

Long Term Plan 2018-28

Service Plan for Building Services

As at February 2018




Approvals		
Role	Name	Signature and date of sign-off
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Finance Manager	Gill Robertson	
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What does the overall Group of Activities do and why do we do it?

The processing and issuing of Building Consents and subsequent inspections, Code Compliance Certificates and Compliance Schedules are fundamental to ensuring the buildings in Christchurch are healthy and safe to occupy. Collectively these functions are designed to ensure that new buildings fully meet the requirements of the Building Act 2004, Building Code and various building standards and guidelines. Building Consenting includes services to maintain and administer Council's Earthquake Prone, Dangerous and Insanitary Buildings Policy.

Maintain Building Consent Authority (BCA) registration and accreditation, and responding to Building Act related claims. This latter service includes Weathertight Homes Resolution Services (WHRS) claims, incorporating the Government's Financial Assistance Package (FAP) Scheme, where Council along with the Crown contribute towards remediation.

Provision of public advice is undertaken through web pages, duty phones and pre application meetings to assist property owners, builders, developers and others to navigate through the regulatory requirements (planning and building) of commercial and more complex builds. There is increased focus on assisting the commercial and community facilities sector to provide support through case management services. Regular forums are in place with industry professionals and various representative groups in the sector to ensure a heightened level of engagement leading to increased quality and consistency of applications.

1. What does this activity deliver?

- Issue of Building Consenting, Building Inspections and issue of Code Compliance Certificates
- Public Advice including Eco Design Advice services
- Building Policy and BCA accreditation
- Building related Claims
- Case Management Services

2. Why do we deliver this activity?

The effective management of Building Consenting, Inspections and Monitoring for Christchurch means achieving the following community outcomes:

- Strong Communities
- Christchurch has good quality housing
- The Council is responsive to the demands of the rebuild
- Statutory obligations are met by the Council
- Sustainable housing: The Local Government Act 2002 requires local authorities to take a sustainable development approach while conducting its business. Sustainable development is the fundamental philosophy that is embraced in Council's Vision, Mission and Objectives, and that shapes the community outcomes.

3. Specify Levels of Service

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028	
					Year 1	Year 2	Year 3		
					2018/2019	2019/2020	2020/2021		
Consenting and Compliance General Advice and Investigations									
??	Consenting and Compliance general advice and response to public and elected member enquiries	Media/ LGOIMA Requests, Elected member enquiries, Public enquiries related to resource management decisions and enquiries related to building products e.g. Steel Mesh	Staff are responsive to public and elected member requests for information	Quantify the number of hours staff spend responding to these types of enquiries and investigations New service		Response meets legislative and/or agreed timeframes	Response meets legislative and/or agreed timeframes	Response meets legislative and/or agreed timeframes	Response meets legislative and/or agreed timeframes
Consenting and Compliance Group Change Programme									
??	Deliver Consenting and Compliance Group (CCG) agreed programme of change	A programme of change is developed that incorporates people, process and technology to ensure efficient and effective change	Planning completed, costs forecasted Plan Delivered	New service		Programme of work is agreed with CCG within Annual Planning Cycle	Programme of work is agreed with CCG within Annual	Programme of work is agreed with CCG within Annual Planning Cycle	Programme of work is agreed with CCG within Annual Planning Cycle

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028
						Year 1	Year 2	Year 3	
						2018/2019	2019/2020	2020/2021	
							Planning Cycle		
Building Consenting									
9.1.1	Grant Building Consents within 20 days working days	Legislative Requirement		2014/15 77% in 20 days 2015/2016 98.4% in 20 days 97.2% in 19 days 2016/2017 97.9% in 20 days 96.4% in 19 days	Auckland 2014 99% 2015 98% in 20 days Wellington 2014 92% 2015 98% in 20 days	The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	The minimum is to issue 99% of building consents within 20 working days from the date of acceptance
9.1.4	Ensure % satisfaction with building consents process	Provides measure of customer satisfaction on the delivery of the service.	This is a new Point of Contact survey. Survey each applicant at issue of building consent then at issue of code compliance. This survey will change to focus on the service and not the decision i.e. was the BCO responsive, did you understand what was required ?	New survey	Auckland City 2013/14 - 44%	Benchmark first year Quarterly review of survey results and feed common issues to issues register for resolution	Set from Benchmark in Year 1 Quarterly review survey of results and feed common issues to issues register for resolution	Set from Benchmark in Year 1 Quarterly review survey of results and feed common issues to issues register for resolution	Set from Benchmark in Year 1 Quarterly review survey of results and feed common issues to issues register for resolution

