
MONTHLY HIGHLIGHT REPORT



NOVEMBER
2020

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report

Recovery Report

Monthly Highlight Report – November 2020

CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

WATER SUPPLY

WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<470L	565.15 L

WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <4 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	0	0
Clarity	0.23	0.55
Taste	0.04	0.08
Pressure/flow	0.08	0.71
Continuity of supply	0.23	1.38

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	0.04
	0

WATER SUPPLY FAULTS

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

TARGETS	RESULTS
<60 mins	37 mins
<1440 mins	483.5 mins

WATER SUPPLY FAULTS

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

TARGETS	RESULTS
<1440 mins	60 mins
<10,080 mins	1808 mins

STORMWATER

STORMWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
	0.23	4.87

STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	0 mins

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

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

Results in **GREEN**
Target achieved

● DIA measures

WASTEWATER

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	9 mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	113 mins

WASTEWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	0.04	0.24
Faults	0.16	2.18
Blockages	0.16	1.33

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	0
	0

SERVICE & \$\$\$

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	3 Waters 98%
	Solid Waste 97%
	Roading 93%

CAPEX

% within capital expenditure budget

TARGET	RESULT
80%-110%	47%

WASTE MANAGEMENT

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>917t	584t

WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,417t	3624t

EXCEPTIONS

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

Water Consumption - The amount of water consumed per person per day was 565 litres. The target was not achieved. Given the warmer months consumption of water has increased through irrigation. Water conservation messaging is being rolled out to try and manage this increase in demand.

CAPEX - \$22.2m spend against a year to date budget of \$47.4m. The total 2020/21 budget has now been adjusted per the September Reforecast from \$242.8m down to \$138.0m. The largest actual spends per project for November were Recreation Ground new Wastewater Pump Station \$1.5m, Wastewater - Renewals – Queenstown \$517k and Lakeview Storm Water Upgrade \$503k and Malaghans Road Rehab \$416k.

Waste Diverted from Landfill - 584 tonnes of waste were diverted from landfill this month. The target for this reporting year (year 3 of the Ten Year Plan) has increased as it was set in line with the assumption of a step change associated with commencing the diversion of organics. Unfortunately the diversion initiatives for this are not in place as originally planned and therefore the 2020/21 target will be difficult to achieve. Very high contamination rates at the Materials Recovery Facility were observed for the month at 30.5%.

Waste to Landfill - Waste to landfill is higher than target arising in part from high contamination rates in the recycling stream. The volume of waste to landfill is also impacted by the delay in progressing initiatives to divert the organic waste streams.



COMMUNITY SERVICES & FACILITIES

ACTIVE PARTICIPANTS

active sport and recreation participations per capita

TARGET	RESULT
>2,872	3226.5

LAKE HAYES PAVILION

% hours of community use per month

TARGET	RESULT
>35%	24.59%

LAKE WANAKA CENTRE

% hours of community use per month

TARGET	RESULT
>39%	27.34%

QUEENSTOWN EVENTS CENTRE (INDOOR)

% hours of community use per month

TARGET	RESULT
>39%	39.6%

QUEENSTOWN EVENTS CENTRE (ROOMS)

% hours of community use per month

TARGET	RESULT
>47%	45.27%

TRAIL USAGE

Average number of daily trail users

TARGET	RESULT
>1800	2393

QUEENSTOWN MEMORIAL CENTRE

% hours of community use per month

TARGET	RESULT
>59%	53.19%

ARROWTOWN ATHENAEUM HALL

% hours of community use per month

TARGET	RESULT
>38%	48.36%

ARROWTOWN COMMUNITY ROOMS

% hours of community use per month

TARGET	RESULT
>20%	25.3%

LIBRARY EVENTS

of community events held within libraries

TARGET	RESULT
>93	124

LIBRARY CIRCULATION

of items issued per month

TARGET	RESULT
>33,611	35,883

PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>80%	85.8%



ENVIRONMENT

RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	89.77%



REGULATORY FUNCTIONS & SERVICES

BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	98.6%

FREEDOM CAMPING RFS

of freedom camping RFS per month

TARGET	RESULT
<26.5	8



SUPPORT

CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	89.4%

COMMUNITY ASSOCIATION MEETINGS

% attended by Elected Members/QLDC staff

TARGET	RESULT
>80%	79%

COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	N/A

LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	100%

COUNCILLOR ENQUIRIES

% responded to within 5 working days

TARGET	RESULT
>95%	100%

INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6.5%	2.76%

EXCEPTIONS

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

Lake Hayes Pavilion - The occupancy rate was 24.59% this month. The facility was unavailable for bookings for ten days for Provincial Growth Fund (PGF) upgrades.

