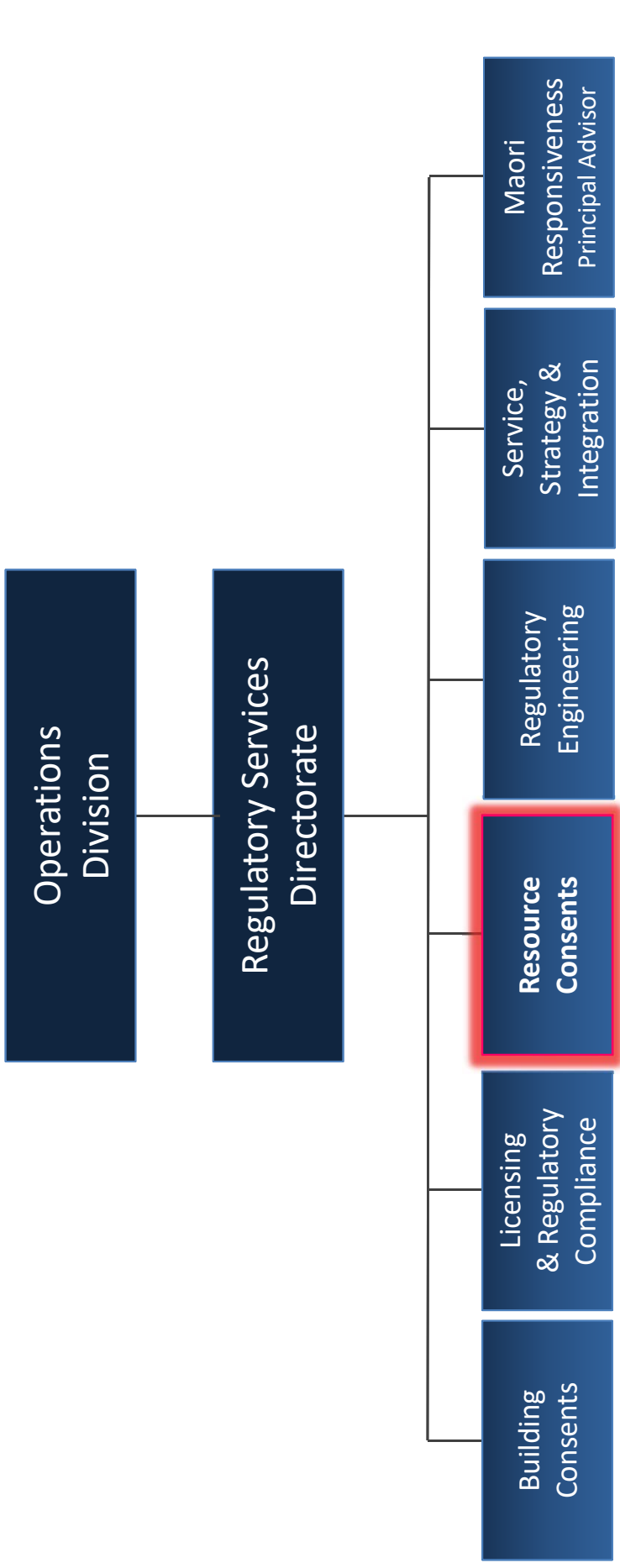


Resource Consents Department – Presentation to the Regulatory Committee

Ian Smallburn & James Dowding

October 2018

Our place within the organisation



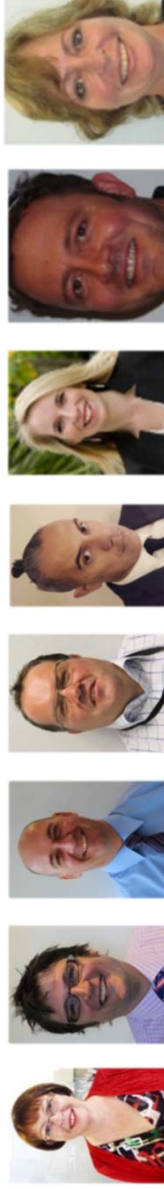
Services we deliver

- Pre-application meetings.
- Processing of resource consents (district & regional) & other planning applications across the region.
- Planning input on building consents across the region.
- Providing 'front of house' planning information to the public.
- Managing & resolving appeals & objections.
- Project management functions.