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028
						Year 1	Year 2	Year 3	
						2018/2019	2019/2020	2020/2021	
9.1.15	Provide Case Management Services	Some building or resource consents require more than CCG approvals. Those approvals outside of CCG can hold up a consent or occupancy of a commercial building	Surveyed customers attribute time and cost savings for their project to the support from case management services	New survey		Benchmark first year Quarterly Customer Survey	Set from Benchmark in Year 1 Quarterly Customer Survey	Set from Benchmark in Year 1 Quarterly Customer Survey	Set from Benchmark in Year 1 Quarterly Customer Survey
??	Issue Building Act Exemptions within 19 working days	Legislation requires BCA to consider exempting work under Building Act 2004 Schedule One	Reporting	New service		The minimum is to issue 95% of building act exemptions within 19 working days from the date of lodgement	The minimum is to issue 95% of building act exemptions within 19 working days from the date of lodgement	The minimum is to issue 95% of building act exemptions within 19 working days from the date of lodgement	The minimum is to issue 99% of building act exemptions within 20 working days from the date of lodgement
Building Inspections and Code Compliance Certificates									
9.1.12	Carry out building inspections in a timely manner	Quicker turn-around on inspections speeds the build process up.	Reporting			Carry out 98% of inspections within three working days of customer request	Carry out 98% of inspections within three working days of customer request	Carry out 98% of inspections within three working days of customer request	Carry out 98% of inspections within three working days of customer request
9.1.7	Grant Code Compliance Certificates	Legislative Requirement	Reporting	2014/15 77.5% in 20 days	Auckland	Issue minimum 95% of Code Compliance	Issue minimum 95% of Code	Issue minimum 95% of Code Compliance	Issue minimum 99% of Code Compliance Certificates within

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028
						Year 1	Year 2	Year 3	
						2018/2019	2019/2020	2020/2021	
	within 20 working days			2015/2016 98.1% in 20 days 97.9% in 19 days 2016/2017 99.1% in 20 days 99.5% in 19 days	2014 % 2015 % <u>Wellington</u> 2014 99% 2015 96% on 20 working days	Certificates within 19 working days from the date of acceptance.	Compliance Certificates within 19 working days from the date of acceptance.	Certificates within 19 working days from the date of acceptance.	19 working days from the date of acceptance.
Building Consenting public advice									
9.1.8	Provide a public advice service to support building consenting customers	Building Control Phone Services Civic walk-in services Pamphlets, booklets, newsletters, Web Site and Online Services maintenance Legislative Requirement – Building Act 2004 – Regulation 7(2)(a)				Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)	Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)	Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)	Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)
9.1.9	Eco Design Advice	Provide free Eco Design advice services to the public	Eco design service is available via appointment, phone or walk-in. Attendance at Home shows, sustainability seminars etc.	Transfer of Service from Strategy & Transformation		Provide a quality eco design service	Provide a quality eco design service	Provide a quality eco design service	Provide a quality eco design service
Manage the consent preparation process meetings									