Lake Wanaka Centre - The occupancy rate was 27.34% this month. There were a number of smaller bookings for meetings but no big event bookings in November.

Queenstown Memorial Centre - The occupancy rate was 53.19% this month. The facility was busy with six large event bookings. It was also unavailable for seven days for PGF upgrades.

Resource Consent Time - 89.77% of resource consents were processed within statutory timeframes in November. Progress continues to be made to improve processing times and this month shows an improvement on October. This past month saw 111 applications lodged, the highest year to date, 32 more than in October and on average 20 more than July, August, September totals.

Complaints Resolved - No result has been entered this month as there were no formal complaints recorded in November.



PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	1893
Inspections/Audits	40
Safety & Wellbeing	59
First Aid Training	14
H&S Meetings	28

DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A	4
B	11
C	0
Target achieved	Yes

QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	1
Contractors	16
Volunteers	0
Public	3

WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	5.76
LTIFR**	<5	4.32

*Total Recordable Injury Frequency Rate
 **Lost Time Injury Frequency Rate

NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

EVENT DETAILS

There were no notifications to Worksafe in November 2020

As defined under section 25 of the Health and Safety at Work Act 2015

MONTHLY COMMENTARY

Accidents - Lost Time Injury (LTI), Medical Treatment Injury (MTI), Restricted Work Injury (RWI):

There was one employee incident in the month of November 2020. There were 16 contractor incidents, 12 of which were their own incidents and four were reported by QLDC staff. Three occurrences were deemed significant (i.e. near misses) however none were notifiable. There were three public incidents involving a member of the public at a QLDC work place, none of which were significant or notifiable. There were no volunteer incidents and no notifications to Worksafe.

There was a decrease both TRIFR and LTIFR as there were no recordable incidents and no lost time injury incidents in November 2020.

HEALTH & SAFETY COMMITTEE CHAIR

New Zealand remains in Alert Level 1 in November. Council is keeping safety protocols in place around all council offices. Clear signage, Covid Tracer app and posters remain in place for visitors to QLDC sites.

As the summer is nearing, reminders have been made to staff regarding hydration, heat stress and sun safety.

Department Safety Scoring: 4 A, 11 B's and 0 C's.

Staff wellbeing as part of QLDC's response to workload and stress and this remains a priority area.

QLDC Health and Safety Objectives Review

2020/21	
COMPLIANCE:	Health & Safety internal audit by each department to be conducted utilising the WSMP standard
WORK EVENTS:	TRIFR 9 - LTIFR 5
PREVENTION:	90% of all incidents reported each month closed within allocated timeframe 100% of all Positive Actions Safety Statistics reported each month 100% reporting of safety statistics for all volunteers involved in high risk work as defined in the QLDC Induction Pack for Volunteers.
IMPROVEMENT:	90% of Health & Safety Committee actions completed on time
BEHAVIOUR:	Behavioural self assessment - Twice the amount of A scores to be reported monthly compared to C scores
WELLBEING:	At least 60% participation across wellbeing activities

KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Project Manawa	<ul style="list-style-type: none"> - Chief Executive in discussions with Ngai Tahu Property regarding commercial terms and programme (under the Partnering Agreement). 	<ul style="list-style-type: none"> - Foundation Document report including progress with Ngai Tahu Property before end of March 2021. 	Amber
Wanaka Lakefront Development Plan	<ul style="list-style-type: none"> - Stage 2: Developed design approval received from Wanaka Community Board (WCB) to proceed with detailed design. - Stage 3: Tender evaluation for Stage 3 including clarification and negotiation stage. 	<ul style="list-style-type: none"> - Stage 2: Project team progressing with detailed design including civil elements. Workshop to take place in the new year to update on progress. - Stage 3: Tender to be awarded before the end of December and construction to begin mid-January. 	Green
Queenstown Gardens Development Plan	<ul style="list-style-type: none"> - Irrigation and lighting design completed with irrigation approved to start early December. - Stage one landscape plan from the playground to the rotunda is at detailed design stage. - Irrigation works have commenced. - Working on a signage and procurement plan for stage one of the Gardens. 	<ul style="list-style-type: none"> - Working on concept design for marine parade with Property and Infrastructure team. 	Green
Coronet Forest Harvest	<ul style="list-style-type: none"> - As at November 2020; 33% of the forest has been harvested. - Currently the crew are cutting the average 2,500 tonnes a month. - Five independent H&S and Environmental audits have been completed (last one on 24 November 2020). All audits have reported positive results noting the complexity of the operation. 	<ul style="list-style-type: none"> - The harvest will stop for Christmas holidays on Friday 18 December and will resume on 7 January. - The Wilding Conifer Control Group will spray wilding spread around the forest in late January 2021. 	Green

KEY CAPITAL PROJECT UPDATES CONTINUED

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Tourism Infrastructure Fund (TIF) Projects	<p>TIF 2</p> <ul style="list-style-type: none"> - Lake Hayes toilets installed and operational. - Lake Hawea Boat Ramp septic tank replacement installed including new low flush toilets, push valves for urinal & taps. Down pipes connected to new soak pit. <p>TIF 3</p> <ul style="list-style-type: none"> - Building consent exemptions underway for Bendemeer Bay and Peter Fraser Park. 	<p>TIF2</p> <ul style="list-style-type: none"> - Glenorchy toilet installation to start week of 14 December and to be completed in the new year (end January 2021). Landscaping to be discussed with GY community. Landscaping to include exposed aggregate footpaths and water basin/ drinking fountain installed at the back of the hall toilets. - All Toilet signage to be installed in the new year. <p>TIF 3</p> <ul style="list-style-type: none"> - Bendemeer Bay Install Date Feb 2021 - Peter Fraser Park Install Date Feb 2021 	<p>Green</p>
Frankton Campground	<ul style="list-style-type: none"> - Refining of the terms and conditions of lease underway along with design changes by the tenderer aimed at reducing development cost. - Full Council report planned to award lease on 10 December. 	<ul style="list-style-type: none"> - Full Council meeting 10 December. - Lease signing mid-December. - Tenderer to finalise design January and apply for consents. - Site possession planned for 1st February 2021. - Relocation of existing buildings planned for February. - Redevelopment to follow early March with camp reopening December 2021. 	<p>Green</p>
Artificial Turf	<ul style="list-style-type: none"> - Design/Build construction tender was delayed and has now gone to a closed tender group and is expected back 11 December 2020 for evaluation. - Survey and ground conditions report completed. 	<ul style="list-style-type: none"> - December 2020 – Award Construction tender - Applications for project funding to be submitted around Furniture Fixtures & Equipment items in January / February 2021. 	<p>Green</p>

KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Responsible Camping	<ul style="list-style-type: none"> - First Ambassadors commenced 2 November with all Ambassadors inducted by 9 November. - Responsible Camping surveys initiated – 2 November. - Increased coverage (MBIE funded) enforcement underway from 2 November. - Campermate portal training – 11 November - Update to Community Services Committee – 12 November - PCG Meeting – 17 November - Mayor’s Responsible Camping Working Group Meeting – 27 November 	<ul style="list-style-type: none"> - Tourism Industry Aotearoa – Responsible Camping Forum (Summer Monitoring nationwide zoom hui) - 17 December. - Phase 2 of Site Assessments project – Campgrounds and Dump stations - delivered by APL. - Request for Proposal and Quotes – Site-by-Site Assessments (for bylaw review) - 7-11 December. - PCG Meeting – 11 December. - Monthly progress report and stats – 11 December. 	<p>Green</p>
Growth - Housing Infrastructure Fund	<p>Kingston:</p> <ul style="list-style-type: none"> - Resource consent for development is granted. Design of the water supply scheme and wastewater scheme underway. Developer committed to proceed with the project. - Meeting held with with the Kingston Community Association (KCA) 4 November. <p>Ladies Mile:</p> <ul style="list-style-type: none"> - Council decided on the 30 May 2019 to proceed with a council-led plan change. - Work on the masterplan is underway. <p>Quail Rise:</p> <ul style="list-style-type: none"> - Wastewater and water supply work along State Highway is finished. - Zoning for site approved/confirmed by the Environment Court. - Draft developer agreement provided to three landowners affected by the road link from SH6/ Hawthorne Drive roundabout into Quail Rise. - Meeting with all landowners and developers on Monday 23 November. 	<p>Kingston:</p> <ul style="list-style-type: none"> - Public meeting postponed until more detail information on funding and cost implications for community are available. - Preliminary design currently being completed alongside Pressure Sewer Policy finalisation. <p>Quail Rise:</p> <ul style="list-style-type: none"> - Negotiation with developer for water main easement started. - Valuation report complete. - Draft easement documents being prepared. 	<p>Amber</p>
Water Treatment/ Compliance	<ul style="list-style-type: none"> - Meeting with Small Communities has been scheduled for mid December 	<ul style="list-style-type: none"> - On going meetings with Drinking Water Assessor 	<p>Green</p>

KEY PROCESSES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Proposed District Plan (PDP)</p> <ul style="list-style-type: none"> - Stage one appeals progress - Stage two appeals progress - Stage three hearing progress 	<ul style="list-style-type: none"> - 101 appeals and 1065 appeal points scheduled for mediation and hearings. - Mediations of Topics 1-23 completed with further mediation and hearings scheduled for outstanding complex rezoning appeals. - Decisions and consent notices for over 88% of appeal points updated into the plan. - 84 appeals and 930 appeal points were received challenging Council's decisions. - Mediations completed with the exception of Wakatipu Basin rezonings. - Stage 3 and 3B hearings were completed in July/August 2020. - Panel deliberations 14-18 September 2020. - Council decisions on Chapter 30 Energy and Utilities 8 October 2020 	<ul style="list-style-type: none"> - Outstanding appeals scheduled for mediation and/or hearings in fourth quarter 2020 and first quarter 2021. - Further mediations taking place in fourth quarter 2020 and first quarter 2021. - Stage 3 recommendations due December 2020. - Balance Stage 3 decisions due first quarter 2021. 	<p>Green</p> <p>Green</p> <p>Green</p>
<p>Ten Year Plan 2021-31</p>	<ul style="list-style-type: none"> - Steering Group session #4 was held on 2 November. The focus for this session was introducing the newly developed performance framework, the pre-engagement survey results and address capital expenditure queries. - Steering Group session #5 was to be held on 26 November but has been rescheduled for 10 December. - Wanaka Community Board workshop held on 19 November to update on Ten Year Plan progress. - Self –assessment undertaken by project team as part of pre-audit requirement and submitted to Deloitte. - Project team continues to meet fortnightly to review timeline, discuss key components and highlight any risk areas. - Project team continues to work with Deloitte in preparation for the audit in mid-January. 	<ul style="list-style-type: none"> - Steering Group session #5 to be held on 10 December with a focus on operational expenditure. - Steering Group session #6 to be held on 18 December and will focus on the Consultation Document key messages and the key strategies. - Audit to commence on 18 January – 26 February. 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Te Putahi Ladies Mile Masterplan and Plan Variation</p>	<ul style="list-style-type: none"> - Landowner and Stakeholder Meetings and Councillor briefings on draft masterplan concepts, visions and principles - October 2020 - Development of the three Spatial Masterplan Concepts for the public open days – October 2020 - 2 x Public Open Days – November 2020 - Transport modelling workshop with Waka Kotahi, Way to Go, Otago Regional Council – November 2020 	<ul style="list-style-type: none"> - Development of the single DRAFT Masterplan Concept and variation supporting documentation – November/December 2020 – January 2021 - Spatial Plan Steering Group workshop on the single DRAFT Masterplan Concept – December 2020 - Full Council meeting to approve single DRAFT Masterplan Concept and variation supporting documentation – January 2021 - Consultation and evaluation of options – February 2021 - Adoption of Masterplan – April 2021 	<p>Green</p>

