

## Activity 13.14: Regulation and Democracy Services Customer and Business Support

Accountable Manager: Tracey Weston

### What services are provided?

- Council Secretarial Support
- Regulatory Secretarial Support
- Administration Support Services
- Coordinate RDS group training
- Customer Liaison Services

(to Community Boards, Councillors, Democracy Services Unit, Legal Services Unit, teams within Inspections and Enforcement Unit and teams within Building Operations Unit and Resource Consent and Building Policy Unit)

### Why do we provide these services?

- To support production of agendas, minutes and support the running of Council and Community Board meetings and produce the documentation of information pertaining to meetings within Council, both for elected members and internal management meetings.
- To provide Personal Assistant services to Resource Consenting, Building Policy, Building Operations, Inspections and Enforcement and Customer and Business Support, and secretarial services to Legal Services, Investigations and Compliance Teams.
- To have consistent application of administration processes and procedures across the various Units within RDS teams, by centralising the administrative functions, co-ordinating procurement, purchasing and provision of financial advice and payments of accounts for the teams. The monitoring of information provided to customers to ensure consistency is also a service the administration team provide.
- To co-ordinate and manage the training requirements across the various Units within the RDS teams, by centralising the Group training needs and delivering targeted in-house training programmes.
- To deliver the co-ordination of consistent liaison service for customers of the RDS Group Activities.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
RDS Customer and Business Support supports the delivery of Council activities and services to the community by the RDS Group, and thus contributes to the many community outcomes.	

<b>Which group or section of the community will benefit from this activity?:</b> Residential/Commercial building customers, Planning Consultants, General Manager, Unit Managers and teams of Regulation & Democracy Services Group, Elected members (Mayor, Councillors and Community Board members), Ratepayers.
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<b>Key legislation:</b> Local Government Act 2002, other Territorial Authority legislative requirements, Building Act, Resource Consent Act.
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## Customer

*What business results must we deliver to our customers, to deliver on the outcomes?*

### Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Council Secretarial Support</b>					
13.14.11 Provide internal customers with Council Secretarial Support to meet their business needs	2011/12 75 business hours per week between the hours of 7am to 10pm, Monday to Friday	No benchmarks available. Staffing levels are based on demand	Maintain up to 75 business hours per week between the hours of 7am to 10pm, Monday to Friday	Hours available for Council Secretarial Support are aligned with service demands. Staffing levels are based on demand. Services are provided to the Council and Community Boards.  Includes management of P-Card and purchasing according to organisational guidelines and procedures.	
13.14.12 Provide Council Secretarial Support services that customers are satisfied with	2011/12 96.5%  2010/11 no survey  2009/10 100%	No benchmarks available	Maintain / provide / ensure internal satisfaction at least 95% ongoing	Provides measure of internal customer satisfaction based on survey.	
13.14.5 Administrative support for the production of Council and Community Board meeting agendas, reports, correspondence, in accordance with the agreed timeframes and standards	2011/12 At all times	No benchmarks available	Provide support to Council and Community Board meetings supported by Secretarial Support Officers according to Standard Operating Procedures (SOPs), at all times		<b><i>Accepted</i></b>

## Customer

*What business results must we deliver to our customers, to deliver on the outcomes?*

### Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Regulatory Secretarial Support</b>					
13.14.1 Provide internal customers with Regulatory Secretarial Support to meet their business needs	2011/12 75 business hours per week between the hours of 7am to 10pm, Monday to Friday	No benchmarks available. Staffing levels are based on demand	Maintain up to 40 business hours per week, provided between the hours of 8am to 5pm, Monday to Friday	Hours available for Regulatory Secretarial Support are aligned with RDS service demands. Staffing levels are based on demand. Services are provided to the RDS Group.  Includes management of P-Card and purchasing according to organisational guidelines and procedures.	<b><i>Accepted</i></b>
13.14.2 Provide Regulatory Secretarial Support services that internal customers are satisfied with	2011/12 96.5%  2010/11 no survey  2009/10 100%	No benchmarks available	Maintain / provide / ensure internal satisfaction at least 95% ongoing	Provides measure of internal customer satisfaction based on survey.	<b><i>Accepted</i></b>

## Customer

*What business results must we deliver to our customers, to deliver on the outcomes?*

### Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Administration Support Services</b>					
13.14.3 Provide internal customers with Business and Administrative support to meet their business needs	2011/12 45 Business hours per week, 8am to 5pm, Monday to Friday	No benchmarks available	Maintain 45 business hours per week, 8am to 5pm, Monday to Friday	Hours available for business administration support are in line with RDS Group core hours.	<b><i>Accepted</i></b>
13.14.4 Ensure internal customers are satisfied with business and administration support services provided	2011/12 88.50%  2010/11 89%  2009/10 86.73%	No benchmarks available	Ensure internal customer satisfaction rating at least 95% ongoing	Provides measure of internal customer satisfaction based on survey.	<b><i>Accepted</i></b>

## Customer

*What business results must we deliver to our customers, to deliver on the outcomes?*

### Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Coordinate RDS group training</b>					
13.14.6 Co-ordinate the delivery of the RDS Training Programme	New  2011/12 98.3%	No benchmarks available	13.14.6.1 Create the Group training programme of work by 15 September annually  13.14.6.2 Deliver 90% of agreed programme by 30 June each year	Monitor programme delivery and budget expenditure.	<b><i>Accepted</i></b>
13.14.7 Deliver RDS in-house business process training (as agreed)	New	No benchmarks available	Deliver training at least 95% of the time in accordance with the agreed timeframes	Agreed targeted training is delivered as mandated by RDS Management Group.	<b><i>Accepted</i></b>
13.14.8 Ensure internal customers are satisfied with training service provided	2012/13 = Baseline year	No benchmarks available	Ensure internal customer satisfaction rating at least 95% ongoing	Course attendants surveyed after each training delivery.	<b><i>Accepted</i></b>

## Customer

*What business results must we deliver to our customers, to deliver on the outcomes?*

### Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Customer Liaison Services</b>					
13.14.9 Manage timely response to customer process and fee complaints, facilitating customer issues escalation service on behalf of the RDS Group	New Service	Benchmark to be determined 2012/13 year	13.14.9.1 Provide customer response to Unit Managers within seven working days of receipt of enquiry  13.14.9.2 Provide responses to urgent requests within timeframes negotiated with appropriate manager	<p>Liaising with functional experts from within the group to attain an understanding of the issue, seeking a customer focused resolution and ensure the outcome is communicated to all parties.</p> <p>Undertaking investigations, compiling a findings report and composing a draft response to the customer on behalf of the Unit Managers for their approval.</p>	<b><i>Accepted</i></b>
13.14.10 Ensure RDS managers are satisfied with customer liaison service	2012/13 = Baseline year	No benchmarks available	Ensure internal customer satisfaction rating at least 95% ongoing	Managers will be surveyed at the resolution of each escalation via an online survey to gauge satisfaction levels with the customer liaison service provided.	<b><i>Accepted</i></b>