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028
						Year 1	Year 2	Year 3	
						2018/2019	2019/2020	2020/2021	
9.1.18	Ensure % satisfaction with building consenting pre-application service	Promote early advice that leads to higher quality building and resource consent applications that lead to faster processing time.	Provide measure of customer satisfaction based on point of service survey			Benchmark first year Review quarterly survey results and feed common issues to issues register for resolution	Set from Benchmark in Year 1 Review quarterly survey results and feed common issues to issues register for resolution	Set from Benchmark in Year 1 Review quarterly survey results and feed common issues to issues register for resolution	Set from Benchmark in Year 1 Review quarterly survey results and feed common issues to issues register for resolution
Annual Building Warrants of Fitness									
9.1.9	Audit Building Warrant of Fitness to ensure public safety and confidence	The Building Stock covered by a BWOFF and compliance currently stands at 4,566 (June 2017) and is increasing by 200 per annum. The Building Act 2004 Section 12 requires Territorial Authorities to administer and enforce the provisions relating to annual building warrants of fitness to ensure people can use buildings safely and can escape from the building if it is on fire. t	Prepare audit schedule from 1 July to 30 June performance targets based on % of each type of use activity. Use related to: <ul style="list-style-type: none">• Sleeping activities• Crowd activities• Working, business or storage activities• Intermittent activities		Wellington City Council audits 25% of over 2,500 sites = 600 sites	Complete annual audit schedule	Complete annual audit schedule	Complete annual audit schedule	This is an increase in service and reflects the need to ensure safety features of higher risk buildings are prioritised.
Building Accreditation Review									

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028
						Year 1	Year 2	Year 3	
						2018/2019	2019/2020	2020/2021	
9.3.1	Building Consent Authority status is maintained		Statutory requirement to comply with Council BCA Accreditation Regulations 2007.		Ministry of Business, Innovation and Employment MBIE/IANZ approval. Building Consent Authority' status is the benchmark	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained
Building policy									
9.3.5	Maintain a public register of earthquake prone buildings in Christchurch		Earthquake prone buildings will be appropriately identified and registered in accordance with MBIE legislation.	Approximately 700 earthquake prone buildings in Christchurch have been identified and issued with an appropriate notice. As buildings are demolished or strengthened their status is updated. Next steps are to identify priority and non-priority	In accordance with legislation, identify and issue notices to all priority buildings within 2.5 years and non-priority buildings within 5 years.	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028
						Year 1	Year 2	Year 3	
						2018/2019	2019/2020	2020/2021	
Claim Management – building-related									
9.3.2	Notify relevant building related claims to insurer.	Insurance covers claims (excluding excess) wherever possible	Report Annually	2015/16 100 of known claims notified	Broker / insurer policy requirement: notification must be within financial year	100% of known relevant building related claims notified to insurer within relevant Financial Year	100% of known relevant building related claims notified to insurer within relevant Financial Year	100% of known relevant building related claims notified to insurer within relevant Financial Year	100% of known relevant building related claims notified to insurer within relevant Financial Year
9.3.7	Respond to building related claims under the appropriate forum	Claimants are treated fairly and reasonably. Council reputation is maintained. Costs to Council are minimised.	Report Annually			Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation.	Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation	Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation	Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028
						Year 1	Year 2	Year 3	
						2018/2019	2019/2020	2020/2021	
9.3.8	Review the causes of claims and report to operational units.	Council will have better information to guide the continuous improvement process.	Report annually on actions taken.		No benchmarks available	Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.	Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.	Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.	Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.
			Monthly monitoring			Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.	Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.	Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.	Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.
Training Delivery									

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 102022/2028
						Year 1	Year 2	Year 3	
						2018/2019	2019/2020	2020/2021	
13.14.6	Co-ordinate the delivery of the Building Consenting Training Programme	Assess the forecasted demand against the competency matrix to identify gaps to be addressed through training	Coordinate and collate Building Control annual training needs for management approval. Monitor programme delivery and budget expenditure and refresh quarterly		To be advised	13.14.6.1 Create the Group training programme within the annual planning cycle 13.14.6.2 Deliver at least 90% of agreed programme by 30 June each year	13.14.6.1 Create the Group training programme within the annual planning cycle 13.14.6.2 Deliver at least 90% of agreed programme by 30 June each year	13.14.6.1 Create the Group training programme within the annual planning cycle 13.14.6.2 Deliver at least 90% of agreed programme by 30 June each year	13.14.6.1 Create the Group training programme within the annual planning cycle 13.14.6.2 Deliver at least 90% of agreed programme by 30 June each year

