

# CASE STUDY: Auckland City Council Parks



Auckland City Council Asset Manager of Parks and Streetscapes Daren Day says with a large number of consents and increasing pressure on compliance, previous paper-based management methods were not up to the job. "Ad hoc is the way you would politely describe it," he says when he is asked how the previous system worked. "There was a lot of paper on project files waiting for the territorial authority or the regional council to remind us a new consent was required."

"We would apply for consents as part of a project, we would manage our way through any conditions related to those consents as part of the project, and then we would effectively just park the file and wait until we had a notice that the consent was about to expire. That puts you in a reactive situation where you get notice your consent will expire in 3 months and you've then got 3 months' work to find a consultant, find the budget, and get a new consent.

"Up till now, it's been mostly about getting consents and the conditions attached to those consents. There's been very little monitoring of whether those conditions were complied with." Daren says all that has changed with a greater focus on compliance in the Auckland region, and he suspects, throughout the rest of the country.

"The problem with paper files and/or a myriad of small spreadsheets managed by a non-central source is that access to the data by any one person is very difficult." He sees the main advantages as access, search-ability, and automatic reminders – all of which help eliminate duplication and costs.

"A lot of smaller councils won't have sophisticated asset management systems like Auckland can afford to, so therefore they will have even a lower level of ability to manage that data; plus some have huge areas and staff in different locations."

Continued overleaf...

▶ **Auckland City leads by example on consent compliance**

Asset Managers face greater demands to demonstrate compliance with resource consents.

And when you're an asset manager at the country's largest local body, your own council's drive for greater compliance means you have to show you're leading by example.

▶ **As both an issuer and a holder of resource consents, Auckland City has to be squeaky clean.**

"If we don't comply, why should anybody else?"

"We have to be a leader by example in our own compliance and the same needs to be said of our compliance with consents issued by other councils."

**Daren Day, Asset Manager - Parks and Streetscapes  
Auckland City Council**

Daren sees the CS-VUE system as a key tool in achieving that objective. He sees the main advantages as access, search-ability, and automatic reminders – all of which help eliminate duplication and costs. "The problem with paper files and/or a myriad of small spreadsheets managed by a non-central source is that access to the data by any one person is very difficult."

Being able to log on to the CS-VUE system through the Internet mean staff in separate offices, external consultants, and contractors, can all access consent information. "We manage a lot of our work with consultants. For them to be able to enter the data or check the data on consents without having to go in and use ours or send spreadsheets backwards and forwards, eliminates a lot of potential for human error."

The searchable nature of the system enables staff to easily check whether consents already exist, saving on the time and cost involved in applying for unnecessary duplicate consents. Daren plans to use the system to check through hundreds of existing consents to ensure the council is doesn't pay fees for consents which are no longer required.

CS-VUE was introduced to the Local Government sector in April 2004 and to the commercial market in April 2006. Users include local bodies, utility operators, corporate land-owners, heavy industrials and multi-nationals.

CS-VUE was co-developed by Andrew.Stewart Ltd, Environmental Consultancy and Resource Management specialists who also provide full outsourced resource consent compliance services: [www.andrewstewart.co.nz](http://www.andrewstewart.co.nz).

For further information about Auckland City visit: [www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz)