

**From:** Official Information  
**To:** §7(2)(a)  
**Cc:** Official Information  
**Subject:** Final response - LGOIMA 369276 - Stefan - Territorial authority info  
**Date:** Wednesday, 17 January 2024 2:48:03 pm  
**Attachments:** [image004.png](#) [image007.png](#) [image008.jpg](#) [image009.jpg](#) [image002.png](#)

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Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

**Your request:**

*Topic A - Ombudsman's report 'Open for Business' dated October 2023*

- 1) what steps has your territorial authority taken in regards to the Ombudsman's report?
- 2) what actions/motions have been passed by your territorial authority in response to the Ombudsman's report?
- 3) what steps are still under consideration?
- 4) what has or will the total cost been of any changes?

*Topic B - costs relating to councillors interactions*

- 1) How much has your territorial authority budgeted in each of the last 3 years for any costs related to councilor conduct. This could include individual conduct or between other councillors, mayor/chair or Chief Executive. This may include mediation, legal fees, legal investigations and similar.
- 2) How much has your territorial authority spent in each of the last 3 financial years for any costs related to councilor conduct. This could include individual conduct or between other councillors, mayor/chair or Chief Executive. This may include mediation, legal fees, legal investigations and similar.

*Topic C - staffing numbers*

- 1) What is the full FTE staff number if your territorial authority was fully staffed?
- 2) What is your current FTE staff number employed?
- 3) What percentage of full FTE staff required is currently vacant?
- 4) What percentage of the vacant positions are not being actively recruited to fill. Eg what percentage are currently remaining vacant?
- 5) What effect will these vacancies have on the services your territorial authority delivers / can deliver?

*Topic D - senior leadership*

- 1) Has your Chief Executive resigned, or a new CE been appointed in the last 3 years?
- 2) How many of your Tier Two leaders resigned, or a new leader been appointed in the last 3 years?
- 3) Have your territorial authority had a staff restructure implemented, considered by senior leadership or consulted in in the last 3 years. This includes a restructure of the whole territorial authority, or one or more department.

*Topic E - contractors*

- 1) How much was budgeted by your territorial authority in each of the last 3 years for external contractors?
- 2) How much was the budgeted amount as a percentage of total income for each of the last three years?
- 3) How much was spent by your territorial authority in each of the last 3 years for external contractors?
- 4) How much was the amount spent on contractors as a percentage of total income for each of the last three years?
- 5) Is your territorial authority's spend on contractors expected to increase this year because of staffing shortages.
- 6) Could the services contracted for be hired directly under the territorial authority?
- 7) What were the three companies, receiving the highest contractors spend in the last year?

**Our response:**

***Topic A - Ombudsman's report 'Open for Business' dated October 2023***

1. **what steps has your territorial authority taken in regards to the Ombudsman's report?**
2. **what actions/motions have been passed by your territorial authority in response to the Ombudsman's report?**
3. **what steps are still under consideration?**
4. **what has or will the total cost been of any changes?**

At Hamilton City Council we strive for excellence in being compliant with our legislative requirements for public accessibility and openness, we are also always looking to improve our accessibility so that we can be accountable to our rate payers and community at large. The Hamilton City Council can note that we are compliant with the requirements and considerations that are laid out by the Ombudsman's 'Open for Business' report regarding changes around Leadership and Culture, Meetings Standards, Workshops, Accessibility and Organisation structure, staffing and capability. As we have [previously stated](#) Hamilton City Council stopped closed door workshops and opened them to the public in 2016, unless there is a good reason to hold a closed workshop. Our default is always to start from the view that an item is public and should be discussed in an open forum. It's important our community can see the journey elected members go on to reach a decision. Our sessions are publicly noted via the Council agenda in its annual meeting calendar, that they are open and accessible to the public, with regular media presence. Notes are taken of briefing session; they are then made publicly available at the next available Council meeting as part of the agenda.

***Topic B - costs relating to councillors interactions***

1. **How much has your territorial authority budgeted in each of the last 3 years for any costs related to councilor conduct. This could include individual conduct or between other councillors, mayor/chair or Chief Executive. This may include mediation, legal fees, legal investigations and similar.**
- 2) **How much has your territorial authority spent in each of the last 3 financial years for any costs related to councilor conduct. This could**

include individual conduct or between other councillors, mayor/chair or Chief Executive. This may include mediation, legal fees, legal investigations and similar.