Our Leaders

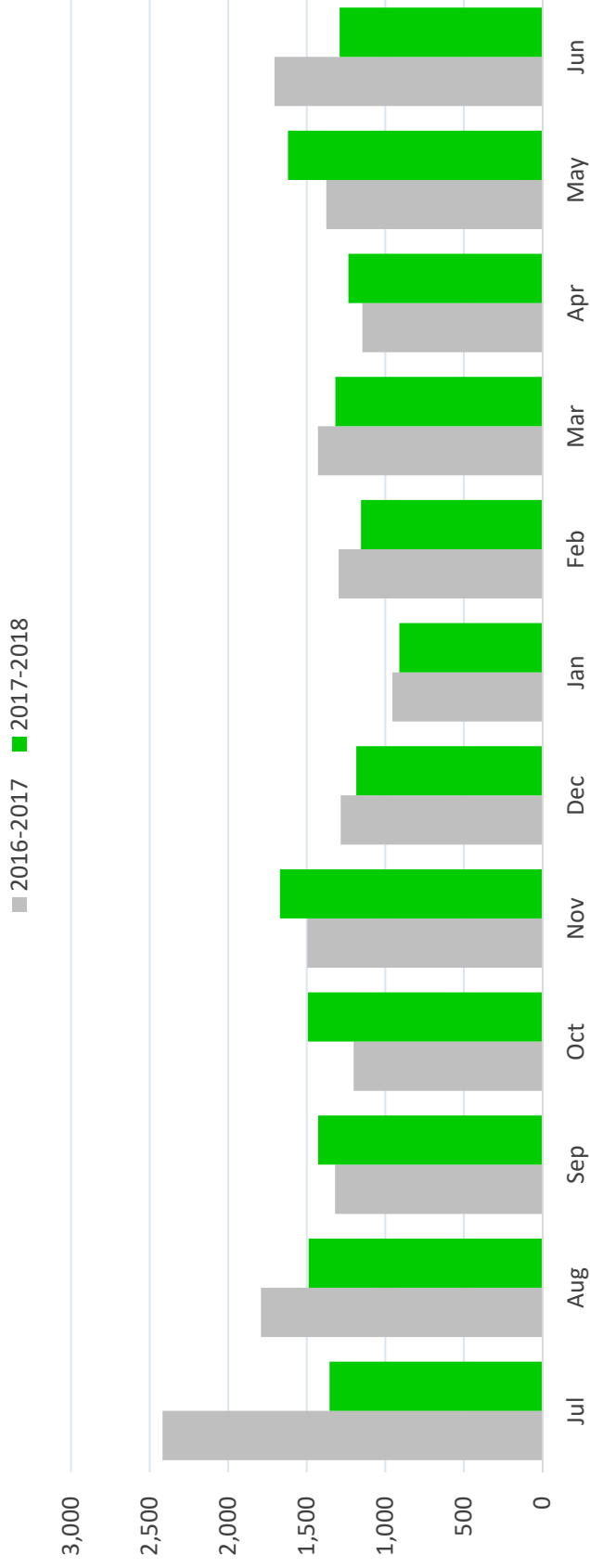
Area	Hubs / locations	Leader
Regulatory Services Director		Penny Pirrit
General Manager	All	Ian Smallburn
North-West	Orewa, Takapuna & Henderson	Ian Dobson
Central	Graham St & Waiheke Island	Mark White
South	Manukau	James Dowding
Premium / Qualified Partner	All	Anna Wallace
Specialists	All	Simon Tredgett
Regulatory Support	All	Terese Marsh



