

Monthly Highlight Report

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report

November 2023

Core Infrastructure and Services

Key Performance Indicators

WATER CONSUMPTION

Average consumption of water per person per day

TARGET	RESULT
<445L	636.38L

WATER SUPPLY COMPLAINTS

of complaints per 1,000 connections

TARGET <4 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0	0
Clarity	0	0.13
Taste	0.03	0.06
Pressure/flow	0.23	0.84
Continuity of supply	0.17	0.92

TARGET <2 per annum

TARGET	RESULT
QLDC response to issues	0

WATER SUPPLY FAULTS

Median response time to attend site (urgent and non-urgent)

TARGETS	RESULT
<60 mins	78 mins
<1,440 mins	1,401 mins

WATER SUPPLY FAULTS

Median response time to resolve problem (urgent and non-urgent)

TARGETS	RESULT
<1,440 mins	1,438 mins
<10,080 mins	4,641 mins

STORMWATER COMPLAINTS

of complaints per 1,000 connections

TARGET <5 per annum

MONTHLY RESULT	YTD RESULT
0.53	3.22

STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	n/a

STORMWATER FLOODING

flooding events that occur in a territorial authority district

TARGET	RESULT
<7	0

Results in **RED**
Target missed by >5%

STORMWATER FLOODING

of habitable floors affected for each event (per 1,000 properties connected to the TA stormwater system)

TARGET	RESULT
<2	0

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 MINS	47 mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	171 mins

Results in **AMBER**
Target missed by <5%

WASTEWATER COMPLAINTS

of complaints per 1,000 connections

TARGET <5 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0.07	0.24
Faults	0.10	1.12
Blockages	0	0.54

TARGET <2 per annum

TARGET	RESULT
QLDC response to issues	0

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET >95%

	RESULT
3 Waters	86.1%
Solid Waste	99.5%
Roading	81.8%

Results in **GREEN**
Target achieved

CAPEX% OF CAPITAL WORKS COMPLETED ANNUALLY, INCLUDING RENEWALS

(against the Annual Budget adopted by Council for Three Waters, Waste Management and Rooding).

TARGET	RESULT
80-110%	91%

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>683t	796t

WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,833t	4,517t

WASTE TO LANDFILL

% of MRF recycling contaminated

TARGET	RESULT
<20%	12.91%

DIA measures



Exceptions

The following KPIs were not achieved and are shown on the previous page in red or amber.

Average Consumption of Water

The average water consumption in November was 636L per person per day. The warm, dry weather conditions have arrived early and consequently water usage increased dramatically, clearly driven by demand for domestic irrigation. In response, and as part of the typical arrangements entering summer, QLDC have commenced educational campaigns around responsible water usage. Based on current usage profiles and the predicted long hot summer, widespread water restrictions are likely to be necessary across summer.

Stormwater Complaints

16 stormwater complaints were received in November. This narrowly exceeds the target set. A concentrated effort is ongoing to improve proactive clearing of roadside drains by our contractor, which targets the key complaint area.

Percentage of RFS Resolved On Time/Median response time Water faults - Three Waters

86.1% of requests for Three Waters have been closed within the set timeframe. Contractor resourcing has been stretched due to an increase in water leak requests, coupled with emergency response work associated with the cryptosporidiosis outbreak, demands from capital works and resourcing issues. Veolia have been supplementing their in-house crews with subcontracted resources to improve response times.

Percentage of RFS Resolved On Time - Roading

The roading contractors responded to 91% of their requests within the target period, which narrowly misses the target set. However, the response performance for roading requests to internal engineers was at 71% on time. Internal performance has been impacted by staff absences and internal resourcing constraints. This leads to an overall result of 81.8% which does not achieve the target of more than 95%.

Waste to Landfill

4,517 tonnes of waste went to landfill this month. This does not meet the target of less than 3,833 tonnes. The result is impacted by increasing visitor numbers and the return of temporary residents during the summer. The same trend was observed the previous two years with November to January results being significantly higher than the rest of the year due to increased population and tourism during this time.



Community Services

ACTIVE PARTICIPANTS

of gym and pool visits per 1,000 residents (based on usual resident population)

TARGET	RESULT
>3,253	3,165.76

LIBRARY CIRCULATION

of items issued per month

TARGET	RESULT
>45,259	46,323

PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>95%	96%

Environment

RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	88.89%

Regulatory Functions & Services

BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	92.44%

FREEDOM CAMPING RFS

of freedom camping RFS per month

TARGET	RESULT
<8	20

Corporate Services

CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	60%

COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	100%

LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	94%

COUNCILLOR ENQUIRIES

% responded to within 5 working days

TARGET	RESULT
100%	76%

INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6%	4.99%

Exceptions

The following KPIs were not achieved and are shown to the left in red or amber.

Active Participants

In November 3,166 gym and pool visits were recorded per 1,000 residents. This is slightly below this month's target but within 5%. While general admission is down, events are slowly increasing as the summer is starting.

