

FOI_1381_2023-24 – FOI Request - Clinical Service Incidents caused by Estates and Infrastructure Failures

Please provide additional details of clinical service incidents caused by estates and infrastructure failures which resulted in clinical services being delayed, cancelled, or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure, as measured in the ERIC return, in the 2022/23 financial year.

Please include:

- 1. Where estates and facilities staff availability is a cause e.g. porters;**
- 2. External incidents which estates and infrastructures should have mitigated, e.g. utility power failures where the trust's backup power system failed to offset;**
- 3. Equivalent failures by services contracted out to subsidiaries, PFI, LIFT and NHS Property Services Ltd;**
- 4. Both inpatient and outpatient service incidents.**
- 5. Types of incidents:**
 - a) Design of healthcare buildings.**
 - b) Engineering of healthcare buildings i.e. medical gas system and lift failure;**
 - c) Fires, false alarms and evacuations (exclude where caused by equipment faults or malfunction and/or deliberate/malicious causes);**
 - d) Infection control relating to the built environment.**
 - e) Resilience of healthcare premises including flooding;**
 - f) Heating including overheating;**
 - g) Hospital food services;**
 - h) Cleaning and cleanliness in healthcare premises;**
 - i) Linen and laundry services;**
 - j) Pest control;**
 - k) Water and/or sewerage supply;**
 - l) Decontamination of surgical instruments;**
 - m) NHS car parking;**
 - n) Healthcare waste management;**
 - o) Bedside TVs, telephones and mobile phones;**
 - p) Physical security of the NHS estate;**
 - q) Porterage**

Incident Number	Incident Date	Department/Service	Cause Group	Summary of Incident	No. of Patients Affected	How long was the service delayed/if it was cancelled?
181063	Apr-22	Dental - North (BGHC)	Security Concern/Issue	Coded entry door broken.	Not Known	N/A
181188	Apr-22	Dental - West (PICC)	Estates And Facilities	No hot water - hot water tank subsequently replaced.	Not Known	N/A
181211	Apr-22	The Orchards Acute - Hawthorn (OCSJ)	Security Concern/Issue	Fire alarm activated by steam in shower and/or smoking.	Not Known	N/A
181330	Apr-22	Comm Paed Med Srv East (BAC)	Estates And Facilities	Pin code lock removed - keys cut to allow manual locking/unlocking.	None	N/A
181334	Apr-22	COAST 111 (BAC)	Estates And Facilities	Exit door jammed	Not Known	N/A
181305	Apr-22	Dental - East (HVHC)	Estates And Facilities	Lift out of order - patient appointment cancelled.	1	Not Known
181369	Apr-22	Fanshawe Ward (RSH)	Fire & False Alarms	Fire alarm activated by aerosol spray in toilet.	Not Known	N/A
181387	Apr-22	Snowdon Ward (WCH)	Estates And Facilities	No light in sluice room and water oozing from the floor of the linen room. Non-patient areas.	Not Known	N/A
181431	Apr-22	Estates & Facilities Management (BCH)	Estates And Facilities	Mouse entered the clinical engineering department.	Not Known	N/A
181475	Apr-22	Specialist Physio/Podiatry (QAH)	Estates And Facilities	Patient arrived via main entrance which is locked due to building works.	1	N/A
181531	Apr-22	Homeless Healthcare (HHCC)	Estates And Facilities	Electrical work scheduled without informing services experienced complications leaving staff without access to the building the next day.	Not Known	N/A
181511	Apr-22	The Orchards Acute - Hawthorn (OCSJ)	Estates And Facilities	Emergency pinpoints malfunctioning.	None	N/A
181555	Apr-22	The Orchards Acute - Hawthorn (OCSJ)	Security Concern/Issue	Fire door in isolation area unsecured, possibly due to previous damage.	Not Known	N/A
181758	Apr-22	SRH South (GUM-RSH)	Estates And	Waste bins not emptied, some rooms cannot be	Not Known	N/A

