

FIG

FIG WORKING WEEK 2017

Helsinki Finland

29 May - 2 June 2017

Presented at the FIG Working Week 2017,
May 29 - June 2, 2017 in Helsinki, Finland



Surveying the world of tomorrow -
From digitalisation to augmented reality

Organised by



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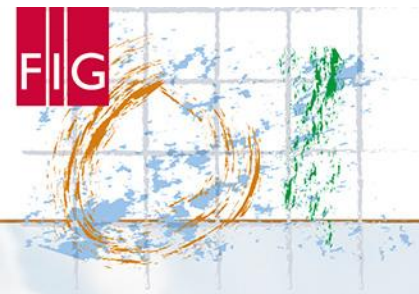


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Presentation by:

- Trevor Knowles
- Manager Clearances
- Crown Property Centre of Expertise
- Land Information New Zealand
- ...how I and the team got better at what we were already good at!!



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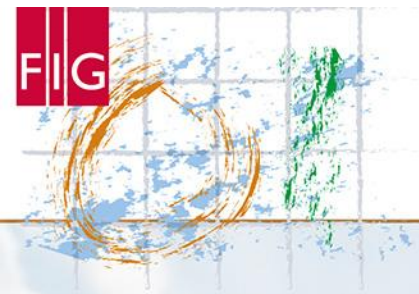


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What Clearances does

- Makes about 3000 statutory decisions each year on our Government's acquisition and disposal (surplus asset sales) programme associated with public works.
- Approximately \$80m Euros in acquisitions.
- Approximately \$50m Euros in disposals.
- Performance indicator... 95% of decisions made or re-worked within 10 working days.



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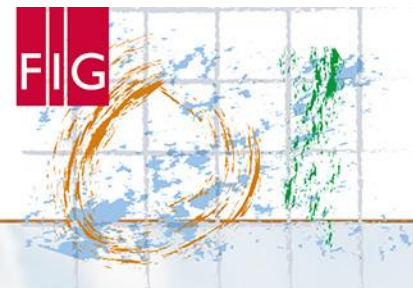


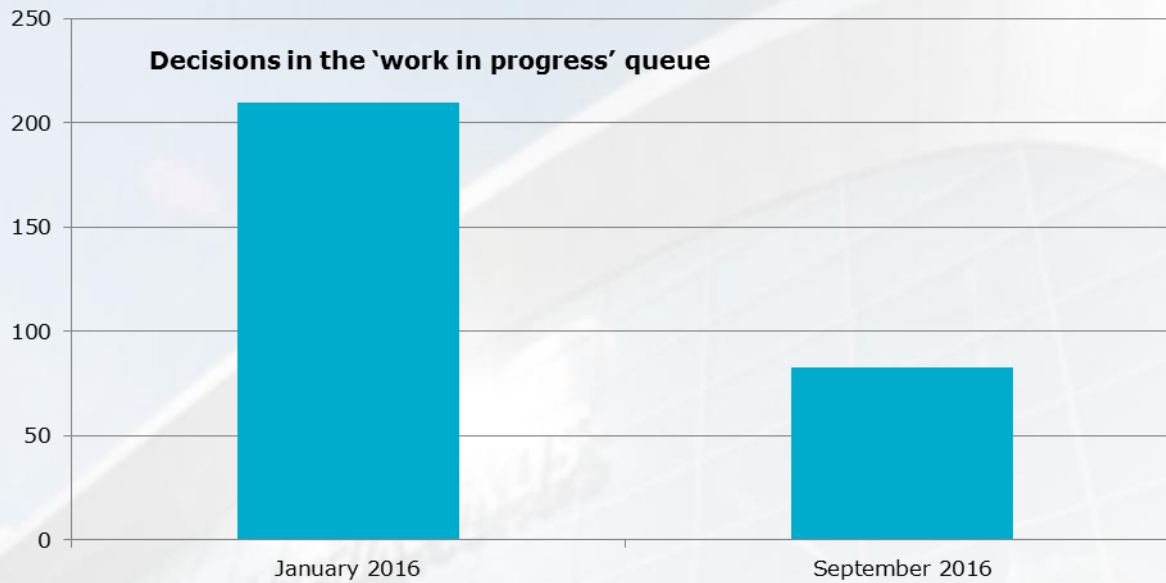
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What we achieved...



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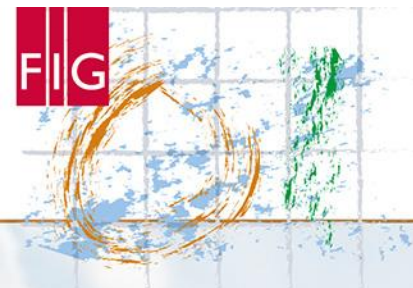


