

Long Term Plan 2018-28

Service Plan for Resource Consenting

As at February 2018




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

The group of activities principally involves the processing of resource consent applications and associated functions. This is a function delegated to local government under the Resource Management Act. The District Plan team create a District Plan which sets out the planning vision for the Christchurch City and Banks Peninsula areas. It also contains a number of development controls. If new development does not comply with these controls, a resource consent is required to be obtained.

The group of activities also involves the collection of development contributions for new development. Development contributions help to pay for new infrastructure and servicing needed to cater for development growth in the city. The parameters for development contributions is set under the Local Government Act and subsequently the Development Contributions Policy developed by the Council.

1. What does this activity deliver?

This activity delivers the following services:

- Processing of resource consent applications (notified and non-notified). Includes both land use and subdivision resource consent applications.
- Appeals of resource consents including judicial reviews and objections.
- Processing of temporary accommodation applications until 2021.
- Resource management public advice.
- Development contribution assessments and advice.

2. Why do we deliver this activity?

Resource consenting is a requirement of the Resource Management Act and District Plan which seeks to provide for the economic, social and environmental wellbeing of people and communities. Where development activity does not meet the specific requirements set out in the District Plan, an application is required to be lodged with the Council. Each application is assessed against the District Plan and Resource Management Act requirements.

Council have developed a Development Contributions Policy to collect money to help pay for new growth infrastructure and services. When a new development is proposed, it is assessed for any development contributions required. This funding then helps pay for new storm water facilities, sewer pipes, road upgrades, parks and so on. This attributes a direct charge to the development which is necessitating the new infrastructure and services, rather than new development is wholly paid for by general rates.

3. Specify Levels of Service

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and	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 10 2028/29
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
Resource Management Applications									
9.1.1	% of non-notified resource management applications processed within statutory timeframes.		99% of applications are processed within the statutory timeframe.	Varies with key statutory timeframes being achieved at 96-99%.	96% of applications were processed within the statutory timeframe nationally for the 2014/15 year (being the latest publicised information).	99% within statutory timeframes.	99% within statutory timeframes.	99% within statutory timeframes.	99% within statutory timeframes.
9.1.2	% of notified resource management applications		99% of applications are processed within the statutory timeframe.	Varies with key statutory timeframes being	96% of applications were processed within the statutory timeframe	99% within statutory timeframes.	99% within statutory timeframes.	99% within statutory timeframes.	99% within statutory timeframes.

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and	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 10 2028/29
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
	processed within statutory timeframes.			achieved at 96-99%.	nationally for the 2014/15 year (being the latest publicised information).				
9.1.3	Ensure resource consent decision-making is robust and legally defensible.		No decisions are overturned by the High Court upon judicial review.	No decisions were overturned in previous financial year.	No benchmark available.	No decisions are overturned by the High Court upon judicial review.	No decisions are overturned by the High Court upon judicial review.	No decisions are overturned by the High Court upon judicial review.	No decisions are overturned by the High Court upon judicial review.
9.2.4	% satisfaction of applicant with resource consenting process.		The set target is achieved in the annual point of contact annual survey.	64% achieved in 2017 survey.	No benchmark available as no comparable measure.	70% satisfaction Achieved.	70% satisfaction Achieved.	70% satisfaction Achieved.	70% satisfaction Achieved.
9.1.6	Ensure quality process and decision making.		Appropriately qualified and experienced practitioner reviews a sample of resource consents.	Not measured.	No benchmark available.	Undertake an annual audit and implement recommendations through an action plan.	Undertake an annual audit and implement recommendations through an action plan.	Undertake an annual audit and implement recommendations through an action plan.	Undertake an annual audit and implement recommendations through an action plan.

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and	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 10 2028/29	
					Year 1	Year 2	Year 3		
					2018/19	2019/20	2020/21		
Development Contribution Assessments									
9.2.1	Ensure quality process and decision making.		<i>Suitably experienced practitioner reviews a sample of development contribution assessments.</i>	<i>New measure.</i>	<i>No benchmark available.</i>	<i>Undertake an annual audit and implement recommendations through an action plan.</i>	<i>Undertake an annual audit and implement recommendations through an action plan.</i>	<i>Undertake an annual audit and implement recommendations through an action plan.</i>	<i>Audit of processing of resource consent applications.</i>