KEY STRATEGIC POLICIES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Future Development Strategy/Spatial Plan	<ul style="list-style-type: none"> - First draft of the spatial plan compiled 18 November. - Final transport modelling completed. - Legal review on Terms of Reference completed. - Working group reviewed draft spatial plan. - Programme dates finalised. - Consultation process project to begin. 	<ul style="list-style-type: none"> - Steering Group Meeting – to consider full draft (1 December). - Council workshop – full draft Spatial Plan (7 December). - ORC Council Meeting to request Joint HBA (9 December). - Aukaha Briefing on draft Spatial Plan (9 December). - Final Draft submitted to key stakeholders (15 December). 	Green
Climate Change Action Plan	<ul style="list-style-type: none"> - Emissions Master Plan and Sequestration Plan drafts reviewed with ELT. - Workshop prepared for Councillors to review the Greenhouse Gas Emissions Audit, the Emissions Reduction Roadmap and the Sequestration Plan. - Climate Reference Group met on 3 November for third time to focus on the update of the Climate Action Plan. 	<ul style="list-style-type: none"> - Future Climate Reference Group meetings to be held on a quarterly basis. - ‘Health check’ on the operation of the Climate Reference Group (December / January). • Councillor Workshop to review the Greenhouse Gas Emissions Audit, the Emissions Reduction Roadmap and the Sequestration Plan. 	Green
Housing Strategy/HAT	<ul style="list-style-type: none"> - Internal and external stakeholder feedback complete. - Housing Needs Assessment has been completed. - Regular working group meetings have been set. - The communications planning is progressing. - Additional economic evidence has been received. - ELT and Council review of first draft has been completed. 	<ul style="list-style-type: none"> - Final content is being completed. - Final key stakeholder work now being completed. - Intent is to take draft strategy to the January Council meeting to request permission for public consultation alongside the PDP affordable housing plan change. 	Green

KEY STRATEGIC POLICIES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Wellbeing Strategy	<ul style="list-style-type: none"> - Welcoming Communities EOI submitted to Immigration NZ 30 Nov 2020. Informal confirmation received; due to commence programme 1 July 2021. 	<ul style="list-style-type: none"> - Work to start with Immigration NZ on the plan in February 2021. - Final draft of Community Wellbeing Strategy due to Council meeting on 28 January 2021, requesting approval to seek community feedback on the strategy. 	Green
Bylaw Process Update	<ul style="list-style-type: none"> - Draft mapping of bylaw process commenced. - Live testing of processes through statutory Food Grading Bylaw review process and Shotover River Bylaw review process. 	<ul style="list-style-type: none"> - Collect feedback of the process from individual bylaw review leads - January. 	Green