Our People

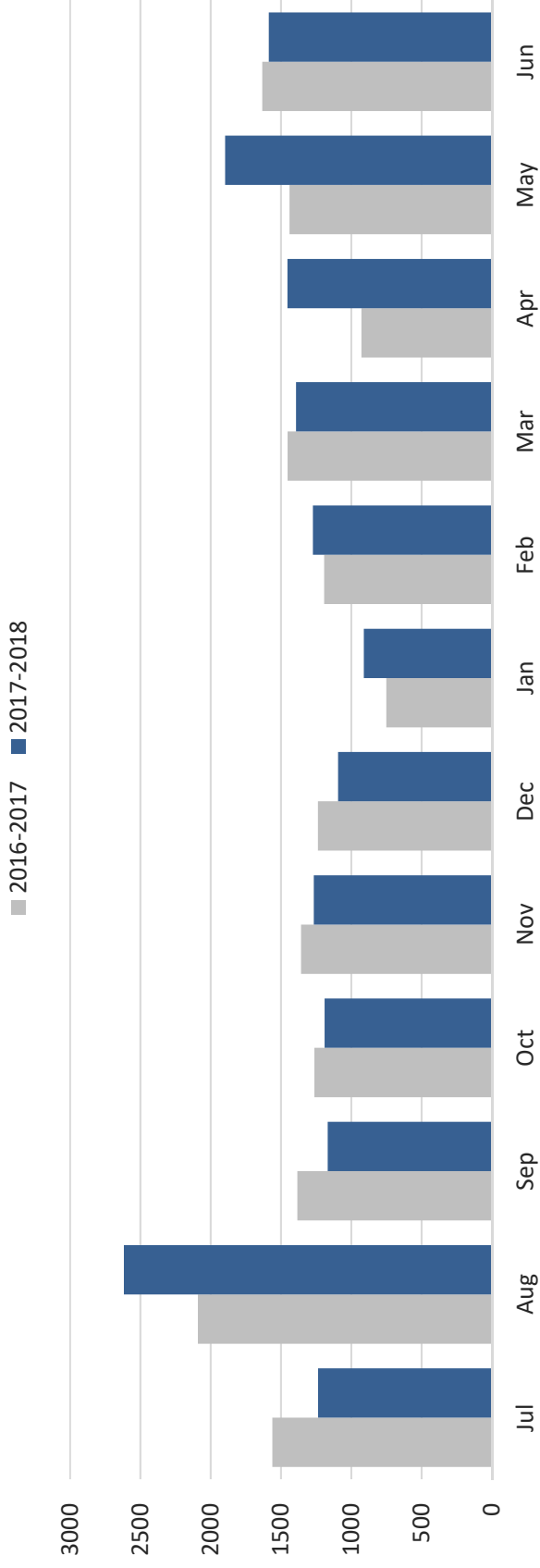
% of total	No. of staff	Role
8.83	34	Team Leaders
2.60	10	Principal Specialist Planners
0.26	1	Principal Specialist
3.12	12	Principal Project Leads
0.78	3	Key Account Managers / Qualified Partner Leads
12.73	49	RC Senior Planners
18.96	73	RC Intermediate Planners
14.81	57	RC Planners
3.12	12	Building Consent Plan Check Planners
4.68	18	Planning Information Advisors
13.51	52	Specialists
16.62	64	Regulatory Support Administrators
	385	Total

Resource Applications Received by Department, per month FY16/17 & FY17/18



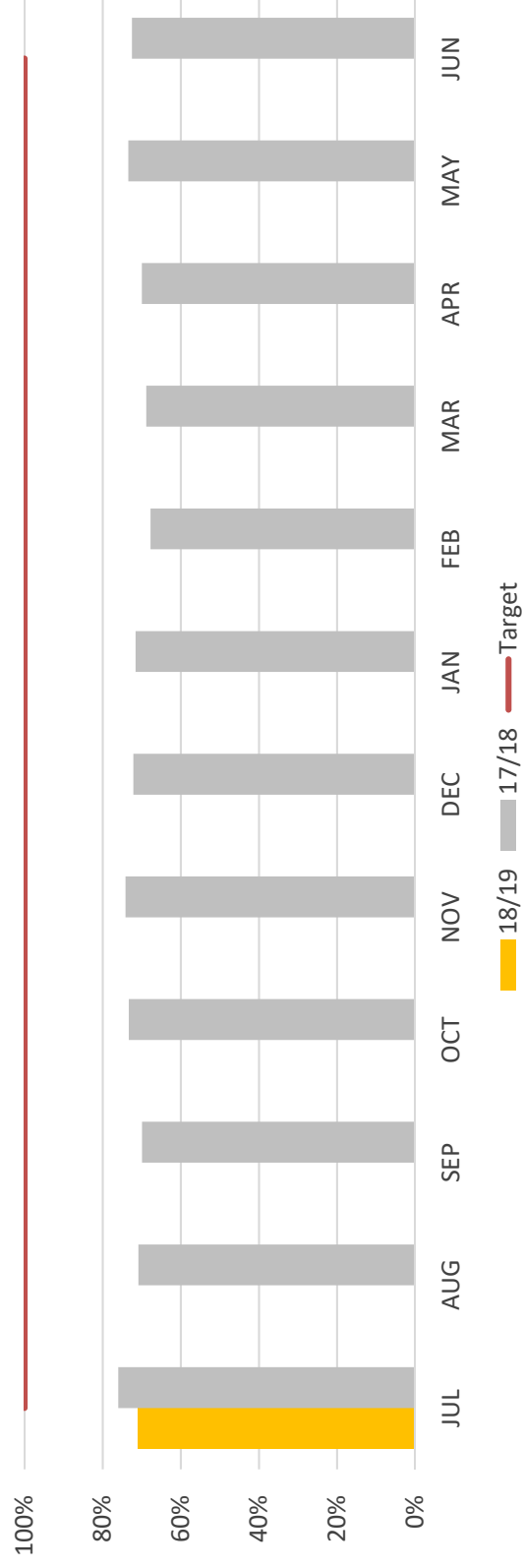
Total Received FY16/17	17,414
Total Received FY17/18	16,140