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			Facilities	used as a consequence.		
181798	Apr-22	SRH South (GUM-RSH)	Infection Control Mgmt/Outbreak	Waste bins not emptied, some rooms cannot be used as a consequence.	Not Known	N/A
181880	May-22	Heart Failure	Estates And Facilities	Staff member unable to perform patient visits due to car being blocked in.	2	Not Known
181968	May-22	Dental - East (GWMH)	Estates And Facilities	Decontamination room taken out of use due to water leak relating to DAC machine drain pipe.	None	N/A
182404	May-22	Solent GP Surgery (RSH)	Estates And Facilities	Insufficient clinical rooms causing GPs to use side rooms which are not set up for face-to-face assessments.	Not Known	N/A
182107	May-22	Dental - West (RSH)	Estates And Facilities	Dental chair pipe damaged causing surgery to be out of use.	No patients cancelled	N/A
182106	May-22	Dental - North (ACH)	Estates And Facilities	Overhead dental light not operational. Patients rebooked.	Not Known	Not Known
182230	May-22	Lower Brambles Ward (RSH)	Estates And Facilities	Ward has no hot water - sourced from boiler and kettle until water heated.	Not Known	N/A
182304	May-22	Dental - West (ELHC)	Estates And Facilities	Flood found in one room.	Not Known	N/A
182339	May-22	MHS Brooker (SJH-LIMES)	Estates And Facilities	Patient slammed door damaging this. Staff used tools to open door and free patient.	1	N/A
182689	May-22	Dental - East (GWMH)	Infection Control Mgmt/Outbreak	Two instruments found to have residual debris. Identified before use on patient.	None	N/A
182743	May-22	Snowdon Ward (WCH)	Estates And Facilities	Main entrance door does not close properly and needs replacing.	Not Known	N/A
183132	Jun-22	Fanshawe Ward (RSH)	Estates And Facilities	Patients reported being too hot - request made for heating to be turned off.	Not Known	N/A
183233	Jun-22	Paed Therapy North Hants (ACH)	Estates And Facilities	External roadworks prevented staff leaving car park for home visits.	1	Appointment delayed by 1 week
183267	Jun-22	Community Neuro Service	Estates And Facilities	Lift at Queen Alexandra Hospital not working. Patients unable to access department if unable to climb stairs.	Most patients unaffected. 1 patient had a modified treatment	30 minutes

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					session. 1 patient had a half hour delay.	
183224	Jun-22	MPP - Physiotherapy (QAH)	Estates And Facilities	MSK department lift not working.	Not Known. 1 patient had to return home. 1 patient was taken to another entrance. Some appointments postponed.	Not known but lift was repaired within 24 hours.
183266	Jun-22	The Orchards PICU - Maples (OCSJ)	Estates And Facilities	Seclusion hutch door broken preventing administration of meds and provision of food/fluids. Patient moved to 136 suite.	1	Not Known
183486	Jun-22	Paed Therapy North Hants (ACH)	Estates And Facilities	Main entrance door could not be locked properly at end of day.	None	N/A
183729	Jun-22	Lower Brambles Ward (RSH)	Estates And Facilities	Hot water pipe burst flooding the yellow bay. Patients were moved to a place of safety in the corridor and later relocated to the gym.	5	Resolved same day
183752	Jun-22	Dental - East (GWMH)	Estates And Facilities	Surgery 4 is too hot to treat patients.	Not Known	N/A
184119	Jul-22	Dental - West (ELHC)	Estates And Facilities	Leaking pipe in decontamination room.	Not Known	N/A
184252	Jul-22	The Orchards PICU - Maples (OCSJ)	Estates And Facilities	Main door magnet faulty. Staff manually locking door.	Not Known	N/A
184440	Jul-22	Child And Family East HQ (PCC)	Estates And Facilities	Scheduled immunisation clinic had to move rooms due to double booking.	Not Known	N/A
184467	Jul-22	Cardiac Nurse Service (BHC)	Estates And Facilities	Cardiac rehab session cancelled due to heat.	Not Known	Not Known
184542	Jul-22	Dental - West (ELHC)	Infection Control Mgmt/Outbreak	Instrument kits confirmed as contaminated. Alternate kits sourced. No patients cancelled.	None	N/A
184498	Jul-22	Child And Family East HQ (PCC)	Estates And Facilities	Scheduled immunisation clinic had to move rooms due to double booking.	Not Known	N/A