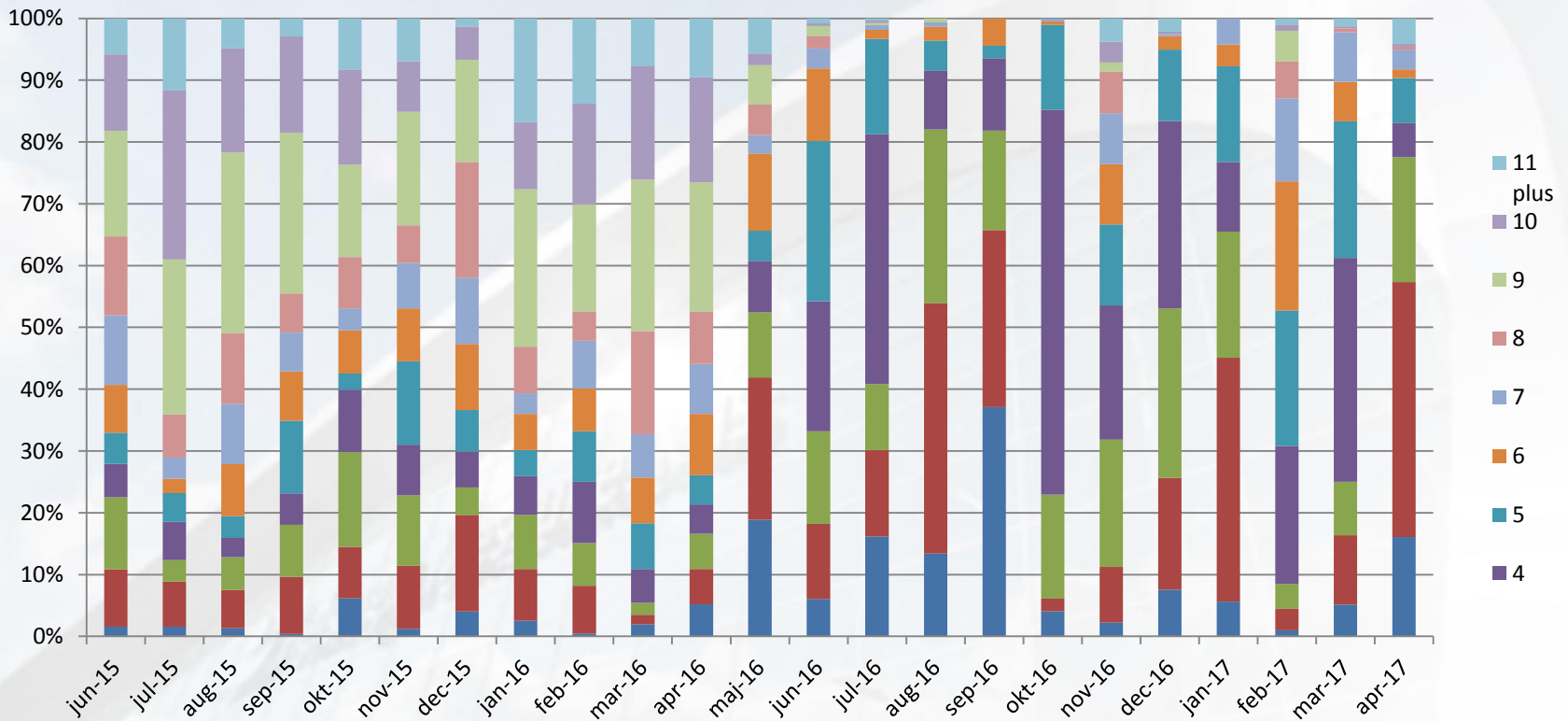
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..Response time in working days..



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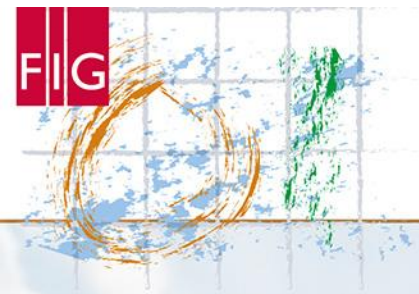


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Using “Better Every Day” “method” to make faster decisions

- Challenge was how to make a high performing property decision making team (Clearances) even better.
- Some 15-20 Government Departments in New Zealand have used method, mainly around service delivery functions.
- Model is based on Vanguard Method around the critical relationship between Thinking, System and Performance.



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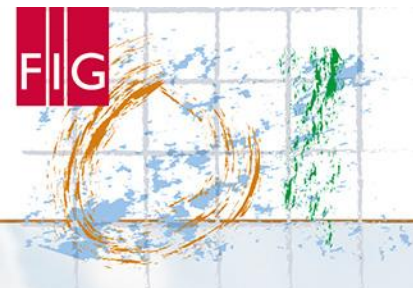


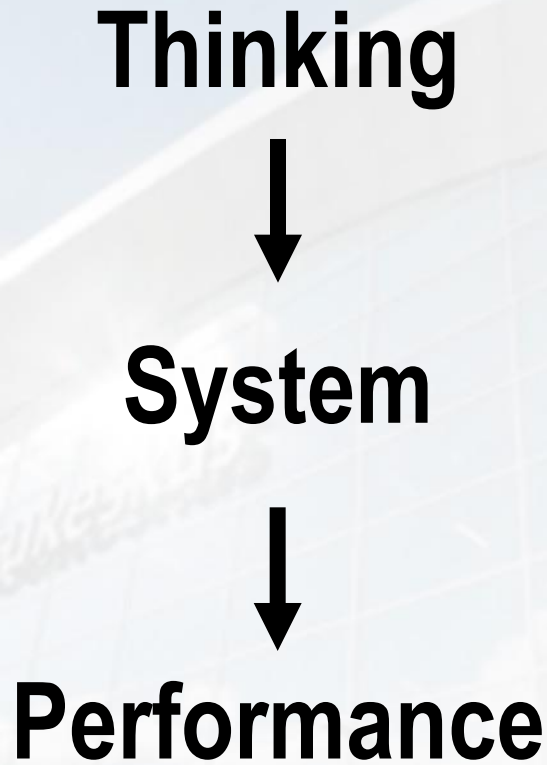
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A Critical Relationship



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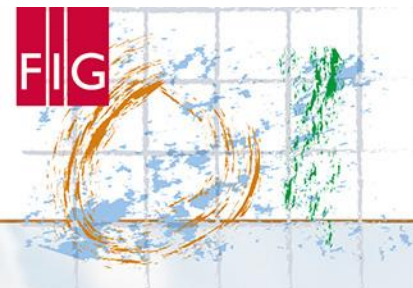