Resource Consent Applications Completed by Department, per month FY16/17 & FY17/18



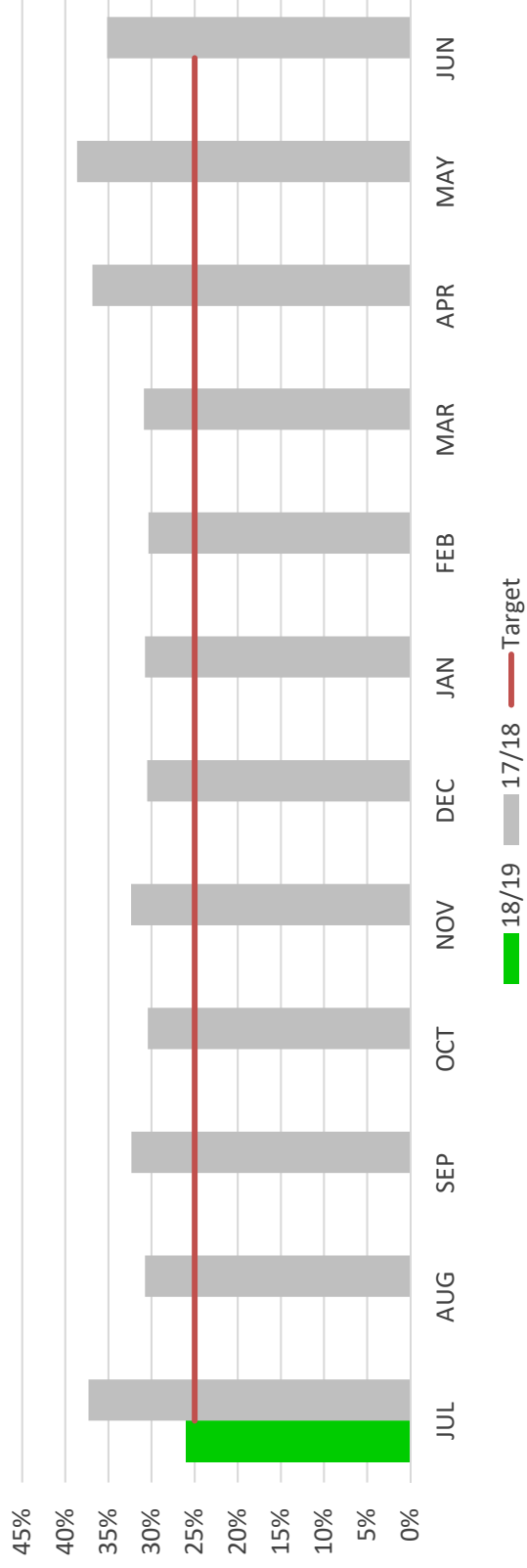
Total Completed FY16/17	16,288
Total Completed FY17/18	17,084