Resource Consents

The number of applications processed on time dropped slightly this month and the year-to-date average is 91.12%. 100 applications were formally received; 99 decisions were issued; and 88 of these decisions were processed within statutory timeframes. This reflects that applications are continuing to move through the processing system to a decision. Reasons for applications not being processed within timeframes include: decisions were made on more complex consent applications that required a greater level of analysis and working with applicants to get to a decision; reallocation of applications to a new planner due to a team member leaving; and resourcing constraints in the senior decision-making area due to vacancies. Recruitment is underway for the vacancies and several Councils Independent Hearings Commissioners are assisting where they can with decision making.

Building Consents

In November 92.44% of building consents were processed within the statutory timeframe. This is a continuous improvement since June 2023. We expect this to further improve to over 95% as the processing team works through the backlog of consents received due to legislation changes occurred that in May 2023.

Freedom Camping

There were 22 freedom camping complaints, two of these were on private land. Of the remaining 20; 18 are on our regularly patrolled areas, one received daytime education and one was ticketed for prohibited camping. The increase is expected given the increase in tickets issued and the return of Freedom Campers to the district.

Customer Calls

3,385 calls were received in November with 60% answered within 20 seconds, however 93% of total calls have been answered and addressed. Results have been impacted due to low staffing levels with two staff on leave and two brand new staff requiring full time training from seniors in each location.

LGOIMA Requests

16 requests were due a response in November. Five of these required an agreed extension due to legal or third-party consultation. One will be resolved in the new year with a release of information. 11 had the information released in full; one was refused in full due to privacy, commercial prejudice, and loss to the public; one was refused on privacy grounds and later reviewed and released in full; one was refused due to substantial research and collation after the requestor did not respond to requests to refine a broad search criteria; one was subject to minor redactions on the grounds of privacy and legal privilege. The average time to complete a request was 13 days (excluding extended requests).

Councillor Enquiries

18 Elected Member requests were raised. Three were Corporate, three Assurance, Finance & Risk, six Property and Infrastructure, three Planning and Development and three Community Services. Two Planning & Development issues were resolved on time however there were systems issues preventing closure in the system (which now reflects as overdue). Two Assurance, Finance & Risk requests did not meet target for the same reason. One Assurance, Finance & Risk request is still awaiting information to be received to provide in response to the request (The Councillor has been made aware of the delay).

Health & Safety Summary

PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	1,813
Inspections/Audits	87
Safety & Wellbeing	84
First Aid Training	4
H&S Meetings	67

WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<8	3.75
LTIFR*	<5	0

*Total Recordable Injury Frequency Rate

**Lost Time Injury Frequency Rate

DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A - Safety Improved	5
B - Safety Constant	6
C - Accident or Incident	0
Target Achieved	yes

NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
Incident Type	0

EVENT DETAILS

N/A

As defined under section 25 of the Healthy & Safety at Work Act 2015

QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	4
Contractors	32
Volunteers	0
Public	10

QLDC Health and Safety Objectives for 2023/2024

COMPLIANCE

No breaches of the Health and Safety at Work Act 2015

PREVENTION

90% of all incidents reported each month closed within allocated timeframe.

Representatives and department constituents to undertake an office/facility inspection at least every three months.

IMPROVEMENT

90% of Health & Safety Committee actions completed on time.

Contractor Management is the focus for Health & Safety improvement.

Health & Safety Representatives to do at least one alternate inspection of another office/facility in the coming year.

BEHAVIOUR

Behavioural self assessment – twice the amount of A scores to be reported monthly compared to C scores.

A C-score is a significant accident or incident with insufficient action taken to remedy.

WELLBEING

At least 65% participation across wellbeing activities that take place in the Upper Clutha and Queenstown area for QLDC staff.

Monthly Commentary

QLDC Workplace Incidents

There were no notifiable events in November, and no workplace incidents were significant. No “lost time injuries” were recorded this month and the “total recordable injury frequency rate” has decreased.

The number of inspections and Health & Safety trainings this month is the highest recorded to date and continue to be well attended by employees.

Take 5's completed remain at good levels.

There were four employee incidents recorded. These included two first aid incidents and one where an employee witnessed an incident involving a contractor employed by others at a QLDC facility. The contractor incidents included one involving a discarded E-Scooter causing a fire at the solid waste site. No injuries were incurred, and emergency services attended. For the fifth month running there were no incidents involving volunteers. Two incidents of unacceptable behaviour from members of the public were reported, three trespass notices were issued as result. One incident involved two members of the public in a physical altercation. All other incidents were of a minor nature.

With five A scores, six B scores and no C scores the Department Safety Behaviours target was achieved. This is the fifth month running with zero C scores recorded.

Thriving people | Whakapuāwai Hapori

Ours is a community with a strong heart and whānau roots that run deep.



Embracing the Māori world | Whakatinana i te ao Māori

Ours is a district that honours Te Tiriti o Waitangi and champions equality for all our people.