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)	
9.2.1 LTP	% of simple land use resource management applications processed within timeframes	99% within 10 working days	N/A	N/A	N/A	This streamlines reporting and provides one measure for all non-notified resource management applications.
9.2.2 LTP	% of complex non-notified resource management applications processed within statutory timeframes (including Central City Consents)	99% within the statutory timeframes	N/A	N/A	N/A	This streamlines reporting and provides one measure for all non-notified resource management applications.
9.2.8 LTP	% of subdivision consents processed within statutory timeframes	99% within statutory timeframes	N/A	N/A	N/A	This streamlines reporting and provides one measure for all non-notified resource management applications.
N/A	N/A	N/A	9.1.1 LTP	% of non-notified resource management applications processed within statutory timeframes	99% within statutory timeframes	.
9.2.18 LTP	% of notified resource consents processed within statutory timeframes	99% within the statutory timeframes	N/A	N/A	N/A	The two combining levels of service (notified applications and notice of requirements) are very similar in that they are a notified process and it makes sense to report of them as a single level of service.
9.2.19 Non-LTP	% of Notice of Requirements for designating land processed within statutory timeframes	Discontinued	N/A	N/A	N/A	The two combining levels of service (notified applications and notice of requirements) are very similar in that they are notified process and it makes sense to report of them as a single level of service.
N/A	N/A	N/A	9.1.2 LTP	% of notified resource management applications	99% within statutory timeframes	

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.2.4 Non-LTP	% of Permitted Temporary Accommodation applications processed within timeframes	99% in 5 working days	N/A	N/A	N/A	This process is infrequently used with no permitted applications and approximately 1-2 site specific applications each month. The relevance of the process has also diminished as the need for displaced businesses to relocate or new depots are increasingly unnecessary.
9.2.5 Non-LTP	% of Site Specific Temporary Accommodation applications processed within timeframes	99% within 10 working days	N/A	N/A	N/A	This process is infrequently used with no permitted applications and approximately 1-2 site specific applications each month. The relevance of the process has also diminished as the need for displaced businesses to relocate or new depots are increasingly unnecessary.
9.2.10 Non-LTP	% Section 223 (survey plan approval) certificates issued within statutory timeframes	99% within statutory timeframes	N/A	N/A	N/A	These are largely administrative processes at the end of a subdivision process and the Section 224 certificate does not have a statutory timeframe to meet. The timeframe for which subdivision applications are being processed is still being reported.
9.2.11 Non-LTP	% Section 224(c) completion certificates issued within timeframes	99% within 20 working days	N/A	N/A	N/A	These are largely administrative processes at the end of a subdivision process and the Section 224 certificate does not have a statutory timeframe to meet. The timeframe for which subdivision applications are being processed is still being reported.
9.2.17 Non-LTP	Average controllable cost of processing non-notified resource management applications.	Discontinued	N/A	N/A	N/A	Level of service 9.2.17 (controllable cost) is being amended to be a more meaningful measure of the cost to process applications.
9.2.21 Non-LTP	Engagement with elected members	Report to relevant Council committee meetings.	N/A	N/A	N/A	Level of service 9.2.21 (engagement with elected members) is being deleted. Engagement with elected members is still occurring such as the monthly report to the Regulatory Performance Committee, but it is considered unnecessary to include it as a level of service.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.2.13 Non-LTP	% Development Contribution assessments completed within timeframes	99% within 10 working days	N/A	N/A	N/A	Levels of service 9.2.13 (assessment timeframes) and 9.2.22 (reconsideration timeframes) have been deleted and replaced with a new measure to monitor the accuracy and timeliness of assessment. 9.2.13 is a self-imposed timeframe and there are few reconsiderations (9.2.22). Also timeframes associated with reassessments are usually not time critical although 100% are still processed with the timeframe. A more valuable and meaningful level of service is considered to be an audit where the accuracy and timeliness of assessments is checked.
9.2.22 Non-LTP	% Development Contribution reconsiderations completed within statutory timeframes	99% within 15 working days	N/A	N/A	N/A	Levels of service 9.2.13 (assessment timeframes) and 9.2.22 (reconsideration timeframes) have been deleted and replaced with a new measure to monitor the accuracy and timeliness of assessment. 9.2.13 is a self-imposed timeframe and there are few reconsiderations (9.2.22). Also timeframes associated with reassessments are usually not time critical although 100% are still processed with the timeframe. A more valuable and meaningful level of service is considered to be an audit where the accuracy and timeliness of assessments is checked.
N/A	N/A	N/A	9.2.1 LTP	Ensure quality process and decision making	Undertake an annual audit and implement recommendations through an action plan.	
9.2.7 LTP	% satisfaction with resource consenting process	77% satisfaction achieved	9.2.4 LTP	% satisfaction of applicant with resource consenting process	70% satisfaction achieved	