Percentage non-notified RC processed within 20 Statutory Working Days



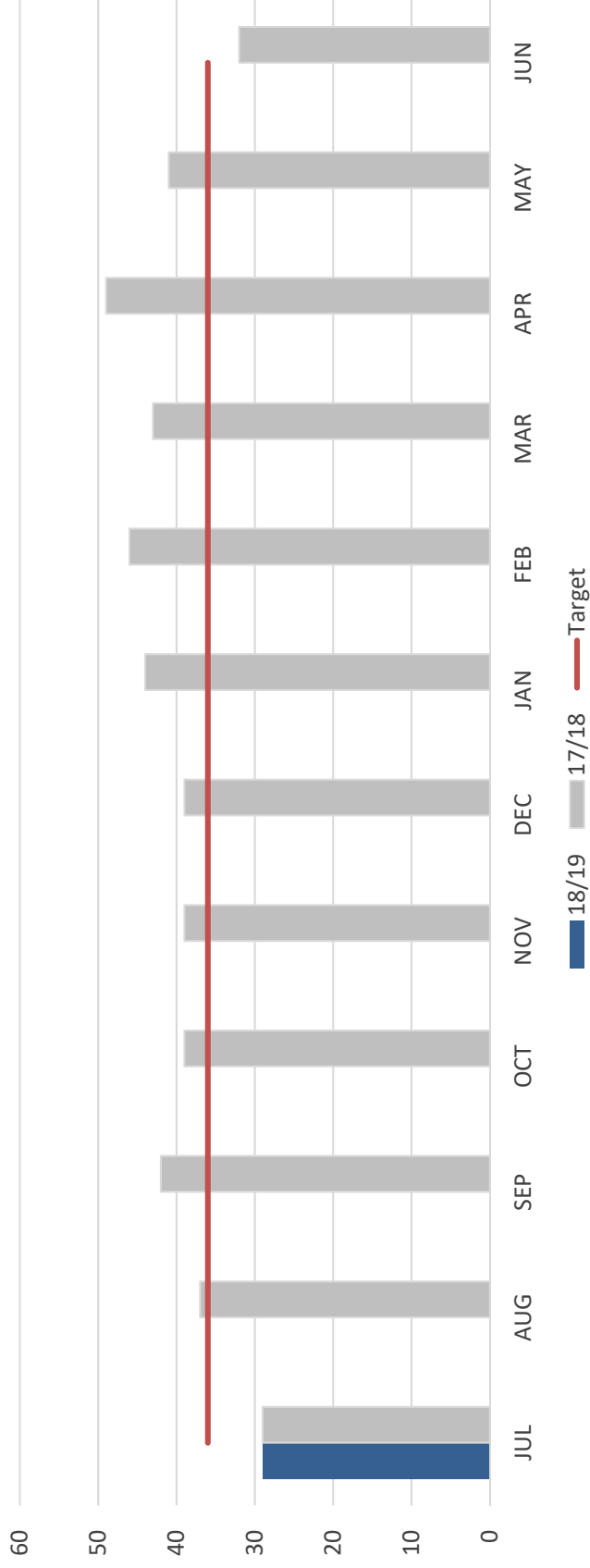
Current (target)	Variance (to previous month)	Rolling (12 months)
71%	-1%	71%
(100%)		

Percentage non-notified RC processed within 10 Working Days



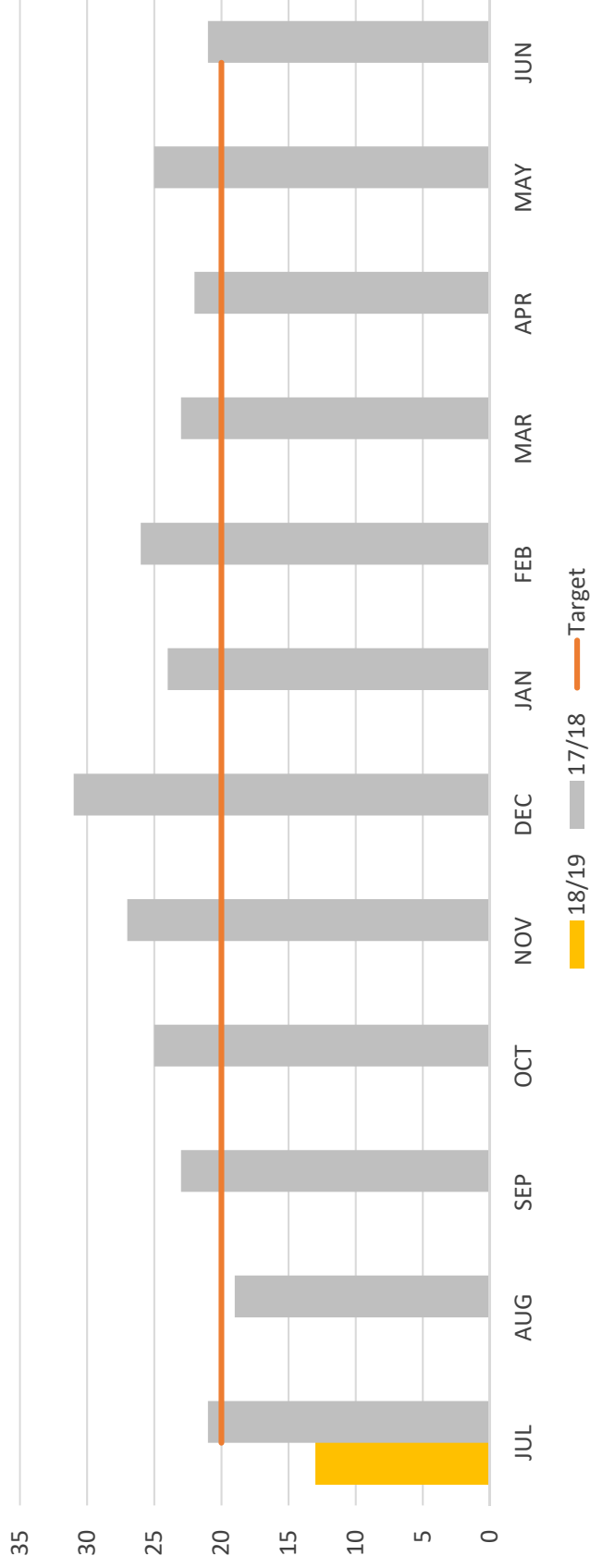
Current (target)	Variance (to previous month)	Rolling (12 months)
26%	-9%	32%
(25%)		