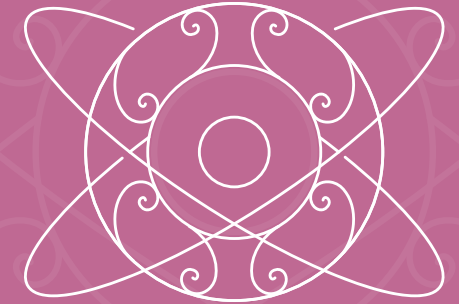
Opportunities for all | He ōhaka taurikura

Our district is a place of social, environmental and technological enterprise.



Breathtaking creativity | Whakaohoho Auahataka

Surrounded by the endless inspiration of our landscapes, ours is a place that nurtures the arts, culture and the spirit of invention.



Vision Beyond 2050

Deafening dawn chorus | Waraki

Our ecosystems flourish and are predator-free under our kaitiakitanga.



Zero carbon communities | Parakore hapori

From Makarora to Kingston, our district sets the standard for regenerative, low-impact living, working and travel.



Disaster-defying resilience | He Hapori Aumangea

Queenstown Lakes is a place that is ready and prepared for every emergency.



Pride in sharing our places | Kia noho tahi tātou katoa

Our district is a place where our quality of life is enhanced by growth through innovation and thoughtful management.



High Profile Capital Projects

November 2023

*RAG Status refers to Red/Amber/Green and shows the status of the project and how well it is performing.

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS*
Crown Infrastructure Partners Street Upgrades	<ul style="list-style-type: none"> Practical completion for the historic core was signed off by the Alliance board. Construction completion has been achieved in Upper Brecon Street, and work is underway on achieving practical completion. The Alliance and Queenstown Lakes District Council continue to work on quality assurance and handover. There is a delay in practical completion sign off (February 2024) due to the completion of minor re-works by the contractor in the Historic Core. 	<ul style="list-style-type: none"> February 2024 - Practical completion to be signed off for Upper Brecon Street by the Alliance board. 	Amber
Crown Infrastructure Partners Arterial Stage One	<ul style="list-style-type: none"> The placement of the cultural manifestation artwork pre-cast panel on the St Joseph's wall has begun. The wastewater construction in Dublin Street was completed. The electricity network was completed from Copthorne Hotel to Suburb Street. Kerb preparations have commenced on Suburb Street. All remaining laterals on the north side of Frankton Road were installed. Kerb preparation is underway. The first kerb pour on Frankton Road and on the north-east side of Suburb Street was completed. Scaffolding was removed from the Manawa Wall, and backfilling works have commenced. Due to the scale and stage of the Arterial project, there continues to be risk associated with time and cost. 	<ul style="list-style-type: none"> December 2023 - Gorge Road asphalt surfacing to be completed. Wall works are continuing with piling underway on Beetham and Malaghan Streets. St. Joseph's wall planned to be installed before Christmas. Three Waters work continues on Frankton Road with two fronts underway concurrently. Channel drain and kerb work is progressing in both Frankton Road and Melbourne Streets. May 2024 - Lower Beetham Street walls to be completed. November 2024 - Completion of Arterial Stage One. 	Amber
Lakeview Development and Ancillary Works	<ul style="list-style-type: none"> On Man Street - Trench reinstatement preparations are underway for water and waste pipes. Final footpath pours were completed in November, and concrete for the speed table is completed. The asphalt to Man Street trench reinstatement is underway, and also the completion of the trunk main connections. On Thompson Street - The kerb/channel pours are on track. The base-course preparations are underway ahead of structural pavement works. Pedestrian balustrade installation is progressing. Construction of the stormwater access way is underway. There are minor delays on pipework reinstatement on Man Street due to the coordination of works with adjacent works and Traffic Management Plan requirements. Works are on track to align with requirements for December 2023. 	<ul style="list-style-type: none"> December 2023 - Man Street trunk main connections to be complete, as well as the final Thompson Street concrete pour. Road sealing and line marking along Man Street to occur. Thompson Street pedestrian balustrade installation is ongoing and sealing of the road to occur prior to the Christmas Break. 	Amber