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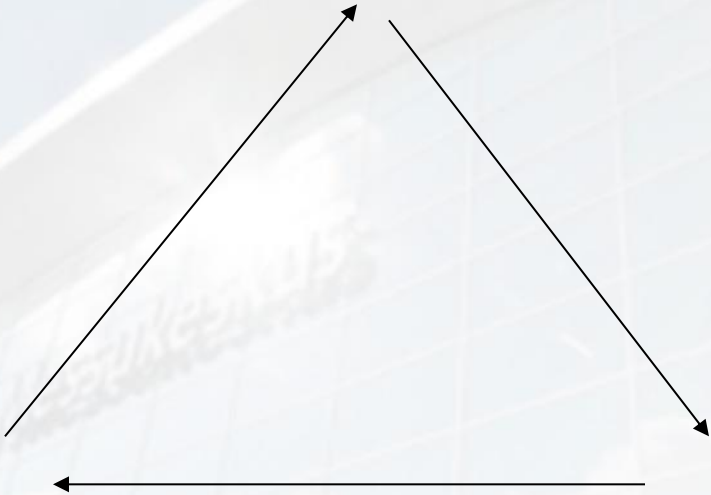
Change based on Knowledge

Start here!

Understand

Make Normal

Trial and Test



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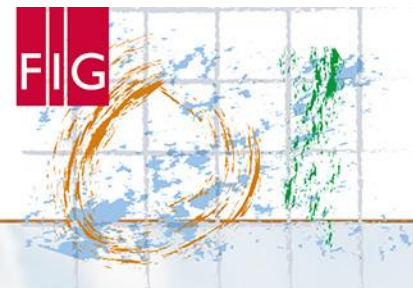


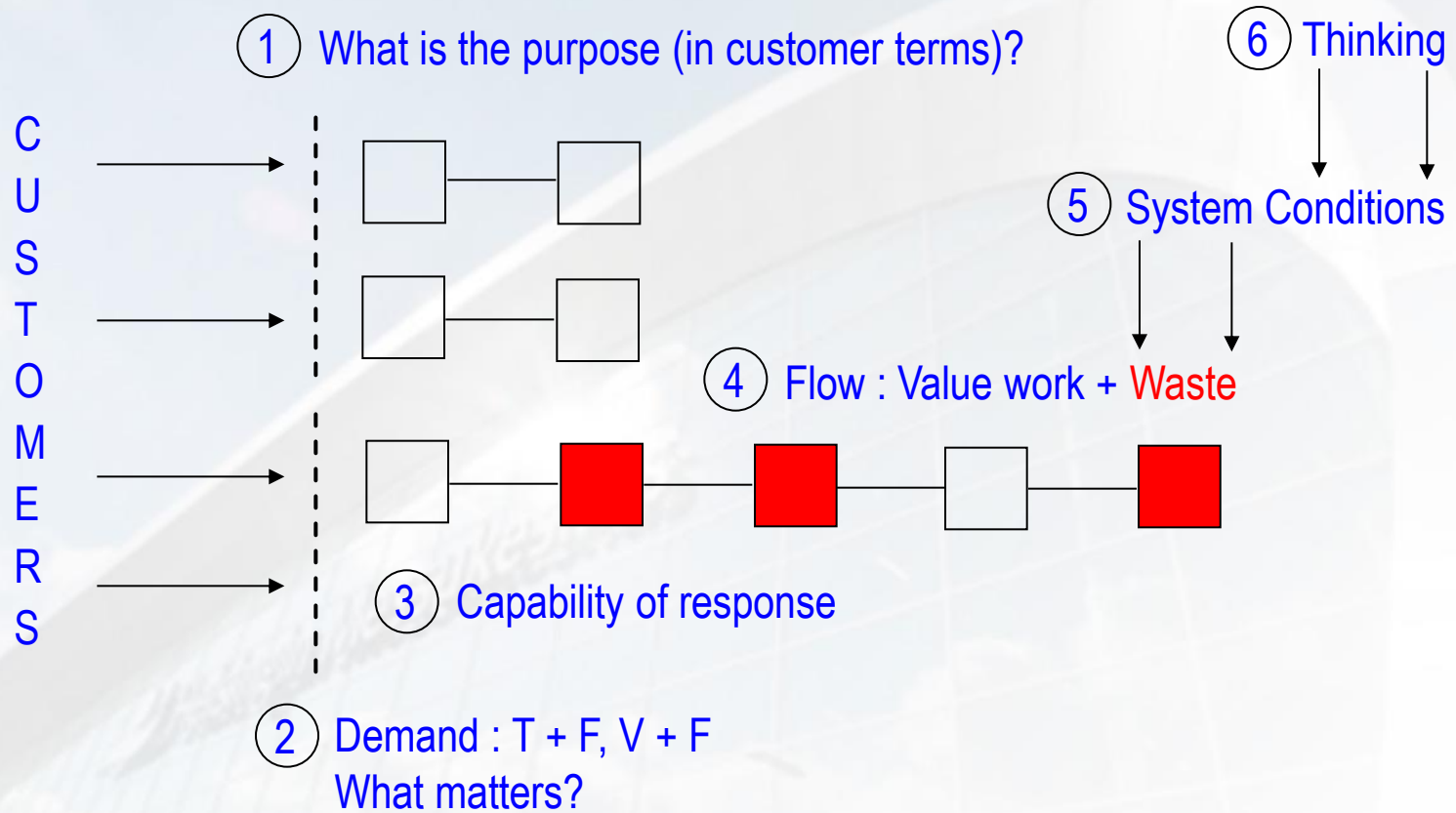
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The Model for "Understand"