Median elapsed Working Days between Received and Complete



Current (target)	Variance (to previous month)	Rolling (12 months)
29	-3	40
(36)		

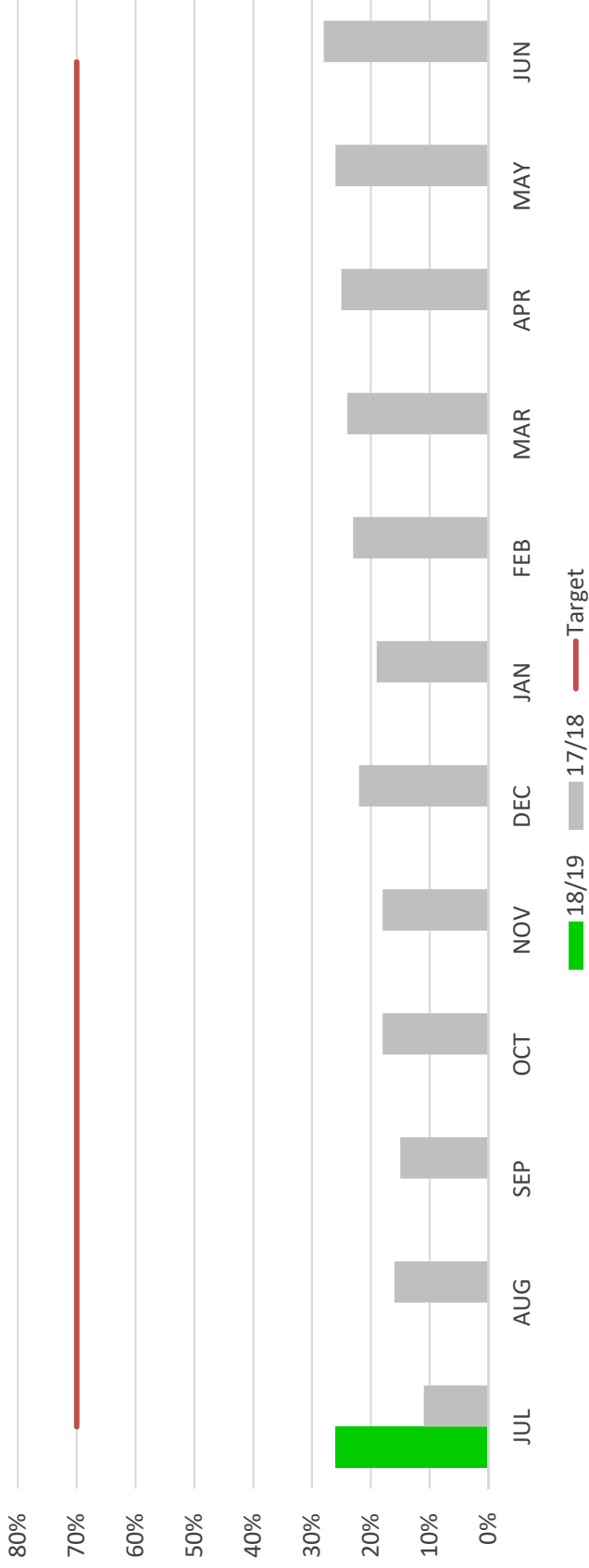
Median elapsed Working Days between Lodgement of 224C and Issue of 224C