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184866	Jul-22	Solent GP Surgery (RSH)	Estates And Facilities	Cleaning not completed within surgery for most of the week due to staff shortages within housekeeping.	Not Known	N/A
184613	Jul-22	Community Respiratory	Estates And Facilities	All classes and face-to-face appointments cancelled for 2 days due to extreme heat.	Total of 43 group attendees, 10 new patient assessments, and 7 patient re-assessments.	Not Known
184718	Jul-22	Dental - North (BGHC)	Estates And Facilities	Patient felt faint due to heat in surgery.	1	N/A
185807	Jul-22	Pharmacy (SJH)	Estates And Facilities	Monthly generator test onsite is causing ICT issues leaving wards without access to the electronic prescribing system.	Not Known	Not Known
185057	Jul-22	Paed Therapy SW Hants (AHC)	Estates And Facilities	Clinic used by Trust has Legionnaires in the water system. IPC advice given.	Not Known	Not Known
185068	Jul-22	Sexual Assault Referral Centre (TREE)	Security Concern/Issue	Window in forensic medical room is broken and cannot be locked.	Not Known	N/A
185226	Aug-22	The Orchards Acute - Hawthorn (OCSJ)	Security Concern/Issue	Pinpoint alarm snapped causing the alarm to ring for several hours.	Not Known	N/A
185512	Aug-22	Dental - West (RSH)	Estates And Facilities	Washer disinfectant failed due to no hot water supply to clinic.	Not Known	N/A
186007	Aug-22	PRRT IC Rapid Response Team	Estates And Facilities	St Mary's Hospital car park filled by football supporters. Patients were directed to disabled spaces. Staff also experienced delays in leaving car park for home visits.	Not Known	N/A
186127	Aug-22	Child And Family East Mgmt (PCC)	Estates And Facilities	Three Sure Start Centres closed for 2 days due to training - alternate accommodation for clinics found. 1 Centre closed all week due to lack of staff. No alternative rooms for appointments therefore some patients cancelled.	Not Known	Not Known

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186133	Aug-22	Public Health Nursing 0-5 (AHC)	Estates And Facilities	Booked room for sessions at Sure Start Centre are no longer available - new venue required and patients cancelled in the interim.	Not Known	Not Known
186271	Sep-22	MPP - Physiotherapy (QAH)	Estates And Facilities	Heat exchange system for the hydrotherapy pool has a fault. Patients had to be cancelled.	Approximately 30 patients	Pool was closed for 2 days
186395	Sep-22	Fanshawe Ward (RSH)	Estates And Facilities	No hot water due to leak. Patient washing bowls filled via the boiler.	Not Known	N/A
186442	Sep-22	Community Neuro Service	Estates And Facilities	Neuro gym flooded. Water mopped up.	Not Known	N/A
186746	Sep-22	Dental - East (HVHC)	Clinical Delay	Lift at Havant out of order. Miscommunication re: cancellation of appointment.	1	Not Known
186616	Sep-22	MPP - Physiotherapy (QAH)	Estates And Facilities	Lift in rehab building out of order.	Not Known - at least 1 patient appointment cancelled.	Resolved same day
186695	Sep-22	SRH South (GUM-RSH)	Estates And Facilities	Construction work in next room is causing difficulty hearing patients.	Not Known	N/A
186722	Sep-22	MPP - Physiotherapy (SMH)	Estates And Facilities	Strong smell spreading throughout department. Patients seen in alternate rooms. Smell found to be due to roof repairs above.	Not Known	N/A
188028	Sep-22	Paed Therapy SE Hants FG (FSW)	Estates And Facilities	Therapy room not cleaned to standard. No harm to patients.	Not Known	N/A
187255	Oct-22	Jubilee Unit (Harry Sotnick House)	Estates And Facilities	Rodents seen in ward room and common lounge.	Not Known	N/A
187254	Oct-22	Jubilee Unit (Harry Sotnick House)	Estates And Facilities	Rodents seen in ward room and common lounge.	Not Known	N/A
187389	Oct-22	Dental - GA (PDS)	Estates And Facilities	Waiting area is used as clinical area for pre-meds - carpet is therefore not suitable flooring.	Not Known	N/A
187441	Oct-22	Infection Prevention Control (SMH)	Infection Control Mgmt/Outbreak	Ahead of Jubilee Unit relocation, need for clinical hand wash basins was identified. In interim, portable sinks were delivered. After the	Not Known	N/A

