

Improving Resource Consent Compliance

The Planning team has been setting the framework to improving the response to customer & to complying with statutory deadlines.

Below are the key recommendations from Barkers & Associates Report presented to the August Council Meeting and some statistics showing we are making progress.

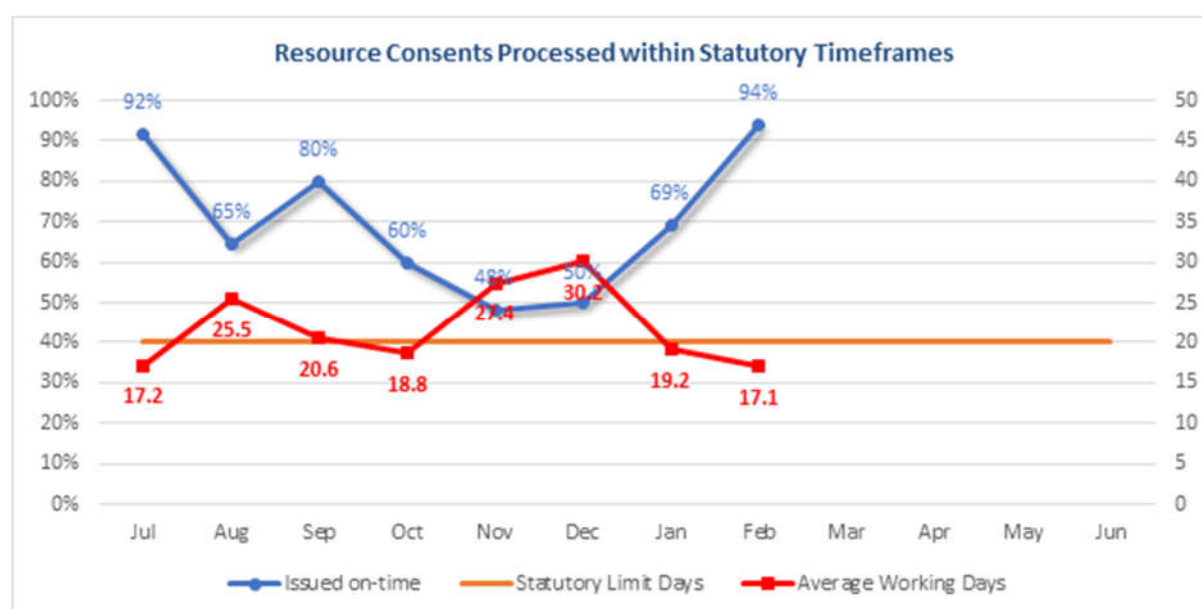
Key Recommendations	Changes Made	Result
Distribute delegations and have only one review	Completed, 4 reviewers	Increase pipeline flows
Mentoring and development plans for staff	Completed partially. Skills matrix to be completed.	Ensure aspirations of staff are recognised
Website Improvements	Started- FAQs Updated. Some forms still to be simplified.	Resource for Customers - Customer Services Staff
Develop Templates	Templates received for <ul style="list-style-type: none"> Subdivision Report Notification assessment for subdivision & land use. 8 more to come 	Aids staff in what issues they should be considering
Resource consent conditions	Completed and being utilised from last week in February. Consultants to be met with in March.	Gives some standardisation of conditions for different types of consents and ensuring they are enforceable
Implement standard hours for staff to be available	Duty Planner (Trial) Mon, Thurs & Fri 10am - 2pm Hunt line, requested from IT arrange for technical support, customer service, book cells pre application meetings with Principal Planner capturing statistics. Advertise later	Ensuring availability for customer queries with senior staff & improves relationships with customer services & the customer.
Ensure informing customers	Now sending correspondence both to agent and applicant	Ensure customers know where they are in the process
Upgrade GIS/ Introduce Eplan	GIS implemented. Eplan work till underway to get online GIS not updated for 7 years and back log to put into Magic.	Customers/ Agents can get information themselves on rules for each property

Improvements still to make

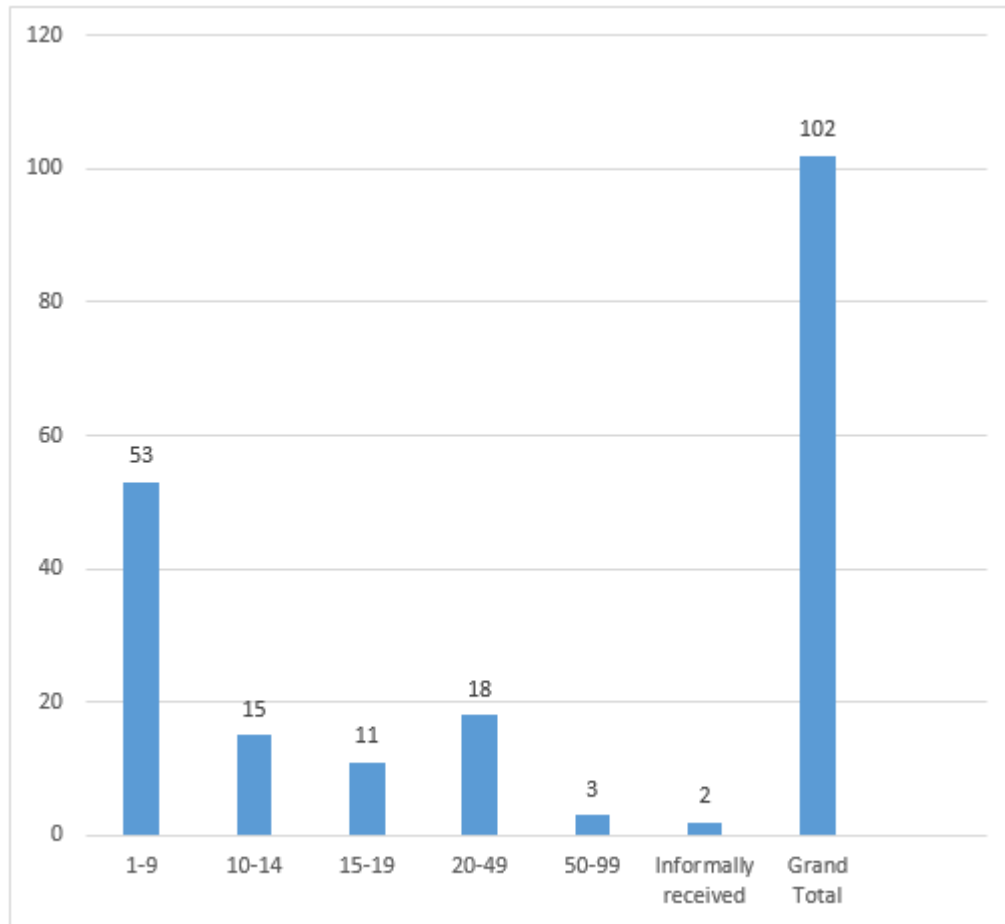
Key Recommendations	Changes to be Made	
Deal with low risk consents more efficiently	Still to begin	
Improved relationship and management of Consultants	Appointments made for March & checking capacity weekly	
Using plain language in responses	Outstanding	

In addition planning is underway for a Developers Forum in April to improve communication.

Processing of consents decreased October to December 2019, due to a concerted effort by senior team members to process older complicated consents.



Breakdown of Days Processing Resource Consents (updated weekly)



There are fewer consents over 20 days than ever before.