Current (target)	Variance (to previous month)	Rolling (12 months)
13	-8	23
(20)		

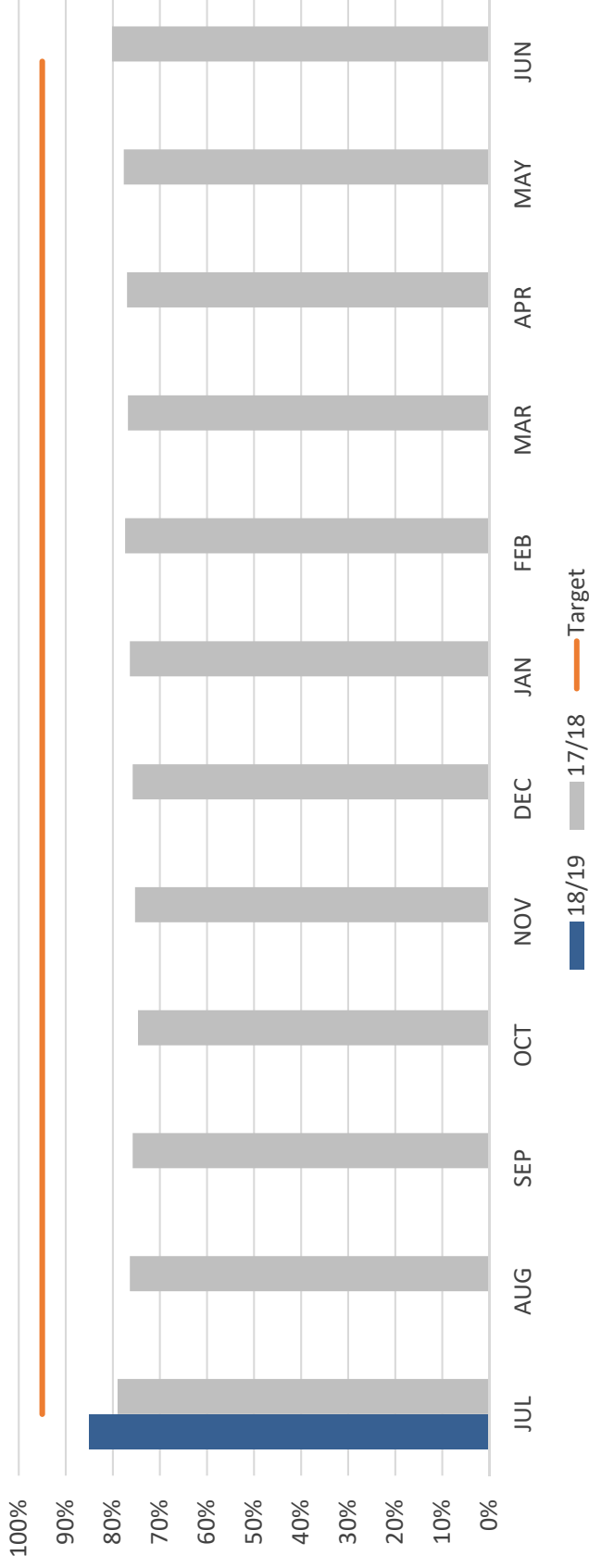
Total s224C completed FY17/18
1,052

Percentage of applications lodged digitally



Current (target)	Variance (to previous month)	Rolling (12 months)
26%	-2%	22%
(70%)		

Percentage filled FTE



Current (target)	Variance (to previous month)	Rolling (12 months)
85%	5%	77%
(95%)		

Special Character Area Residential (SCAR)

- Project team of 13 staff.
- Reviewing each consent in detail to look at the specifics of each case.
- Review of all potentially impacted consents almost complete.
- Contacting customers individually as to requirements.
- Fresh consents starting to be lodged and assessed.
- Consents team working with Plans and Places on Plan Change considerations.

Key challenges & opportunities

- AUP(OP) complexity
- Recruitment & retention
- Tools (SAP & Hybris)
- Consistency (interpretations, processes etc)
- Kiwibuild