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				unit opened these were found to not be in use.		
187504	Oct-22	PRRT IC Rapid Response Team	Estates And Facilities	St Mary's Hospital car park filled by football supporters. Lack of parking for patients. Staff also experienced delays in leaving car park for home visits.	Not Known	N/A
187741	Oct-22	Fanshawe Ward (RSH)	Estates And Facilities	Main lift to ward broken.	Not Known	N/A
187830	Oct-22	Community Neuro Service	Estates And Facilities	Lift at Queen Alexandra Hospital not working. Patients unable to access department if unable to climb stairs.	No cancellations or adverse effects	Resolved same day
188176	Oct-22	Portsmouth Catering Mgmt (JUBH)	Estates And Facilities	Mice seen across unit including patient bedrooms.	Not Known	N/A
188099	Oct-22	Community Independence Central (RSH)	Estates And Facilities	Ongoing issues with toilets blocking.	Not Known	N/A
188351	Oct-22	Comm Paed Med Srv East (BAC)	Estates And Facilities	Examination room closed due to sewage leakage. Alternate room identified at short notice (due to lack of comms).	Not Known	N/A
188221	Oct-22	Fanshawe Ward (RSH)	Estates And Facilities	2 lifts out of order. Only access is via stairs and a walkway.	Not Known	N/A
188238	Oct-22	Jubilee Unit (Harry Sotnick House)	Estates And Facilities	Mice seen across unit including patient bedrooms.	Not Known	N/A
188268	Oct-22	Fanshawe Ward (RSH)	Estates And Facilities	No hot water on ward.	Not Known	N/A
188429	Oct-22	Dental - GA (PDS)	Infection Control Mgmt/Outbreak	Instrument kits confirmed as contaminated. Alternate kits sourced. No patients cancelled.	Not Known	N/A
188464	Nov-22	Jubilee Unit (Harry Sotnick House)	Estates And Facilities	Mice seen across unit including patient bedrooms.	1 patient refused to go to bed and slept in a chair in the dayroom. Patient moved to a different room.	N/A

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188560	Nov-22	Fanshawe Ward (RSH)	Estates And Facilities	Service lift and main lift out of order. Non-walking visitors are being escorted out by staff via fire escape ramp.	Not Known	N/A
188612	Nov-22	SRH North (ELHC)	Estates And Facilities	Leak in ceiling - rooms mopped prior to appointments.	Not Known	N/A
188675	Nov-22	Paed Therapy SW Hants (AHC)	Estates And Facilities	Building is in poor state of repair with buckets used to catch drips. Unpleasant smell caused clinics to be cancelled.	Not Known	Not Known
188817	Nov-22	Jubilee Unit (Harry Sotnick House)	Estates And Facilities	Mice seen across unit including patient bedrooms.	Not Known	N/A
188894	Nov-22	The Orchards PICU - Maples (OCSJ)	Estates And Facilities	Heavy wind and rain caused main entrance to flood. 136 suite closed to referrals as a result.	Not Known	Resolved same day
189020	Nov-22	Dental - West (PICC)	Fire & False Alarms	Fire alarm activated. Staff and patients evacuated safely. No patients cancelled.	1	N/A
189073	Nov-22	Dental - North (ACH)	Equipment - Medical Device	Decontamination machine failed. Instruments taken to another clinic for cleaning.	Not Known	N/A
189193	Nov-22	MPP - Physiotherapy (QAH)	Estates And Facilities	Lift at Queen Alexandra Hospital not working. Patients unable to access department if unable to climb stairs.	Not Known	Repaired within 24 hours
189232	Nov-22	The Orchards PICU - Maples (OCSJ)	Estates And Facilities	Airlock doors malfunctioning. Emergency door release faulty.	Not Known	Resolved same day
189281	Nov-22	Dental - West (BHC)	Estates And Facilities	Leak in ceiling in surgery 1. Surgery not in use at time.	None	N/A
189312	Nov-22	Paed Therapy Southampton (AHC)	Estates And Facilities	Carpets stained and malodorous despite cleaning. Patients play on this carpet during clinics.	Not Known	N/A
189380	Nov-22	Lower Brambles Ward (RSH)	Estates And Facilities	Unpleasant smell identified by yellow and blue bays. Later found to be rodent-related.	Not Known	N/A
189405	Nov-22	Paed Therapy SW Hants (AHC)	Estates And Facilities	Room at Swan Centre is leaking. Mopped before appointments.	Not Known	N/A
189619	Dec-22	Inpatient Therapies	Estates And Facilities	Room 68 found covered in vomit.	Patient in room vomited in the night	N/A