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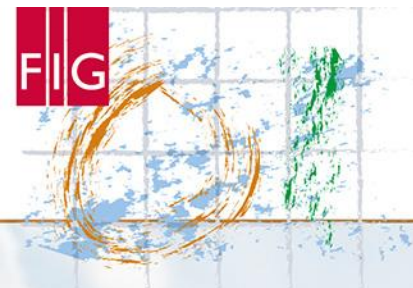


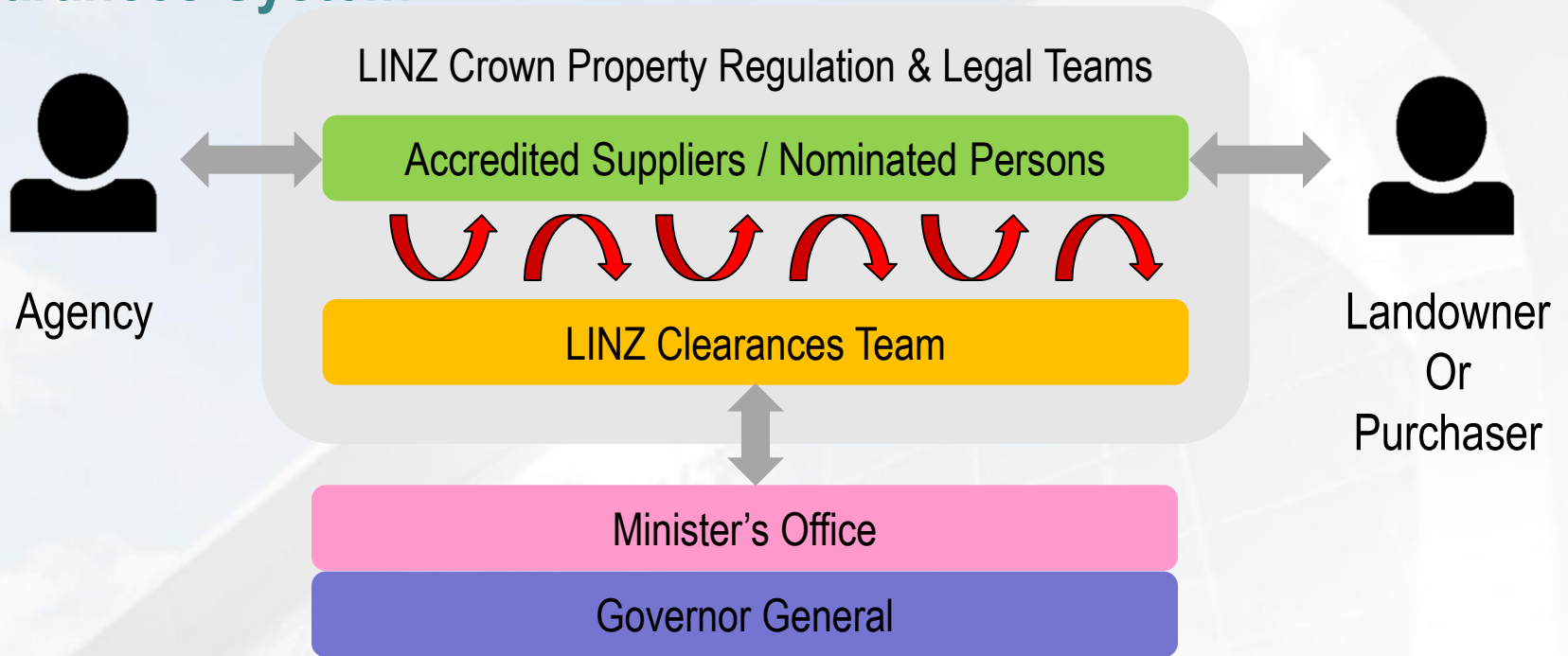
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Clearances System



***What is the purpose of the Clearances System?
 How well does it perform?
 Why does it perform at that level?***



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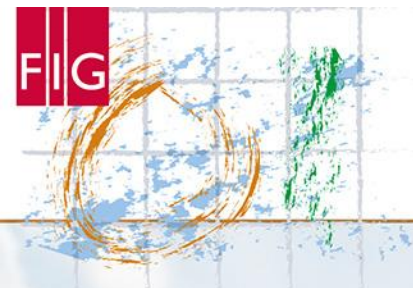