% Of Year Completed 42%

Description	November 2020 Actual	November 2020 Adjusted Budget	Variance to Budget	% Of Year Completed				
				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	7,522,911	7,471,524	51,386	37,615,183	37,514,622	100,561	89,478,292	42%
Income - Grants & Subsidies	677,049	483,511	193,538	3,523,471	2,783,196	740,275	6,646,735	53% 1*
Income - NZTA External Cost Recoveries	426,286	405,219	21,067	2,191,512	2,026,097	165,415	4,862,632	45% 2*
Income - Consents	983,041	999,757	(16,716)	5,045,122	4,998,787	46,335	11,997,088	42%
Income - External Cost Recovery	65,514	83,967	(18,453)	475,062	419,833	55,229	1,007,600	47%
Income - Regulatory	343,518	433,746	(90,228)	2,098,080	2,106,964	(8,885)	5,257,036	40%
Income - Operational	2,140,475	1,943,513	196,962	11,503,857	9,753,968	1,749,888	23,437,774	49% 3*
TOTAL OPERATING REVENUE	12,158,794	11,821,237	337,557	62,452,286	59,603,466	2,848,819	142,687,157	44%
EXPENDITURE								
Personnel Expenditure								
Expenditure - Salaries and Wages	2,806,842	2,844,742	37,900	14,374,247	14,744,799	370,551	35,582,476	40%
Expenditure - Salaries and Wages Contract	322,187	270,162	(52,024)	1,516,917	1,350,812	(166,105)	3,241,949	47%
Expenditure - Health Insurance	0	32,970	32,970	97,504	164,848	67,343	395,634	25%
TOTAL PERSONNEL EXPENDITURE	3,129,029	3,147,874	18,845	15,988,668	16,260,458	271,790	39,220,059	41%
Operating Expenditure								
Expenditure - Professional Services	411,561	488,361	76,800	2,091,729	2,441,803	350,074	5,476,994	38% 4*
Expenditure - Legal	503,964	289,323	(214,641)	2,012,991	1,446,616	(566,375)	3,471,877	58% 5*
Expenditure - Stationery	52,099	29,313	(22,786)	167,677	146,565	(21,112)	351,750	48%
Expenditure - IT & Phones	70,942	83,673	12,731	379,450	418,367	38,917	1,004,077	38%
Expenditure - Commercial Rent	222,986	235,524	12,539	1,111,262	1,177,622	66,359	2,826,260	39%
Expenditure - Vehicle	68,038	45,002	(23,036)	291,749	225,010	(66,739)	540,000	54%
Expenditure - Power	253,067	272,529	19,461	1,411,697	1,362,644	(49,054)	3,270,206	43%
Expenditure - Insurance	124,107	124,107	0	620,535	620,535	0	1,489,300	42%
Expenditure - Infrastructure Maintenance	3,100,929	2,424,737	(676,191)	14,800,160	13,184,346	(1,615,814)	30,916,520	48% 6*
Expenditure - Parks & Reserves Maintenance	1,171,561	1,039,065	(132,496)	4,682,160	4,774,841	92,681	12,020,791	39% 7*
Expense - External Cost On Chargeable	73,078	83,967	10,888	517,975	419,833	(98,141)	1,007,600	51%
Expenditure - Grants	659,975	531,953	(128,022)	3,369,725	3,245,761	(123,964)	7,812,157	43% 8*
Expenditure - Other	1,100,990	1,298,144	197,153	6,154,959	6,673,727	518,768	16,224,118	38% 9*
TOTAL OPERATING EXPENDITURE	7,813,297	6,945,698	(867,599)	37,612,069	36,137,671	(1,474,399)	86,411,651	44%
Interest and Depreciation								
Expenditure - Interest	378,431	746,507	368,076	1,977,609	3,732,536	1,754,927	8,958,086	22% 10*
Expenditure - Depreciation	2,931,679	2,931,681	2	14,658,395	14,658,406	11	35,180,174	42%
TOTAL INTEREST AND DEPRECIATION	3,310,110	3,678,188	368,079	16,636,004	18,390,942	1,754,938	44,138,260	38%
TOTAL EXPENDITURE	14,252,436	13,771,760	(480,676)	70,236,742	70,789,071	552,329	169,769,969	41%
NET OPERATING SURPLUS/(DEFICIT)	(2,093,642)	(1,950,523)	(143,119)	(7,784,456)	(11,185,604)	3,401,149	(27,082,813)	

***1 Income - Grants & Subsidies** - The year to date favourable variance of \$740k includes a funding agreement for QLDC Hall upgrades from the Provincial Growth Fund for \$593k and additional income of \$600k for Roothing NZTA subsidised works for maintenance activities (offsets in Infrastructure maintenance costs - See Note.6 below) and a \$253k unbudgeted grant invoiced for Responsible camping.

***2 Income - NZTA External Cost Recoveries** - The \$165k favourable year to date variance is due to additional OPEX (NZTA recoveries) of \$483k offset with lower internal time allocations to CAPEX projects of (\$318k) due to vacancies.

***3 Income - Operational** - The \$1.7m favourable year to date variance includes \$278k insurance monies for the Thompson St water main claim, \$169k received from ORC for bus stop infrastructure, \$220k Net interest, \$163k for Entrusted Works Agreement for Shotover Country Bores Water Supply bridge Crossing and turnover rents is up \$500k due to timing and there is unbudgeted \$79k revenue invoicing for Brecon St car park associated with the surrounding construction activity.

***4 Expenditure - Professional Services** - The favourable year date variance of \$350k is due to timing of spend within Property & Infrastructure (\$246k), Corporate (\$103k) which is expected to be spent by the year end.

***5 Expenditure - Legal** - Additional spend within Legal is related to Wanaka Airport Judicial Review \$185k and \$424k costs for defending Weather Tightness claims.

***6 Expenditure - Infrastructure Maintenance** - The unfavourable year to date variance of \$1.6m is largely within Roothing (\$1.4m) which includes \$479k of minor flooding/wind events and emergency reinstatement costs along with additional internal time allocations of \$526k (offset with additional NZTA External Cost Recoveries) and Downer Contract Costs of \$532k (due to timing of spend as expected to be within target cost by year end).