High Profile Capital Projects

November 2023

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Housing Infrastructure Fund</p> <p>Kingston Three Waters Scheme</p>	<ul style="list-style-type: none"> 8 November 2023 - Mediation occurred for projectwide funding with various resolutions of final items being finalised (aiming by end of 2023). For Waste Water - The developed design was approved. The detailed design is on hold subject to funding resolution. The designation was finalised. Odour (air discharge) consent was compiled and obtaining Affected Party Approval. For Water - All consents have been obtained. The detailed design is complete. Bore headworks construction is complete. Construction procurement is on hold. For Storm Water - The detailed design is currently subject to Council's Engineering Acceptance process and is aiming to be completed early December 2023. Construction procurement is currently on hold. 	<ul style="list-style-type: none"> 22 December 2023 - Projectwide funding resolution to be finalised. December 2023 - The Council aims to re-engage the lead designer for Waste Water for a project start in January 2024. December 2023 -Subject to funding, the Water project will recommence with a target to market date of middle of January 2024. December 2023 - Engineering Acceptance expected to be completed. Subject to funding, the Storm Water project will recommence with a target to market date of March 2024. 	<p>Red</p>
<p>Housing Infrastructure Fund</p> <p>Quail Rise Reservoir</p>	<ul style="list-style-type: none"> An agreement was reached for withdrawal of one Submission for Notice Of Requirement. Negotiations commence with the other Submitter. 3 October 2023 - The Detailed Design was accepted by the Project Control Group. The Detailed Design contract is now completed. Practical Completion was issued for Arrow Irrigation construction works. The Subdivision Strategy was reviewed and is now on record. 	<ul style="list-style-type: none"> Early 2024 - Designation - Ongoing negotiations with Submitters will likely continue in the new year. 2029-2030 - Construction funding is due to be allocated. Preparing the project to go on hold till 2029. 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
W naka Lake Front Development Stage Five	<ul style="list-style-type: none"> Progressing the planning and project management services to take this programme forward. 	<ul style="list-style-type: none"> 2024 (exact date to be confirmed) - Design to be approved by the design Challenge group. 2024 (exact date to be confirmed) - Appointment of Project manager and drafting of tender and procurement documents. 	<p>Green</p>
Coronet Harvest Reforestation Programme	<ul style="list-style-type: none"> The tree felling is now complete. The contractors are carrying out post harvest remedial works, clearing culverts and sediment traps. Tender for the planting contractor has closed. Council is assessing the list of applicants/suppliers who submitted. 	<ul style="list-style-type: none"> December 2023 - Contract to be signed. Late summer 2024 - The site will be formally handed back to Queenstown Lakes District Council. 	<p>Green</p>
Paetara Aspiring Central	<ul style="list-style-type: none"> Basketball Hoop Design being finalised and Consent Application scheduled to be complete Pre-Christmas. WSP have liaised with Gymleaders on the design elements and are submitting a fee proposal for Council's approval prior to completing any further works. Venue close out documentation being finalised with the contractors. 	<ul style="list-style-type: none"> December 2023 - Building Consent Application will be completed. (Scheduled for Pre-Christmas). 	<p>Green</p>
Arts, Culture & Heritage Strategy (Creativity and Culture Strategy)	<ul style="list-style-type: none"> This is now called the Creativity and Culture Strategy. 4 December 2023 - The draft was presented to the Executive Leadership Team meeting and Elected Members at Council workshop. The document has been split into two documents – the Strategy and the Implementation Plan. Elected Members are supportive and keen to discuss further (as part of the Long Term Plan discussions) how areas such as this can be financially supported in a challenging fiscal environment. The project is flagged in Amber due to the delayed timeline. 	<ul style="list-style-type: none"> January 2024 – Final changes to draft will be sent to designers to update. It includes further clarity around which actions need to be presented as items for longer term delivery that still require funds/resources to be sourced. A strategic framework section will be added. This is currently being finalised by the Policy Team. February/March 2024 – Community Engagement on the draft strategy and implementation plan will commence. April/May 2024 – Community feedback will be reviewed, and final changes made to strategy and implementation plan. June 2024 – Final strategy and implementation plan will be endorsed. 	<p>Amber</p>

Selected Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Glenorchy Marina	<ul style="list-style-type: none"> A briefing was prepared for the Community Services Project Control Group seeking to confirm progress and budget management. Procurement documentation is being prepared to secure external Project Management. The project is flagged Red as the work programme is currently being evaluate for project scope against budget and timing. 	<ul style="list-style-type: none"> 11 December 2023 - Project Control Group will reach a decision regarding the options. Procurement Plan approved for external Project Management (dependent on option selected). 15 December 2023 - Tender will be released for external Project Management. 26 January 2024 - Tender will close. February 2024 - Approval of Detailed Design. February or March 2024 - Gateway Approval to progress to Construction Procurement depending on the ability to secure Project Management. 	Red
Water Sports Programme	<ul style="list-style-type: none"> Water sports bridge & track construction: <ul style="list-style-type: none"> The project is on track to be presented to the Wanaka-Upper Clutha Community Board. There is an associated risk that the tender cost may exceed budget tolerance. Water sports car park maintenance works: <ul style="list-style-type: none"> The project is on track to be presented to the Wanaka-Upper Clutha Community Board. 	<ul style="list-style-type: none"> Water sports bridge & track construction: <ul style="list-style-type: none"> Middle December 2023 - Tenders close for the Water sports bridge and track construction. February to May 2024 - Construction is anticipated. Water sports car park maintenance works: <ul style="list-style-type: none"> January to February 2024 - Construction is anticipated. 	Amber Green