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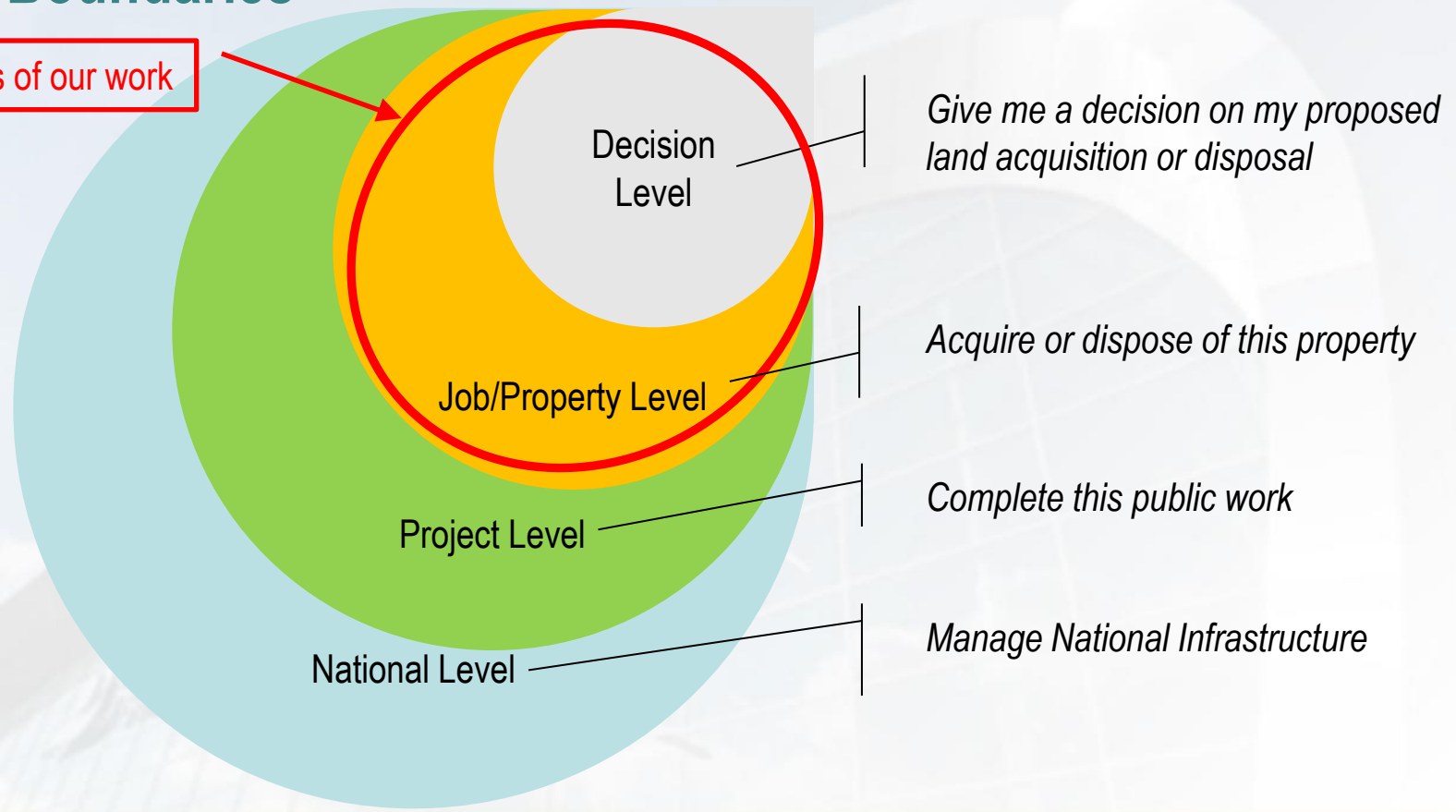
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System Boundaries

Focus of our work



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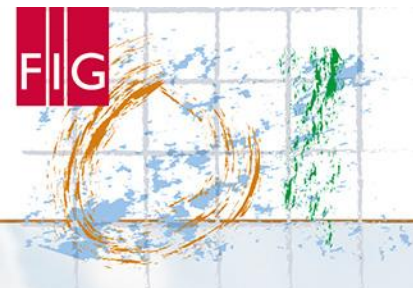


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Purpose of the system

- Who is the customer...not as obvious as other service systems.
- **Customer is the vendor agency...** they ask us to do something... we deliver something to them.
- Take them out of the system and we wouldn't be needed.
- **Our Purpose from the customer's perspective is... to make a decision on a proposed acquisition / disposal.**



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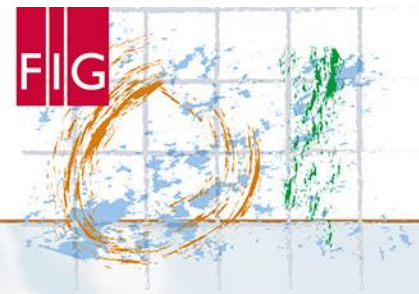


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What we actually did..

- Analysed demand from customers and work flowed all steps from work coming in, to making a decision and who in and out of team did what.
- Identified value (**what we are here to do**) and failure (**something that hasn't been done or done right**). This is “waste” in system. Demand analysis doesn't seek to apportion blame.
- Identified system conditions and business operating principles.
- Looked at data collected over 5 years.
- “Rework”(not clean) is a predictable type of failure demand.
- Trialled and tested some new ideas.



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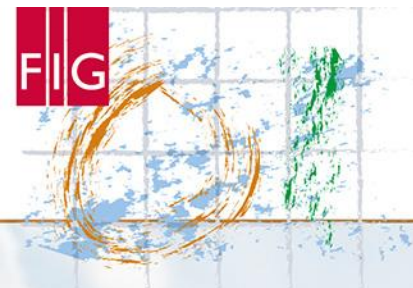


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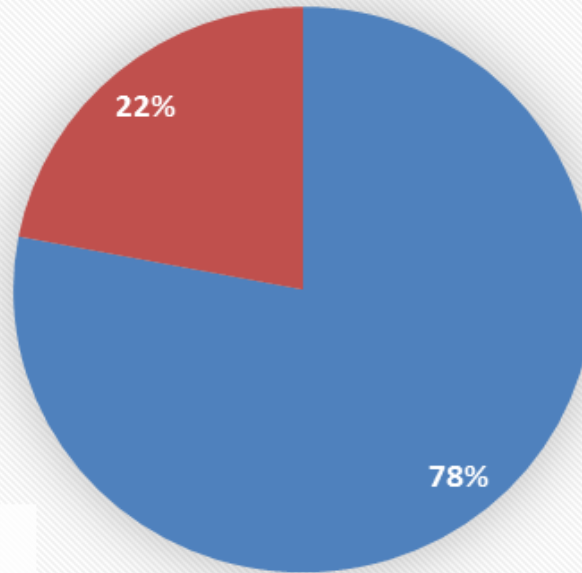
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Value/ Failure split

17/11/15 to 14/01/16



■ Value
■ Failure



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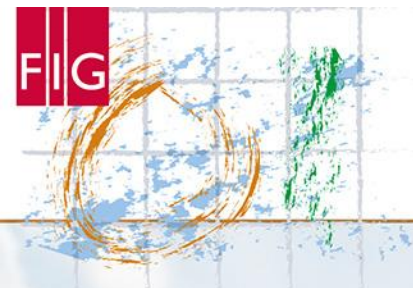


