ciggies. I said to him - I saw you asking people for money. He said sorry. I then asked again if he is begging & he said - yes but what am I meant to do I am hungry & missed the lunch at the Male Room. I said that is unfortunate but it is prohibited to beg in the city centres so you need to stop doing this. I advised we are considering getting the Police involved. He said he might be able to get a hot meal somewhere. I suggested that he then goes there & stops begging here. I asked him if he needs help & he said no. I confirmed his name by asking - is it s.7(2) He said no it is s.7(2) I left but he stayed sitting in the same location.

JM – 20 January 2025, 13:30

Walked along Trafalgar Street to Hardy Street and back. No s.7(2) seen.

RB – 22 January 2025, 15:44

Observed mature male, black pants, green long sleeve top, and blue baseball cap outside SaveMart. After about two minutes he got up, disposed of food wrappers in bin and walked off. He did not interact with anyone else walking past.

RB – 29 January 2025 – 12:28

Observed two men outside Save Mart. One appeared to be begging. As I approach, I heard him asking for money. He identified as s.7(2)(a) (not sure about spelling). He acknowledged receiving verbal warning about begging and immediately apologised, assured me he will stop, got up and walked off. I cannot say anything about the other person because he did nothing wrong, and I did not talk to him. He also left.

RB 30 January 2025 – 14:47

Walking up Trafalgar Street I noticed a man sitting outside Spec Savers begging. There was a baseball cap containing coins and money. I introduced myself and he identified himself as s.7(2)(a). I advised him begging is not permitted. He admitted begging. I explained that if he continued begging he could lose his cap with all the money. I told him to stop begging. When I returned several minutes later, he was gone.

RB 04 February 2025 – 12:54

Walking along Trafalgar Street I noticed a man sitting outside Westpac. As I approached, I saw and heard him begging. I kneeled down and identified myself. His name was s.7(2) He continued talking and I detected a likelihood of mental health issues. He had several coins next to him, assuming from his success from begging. I told him to stop, he acknowledged. I was on my way to an appointment and did not observe his actions after I left. Both the Mayor and deputy Mayor walked past me as I was talking to s.7(2)

RB 22 April 2025 – 13:51

Walked up and down Trafalgar Street. Observed 1 non-compliant sandwich board (Nail spa, unable to photograph privacy). Luggage and homeless type items on bench outside museum, photo taken. This is something that we should be able to remove under clause 6.5 of the bylaw.

Activities in public places that require a permit

- 6.5 Except with a permit, or in compliance with this or any other bylaw or a commercial occupation licence, no person shall on any public place in a City Centre:
- (i) Place or leave any item in any public place; or
 - (ii) Cause or allow any material or thing to be deposited in a public place or on a road; or
 - (iii) Erect or place any structure on, under or over any public place.

Observed known beggar outside Farmers, not begging.

Noticed the piano man outside Wasabi sushi shop playing, he often busks in that area, no known complaints.

CP - 2 May 2025 – Various times during the day

08:55 – In response to GM s.7(2)(a) message on Teams asking that the items left outside the Museum be seized I arrived on site to establish facts. Outside the Nelson Provincial Museum on Hardy Street items/material had been left unattended and appeared to be on public land as it was on the footpath. A breach of the UE Bylaw was identified. Items included rubbish, a blanket, pillows & a mat (later identified a jersey too). The material could be abandoned and was not in good condition. I was unable to seize at the time and on my own. Photos taken. No beggars seen on Trafalgar Street.

09:20 – I returned to the abovementioned location with s.7(2) and appropriate gear to seize and remove the items/material. Still unattended. Items bagged up in three bags and rubbish placed in the cardboard box left on the footpath. Photo taken. Items bagged up included pillows, a blanket, a jersey & a drink bottle. No beggars seen on Trafalgar Street.

09:30 - Rubbish disposed of and bagged items placed in the "Incident Kit" room, which is located below the stair and beside the car keys on the ground floor of Civic House. Owner of the items/materials was not identified.

~12:00 - No beggars seen on Trafalgar Street. Walked past the museum and no one there. s.7(2) was playing his keyboard. No recent complaints about this and as far as I am aware he is complying with the UE Bylaw.