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Proposed District Plan Stage One Appeals	<ul style="list-style-type: none"> Decisions and consent notices for approximately 95% of appeal points were received and updated into the plan. 101 appeals and 1,181 appeal points were originally lodged. Sticky Forest (Bunker and Rouse) appeal was heard by the Environment Court at the end of November. 	<ul style="list-style-type: none"> Working to resolve any remaining Stage 1 appeal points 	<p>Green</p>
Stage Two Appeals	<ul style="list-style-type: none"> 84 appeals and 930 appeal points received challenging Council's decisions. Mediations completed; Environment Court hearings underway. An appeal withdrawal was received by Slopehill Joint Venture for Topic 31 Wakatipu Basin rezoning. 	<ul style="list-style-type: none"> Awaiting confirmation of Hearing dates for remaining zoning appeals. 	<p>Green</p>
Stage Three Appeals	<ul style="list-style-type: none"> 43 appeals (total) containing 445 separate appeal points were lodged. Environment Court mediations are underway. 	<ul style="list-style-type: none"> Evidence is being exchanged for the W naka Industrial rezoning appeals. A date is still to be set for Cardrona Cattle Company Environment Court hearing (Industrial Zoning). 	<p>Green</p>
Inclusionary Zoning	<ul style="list-style-type: none"> Notified 13 October 2022. 181 original submissions and 20 further submissions were received. Section 42A report has been issued 	<ul style="list-style-type: none"> 19 December 2023 - Submitter evidence is due. 27 February 2024 - Hearing is due to commence. 	<p>Green</p>
Landscape Schedules	<ul style="list-style-type: none"> Priority Areas 30 June 2022 - Priority Areas were notified. 208 original submissions and 38 further submissions were received. Incorrect and missed submission points were renotified and no further submissions were received. Expert conferencing took place prior to the hearing. The hearing was held in both Queenstown and Wanaka. Upper Clutha Landscapes (RCLs) The landscape architect is working through comments received on the draft schedules. Background documents, including Section 32 are being drafted in preparation of notification. Internal review of the draft schedules has been undertaken. 	<ul style="list-style-type: none"> Priority Areas Waiting for Recommendation report from Hearings Panel. Upper Clutha Landscapes (UCLs) December 2023 - Workshop with Council Clause 3 consultation with local authorities Notification of Upper Clutha Landscape Schedules 	<p>Green</p>
Te P tahi - Ladies Mile Masterplan and Plan Variation	<ul style="list-style-type: none"> The former Minister for the Environment (David Parker) has approved the use of the Streamlined Planning Process. 124 submissions and 25 further submissions were received. 27 November 2024 - The hearing commenced with site visits and Procedural day. 	<ul style="list-style-type: none"> 4 December 2023 - Hearing to continue (2 week duration) 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Economic Diversification Plan</p>	<ul style="list-style-type: none"> The Annual Diversification Snapshots event was held. It highlights the efforts of a variety of organisations to diversify the economy. The highlights reel can be viewed here (1.5 minutes) Community consultation has started. 	<ul style="list-style-type: none"> 15 December 2023 - Community consultation ends. December 2023 to February 2024 - One on one consultations with key organisations will be conducted. 	<p>Green</p>
<p>Spatial Plan</p>	<ul style="list-style-type: none"> 6 November 2023 - A Grow Well Whaiora Partnership Steering Group meeting was held. Key topics discussed included a Central Government update, Future Development Strategy, Te Tapuae/Southern Corridor structure plan, Joint Housing Action Plan, Economic Diversification Plan, Transport programme update and the Blue-Green Network project. 21 and 23 November 2023 - Community drop-in sessions were held for the Te Tapuae/Southern Corridor structure plan in Hanleys Farm and Jacks Point. 22 November 2023 - An Otago Regional Council meeting was held to discuss the Spatial Plan Gen 2.0 (Future Development Strategy) workstream. Queenstown Lakes District Council representatives attended the meeting to discuss this item as it is a joint project between both councils. Spatial Plan Gen 2.0 (Future Development Strategy) project has been put on hold until the Housing and Business Capacity Assessment workstream is completed. This is a key input into the Spatial Plan Gen 2.0. 23 November 2023 - The Monthly Spatial Plan meeting with Aukaha and Te Ao Marama was held. These are two organisations that represent the seven K i Tahu papatipu r naka across the t kou and Murihiku takiw for resource management and local government purposes. 24 November 2023 - The Request for Quote to undertake Ecology work for Te Tapuae/Southern Corridor structure plan closed for invited suppliers. Fortnightly - The Spatial Plan project team meets to work through implementation of priority initiative workstreams. This includes representation from Central Government, Otago Regional Council and Queenstown Lakes District Council. Market Economics have been contracted to undertake an analysis on the commercial centres/areas required in Te Tapuae/Southern Corridor and the feasibility of different densities. 	<ul style="list-style-type: none"> Early December 2023 - The contract for Ecology work for Te Tapuae/Southern Corridor structure plan will be assessed and awarded. Early December 2023 - The Request for Quote for Natural hazards/Geotechnical work for Te Tapuae/Southern Corridor structure plan will be issued. 19 December 2023 - A Council workshop is scheduled to discuss recent community engagement and provide an update on the progress of the draft Te Tapuae/Southern Corridor structure plan. 1 February 2024 - Better Off Fund six monthly report ending 31 December 2023 is due to the Department of Internal Affairs. 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Climate and Biodiversity Plan</p>	<ul style="list-style-type: none"> We have 59 Climate & Biodiversity Plan (CBP) actions in progress and seven complete. Queenstown Lakes District Council commenced preparation of Financial Year 2023 organisational greenhouse gas inventory, in preparation for the next verification audit. The final report on the Upper Clutha Community Shuttle Trial prepared by Community Networks Wanaka/LINK was released. Queenstown Lakes District Council launched a new book called “Our Community Kai Story” to celebrate the role that food plays in connecting our local community and as a tribute to the collective resilience demonstrated during the Covid-19 pandemic. All proceeds will be donated to KiwiHarvest, a local food rescue organisation to prevent edible food from going to landfill. 	<ul style="list-style-type: none"> 12 December - Progress report to be presented to the Audit, Finance and Risk Committee. January 2024 - Installation for the new Environmental Sensor network on Ben Lomond Reserve and Mt Iron Reserve planned. 31 January 2024 - Verification audit of the Financial Year 2023 greenhouse gas inventory by Toit Envirocare is booked. Early 2024 - Launch of the new Climate & Biodiversity website is planned. 	<p>Green</p>
<p>Joint Housing Action Plan (JHAP)</p>	<ul style="list-style-type: none"> Implementation of the 34 JHAP actions is underway. The transfer of six housing lots to the Queenstown Community Housing Trust in Wanaka and Mt Cardrona as per the requirements of the Stakeholder Deeds has been approved. Investigations of ways to identify and encourage renting out empty homes in the district have begun. Communications on short-term letting rules to be published in December have been finalised. Work with the Grow Well Whaiora partners to understand relevant changes to Central Government policy from the new Government is ongoing. 	<ul style="list-style-type: none"> December 2023 - Organise staff seminar on the Queenstown Lakes Community Housing Trust to build awareness of available housing support in the district. December 2023 - Publish advertisements, website updates, and social media posts on enforcing short-term letting rules over summer. 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Annual Report 2022 - 23</p>	<ul style="list-style-type: none"> 16 November 2023 - The Annual Report and summary document was published on the Council’s website. 30 November 2023 - A lessons learnt report, including recommendations for future improvements, was made available. 	<ul style="list-style-type: none"> Project closed. 	<p>Green</p>
<p>Long Term Plan 2024-2034</p>	<ul style="list-style-type: none"> November 2023 - Two Steering Group meetings took place. The development of the Long-Term Plan draft capital and operational expenditure budgets continue to be refined. Key projects proposed to be included in the Plan, were discussed. Elected Members steering the development of the Long Term Plan by setting the strategic priorities for investment. 	<ul style="list-style-type: none"> December 2023 - Steering Group session planned for draft capital and operational expenditure plans. External Auditors engagement and review of OAG requirements. 	<p>Green</p>