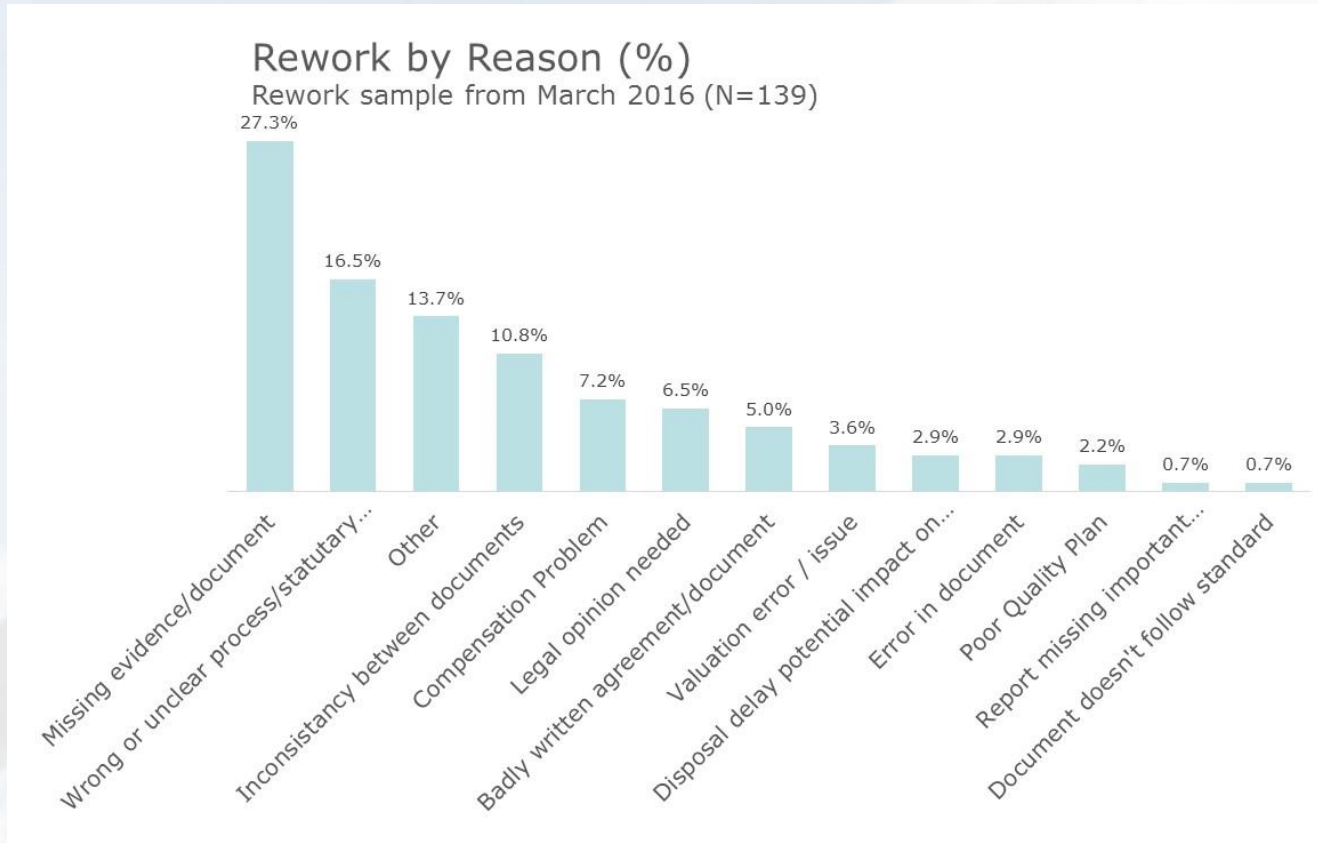
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Rework



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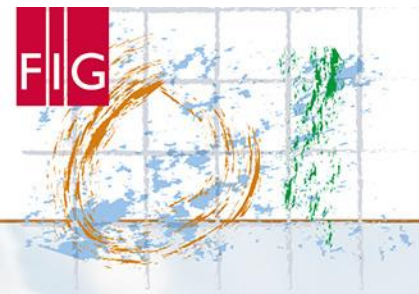


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Principles for re-design

- **Design against demand**
- Customer sets the nominal value
- **Pull not push**
- Only do the value work
- Single piece flow
- **Minimise handoffs – build 1 stop capability**
- **Work flows 100% clean**
- Best resource at front end (or where it makes sense)
- Roles either create value for the customer or add value to the core



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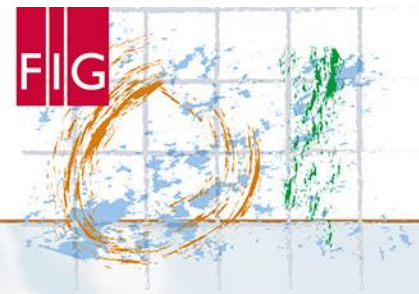


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Changed old thinking to new thinking

- **Einstein said you cant solve problems by using the same thinking that caused the problem in the first place!**
- Thinking informs the system conditions and ultimately the performance of the system.
- “To ensure quality we have handoffs”>>”handoffs only if needed”
- “Best way to allocate work is to push it”>>”Best way is team person pulls when ready”.
- Need flexible, simple, user friendly system that allows for priority, training, feedback.