~15:45 - Walked past the museum and no one there. One known beggar, s.7(2) was seen on Trafalgar Street and adjacent or almost directly outside State Cinemas. I observed him for a while and did not see him actively beg. Two people stopped to speak with him. This interaction appeared unprompted by s.7(2) They were clearly some form of Christians reaching out to s.7(2) They spoke at length with him and gave him a pamphlet. As I left they were praying over him. (a)

CP – 5 May 2025 at ~11:00

I walked down Trafalgar Street with s.7(2) and there was no one or any gear outside the Nelson Provincial Museum. While we walked back we identified a known beggar (unsure of name). However, we did not witness him actively begging.

CP – 6 May 2025 at ~14:00

Walked Trafalgar Street and no beggars or buskers sighted. Also, no one or any items outside the Nelson Provincial Museum.

CP – 10 June 2025 at 11:35

I walked up and down Trafalgar Street. s.7(2) was setting his keyboard up and when I walked back past he had started busking. There was a man playing the guitar and singing outside Flight Centre. He was busking. I have not seen this person before. No beggars sighted on Trafalgar Street.

Outside the Nelson Provincial Museum. There is some gear on the public bench. This was neatly folded and piled up. It appeared to mainly be bedding material such as blankets. There was also a bicycle leaning up against it. s.7(2) was nearby and actively begging. I witnessed him ask at least two people for money. I went to engage but then a man sat down next to him. They did not look like a beggar or homeless person. I decided to not engage in this situation. However, I walked around and doubled back. The other man had left. I went to engage and then another man started speaking with s.7(2)(a) walked off with him. This man was well dressed, clean cut, etc. He did not look like a beggar or homeless. Again I did not engage. I suspect these two men were good Samaritans or something like that. I also suspect the gear may belong to s.7(2)

CP & RB – 10 June 2025 at ~14:00

We walked Trafalgar Street. s.7(2) was playing music quite loud, but we walked past to check the Nelson Provincial Museum. The gear was still there. No sign of s.7(2) in the area. We started looking for s.7(2). As we looked, we walked back up Trafalgar Street.

I decided to speak with s.7(2) about the music. He tried to say the device was not his etc. I pointed out that he was controlling it on his phone and it was under his control. The person with him started to chime in and be somewhat difficult. I advised the other person I was speaking with s.7(2) not him and then I ignored him. The music was excessive. However, we had not had a complaint at the time. I warned him that if we do and it is that loud then we will come with the Police and seize the device. He turned it down. He also went on to advise he now has a job with Sea Lord and is saving up to move to the North Island.

s.7(2) was located outside/near Night N Day. We asked if that is his gear outside the museum. He said yes. We explained what the bylaw says and that we could seize it. He advised that gear is all he has and is his bedding etc. Ryno asked if he has somewhere to sleep and he said no. s.7(2) told him to move the gear. s.7(2) said it will be gone tomorrow. During this conversation a younger lady turned up and offered to take s.7(2) with her to get food. She advised she has known s.7(2) for many years, etc. s.7(2) asked her/suggested that if she can help s.7(2) out with his gear in anyway then that would be helpful. We both explained we would rather not seize it but will if it continues to stay there then we will.

CP – 11 June 2025 at ~14:10

I walked Trafalgar Street. No beggars or buskers sighted. s.7(2) was sitting outside the Nelson Provincial Museum. I did not see him actively beg. His gear was gone. There was still the same bicycle leaning against the public bench and bike locked to it. It looks like it had not moved since yesterday. There is also another bike leaning up against the rubbish bin outside the museum. This bike has had its front tyre removed. These bikes may well breach the bylaw but whether we should seize them is questionable because at that point where do you stop. As such I looked around a bit to see whether

there we other bike like this and sighted several around the inner city area which probably technically breach the bylaw.

RB – 12 June 2025 at 11:00

Observed activities outside the museum along Hardy Street. 3 Known beggars were sitting on the benches directly adjacent to the museum. Bedding and a bicycle stacked next to them. No