Operating Expenditure and Revenue

Financial Management Report

% of the year completed 42%

DESCRIPTION	November 2023 Actual	November 2023 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
REVENUE									
Operating Revenue									
Income - Rates	10,527,484	10,468,000	59,484	52,784,610	52,790,000	(5,390)	125,796,000	42%	
Income - Grants & Subsidies	731,571	454,309	277,262	3,939,683	2,915,811	1,023,872	10,309,214	40%	1*
Income - NZTA External Cost Recoveries	594,404	556,465	37,939	2,601,734	2,782,326	(180,592)	6,677,583	39%	2*
Income - Consents	1,435,840	1,345,277	90,563	6,724,410	6,726,386	(1,976)	16,143,327	42%	
Income - External Cost Recovery	(1,515)	89,415	(90,930)	643,746	447,076	196,671	1,072,982	60%	3*
Income - Regulatory	589,706	643,915	(54,209)	3,688,214	3,809,380	(121,166)	8,286,381	45%	4*
Income - Operational	2,385,450	2,416,143	(30,693)	12,665,515	12,111,918	553,597	29,465,723	43%	5*
Total Operating Revenue	16,262,941	15,973,525	289,416	83,047,912	81,582,897	1,465,015	197,751,209	42%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	4,166,169	4,134,207	(31,962)	19,867,797	20,671,037	803,240	49,710,488	40%	6*
Expenditure - Salaries and Wages Contract	533,488	341,092	(192,396)	2,516,563	1,705,462	(811,101)	4,093,108	61%	7*
Expenditure - Health Insurance	26,630	40,492	13,862	206,086	202,460	(3,627)	485,903	42%	
Total Personnel Expenditure	4,726,287	4,515,792	(210,496)	22,590,446	22,578,958	(11,488)	54,289,499	42%	
Operating Expenditure									
Expenditure - Professional Services	612,988	377,335	(235,653)	2,449,747	2,001,934	(447,814)	8,741,743	28%	8*
Expenditure - Legal	981,946	455,157	(526,790)	2,309,642	2,287,114	(22,528)	5,677,835	41%	
Expenditure - Stationery	8,173	33,388	25,215	201,692	166,938	(34,754)	400,651	50%	
Expenditure - IT & Phones	63,470	68,563	5,093	332,528	342,816	10,288	822,759	40%	
Expenditure - Commercial Rent	409,295	377,361	(31,934)	2,234,586	1,886,805	(347,781)	4,528,332	51%	9*
Expenditure - Vehicle	101,835	78,000	(23,835)	536,329	390,000	(146,329)	936,000	57%	10*
Expenditure - Power	467,037	315,315	(151,722)	2,381,040	1,576,576	(804,464)	3,783,782	63%	11*
Expenditure - Insurance	233,876	213,638	(20,238)	1,169,380	1,068,191	(101,189)	2,563,658	46%	12*