4. What levels of service do we propose to change from the current LTP and why?

The following is a summary of level of service changes.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.3.6 non-LTP	Provide input into development of national building legislation, standards and Codes	Agree programme of policy review including timeframes with the appropriate Committee/ Council annually by 31st May.	N/A	N/A	N/A	
9.1.6 non-LTP	Efficiency: Total Invoiced Cost of consent/total value of consents	Tba Total Invoiced cost of consent/total value of consents, expressed as a percentage	N/A	N/A	N/A	It has always been uncertain what the measure was achieving. The variability of quality of application, complexity and BCO experience all impact on the cost of a consent.
9.3.7 LTP	Manage the processing of building related claims under the appropriate forum	Settlement contributions are agreed in accordance with Financial Delegation Authority prior to attending negotiations.	N/A	N/A	N/A	
13.14.15 non-LTP	Ensure all technical staff hold current competency assessment	100% of BCA technical staff	N/A	N/A	N/A	
9.1.14 non-LTP	Meet with industry stakeholders to address issues and measure performance	Meet with at least 3 relevant sector bodies 2 times per year	N/A	N/A	N/A	Will continue with stakeholder engagement as per internal plan
9.1.16 non-LTP	Effectiveness of Pre-application services	90% of applications that have a pre-application are accepted for processing	N/A	N/A	N/A	This was a new service that was added without thought to how we could measure this and if it would make a difference to RFI items. A measure for customer satisfaction captures effectiveness. Previous LOS target was to reduce the number of RFI items. This is not able to be quantified.
9.1.17 non-LTP	Provide meeting records to all parties in attendance	Provide meeting records within five working days of the meeting date for 90% of consent preparation meetings	N/A	N/A	N/A	Many pre-application meetings require pre work and post work. The post work may require input from other parts of

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
						Council. There are often many specialists at meetings. Each of the specialists must check the meeting minutes to ensure they are accurate. All staff who are involved in this service also are processing consent applications within timeframes as well.
9.3.3 LTP	Manage the resolution of Weathertight Homes Resolution Services (WHRS) Financial Assistance Package (FAP) Scheme claims	Assess and process 95% of Weathertight Homes Resolution Service (WHRS) Financial Assistance Package (FAP) claims within timeframes stipulated in the Ministry of Business, Innovation and Employment (MBIE) FAP contracts	N/A	N/A	N/A	Covered under 9.3.7 – Building related claims for both general negligence and weathertight issues have been merged into one level of service. There is no longer any benefit to reporting these separately, especially as weathertight claims have reduced.
9.3.4 LTP	CCC building policy meets Building Act requirements	CCC building policy meets Building Act requirements at all times	N/A	N/A	N/A	This is assessed by way of accreditation
13.14.3 non-LTP	Provide internal customers with Business Administrative support to meet their needs Office hours available	45 business hours per week, 8:00am to 5:00pm, Monday to Friday	N/A	N/A	N/A	Internal measure that is always achieved and part of business as usual
13.14.7 non-LTP	Deliver BCG in-house business process training	Deliver 95% of programmed training in accordance with the agreed timeframes and budget	N/A	N/A	N/A	An internal service providing training for changes to Connect and changes to the BCA function
9.1.8 LTP	Provide public advice service to support building consenting customers	Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)	9.1.8 non-LTP	Provide a public advice service to support building consenting customers	Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)	
9.1.12 LTP	Carry out building inspections in a timely manner	Carry out 95% of inspections within three working days.	9.1.12 non-LTP	Carry out building inspections in a timely manner	Carry out 98% of inspections within three working days of customer request	
9.1.15 non-LTP	Provide Case Manage Services for Commercial Building Consents	9.1.15.1 Minimum 80 hours per week 9.1.15.2 Satisfaction with Case Managed Services 90%	9.1.15 non-LTP	Provide Case Management Services	Benchmark first year Quarterly Customer Survey	