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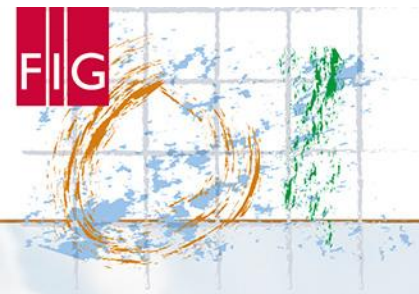


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Moved to trial and test

- New document upload system
- Today's work today..pull not push
- Reduce handoffs and checking
- Voluntary, not compulsory peer review introduced
- Cease use of checklists
- Changed from “target” performance indicator to a “measure”



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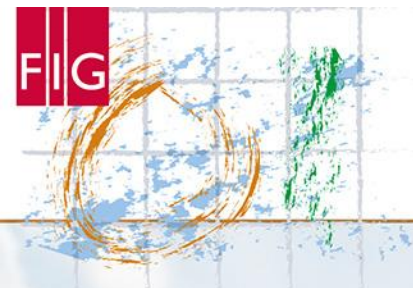


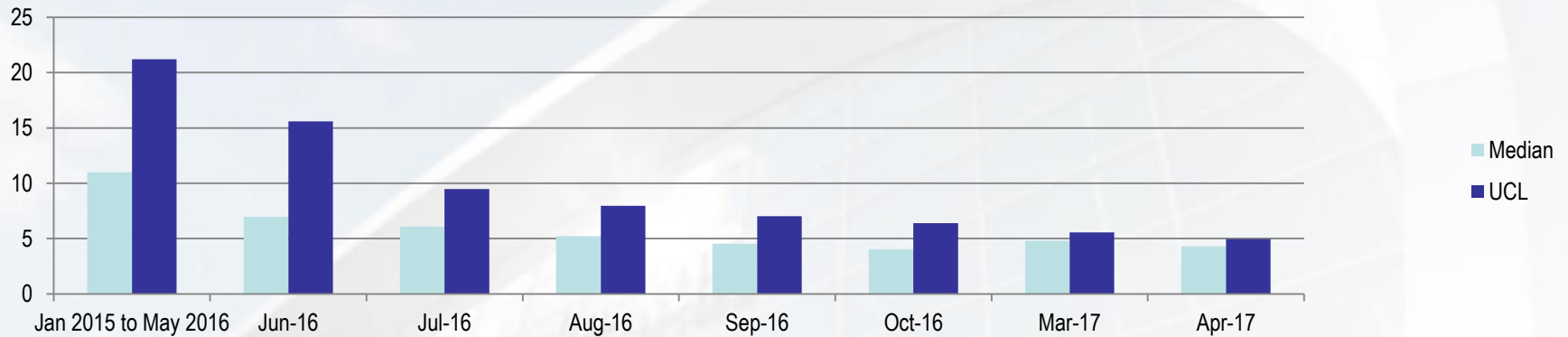
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Made normal some things and look what happened to decision times!!



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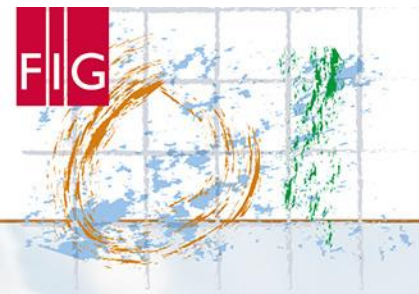


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Additional Innovations

Disposal Portal – a website listing Crown properties being disposed of, showing:

Location

Property Information

Stage in the disposal process

Aim is to have a more transparent picture of what the state is disposing of, where it is, and how people can purchase it



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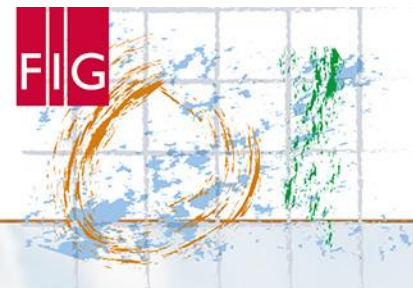


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Crown Property disposal web portal

Browse Current Listings *Tiroiro ki ngā rawa o nāiane*

Filter properties displayed on the map
Use the fields below to change which properties are displayed on the map.

Land holding crown agency
All land holding crown agencies

Disposal supplier
All disposal suppliers

Iwi
All Iwi

Listing status
Crown Agencies Notified

Property type
All types

Reset filters Apply filters

Map key *ki mā te mahere*

- Crown Agencies Notified
- RFR Accepted Conditionally
- Withdrawn
- On hold
- Overdue
- Crown Agency Clearances Completed
- RFR Notified
- RFR Accepted
- RFR Transfer Completed
- RFR Declined
- Open Market
- RFR Re-notified
- Sold on Open Market

Filtered results *Ngā huā kua oti te tātari*

Mt Gerald -- Area to DOC
Status: Crown Agency Notified |
Te ātinga: Kua oti te whakamāhia atu
Testing MBIE Users
Listed 03/02/2016 By Colliers International on behalf of LINZ

10330 - Kaipara Coast Highway - State Highway 16
Status: Crown Agency Notified |
Te ātinga: Kua oti te whakamāhia atu
Location: Auckland
Testing MBIE users
Listed 03/02/2016 By Colliers International on behalf of LINZ

-> Browse Properties that have been listed



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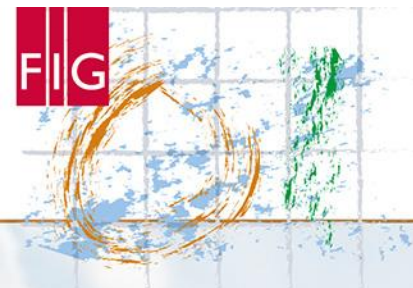


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Interactive capability to respond to step approvals