Operating Expenditure and Revenue

Financial Management Report

% of the year completed 42%

DESCRIPTION	November 2023 Actual	November 2023 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
EXPENDITURE									
Operating Expenditure continued									
Expenditure - Infrastructure Maintenance	4,350,073	3,206,589	(1,143,484)	19,726,189	17,160,148	(2,566,041)	40,552,182	49%	13*
Expenditure - Parks & Reserves Maintenance	1,021,381	887,946	(133,435)	4,012,028	3,947,808	(64,219)	10,359,204	39%	
Expense - External Cost On Chargeable	84,234	89,238	5,004	639,003	446,192	(192,811)	1,070,860	60%	14*
Expenditure - Grants	449,291	624,888	175,597	3,870,579	4,245,665	375,086	9,089,290	42%	15*
Expenditure - Other	1,610,188	1,630,536	20,349	8,587,167	8,763,296	176,129	20,645,804	42%	16*
Total Operating Expenditure	10,393,788	8,357,954	(2,035,834)	48,449,911	44,283,482	(4,166,429)	109,172,100	44%	
Interest and Depreciation									
Expenditure - Interest	2,141,472	1,927,139	(214,334)	10,741,462	9,635,693	(1,105,769)	23,125,664	46%	17*
Expenditure - Depreciation	4,627,912	4,627,912	0	23,139,558	23,139,558	0	55,534,939	42%	
Total Interest and Depreciation	6,769,384	6,555,050	(214,334)	33,881,020	32,775,251	(1,105,769)	78,660,603	43%	
TOTAL EXPENDITURE	21,889,459	19,428,796	(2,460,663)	104,921,377	99,637,691	(5,283,686)	242,122,202	43%	
NET OPERATING SURPLUS (DEFECIT)	(5,626,517)	(3,455,271)	(2,171,247)	(21,873,465)	(18,054,794)	(3,818,671)	(44,370,993)		

* Commentary

*1 Income - Grants & Subsidies - \$1.0m favourable due to NZTA Subsidies recovery of \$0.7m more than budget. This additional income is offset by the NZTA Internal Time expense, reported below in Infrastructure Maintenance. Increased Landfill Levy received from Government of \$0.1m which offsets with increased Waste Management Education cost in Infrastructure Maintenance. And \$0.2m in government grants received which offset with Grant Expenditure.

*2 Income - NZTA External Cost Recoveries - \$0.2m unfavourable variance within Property & Infrastructure which is due to lower internal time allocations to CAPEX projects of \$0.4m, partly offset by higher NZTA Internal Opex time claimed back from NZTA.

*3 Income - External Cost Recoveries - \$0.2m favourable mainly due to Planning & Development with favourable recoveries in Resource Consents \$0.2m. The net impact on the P&L is offset by Expenditure - External Cost On Chargeable.

*4 Income - Regulatory - \$0.1m unfavourable due to lower parking fees \$350k collected which is offset by increased traffic & parking infringements \$200k collected for the year to date.

*5 Income - Operational - \$0.6m favourable variance in Community Services is \$0.6m favourable following increased Sport and Recreation income generated specifically in Gym memberships, swimming lessons and retail sales; and property lease income.



* Commentary

Financial Management Report

Operating Expenditure and Revenue

*6 Expenditure - Salaries & Wages - \$0.8m lower than budget due to underspend as a result of staff vacancies mainly in Planning and Development underspent by \$0.3m and Property and Infrastructure underspent by \$0.4m. These underspends are offset by some vacancies covered by contract staff, see S&W Contract below.

*7 Expenditure - Salaries & Wages Contract - \$0.8m higher than budget variance. Planning & Development \$0.4m higher than budget spend due to utilisation of contractor costs per hour set lower than actual cost incurred. Property & Infrastructure is \$0.2m overspent on budget. Community Services is \$0.2m overspent on budget. These overspent variances are driven by increased utilisation of contractors due to staff vacancies, offset against the underspend in Salaries and Wages.