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.1.18 non-LTP	Ensure % satisfaction with building consenting pre-application meetings	90% satisfaction to build project customers with concept stage and consent preparation advice services provided	9.1.18 non-LTP	Ensure % satisfaction with building consenting pre-application service	Benchmark first year Review quarterly survey results and feed common issues to issues register for resolution	
9.3.2 LTP	Notify relevant building related claims to insurer	Notify relevant building related claims to insurer within relevant Financial Year	9.3.2 non-LTP	Notify relevant building related claims to insurer.	100% of known relevant building related claims notified to insurer within relevant Financial Year	
9.3.5 non-LTP	Maintain a public register of earthquake- prone buildings in Christchurch.	Interim LOS is: Update the proposed Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status.	9.3.5 LTP	Maintain a public register of earthquake prone buildings in Christchurch	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	
9.3.8.1 non-LTP	Review the causes of settled claims and recommend steps to be implemented to limit future events	Identify and report, with appropriate recommendations, on the contributing factors in claims that have settled in this Fund Year.	9.3.8.1 non-LTP	Review the causes of claims and report to operational units.	Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.	
9.3.8.2 non-LTP	Review the causes of settled claims and recommend steps to be implemented to limit future events	Ensure that outcomes of annual reviews lead to recommendations for updating policies.	9.3.8.2 non-LTP	Review the causes of claims and report to operational units.	Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.	
13.14.6 non-LTP	Co-ordinate the delivery of the BCG Training Programme	13.14.6.1 Create the Group training programme of work by 15 September annually.	13.14.6 non-LTP	Co-ordinate the delivery of the Building Consenting Training Programme	13.14.6.1 Create the Group training programme within the annual planning cycle	
N/A	N/A	N/A	9.3.7 non-LTP	Respond to building related claims under the appropriate forum	Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation.	
N/A	N/A	N/A	9.1.9 (LTP)	Eco Design Advisor	Provide a quality eco design service	The Build Back Smarter programme and ECO Design Advisor are services delivered from Strategy and Transformation Group (STG). The Eco Design Advisor currently resides in Building Consenting, however is funded through STG. The proposal is to move this service from

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
						STG to Building Consenting and for the funding to be continued within the current arrangements.
N/A	N/A	N/A	New (LTP)	Consenting and Compliance general advice and response to public and elected member enquiries	Response meets legislative and/or agreed timeframes	The CCG are primarily a revenue funded group: service costs are generally expected to be covered by the fees paid by users of those services. In 2016/17 the group collectively spent approximately 2,760 hours on Media/LGOIMA requests, elected member enquiries, public enquiries, related to resource management decisions, enquires related to building produces e.g. Steel Mesh The need to cover these enquiries adds cost to the overall service and will thus have an inflationary impact on our fees. It is reasonable that we are open to scrutiny and enquiry. However this is above the services that are provided within the general public advice portfolio. The staff responding to enquiries are generally highly technical and our most experienced. It is these staff who also process, inspect and investigate to legislated timeframes. The need to cover these public enquiries can adversely influence our capacity to meet Levels of Service and statutory timeframes
N/A	N/A	N/A	New (non-LTP)	Deliver Consenting and Compliance Group (CCG) agreed programme of change	Programme of work is agreed with CCG within Annual Planning Cycle	For any change programme the business must drive it which requires careful planning and budgeting. ICT and legislative changes can and do have an impact on resources. This measure has been included to ensure that provision is made within the Annual Planning cycle for staff resources to support the programme of change. The CCG is a primarily a revenue funded business. When staff are required to work on business change projects they are often taken away from revenue earning activities. There is also the need

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
						for the group to continue to deliver to LOS, many with legislative timeframes. The group must plan better for future change and look at how the change programme can be resourced which includes funding options to be considered within the annual planning cycle.
N/A	N/A	N/A	New (non-LTP)	Issue Building Act Exemptions within 19 working days	The minimum is to issue 95% of building act exemptions within 19 working days from the date of lodgement	Currently no LOS for this activity, however annually approximately 2000 exemptions are processed

1. Are the things we currently do need to change to reflect the new environment? Earthquake recovery, elected member expectations?

As the number of building consents decrease and the associated drop in revenue it is imperative that the Group increasingly invest in processes provide efficiencies both in timeliness and cost effectiveness. It is also imperative that there is a good understanding of the “public good” services that the group provides, such as general public advice and responsiveness to public and elected member inquiries.

