

Thursday, 25 July 2024

Te Hui o Te Kaunihera ā-Rohe o Heretaunga

Hastings District Council

Performance and Monitoring Committee Meeting

Kaupapataka

Attachments - for Item 7

Te Rā Hui:
Meeting date: **Thursday, 25 July 2024**

Te Wā:
Time: **9.00am**

Te Wāhi:
Venue: **Council Chamber
Ground Floor
Civic Administration Building
Lyndon Road East
Hastings**

ITEM	SUBJECT	PAGE
7.	BUILDING UNIT REVIEW IMPLEMENTATION PLAN JULY 2024 - ITEM 7	
	Attachment 1: Building Unit Review 2024 - Implementation Plan	3
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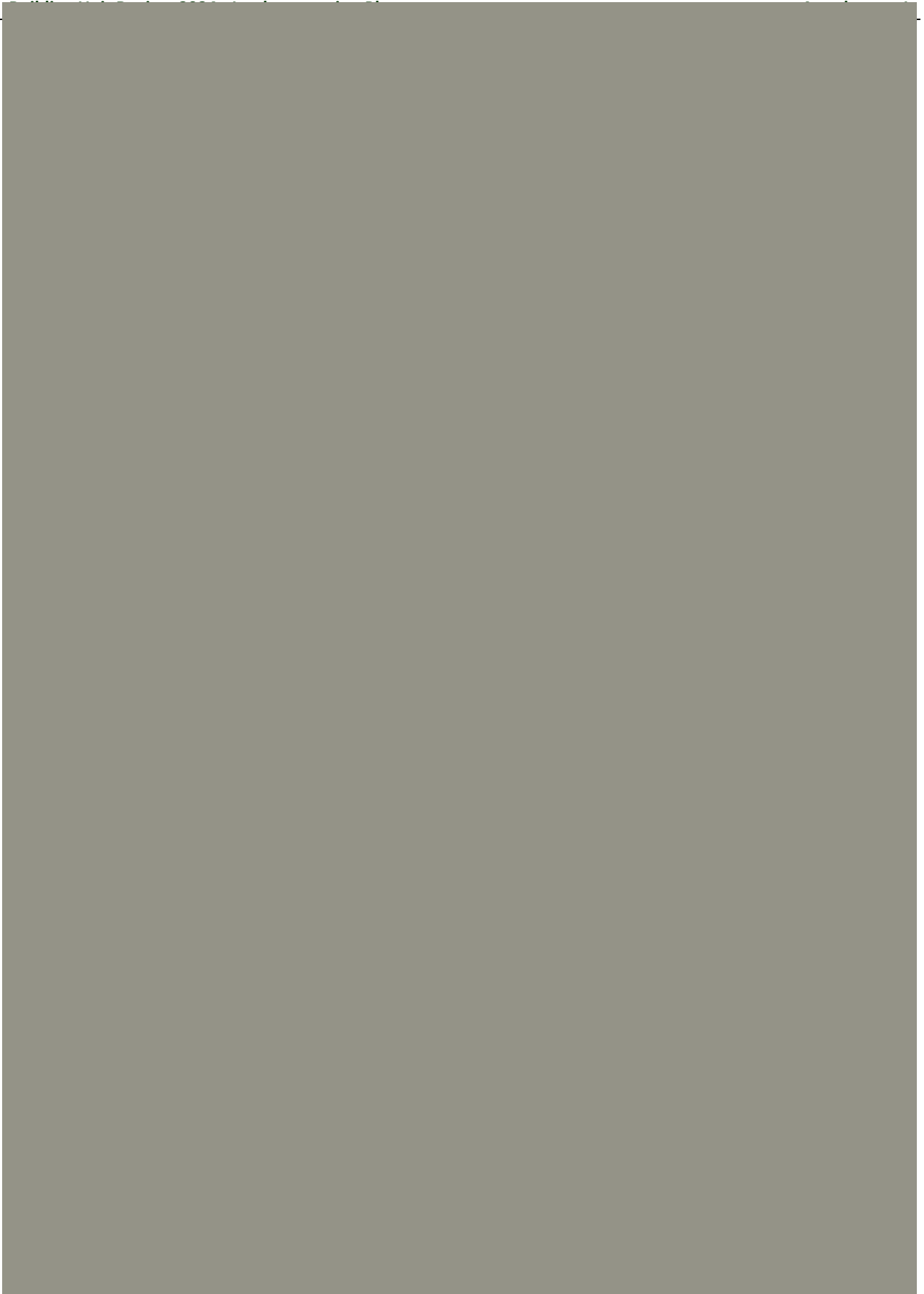


BUILDING UNIT REVIEW - IMPLEMENTATION PLAN 2024

Group: Planning and Regulatory
Services

JULY 2024





1. OVERVIEW

Objective

Following a Performance & Monitoring Committee meeting on 20 July 2023, it was recommended that an independent review of the Building Consent Unit (BCU) be conducted. This review resulted in 27 recommendations aimed at enhancing various functions and areas within the unit. The purpose of implementing these recommendations is to foster a robust and efficient BCU that excels in business leadership, customer service, financial stability, and operational competence.

Specific Goals

- Strong business leadership and planning with a focus on achieving key objectives, priorities, and KPIs that drive the BCU forward.
- Improved customer experience and providing an efficient service that meets the expectations of customers and clients.
- Financial viability and ensuring the unit is financially sustainable.
- Enhancing and improving technical competence, systems, processes, and resource management.
- Improving the performance of TLA statutory functions.

These goals are intended to guide the unit towards better business practices, enhanced customer satisfaction, financial stability, and overall improved operational efficiency.

2. IMPLEMENTATION STRATEGY

2.1 Purpose

2.1.1 The implementation plan outlined in this document sets a collaborative pathway to take the Hastings District Council BCU from being a 'good' Building Consent Authority to become a 'high' performing BCU serving its community.

2.1.2 This document provides a plan for implementation that recognises the area for improvement identified by the building unit review prepared by Jim Palmer (April 2024) and subsequently adopted by council.

"The BCU needs to morph from being a team focused on ensuring regulatory compliance to one that has a strong business focus with emphasis on:

- **Quality service delivery**
- **Excellent customer service**
- **Being efficient and financially sound**

2.1.3 This document has a phased implementation over 18 - 24 months detailing timeframes, roles, resources, and consultation with the community, regular customers, and governance.