*8 Expenditure - Professional Services - \$0.4m YTD higher than budget. Planning & Development is \$0.4m higher than budget, due to general timing of spend relating to the District Plan.

*9 Expenditure - Commercial Rent - \$0.4m YTD unfavourable budget variance. Property & Infrastructure and Community Services is \$0.4m overspent due to increases in property rates on owned properties and increase in site lease cost used by Alliance.

*10 Vehicles - \$0.1m YTD overspent on budget due to August including a June 2023 fleet invoice.

*11 Power - \$0.8m overspent on budget in Property and Infrastructure \$0.5m following increased electricity cost for 3 Waters sites in relation to consumption, and the first year of the electricity contract attracting the highest unit cost of the four year contract with the lowest cost paid in year 4. There is also an additional impact with the new sites commissioned. Community Services \$0.3m due to cost and consumption increased for the swimming pools gas and electricity following unit cost increases higher than those budgeted and increased site consumption.

*12 Insurance - \$0.1m unfavourable due to insurance premium increases in November 2022 and May 2023 exceeding the anticipated annual increases.

*13 Infrastructure Maintenance - \$2.6m YTD overspent in Property and Infrastructure, specifically for Roding Infrastructure maintenance which is \$1.0m in relation to roading costs incurred for the September weather event, \$0.4m cost increase NZTA Internal Time claimed for work completed (offset in NZTA Income) and \$0.2m for roading power supply cost increases. Additionally, \$0.9m cost overspend for Water Maintenance of which \$0.5m was due to unscheduled maintenance following the Crypto outbreak, costs to repair communication and water network systems directly impacted by the September weather event and \$0.3m due to the establishment cost associated with the change in supplier.

*14 Expenditure - External Cost on Chargeable - \$0.2m YTD overspent in Planning & Development with increased spend in Resource Consents and District Planning of \$0.2m. The net impact on the P&L is offset by Income - External Cost On Chargeable.

*15 Expenditure - Grants - \$0.5m underspent against budget due to the timing of grant payments made to date.

*16 Expenditure - Other - \$0.3m underspent due to an accrual for \$0.3m for roading maintenance work still to be completed relating to the September Weather Event which was offset by underspends in Planning & Development \$0.3m for District Plan Commissioner Fees due to timing of matters and Strategy & Policy \$0.4m underspent by \$171k for Climate Action and \$175k due to timing of Program initiatives and Event Sponsorships.

*17 Interest - \$1.1m higher than budgeted cost due to higher interest rates.

*18 Development Contributions - \$2.0m favourable compared to budget due to favourable receipts for Three waters \$0.3m, Roding \$0.6m and Other contributions for Community Services \$1.2m.

Capital Expenditure and Revenue

Financial Management Report

DESCRIPTION	November 2023 Actual	November 2023 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
Capital Revenue									
Income - Development Contributions	4,603,298	1,925,386	2,677,912	10,857,454	8,790,739	2,066,715	20,645,405	53%	18*
Income - Vested Assets	0	0	0	0	0	0	20,673,385	0%	
Income - Grants & Subsidies Capex	3,352,985	3,293,255	59,730	12,794,105	14,439,911	(1,645,807)	40,255,916	32%	19*
Income - Dividends received	0	0	0	7,172,306	7,172,306	0	7,423,000	97%	
Total Capital Revenue	7,956,283	5,218,641	2,737,642	30,823,865	30,402,956	420,908	88,997,707	35%	
Capital Expenditure									
Projects/Asset Purchases	17,342,216	13,752,542	(3,589,674)	66,711,603	76,438,180	9,726,577	181,428,241	37%	20*
Debt Repayment	0	0	0	0	0	0	0		
Total Capital Expenditure	17,342,216	13,752,542	(3,589,674)	66,711,603	76,438,180	9,726,577	181,428,241		
NET CAPITAL FUNDING REQUIRED	9,385,933	8,533,901	(6,327,316)	35,887,739	46,035,224	9,305,668	92,430,534		
External Borrowing									
Loans	3,000,000			561,481,671			626,900,000		

* Commentary

*19 Grants & Subsidies Capex - \$12.8m year to date funding received vs budget of \$14.4m. Variance of \$1.6m includes \$0.2m for NZTA/Waka Kotahi Capex subsidy and \$1.3m for CIP projects due to timing of subsidised roading construction works.

*20 Projects/Asset Purchases - \$66.7m year to date spend vs budget of \$76.4m (87%). Main project spend this month includes \$4.2m Queenstown Town Centre Arterials - Stage, \$1.6M Project Shotover Wastewater Treatment Plant Upgrade, \$1.6M Two Mile WTP, \$0.9M Wanaka Road to Zero Minor Improvements LCLR and \$0.7M for Arthurs Pt to CBD Active Travel. Note budgets now include changes approved within the December 2023 reforecast council paper.