Hamilton City Council does not have a budget line specific to 'Councillor conduct', we do however have a legal services line for Elected Member matters which includes legal investigations of conduct complaints. The budget for each of the Financial Years is below:

2021 - \$8,400  
2022 - \$15,003  
2023 - \$15,435

Expenditure  
2021 \$ 7,212  
2022 \$ 5,079  
2023 \$10,609

#### **Topic C - staffing numbers**

1. What is the full FTE staff number if your territorial authority was fully staffed?
  2. What is your current FTE staff number employed?
  3. What percentage of full FTE staff required is currently vacant?
  4. What percentage of the vacant positions are not being actively recruited to fill. Eg what percentage are currently remaining vacant?
  5. What effect will these vacancies have on the services your territorial authority delivers / can deliver?
1. 1479  
2. 1301  
3. 12.5% of the total fte  
4. 12% vacant positions (192 roles vacant). Out of those, 51 are being actively recruited as of 21.12.2023 (26.5%) and 73.5% are not being actively recruited (noting that this is the week before Christmas and many roles will begin recruitment in the new year).  
5. We do not expect this to have any material impact on services delivered to the community. It is likely that in the new year many of these vacant positions will be filled.

#### **Topic D - senior leadership**

1. Has your Chief Executive resigned, or a new CE been appointed in the last 3 years?
2. How many of your Tier Two leaders resigned, or a new leader been appointed in the last 3 years?
3. Have your territorial authority had a staff restructure implemented, considered by senior leadership or consulted in in the last 3 years.  
This includes a restructure of the whole territorial authority, or one or more department.

1. Yes, Lance Vervoort started as CE in October 2021
2. Six New leaders have been appointed; 1 leader as resigned.
3. Yes, we are currently going through a restructure.

#### **Topic E - contractors**

1. How much was budgeted by your territorial authority in each of the last 3 years for external contractors?
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6. Could the services contracted for be hired directly under the territorial authority?
7. What were the three companies, receiving the highest contractors spend in the last year?

		AP20-21 Budget	20-21 Actuals	LTP21-22 Budget	21-22 Actuals	AP22-23 Budget	22-23 Actuals	AP23-24 Budget
1.								
2.								
3.	<b>Total Revenue (excluding gains)</b>	364,717,355	398,603,355	435,885,268	456,049,268	455,474,417	523,168,434	503,667,858
4.	<b>Total Contractors</b>	47,591,782	52,780,177	62,205,589	65,050,034	70,102,577	72,120,703	76,449,258
	% of Income	13%	13%	14%	14%	15%	14%	15%

*Includes contractors, service providers and external contractors for staff coverage.*

5. Increase in 23-24 budget spend is mostly driven by price increases. No increase in budget due to staffing shortages.
6. There is a considerable breadth of service types that are contracted for. Some services could be hired directly. The most significant contacts would require infrastructural and asset investment beyond the scope of Council.

	Opex FY 2022-23
Downer New Zealand	\$19,513,301
Tompkins Wake & Co	\$10,549,735
Enviro Waste Services Limited	\$8,400,696

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Hamilton City Council | Private Bag 3010 | Hamilton 3240 | [www.hamilton.govt.nz](http://www.hamilton.govt.nz)

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*I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.*