Detailed information Ngāi Tahu māhioranga
 Information current at: 05/05/2016
 Land holding crown agency: LINZ
 NaAHLIS ID: 2709725
 Iwi reference: Teitī
 Address: Rapid 1132 Lily Bank Road/Teitapo Teitapo 7901
 Territorial authority: Christchurch City Council
 Legal description: Sections 6, 7, 8 and 9 SO Plan 17847
 Area: 1786.0000 ha
 Administered under: PASTORAL_LEGISLATION
 Estimated value: 100000

Detailed description Whānauāwhiri āhau
 Text Description:

Iwi Responses Urupare mā ngā iwi

Ngāi Tahu	Ratī teitī	
Ngāi Tahu	We accept the RFR offer and wish to acquire the property	Responded: 05 May 2016 Respond

Crown agency responses Ngāi urupare o ngā whānauāwhiri āhau

HNZC	No - HNZC has no interest in this property	Responded: 05 May 2016 Respond
Department of Conservation Te Papa Atawhai	No Action Required	Responded: 05 May 2016 Respond
Heritage New Zealand Pouhere Taonga	Clearance given	Responded: 05 May 2016 Respond
MBIE	N/A - automatic response	Responded: 05 May 2016 Respond
Christchurch City Council	Organisation could not be notified	Respond

Key dates Ngāi id mēnue

Crown agency clearance phase

05 May 2016	Property Listed
05 May 2016	Crown Agencies Notified
05 May 2016	Crown Agency Clearances Completed
02 Jun 2016	Agency Notification Response Due

RFR phase

05 May 2016	RFR Notified
06 Jun 2016	RFR Response Due

Supporting documents Ngāi puhoi tauoko

1. test_document.pdf 05/05/2016 | PDF | 142.78 kB

RFR offer documents Puhoi puhoi tāke Teitī Whānauāwhiri Taitapu (RFR)

1. test_document.pdf 05/05/2016 | PDF | 142.78 kB

RFR response documents Ngāi puhoi puhoi urupare (RFR)

1. test_document.pdf 05/05/2016 | PDF | 142.78 kB

Comments Ngāi whānau [Add comment](#)

Respond to Crown Agency Clearance and Iwi RFR election

Add supporting or response documents



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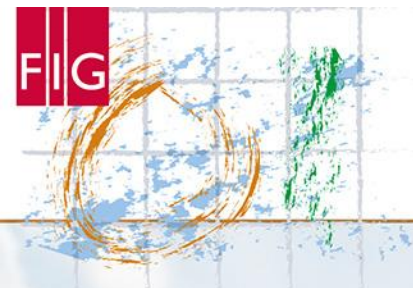


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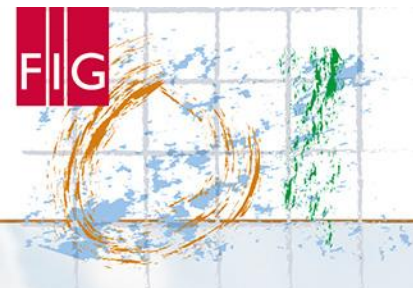
Crown Property Network – a website enabling the sharing of information and advice between state agencies, Maori(indigenous peoples of NZ) and others about the requirements of managing Crown-owned land

Aim is to help improve capability across government on the processes, issues and systems that affect Crown property



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Crown Property Network...cross agency collaboration tool

Land Information New Zealand
Taiti te whenua

Crown Property Network

News Events & Training Industry Information Jobs

Welcome to the Crown Property Network

The Crown Property Network is a cross-agency collaboration initiative created to provide individuals, who work with Crown Property, a platform to share knowledge, connect with others and keep up-to-date with what's going on in the sector.

If your job involves working with Crown land either for a crown entity, service provider or iwi then you can be part of the network. You can join the network by [clicking here](#) and registering your details.

Being part of a network has many benefits and is great for sharing ideas and knowledge. Networking will help you expand your information and allows you to see things from another perspective.

On the website you will find:

- an events' calendar outlining upcoming networking and professional-development opportunities
- news and updates from others working in the sector
- links to job opportunities and secondments
- industry information
- articles of interest
- links to relevant websites.

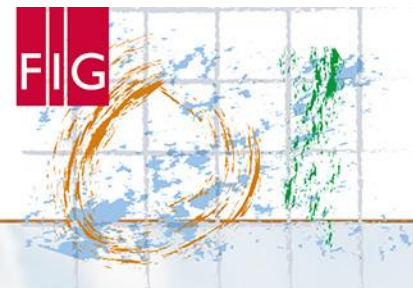


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Knowledge sharing links

Knowledge Sections

The Crown property sector, offers challenging and interesting work.

Members of the network will have access to a professional toolkit, containing information relevant to working with Crown land. We encourage members to contribute to the content and provide feedback on the areas they find most useful.

Planning and Performance

Tools to assist agencies to manage Crown property assets.

Disposing of Crown land

Information to assist service providers and agencies when disposing of Crown land.

Acquiring Crown Land

Information on the processes when acquiring land, including compulsory acquisition.

Treaty Settlements

Useful materials on Treaty settlements including RFR's.

Managing Crown land

Information to assist in Crown property and land management.

FAQs

Answers to questions frequently asked by stakeholders.

Information Systems

Access to user information for the information systems available for managing Crown land.



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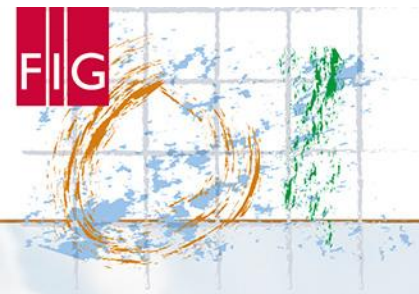


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More innovation

State-Owned Land Register (under development) – a register/index of all state-owned land in New Zealand, eventually linked to the title system and cadastre, and identifying the agency responsible for managing the land

Aim is to have a complete picture of all land owned by government, to enable better and more integrated decision-making on use



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