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189684	Dec-22	MPP - Physiotherapy (QAH)	Estates And Facilities	Department has no phone line and there is a water supply issue. NASS charity evening group cancelled.	Not Known	Not Known
189807	Dec-22	MPP - Physiotherapy (QAH)	Estates And Facilities	Lift in rehab building out of order.	Not Known	Not Known
189862	Dec-22	Comm Paed Med Srv West (AHC)	Estates And Facilities	Clinic rooms unheated due to faulty radiators. Not fit for purpose for seeing patients.	Not Known	Not Known
189873	Dec-22	Tissue Viability (AHC)	Estates And Facilities	Patient waiting area is extremely cold.	Not Known	Not Known
189897	Dec-22	Sexual Services Management (SMH)	Estates And Facilities	No heating or hot water in clinical rooms, waiting area, toilets, or reception.	Not Known	N/A
189915	Dec-22	Dental - North (ACH)	Estates And Facilities	No heating or hot water in the health centre. Patients called and advised of situation - may attend but will be rebooked if preferred.	Not Known	Not Known
189936	Dec-22	MPP - Physiotherapy (QAH)	Estates And Facilities	Lift in rehab building out of order.	Not Known	Not Known
190207	Dec-22	Community Neuro Rehab Team (WCH)	Estates And Facilities	Building works onsite causing distress to clients due to noise levels. Clients were relocated to an alternative room. Many clients were unable to be relocated back home due to lifts / patient transport and had to remain on site.	Not Known	Not Known
190050	Dec-22	Jubilee Unit (Harry Sotnick House)	Estates And Facilities	Mice seen across unit including patient bedrooms.	Not Known	Not Known
190125	Dec-22	Dental - North (BGHC)	Infection Control Mgmt/Outbreak	Instrument kits confirmed as contaminated. Alternate kits sourced.	Not Known	N/A
190126	Dec-22	Lower Brambles Ward (RSH)	Estates And Facilities	Fire escape flooded and not safe to use.	Not Known	N/A
190135	Dec-22	SRH South (ELHC)	Estates And Facilities	Swan Centre is extremely cold in winter and too hot in summer. Additional heaters being used in rooms currently. The waiting room also has a leak. Patients complaining.	Not Known	N/A
190367	Dec-22	MPP - Physiotherapy (QAH)	Estates And Facilities	Lift in rehab building out of order.	1 patient appointment cancelled.	Not Known

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190517	Jan-23	Dental - North (ADHC)	Estates And Facilities	Lift out of order. Patient seen in small hallway as unable to use stairs.	1	N/A
190555	Jan-23	Dental - North (ADHC)	Estates And Facilities	Lift out of order.	3 patients cancelled as unable to use stairs. 1 patient seen in a non-clinical room.	1.5 days
190534	Jan-23	Community Neuro Service	Estates And Facilities	Lift out of order. No patient appointments cancelled however treatment sessions modified due to lack of access to equipment / space.	Not Known	N/A
190540	Jan-23	MPP - Physiotherapy (QAH)	Estates And Facilities	Lift out of order. Patient unable to use stairs, very distressed. Patient rebooked.	1 patient	Not Known
190728	Jan-23	Dental - East (GWMH)	Estates And Facilities	Radiators causing loud banging noise affecting patients with sensory issues.	Not Known	N/A
190747	Jan-23	Podiatry (AHC)	Estates And Facilities	Treatment room extremely hot, some patients feeling faint.	Not Known	N/A
190800	Jan-23	SRH North (ADHC)	Estates And Facilities	Wall mounted lamp fell off wall just missing patient.	1 patient	N/A
190803	Jan-23	The Orchards PICU - Maples (OCSJ)	Estates And Facilities	Toilet blocked in 136 suite. Suite closed for approximately 4 hours.	Not Known	Approximately 4 hours
191010	Jan-23	Paed Therapy SW Hants (AHC)	Estates And Facilities	Swan Centre flooding.	Not Known	N/A
190999	Jan-23	Paed Therapy SW Hants (AHC)	Estates And Facilities	Significant repairs to ceiling required following leak. Clinical rooms are usable.	Not Known	N/A
191215	Jan-23	Dental - North (ADHC)	Estates And Facilities	Automatic doors not functioning, patient arriving in a wheelchair struggled with access.	1 patient	N/A
191306	Jan-23	SRH North (ACH)	Estates And Facilities	Tap in clinical room damaged and dripping.	Not Known	N/A
191313	Jan-23	SRH North (SCS)	Estates And Facilities	Phlebotomy room cannot be used due to low temperature.	Not Known	Not Known

