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LGOIMA

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Information requested by the media, lobby groups, public sector organisations and MPs will always be published, while information specific to an individual or their property will not generally be published.

Request from:	Canine Research
Information requested:	Dog Control HR information
Response from:	Simon Bastion, Chief Executive

02 October 2020

Canine Research

Via Email:

Dear Canine Research

Official information request for Dog Control HR information

I refer to your official information request dated 02 October 2020 for Dog Control HR information

The information you have requested is enclosed. You may also find this information helpful:

https://www.westlanddc.govt.nz/sites/default/files/Dog%20control%2019-20%20Annual%20Report_0.pdf

- 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**
1 Fulltime Employee.
 - b. Dog Ranger**
1 Afterhours cover – weekends, variable as determined by call outs received. Average call outs, 2 – 6 hours per fortnight.
 - c. Honorary Dog Rangers**
Nil.
 - d. Consultants or Advisors (and in what role, capacity or for what purpose)**
Nil.
 - e. Pound-keepers**
Nil.
 - f. Administrators**
0.2 Fulltime Employee.

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**
Not applicable.
- h. Manager**
Not applicable.

- i. Group Manager**
1 Fulltime employee (0.1 of role attributed to Dog Control).
- j. General Manager**
Not applicable.

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.**
NZ Certificate Regulatory Compliance Level 2 (refer to enclosed Position Descriptions)
- b. The number of FTE's with that minimum level.**
1 Fulltime Employee and Part time Ranger.
- c. The number of FTE's that exceed the minimum levels, and in what way they do so.**
1 Fulltime employee and Part Time Ranger, having both achieved Level 3.

3. For each category in #1 above:

- a. The frequency and nature of internal on-going training.**
As required/identified.
- b. The amount budgeted for professional development for each category for each year, and whether the full amount was expended.**
2018/19 \$0. (Activity not part of budget approvals prior to 30 June 2018 as service was provided by Contractor).
\$1527.50 Unbudgeted expenditure for training.
- c. A list of the activities that qualify as professional development.**
 - Professional Development Opportunities
 - Enrolment in Certificates for Regulatory Compliance.
 - Attendance at National ACO's Conference.
- d. Professional memberships.**
1 NZACO's.

- 4. If volunteers are employed, the number of FTE's, the roles they perform and how their suitability to perform that role is established.**
Not applicable.

5. For each category in #1 above:

a. The performance outputs and performance measures or indicators.

Refer to enclosed Position Description

b. How frequently performance outputs and measures are assessed.

Refer to enclosed Position Description

c. When the outputs and measures were established, and how frequently they are revised to ensure they reflect current needs.

Established July 2018. Not due for review at this time.

6. For the overall dog control activity:

a. The performance outputs and performance measures or indicators.

This information is available in the Annual Report for 2018/19 found here:

<https://www.westlanddc.govt.nz/sites/default/files/FINAL%20Annual%20Report%202018-19%20with%20Audit%20Opinion.pdf>

b. How frequently those performance outputs and measures are assessed.

These are measured annually as part of the LTP (Financial Year) Annual Report

c. How frequently they are revised to ensure they reflect current needs.

These are revised Tri-Annually to align with the LTP 10 Year Plan requirements.

d. The process for assessment and revision.

A full review of all performance measure as required by the LTP 10 Yea Plan Process. Please refer to the Local Government Act 2012 for Long Term Plan (LTP) requirements.

There is no charge in supplying this information to you.

If you wish to discuss this decision with us, please feel free to contact Maryanne Bell, Senior Administration Assistant at LGOIMA@westlanddc.govt.nz, 03 756 9091.

Sincerely,



Simon Bastion | Chief Executive

SB/MB

Animal Control and Compliance Officer

Reporting to: Environmental Health / Regulatory Officer

Location: Hokitika

Date Reviewed: July 2018

Position Purpose

The purpose of this position is to undertake animal control (including dog control and stock control), co-ordinate after-hours animal contracts, and assist the Planning, Community and Environment Group with compliance monitoring and enforcement across a range of regulatory activities as required.

Functional Relationships

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Chief Executive • Executive Team • Mayor and Councillors • Westland District Council staff, particularly the Environmental Health / Regulatory Officer, Business Support Officers, the Building Control team, and the Planning team 	<ul style="list-style-type: none"> • Ratepayers, Residents and the General Public • Royal New Zealand Society for the Prevention of Cruelty to Animals (RNZSPCA) • NZ Institute of Animal Management • Contractors • Government Departments • Other Local Authorities

Limitations of Authority:

As defined in the Delegations Manual.