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

**From:** **S7(2)(a)**

**Sent:** Sunday, 10 December 2023 4:16:49 pm

**To:**

**CC:** [info@adc.govt.nz](mailto:info@adc.govt.nz); [info@boprc.govt.nz](mailto:info@boprc.govt.nz); [info@bdc.govt.nz](mailto:info@bdc.govt.nz); [ecinfo@ecan.govt.nz](mailto:ecinfo@ecan.govt.nz); [info@cdc.govt.nz](mailto:info@cdc.govt.nz); [info@chbdc.govt.nz](mailto:info@chbdc.govt.nz); [codcalex@codc.govt.nz](mailto:codcalex@codc.govt.nz); [info@cic.govt.nz](mailto:info@cic.govt.nz); [info@ccc.govt.nz](mailto:info@ccc.govt.nz); [help.desk@cluthadc.govt.nz](mailto:help.desk@cluthadc.govt.nz); [dcc@dcc.govt.nz](mailto:dcc@dcc.govt.nz); [service@gdc.govt.nz](mailto:service@gdc.govt.nz); [info@goredc.govt.nz](mailto:info@goredc.govt.nz); [info@greycdc.govt.nz](mailto:info@greycdc.govt.nz); [info@hcc.govt.nz](mailto:info@hcc.govt.nz); [council@hdc.govt.nz](mailto:council@hdc.govt.nz); [info@hauraki-dc.govt.nz](mailto:info@hauraki-dc.govt.nz); [info@hbrc.govt.nz](mailto:info@hbrc.govt.nz); [enquiries@horowhenua.govt.nz](mailto:enquiries@horowhenua.govt.nz); [info@hurunui.govt.nz](mailto:info@hurunui.govt.nz); [contact@huttcity.govt.nz](mailto:contact@huttcity.govt.nz); [service@icc.govt.nz](mailto:service@icc.govt.nz); [kdc@kaikoura.govt.nz](mailto:kdc@kaikoura.govt.nz); [council@kaipara.govt.nz](mailto:council@kaipara.govt.nz); [kapiti.council@kapiticoast.govt.nz](mailto:kapiti.council@kapiticoast.govt.nz); [kaweraudc@kaweraudc.govt.nz](mailto:kaweraudc@kaweraudc.govt.nz); [info@mackenzie.govt.nz](mailto:info@mackenzie.govt.nz); [help@horizons.govt.nz](mailto:help@horizons.govt.nz); [mdc@marlborough.govt.nz](mailto:mdc@marlborough.govt.nz); [mdc@mstn.govt.nz](mailto:mdc@mstn.govt.nz); [info@mpdc.govt.nz](mailto:info@mpdc.govt.nz); [info@napier.govt.nz](mailto:info@napier.govt.nz); [enquiry@ncc.govt.nz](mailto:enquiry@ncc.govt.nz); [enquiries@npdc.govt.nz](mailto:enquiries@npdc.govt.nz); [mailroom@nrc.govt.nz](mailto:mailroom@nrc.govt.nz); [info@odc.govt.nz](mailto:info@odc.govt.nz); [info@orc.govt.nz](mailto:info@orc.govt.nz); [info@otdc.govt.nz](mailto:info@otdc.govt.nz); [info@pncc.govt.nz](mailto:info@pncc.govt.nz); [enquiries@poriruacity.govt.nz](mailto:enquiries@poriruacity.govt.nz); [services@qldc.govt.nz](mailto:services@qldc.govt.nz); [info@rangitikei.govt.nz](mailto:info@rangitikei.govt.nz); [info@rotorualc.govt.nz](mailto:info@rotorualc.govt.nz); [info@ruapehudc.govt.nz](mailto:info@ruapehudc.govt.nz); [admin@selwyn.govt.nz](mailto:admin@selwyn.govt.nz); [contact@stdc.govt.nz](mailto:contact@stdc.govt.nz); [info@southwaikato.govt.nz](mailto:info@southwaikato.govt.nz); [enquiries@swdc.govt.nz](mailto:enquiries@swdc.govt.nz); [emailsdcc@southlanddc.govt.nz](mailto:emailsdcc@southlanddc.govt.nz); [service@es.govt.nz](mailto:service@es.govt.nz); [stratforddc@stratford.govt.nz](mailto:stratforddc@stratford.govt.nz); [info@trc.govt.nz](mailto:info@trc.govt.nz); [info@tararuadc.govt.nz](mailto:info@tararuadc.govt.nz); [info@tasman.govt.nz](mailto:info@tasman.govt.nz); [info@taupo.govt.nz](mailto:info@taupo.govt.nz); [info@tauranga.govt.nz](mailto:info@tauranga.govt.nz); [customer.services@tcdc.govt.nz](mailto:customer.services@tcdc.govt.nz); [enquiry@timdc.govt.nz](mailto:enquiry@timdc.govt.nz); [askus@uhcc.govt.nz](mailto:askus@uhcc.govt.nz); [info@waiadc.govt.nz](mailto:info@waiadc.govt.nz); [office@wmk.govt.nz](mailto:office@wmk.govt.nz); [council@waimatedc.govt.nz](mailto:council@waimatedc.govt.nz); [info@waipadc.govt.nz](mailto:info@waipadc.govt.nz); [administrator@wairoadc.govt.nz](mailto:administrator@wairoadc.govt.nz); [service@waitaki.govt.nz](mailto:service@waitaki.govt.nz); [info@waitomo.govt.nz](mailto:info@waitomo.govt.nz); [info@wcc.govt.nz](mailto:info@wcc.govt.nz); [info@gw.govt.nz](mailto:info@gw.govt.nz); [info@wcrc.govt.nz](mailto:info@wcrc.govt.nz); [customerservice@westernbay.govt.nz](mailto:customerservice@westernbay.govt.nz); [council@westlanddc.govt.nz](mailto:council@westlanddc.govt.nz); [information@whakatane.govt.nz](mailto:information@whakatane.govt.nz); [wdc@whanganui.govt.nz](mailto:wdc@whanganui.govt.nz); [mailroom@wdc.govt.nz](mailto:mailroom@wdc.govt.nz)

**Subject:** Request for information - territorial authorities

Mōrena,

Could I please have the following information related to your territorial authority.

Topic A - Ombudsman's report 'Open for Business' dated October 2023

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Thank you for your time on these questions,

57(2)(a)