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.2.6 Non-LTP	Ensure resource consent decision-making is robust and legally defensible	No decisions are overturned by the High Court upon judicial review	9.1.3 LTP	Ensure resource consent decision-making is robust and legally defensible	No decisions are overturned by the High Court upon judicial review	
9.2.20 Non-LTP	Audit of processing of resource consent applications	Undertake an annual audit and implement recommendations through an action plan	9.1.6 LTP	Ensure quality process and decision making	Undertake an annual audit and implement recommendations through an action plan	

Overall the objective of any changes has been to simplify, streamline and ensure service levels are meaningful measures of the activity.

- Levels of service 9.2.1 (simple land use), 9.2.2 (subdivision), and 9.2.8 (complex land use) have been combined into a single level of service. This streamlines reporting and provides one measure for all non-notified resource management applications.
- Levels of service 9.2.18 (notified) and 9.2.19 (notices of requirement) have been combined into a single level of service. Both of these levels of service are very similar in that they are notified processes and it makes sense to report of them as a single level of service.
- Levels of service 9.2.4 (permitted temporary accommodation) and 9.2.5 (site specific temporary accommodation) have been deleted. This process is infrequently used with no permitted applications and approximately 1-2 site specific applications each month. The relevance of the process has also diminished as the need for displaced businesses to relocate or new depots are increasingly unnecessary.
- Levels of service 9.2.10 (Section 223 certificates) and 9.2.11 (Section 224 certificates) have been deleted. These are largely administrative processes at the end of a subdivision process and the Section 224 certificate does not have a statutory timeframe to meet. The timeframe for which subdivision applications are being processed is still being reported.
- Level of service 9.2.17 (controllable cost) is being amended to be a more meaningful measure of the cost to process applications.
- Level of service 9.2.21 (engagement with elected members) is being deleted. Engagement with elected members is still occurring such as the monthly report to the Regulatory Performance Committee, but it is considered unnecessary to include it as a level of service.
- Levels of service 9.2.13 (assessment timeframes) and 9.2.22 (reconsideration timeframes) have been deleted and replaced with a new measure to monitor the accuracy and timeliness of assessment. 9.2.13 is a self-imposed timeframe and there are few reconsiderations (9.2.22). Also timeframes associated with reassessments are usually not time critical although 100% are still processed with the timeframe. A more valuable and meaningful level of service is considered to be an audit where the accuracy and timeliness of assessments is checked.

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

The activity does not involve any assets.

6. What financial resources are needed?

REGULATORY & COMPLIANCE- RESOURCE CONSENTING	2017/18 Annual Plan	2018/19	2019/20	2020/21
		000's		
Resource Management Applications	6,687	6,965	7,196	7,347
Development Contributions	402	424	440	449
Resource Management Public Advice	1,050	1,004	1,042	1,064
Activity Costs before Overheads	8,138	8,392	8,678	8,860
Corporate Overhead	367	382	400	367
Depreciation	-	-	-	-
Interest	-	-	-	-
Total Activity Cost	8,505	8,774	9,078	9,227
Funded By:				
Fees and Charges	7,038	7,000	7,140	7,290
Grants and Subsidies	-	-	-	-
Total Operational Revenue	7,038	7,000	7,140	7,290
Net Cost of Service	1,467	1,774	1,938	1,938
Funding Percentages:				
Rates	17.2%	20.2%	21.4%	21.0%
Fees and Charges	82.8%	79.8%	78.6%	79.0%
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?

The activity does not involve any capital projects.

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

Effect	Mitigation
Applicants may feel resource consenting slows development down and adds costs to development.	<ul style="list-style-type: none"> • Ensure applications are processed within timeframes. • Ensure the costs of processing are kept to a minimum. • Ensure robust processing and decision making.
Neighbours and the general community may feel they have insufficient participation in the resource consenting process or they disagree with decisions to allow a development.	<ul style="list-style-type: none"> • Ensure process is transparent and information is made publicly available. • Ensure robust processing and decision making.
Developers may feel development contributions are too high and add too much costs to a development.	<ul style="list-style-type: none"> • Ensure development contribution assessments are accurate. • Ensure information is available that explains the amount of development contributions required.

9. Does this Service Plan need to change as a result of a service delivery review?

This service has been exempt from a service delivery review.