Financial: N/A

Staff: N/A

Operational:

Key Tasks and Responsibilities

1. Dog control: lead officer during business hours Monday – Friday, and contract supervisor for after-hours services. Specific tasks include:

- Dealing promptly and accurately with customer requests for services including managing aggressive and/or barking dogs, dog attacks and wandering dogs
- Conducting patrols throughout the District to identify wandering and/or unregistered dogs
- Impounding any dogs in the area that are without proper control as necessary (e.g. wandering or running at large among stock)
- Operating the Council dog pound (facility currently provided by RNZSPCA)
- Issuing infringement notices where appropriate, recommending classification of dogs as menacing or dangerous, following robust investigative procedures, and taking

other legal action as may be necessary to enforce statutory requirements, including preparing documents for court proceedings and court attendance when necessary

- Conducting inspections of properties where applications for 'responsible owner,' 'working dog' and similar classifications have been received, and issuing such classifications where appropriate
- Following up on all menacing and dangerous dogs to ensure that any requirements are complied with as per legislation
- Creating and maintaining a dog control information database
- Ensuring all dogs are registered
- Educating dog owners around their responsibilities under the Dog Control Act and Dog Control Bylaw 2018 (e.g. on-leash requirements)
- Supervising after-hours contract(s) and/or any relevant on-call Council staff to ensure that priority services are available 24/7 (e.g. dog attacks or dogs rushing at persons or animals, pick up of a dog that is confirmed or restrained, or barking dog complaints where a Bark Abatement Notice has been issued)

Expected Results:

- a) Westland residents and visitors are protected from nuisance, harm or damage caused by dogs
- b) Customer service requests are dealt with in a timely manner, through investigation, resolution of the issue and communication of the outcome to the customer
- c) Appropriate enforcement action is taken and followed up as required
- d) Impounded dogs are kept in conditions that are safe and hygienic
- e) All or nearly all dogs in the District are registered, and information held is accurate and up-to-date
- f) Dog owners are aware of their obligations under the Dog Control Act 1996 and Council's Dog Control Bylaw 2018, and dog owners and Council comply with these requirements
- g) After-hours services are provided to the level required by Council

2. Stock control: lead officer during business hours Monday – Friday, and contract supervisor for after-hours services. Specific tasks include:

- Safely removing all stock wandering on the road, in accordance with the Impounding Act 1955, to ensure traffic and pedestrian safety, noting the following:
 - Rural state highways east of Dillmanstown and south of Ross are the responsibility of the New Zealand Transport Agency under current arrangements
 - Rural local roads east of Dillmanstown and south of Ross may rely on assistance from local contractors and/or Police due to travel time requirements
- Recovering costs as per the Council's fees and charges schedule relating to Stock Control
- Inspecting boundary fencing at sites where stock escape from properties, assessing whether remedial action is required, and following up with owners to ensure that issues are addressed and the Westland District Fencing Bylaw is complied with

- Providing proactive education to stock owners, as required, of their obligations under the Westland District Fencing Bylaw
- Taking legal action as may be necessary to enforce statutory requirements, including preparing documents for court proceedings and court attendance when necessary
- Establishment and maintaining a stock register that identifies and provides contact details and addresses where stock are kept for all known stock herd owners across the Westland District
- Arranging for suitable temporary and/or permanent stock pound facility(ies) in various locations throughout Westland as required, on public or private land
- Coordinating contractors, any relevant on-call Council staff, and/or other external support to provide after-hours service and service in rural areas south of Ross and east of Dillmanstown

Expected Results:

- a) Westland residents and visitors are protected from nuisance, harm or damage caused by stock wandering on roads; stock wandering on the road are removed from the road and either returned to the stock owner or impounded under the Impounding Act 1955
- b) Customer service requests are dealt with in a timely manner, through investigation, resolution of the issue and communication of the outcome to the customer
- c) Appropriate enforcement action is taken and followed up as required
- d) Impounded stock are kept in conditions that are safe and hygienic, with appropriate arrangements in place with landowners as required
- e) A stock register is developed to improve communication and efficiency in dealing with stock control issues
- f) Stock owners are aware of their obligations under the Council's Fencing Bylaw, and stock owners comply with these requirements
- g) Council actions comply with the Impounding Act 1955
- h) After-hours services are provided to the level required by Council

3. Compliance monitoring and enforcement support to the regulatory functions of the Planning, Community and Environment group, as required and as time permits given the Animal Control work.

- Assisting the Environmental Health / Regulatory Officer, Building Control, and Planning teams with compliance monitoring and enforcement support as required, if time permits given the Animal Control work. This might include site visits, investigations, reporting, and enforcement actions in relation to policies, plans, bylaws and other legislation. Priority will generally be given to work for the Environmental Health / Regulatory Officer. On-the-job training may be required.