2. How do we propose to address these changes through new ways of working?

Continue to deliver a change management service within the group to ensure technological changes such as online payments are effectively implemented and opportunities for cost reduction for delivery of services is not missed.

3. How are the impacts of these choices going to be reflected in supporting programmes, such as delivery of levels of service, capital projects, budgets, and how will these changes be cascaded to contractors and providers?

Table 0-1 summarises the proposed changes for the management of the Building Services activity.

In recording these changes also identify what investigations will be needed, highlight the level of significance for the change and identify appropriate options for consultation and engagement.

TABLE 0-1 PROPOSED CHANGES TO ACTIVITY

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
Services to be deleted			
9.1.14 Meet with industry stakeholders to address issues and measure performance	Will continue with stakeholder engagement as per internal plan		Building Control - Customer Advisory Group - Owners Professional Bodies – e.g. IPENZ, NZIA Group Home Builders Registered Master Builders
9.1.16 Effectiveness of Pre-application services	This was a new service that was added without thought to how we could measure this and if it would make a difference to RFI items. A measure for customer satisfaction captures effectiveness. Previous LOS target was to reduce the number of RFI items. This is not able to be quantified.	No Significance. The unit continues to focus on reducing the number of RFI through pre-application meetings and quality public advice and guidance	
9.1.6 Efficiency: Total cost of building consent/total value of consents Total cost of processing consent/total value of consents, expressed as a percentage	It has always been uncertain what the measure was achieving. The variability of quality of application, complexity and BCO experience all impact on the cost of a consent.	Continue to measure internally, feeding results back into process and productivity improvements and quality applications.	
9.3.4 Non-LTP CCC building policy meets Building Act requirements	This is assessed by way of accreditation	No change to services	

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
13.14.3 Non-LTP Provide internal customers with Business Administrative support to meet their needs Office hours available	Internal measure that is always achieved and part of business as usual	No change to internal service	
13.14.4 Non-LTP Ensure internal customers are satisfied with Business and Administration support services provided	Internal measure that is always achieved and part of business as usual	Survey will still occur to ensure the function is providing what the wider business needs.	
13.14.13 Non-LTP Provide internal customers with Business Intelligence support to meet their	Internal measure that is always achieved and part of business as usual	Part of managing a BCA is the requirement for robust reporting and forecasting. The service is measured through the accreditation process.	
13.14.14 Non-LTP Internal customers are satisfied with Business Intelligence services provided	Internal measure that is always achieved and part of business as usual	Survey will still occur to ensure the function is providing what the wider business needs.	
13.14.7 Non-LTP Deliver BCG in-house business process training	An internal service providing training for changes to Connect and changes to the BCA function	Part of managing a BCA is the requirement that staff are trained on any process or legislative changes	
13.14.8 Non-LTP Ensure internal customers are satisfied with training service provided	Internal measure – part of best practice for training delivery.	Will continue as a PDP goal but not a performance reporting target.	
Pre application meeting minutes provide meeting minutes within five working days. Current within 5 working days	Many pre-application meetings require pre work and post work. The post work may require input from other parts of Council. There are often many specialists at meetings. Each of the specialists must check the meeting minutes to ensure they are	The mechanism to ensure meeting records are returned at the time that has been agreed with the applicant.	Development Forum Regulatory Performance Committee

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
	accurate. All staff who are involved in this service also are processing consent applications within timeframes as well.		
9.3.3 Manage the resolution of Weathertight Homes Resolution Services (WHRS) Financial Assistance Package (FAP) Scheme claims	Covered under 9.3.7 – Building related claims for both general negligence and weathertight issues have been merged into one level of service. There is no longer any benefit to reporting these separately, especially as weathertight claims have reduced.	There is a low number of FAP claims at any one time	
Services Proposed to Add/Amend			
<p>Provide a provision for Not for Profit organisations to receive free case management services.</p> <p>Provide Case Manage Services for Commercial Community Build Customers</p> <p>It is expected that case management services will be paid for by Commercial customers.</p>	Some building consents require more than building control approvals. Those approvals outside of a Building Control can hold up the granting of a building consent or occupancy of a commercial building.	<p>Case management time booked to specific projects</p> <p>Faster turnaround of building consents and code compliance certificates that have engaged case management services</p>	<p>Building Control - Customer Advisory Group - Owners</p> <p>Professional Bodies – e.g. IPENZ, NZIA</p> <p>Group Home Builders</p> <p>Registered Master Builders</p>
<p>?? Change Management services for the Consenting and Compliance Group</p> <p>Deliver a programme of change for the group.</p> <p>LOS – Deliver an agreed programme of change</p>	<p>For any change programme the business must drive it which requires careful planning and budgeting.</p> <p>ICT and legislative changes can and do have an impact on resources. This measure has been included to ensure that provision is made within the Annual Planning cycle for staff resources to support the programme</p>		

