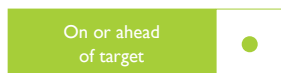


## How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:



Strategic Objective:  
A leaner, more customer focused organisation.

2012/13 Action/project	Background	Progress
<b>PRIORITY 1: Continue to substantially achieve compliance with statutory timeframes by continuing to improve systems and processes.</b>		

Review Pathways workflows	Some workflows need updating	●
<p><b>Progress comments:</b> Since 1 July 2012 several workflows have been reviewed and improved, along with a number of template documents. This has been very good progress and has benefited processes. However, we did not manage to update all the workflows as programmed for the 2012/13 year. We are carrying on updating and improving workflows on a continuous improvement basis through the next year. Overall progress, over the two year timeframe for this project, is 50%.</p>		

Standardise engineering conditions and upload in electronic form to Pathways	Improve consistency	●
<p><b>Progress comments:</b> Achieved in regard to engineering conditions. Now looking to do a similar process with non-engineering conditions and these will be ready for uploading in the first quarter of 2013/14.</p>		

Reduce resource consents legal costs	Resource consent staff to minimise potential costs of litigation and court-directed settlements which are a feature of current resource consent management processes	●
<p><b>Progress comments:</b> Legal costs for both resource consents administration and appeals have decreased in actual expenditure for legal costs from 2011/12 to 2012/13. Resource consents allocated on the basis of most appropriate level of staff experience to match the nature of the application. Legal advice is only sought when absolutely necessary. Continue to emphasise the importance of correct process to staff.</p>		

2012/13 Action/project	Background	Progress
<b>PRIORITY 2: Unless economically advantageous to the community, continue to process the vast majority of resource consents by internal staff and minimise the use of external consultants.</b>		

Minimise the use of external consultants for recourse consent processing	Continue to process the vast majority of resource consents by internal staff and minimise the use of external consultants	●
<p><b>Progress comments:</b> Achieving 100% of target. Continuing to process the vast majority of consents by internal staff.</p>		

2012/13 Action/project	Background	Progress
<b>PRIORITY 3: Continue to assist staff with ongoing professional development to ensure quality decisions and assistance to the community.</b>		
Staff development	Continue to assist staff with ongoing professional development to ensure quality decisions and assistance to the community	●
<p><b>Progress comments:</b> One staff member undertaking post-graduate study to increase qualifications. Have also arranged a Landscape Assessment workshop for the team, utilising a professional landscape architect. This will enable the team to work through some scenarios and refresh their knowledge of landscape assessments. Through the year, we have also been doing some internal 'mentoring' with some of the more inexperienced planners, in which they are more closely supervised by the Team Leader. A new initiative at the end of the year has been a 'secondment' (swap) between consents and policy teams for 6 months. This will enable new planners to experience both consents processing and policy work and assist in their professional development.</p>		