Expected Results:

- a) The workload of the Environmental Health / Regulatory Officer, Building Control and Planning teams will be eased by additional resource from this role if available

- b) Compliance monitoring and enforcement skills developed and demonstrated in the Animal Control part of this role will be applied more widely across the Council's regulatory functions
- c) An increased level of overall regulatory compliance and customer satisfaction will be achieved

Other Duties

Expected Results:

- a) Supporting the team by completing other duties as and when they arise

HEALTH AND SAFETY:

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

Person Specification

Qualifications/Experience

- Significant experience handling animals
- Experience within or working with a regulatory or local government entity
- Willingness to pursue training towards a NZ Certificate in Regulatory Compliance

Skills / Attributes

- Physical ability and courage, to conduct the animal control duties
- Ability to remain calm and considerate in the face of customer stress
- Excellent verbal and written communication skills

Animal Control Ranger (Permanent Part-Time)

Reporting to: Environmental Health / Regulatory Officer

Location: Hokitika

Date Reviewed: July 2018

Position Purpose

The purpose of this position is to undertake animal control (including dog control and stock control) on a permanent-part time basis (rostered as 'on-call' after hours with extra hours possible as backup for the Animal Control Officer during leave periods).

Functional Relationships

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> Westland District Council staff, particularly the Animal Control Officer and Environmental Health / Regulatory Officer 	<ul style="list-style-type: none"> Ratepayers, Residents and the General Public Royal New Zealand Society for the Prevention of Cruelty to Animals (RNZSPCA)

Limitations of Authority:

As defined in the Delegations Manual.

Financial: N/A

Staff: N/A

Operational:

Key Tasks and Responsibilities

1. Dog control: Specific tasks include:

- Dealing promptly and accurately with all priority services 24/7: dog attacks or dogs rushing at persons or animals, pick up of a dog that is confirmed or restrained, or barking dog complaints where a Bark Abatement Notice has been issued
- Responding to wandering dog complaints during business hours
- Customer requests for services including managing aggressive and/or barking dogs, dog attacks and wandering dogs
- Impounding any dogs in the area that are without proper control as necessary (e.g. wandering or running at large among stock)
- Reporting on incidents and making recommendations to Animal Control Officer regarding infringement notices where appropriate, or regarding classification of dogs as menacing or dangerous, based on these incidents.
- In responding to complaints or incidents, educating dog owners around their responsibilities under the Dog Control Act and Dog Control Bylaw 2018 (e.g. on-leash requirements)

Expected Results:

- a) Westland residents and visitors are protected from nuisance, harm or damage caused by dogs
- b) Customer service requests are dealt with in a timely manner: 24/7 coverage for priority incidents listed above, and response to wandering dog complaints during business hours
- c) Incidents are reported to the Animal Control Officer or Environmental Health / Regulatory Officer, with recommendations on appropriate enforcement action as required
- d) Dogs are impounded safely and appropriately
- e) Dog owners involved in incidents are aware of their obligations under the Dog Control Act 1996 and Council's Dog Control Bylaw 2018

2. Stock control: Specific tasks include:

- Safely removing all stock wandering on the road, in accordance with the Impounding Act 1955, to ensure traffic and pedestrian safety, noting the following:
 - Rural state highways east of Dillmanstown and south of Ross are the responsibility of the New Zealand Transport Agency under current arrangements
 - Rural local roads east of Dillmanstown and south of Ross may rely on assistance from local contractors and/or Police due to travel time requirements
- Reporting on incidents to Animal Control Officer or Environmental Health / Regulatory Officer so that costs can be recovered as per the Council's fees and charges schedule relating to Stock Control
- Inspecting boundary fencing at sites where stock escape from properties, and reporting on any deficiencies thereof to the Animal Control Officer or Environmental Health / Regulatory Officer
- Providing proactive education to stock owners, where possible and appropriate in responding to incidents, of their obligations under the Westland District Fencing Bylaw
- Making appropriate use of any agreed temporary and/or permanent stock pound facility(ies) in various locations throughout Westland as required, on public or private land

Expected Results:

- a) Westland residents and visitors are protected from nuisance, harm or damage caused by stock wandering on roads; stock wandering on the road are removed from the road and either returned to the stock owner or impounded under the Impounding Act 1955
- b) Customer service requests are dealt with in a timely manner
- c) Incidents are reported to the Animal Control Officer or Environmental Health / Regulatory Officer, with recommendations on cost recovery and appropriate enforcement action as required
- d) Stock are impounded safely and appropriately, in compliance with the Impounding Act 1955 and any agreed arrangements for temporary or permanent stock pounds
- e) Stock owners involved in incidents are aware of their obligations under the Council's Fencing Bylaw, and stock owners comply with these requirements

HEALTH AND SAFETY:

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

Civil Defence

To meet the Council’s statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council’s emergency response.

Person Specification

Qualifications/Experience

- Significant experience handling animals

Skills / Attributes

- Physical ability and courage, to conduct the animal control duties
- Ability to remain calm and considerate in the face of customer stress
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Excellent Customer Service skills
- Ability to manage time and prioritise and organise workload

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

Employee’s Signature

Date

Manager’s Signature

Date