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
	<p>of change.</p> <p>The CCG is a primarily a revenue funded business. When staff are required to work on business change projects they are often taken away from revenue earning activities. There is also the need for the group to continue to deliver to LOS, many with legislative timeframes.</p> <p>The group must plan better for future change and look at how the change programme can be resourced which includes funding options to be considered within the annual planning cycle.</p>		
Building Act Exemptions 99% processed within 20 working days	Currently no LOS for this activity, however annually approximately 2000 exemptions are processed	Building Act Exemptions are an important service delivered by the Building Unit.	
Eco Design Advisor	<p>The Build Back Smarter programme and ECO Design Advisor are services delivered from Strategy and Transformation Group (STG). The Eco Design Advisor currently resides in Building Consenting, however is funded through STG.</p> <p>The proposal is to move this service from STG to Building Consenting and for the funding to be continued within the current arrangements.</p>	The ECO design service has received excellent feedback with levels of satisfaction. It is a free service that assists home owners to affordably make design decisions for their home build projects that will provide energy cost savings etc.	Registered Master Builders
General Advice Consenting and Compliance general advice and response to public and elected member enquiries	The CCG are primarily a revenue funded group: service costs are generally expected to be covered by the fees paid by users of those services. In 2016/17 the group collectively spent approximately 2,760 hours on Media/LGOIMA requests, elected member		

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
Media/ LGOIMA Requests, Elected member enquiries, Public enquiries related to resource management decisions and enquiries related to building products e.g. Steel Mesh	<p>enquiries, public enquiries, related to resource management decisions, enquires related to building produces e.g. Steel Mesh The need to cover these enquiries adds cost to the overall service and will thus have an inflationary impact on our fees.</p> <p>It is reasonable that we are open to scrutiny and enquiry. However this is above the services that are provided within the general public advice portfolio. The staff responding to enquiries are generally highly technical and our most experienced. It is these staff who also process, inspect and investigate to legislated timeframes. The need to cover these public enquiries can adversely influence our capacity to meet Levels of Service and statutory timeframes.</p>		

5. How will the assets be managed to deliver the services?

No Assets for Building Services

6. What financial resources are needed?

REGULATORY & COMPLIANCE- BUILDING SERVICES	2017/18	2018/19	2019/20	2020/21
	Annual Plan			
	000's			
Building Consenting	28,081	24,800	25,683	26,221
Building Inspections & Code Compliance	1,087	1,493	1,548	1,579
Annual Building Warrant of Fitness	897	790	814	624
Building Consent Public Advice	1,518	2,642	2,794	2,776
Activity Costs before Overheads	31,584	29,725	30,838	31,201
Corporate Overhead	1,398	1,327	1,395	1,277
Depreciation	-	-	-	-
Interest	-	-	-	-
Total Activity Cost	32,982	31,052	32,233	32,479
Funded By:				
Fees and Charges	30,728	27,016	27,933	28,758
Grants and Subsidies	-	-	-	-
Total Operational Revenue	30,728	27,016	27,933	28,758
Net Cost of Service	2,254	4,036	4,300	3,721
Funding Percentages:				
Rates	6.8%	13.0%	13.3%	11.5%
Fees and Charges	93.2%	87.0%	86.7%	88.5%
Grants and Subsidies	0.0%	0.0%	0.0%	0.0%

7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

Not Applicable

8. Are there any significant negative effects that this activity will create?

Effect	Mitigation