

**From:** [Geoff Stuart](#)  
**To:** [REDACTED]  
**Cc:** [Euan Kyle](#)  
**Subject:** Request for Information- HR Capability.  
**Date:** Tuesday, 3 November 2020 10:00:53 AM  
**Attachments:** [OIR\\_reply.docx](#)  
[hccsmalllogo\\_12fb0640-f486-4c5a-a775-f4ab1b1dfb5d.jpg](#)  
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Hi [REDACTED]

We refer to your request on 2 October 2020 which was received by our office on 6 October 2020.

In your email you requested us to provide information of our Animal Services for each of the financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016, 2014-2015 in following areas:

- Number of our FTEs includes management and volunteers
- Training and profession development information
- Performance output and measures
- Overall dog control activity

As you have listed in your email below.

Your request has been processed according to the provisions of the Local Government Official Information and Meetings Act 1987.

Pursuant to the Local Government Official Information and Meetings Act 1987 we advise that your request for information has been granted, accordingly we enclose the following:

All information request are in attachment above.

There is no charge for the provision of this information.

Regards.

**Geoff Stuart**

Head of Regulatory Services & Emergency Management

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-----Original Message-----

**From:** [REDACTED]  
**Sent:** Thursday, 1 October 2020 11:50 PM  
**To:** "contact@huttcity.govt.nz" <contact@huttcity.govt.nz>  
**Subject:** Request for Information- HR Capability

Dear Hutt City Council,

My preference is to receive the requested information by email.

**I am seeking information about dog control human resource capability.**

As my interest is at the institutional or systemic level I would be grateful if you could take the usual precautions to anonymise the information.

I am also aware the dog control activity is resourced in different ways. If the following requests do not match your structure I would be grateful if you could provide information consistent with the underlying themes.

Could you please provide the following information for each of the financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016, 2014-2015:

1. The number of full-time equivalent positions performing work relating to the dog control activity in each of the following roles:

- a. Dog Control Officer
- b. Dog Ranger
- c. Honorary Dog Rangers
- d. Consultants or Advisors (and in what role, capacity or for what purpose)
- e. Pound-keepers
- f. Administrators

I am also seeking the number of FTE's at each level commencing above Dog Control Officer/Ranger and in a direct line to the Executive Team member (or equivalent). I appreciate organisational structures vary so I would be grateful if you could reflect your own. However for many territorial authorities the structure will be similar to:

- g. Team leader
- h. Manager
- i. Group Manager
- j. General Manager

2. For each category in #1 above:

- a. The minimum educational level, qualifications and experience needed to demonstrate competency for initial engagement in the role.
  - b. The number of FTE's with that minimum level.
  - c. The number of FTE's that exceed the minimum levels, and in what way they do so.
3. For each category in #1 above:
- a. The frequency and nature of internal on-going training.
  - b. The amount budgeted for professional development for each category for each year, and whether the full amount was expended.
  - c. A list of the activities that qualify as professional development.
  - d. Professional memberships.
4. If volunteers are employed, the number of FTE's, the roles they perform and how their suitability to perform that role is established.
5. For each category in #1 above:
- a. The performance outputs and performance measures or indicators.
  - b. How frequently performance outputs and measures are assessed.
  - c. When the outputs and measures were established, and how frequently they are revised to ensure they reflect current needs.
6. For the overall dog control activity:
- a. The performance outputs and performance measures or indicators.
  - b. How frequently those performance outputs and measures are assessed.
  - c. How frequently they are revised to ensure they reflect current needs.
  - d. The process for assessment and revision.

Regards,

[REDACTED]

## HCC Animal Services #FTE

POSITION	PERIOD				
	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Dog Control Officer	5	6	5	5	5
Volunteers	4 (3x Dog Walkers + 1x Beach Warden)	4 (3x Dog Walkers + 1x Beach Warden)	4 (3x Dog Walkers + 1x Beach Warden)	4 (3x Dog Walkers + 1x Beach Warden)	4 (3x Dog Walkers + 1x Beach Warden)
Pound-keepers	1	1	1	1	1
Administrators	2	2	2	2	2
Team leader	1	1	1	1	1
Manager	2 (1x Regional Manager + 1x Administration Manager)	2 (1x Regional Manager + 1x Administration Manager)	2 (1x Regional Manager + 1x Administration Manager)	2 (1x Regional Manager + 1x Administration Manager)	2 (1x Regional Manager + 1x Administration Manager)
Group Manager	1	1	1	1	1
General Manager	1	1	1	1	1