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191394	Jan-23	Dental - North (ADHC)	Estates And Facilities	Automatic doors not functioning causing issues for patients in wheelchairs.	Not Known	Resolved same day
191739	Feb-23	Paed Therapies Portsmouth (BAC)	Estates And Facilities	Fire alarms out of order at community clinic - patients given choice of attending or re-booking.	1 patient rebooked for the following week, 1 patient rebooked for 3 weeks later.	1-3 weeks
191781	Feb-23	Dental - North (ADHC)	Estates And Facilities	Automatic doors not working, causing issues for wheelchair patient.	1 patient	N/A
191874	Feb-23	Neuropsychology (QAH)	Estates And Facilities	Building works onsite causing distress to clients due to noise levels. As noise is unpredictable and intermittent it is hard to plan any adjustments ahead of time.	Not Known	N/A
191927	Feb-23	Community Neuro Rehab Team (WCH)	Estates And Facilities	Due to building noise a workshop had to be relocated.	1 client went home	N/A
191965	Feb-23	Paed Therapy SW Hants (AHC)	Estates And Facilities	Clinic is in poor state of repair	Not Known	N/A
192356	Feb-23	Sexual Assault Referral Centre (Hampshire & IOW)	Estates And Facilities	Centre had to close due to blocked drains resulting in lack of water/toilets. Leaking water means a deep clean is required before reopening.	1 patient	Not Known
192585	Mar-23	Dental - North (BGHC)	Estates And Facilities	Delay in receiving oxygen cylinders almost caused the cancellation of 3 sedation patients. Facilities service assistant working to resolve.	None	N/A
192641	Mar-23	The Orchards Acute - Hawthorn (OCSJ)	Security Concern/Issue	Faulty pin point sensor is causing alarm to sound constantly - risk of missing other alarms, plus causing distress to patients.	Not Known	N/A
193500	Mar-23	Jubilee Unit (Harry Sotnick House)	Estates And Facilities	Sudden electrical fault affecting fire doors and lighting in bedrooms. No harm to patients.	None	N/A
193089	Mar-23	Comm Paed Med Srv East (BAC)	Security Concern/Issue	Back door faulty	None	N/A

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193104	Mar-23	Lower Brambles Ward (RSH)	Estates And Facilities	Pigeon waste on floor of atrium - shortage of cleaning contractors.	Not Known	N/A
193337	Mar-23	Homeless Healthcare (HHCC)	Estates And Facilities	Patient toilet blocked. Patients being redirected to facilities in the day centre, may cause appointments to overrun. Patients requiring samples may not return to surgery.	Not Known	Not Known
193262	Mar-23	The Orchards PICU - Maples (OCSJ)	Estates And Facilities	Doors intermittently failing - patients / staff unable to enter/leave the ward.	Not Known	N/A
193551	Mar-23	Paed Therapy SW Hants (AHC)	Estates And Facilities	Leak in ceiling in corridor in front of clinical rooms. Buckets catching water pose a safety risk.	Not Known	N/A
193385	Mar-23	Jubilee Unit (Harry Sotnick House)	Estates And Facilities	Mouse seen in kitchen.	Not Known	N/A
193482	Mar-23	WCH Housekeeping (WCH)	Estates And Facilities	Faulty washing machines prevent cleaning of patient clothes.	Not Known	N/A
193732	Mar-23	Southampton Patient Catering (WCH)	Estates And Facilities	Rat seen in kitchen.	Not Known	N/A

6. For each incident, please provide:

- a) A summary of the incident.
- b) The number of patients affected.
- c) The service affected.
- d) How long the service was delayed/if it was cancelled.

The information being requested is not centrally recorded by the Trust and would require a manual trawl of our records. As a result of this, this part of your FOI Request is exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information.