## HCC Animal Services Skills, Education & Required/Desired Attributes

Dog Control Officer	<ul style="list-style-type: none"> <li>• Three years secondary school education</li> <li>• Knowledge of the Dog Control Act and Council bylaws</li> <li>• Current driver's license</li> <li>• Animal Control Officers National Certificates (Levels 2-4)</li> <li>• Good written and verbal communication skills</li> <li>• Ability to communicate effectively with a broad range of people</li> <li>• Good level of physical fitness and stamina</li> <li>• Experience in handling and controlling animals</li> <li>• Ability to handle difficult situations and people</li> <li>• Animal Care and Handling Certificate (NZQA)</li> <li>• Response team training and/or qualification (Desired for Senior Positions)</li> </ul>
Pound-keepers	<ul style="list-style-type: none"> <li>• Three years secondary education</li> <li>• current driver's licence</li> <li>• Good written and verbal communication skills</li> <li>• ability to communicate effectively with a broad range of people</li> <li>• good level of physical fitness and stamina</li> <li>• experience in handling and controlling animals</li> <li>• ability to manage difficult situations and people</li> <li>• Previous administration experience</li> <li>• obtained medium computer skills</li> <li>• Animal Care and Handling Certificate (NZQA)</li> </ul>
Administrators	<ul style="list-style-type: none"> <li>• Sound practical administrative experience</li> <li>• be computer literate and able to use a wide range of software applications</li> <li>• three years secondary education</li> </ul>

	<ul style="list-style-type: none"> <li>• current driver's licence</li> <li>• good communication skills</li> <li>• Microsoft suite – Word, Access, Excel and Council modules such as Ci/Proclaim and Confirm</li> <li>• Good command of the English language, good written and verbal communication skills</li> <li>• ability to communicate effectively with a broad range of people</li> <li>• good level of physical fitness and stamina</li> <li>• experience in handling and controlling animals</li> <li>• ability to handle difficult situations and people</li> <li>• cash handling skills</li> <li>• Previous administration experience</li> <li>• obtained medium computer skills</li> <li>• Animal care and Handling Certificate (NZQA)</li> <li>• microchipping dogs experience</li> </ul>
Team leader	<ul style="list-style-type: none"> <li>• Three years secondary education</li> <li>• Animal Control Officers National Certificates (Levels 2-4)</li> <li>• current driver's licence</li> <li>• communication skills</li> <li>• Good command of the English language</li> <li>• good written and verbal communication skills</li> <li>• ability to communicate effectively with a broad range of people</li> <li>• good level of physical fitness and stamina</li> <li>• experience in handling and controlling animals</li> <li>• ability to handle difficult situations and people</li> <li>• Animal Care and Handling Certificate (NZQA)</li> </ul>
Administration Manager	<ul style="list-style-type: none"> <li>• Sound practical administrative experience</li> <li>• Previous administration experience in finance</li> <li>• Be computer literate and able to use a wide range of software applications</li> <li>• Driver's licence</li> <li>• Exhibit high level computer skills</li> <li>• Dealing with difficult customers</li> <li>• Microsoft suite – Word, Access, Excel and Council modules such as Ci/Proclaim and Confirm</li> </ul>
Manager	<ul style="list-style-type: none"> <li>• National Certificate in Animal Control or equivalent</li> <li>• current driver's licence</li> <li>• computer skills with Microsoft applications</li> <li>• Management diploma</li> <li>• prosecutors course</li> <li>• Health and Safety in Employment Act</li> <li>• defensive driving</li> <li>• dog registration databases</li> <li>• dealing with difficult customers</li> </ul>
Group Manager	N/A
General Manager	N/A

- All positions are filled following interviews; selection process adheres to HCC policies
- Professional Memberships: NZIAM

## HCC Animal Services Training

- Projected HCC Animal Services training budget is set at 2% of ACO salary.
- Training is ongoing and as required comprising internal mandatory HCC and industry specific courses which include:
  - Animal Control Officers National Certificates (Levels 2-4), and
  - Animal Care and Handling Certificate (NZQA)
- Performance outputs and measures are set annually and monitored biannually as per HCC guidelines. Objectives include HCC wide and operational specific which include:

*Animal Welfare, Animal care, Dog behaviours, Investigations, Prosecutors training Shelter Management, De-escalation skills, Dealing with difficult customers training Bite stick training, Incident/accident reporting, report writing, national dog data base training, defensive driving training, Level 2 and 4 Animal control Officers training(not available at present)*