***7 Expenditure - Parks & Reserves Maintenance** - The underspend includes an expected savings within the Open Spaces contract for toilet cleaning and timing of spend within building maintenance.

***8 Expenditure - Grants** - The additional spend is relating to \$129k Lakeview affordable housing contribution which is offset with income received for Lakeview.

***9 Expenditure - Other** - The \$519k underspend includes reduced costs of \$382k for District Plan Commissioner costs, Cleaning \$112k, Staff Training \$92k and IT Service Contracts \$89k. This is offset with an unfavourable variance of \$331k relating to Covid recovery costs (offset by MBIE & Charitable funding).

***10 Expenditure - Interest** - Interest expense is favourable by \$1.7m due to lower than expected interest rates and timing of capex spend which is mainly within the Property & Infrastructure space where the interest budget is phased straight line and has not been adjusted for projects deferred timing of delivery.

Description	November 2020 Actual	November 2020 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	1,826,213	1,274,726	551,486	8,054,183	6,373,632	1,680,551	15,296,716	53%	11*
Income - Vested Assets	0	0	0	0	0	0	11,095,087	0%	
Income - Grants & Subsidies Capex	1,108,652	1,382,565	(273,914)	2,370,473	6,912,827	(4,542,354)	19,884,183	12%	12*
Income - Grants & Subsidies 3 Waters Reform	4,244,000	0	4,244,000	4,840,293	0	4,840,293	0	0%	13*
Income - Operational	0	0	0	1,343,727	0	1,343,727	7,080,000	19%	14*
TOTAL CAPITAL REVENUE	7,178,864	2,657,292	4,521,573	16,608,676	13,286,459	3,322,217	53,355,986	31%	
CAPITAL EXPENDITURE									
Projects/Asset Purchases	6,820,428	17,295,504	10,475,076	31,751,391	57,224,946	25,473,555	177,679,841	18%	15*
Debt Repayment	0	0	0	0	0	0	16,890,000		
TOTAL CAPITAL EXPENDITURE	6,820,428	17,295,504	10,475,076	31,751,391	57,224,946	25,473,555	194,569,841		
NET CAPITAL FUNDING REQUIRED	(358,436)	14,638,212	5,953,503	15,142,714	43,938,487	22,151,338	141,213,855		
External Borrowing									
Loans	140,358,000						140,360,000		
TOTAL BORROWING	140,358,000						140,360,000		

 COMMENTARY

***11 Income - Development Contributions** - Development contribution invoices across 52 applications around the District were generated in November totalling \$1.8m. The largest was \$346k to RCL Henley downs Ltd - for Consent to subdivide stage one 69 Lots. Totals for the year to date by stage programme are Transport \$2.0m, Parks and Reserves \$2.3m, Wastewater \$1.9m, Water Supply \$1.7m and Stormwater \$0.2m. To note, development contribution revenue is \$1.7m favourable YTD.

***12 Income - Grants & Subsidies Capex** - There has been \$2.4m claimed against a year to date budget of \$6.9m. Deferrals from the September Capex Reforecast total \$4.0m have been adjusted for in October. NZTA budgets not approved include Lakeview Development – Transportation (\$3.6m) and Arterials Designation (\$1.6m). Significant works are programmed over the coming months for the balance to be recovered including Minor Improvements and Ballantyne Road.

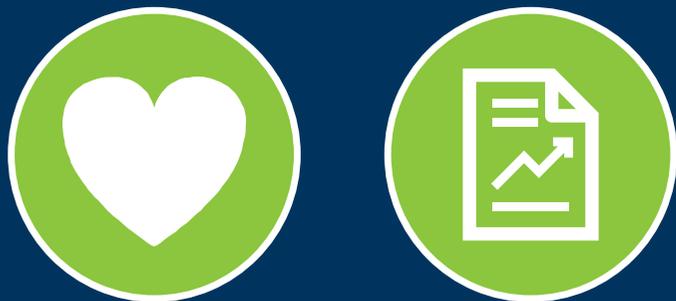
***13 Income - Grants & Subsidies 3 Waters Reform** - Tranche 1 government funding \$4.9m for 3 Waters Reform Stimulus offset with additional capital programme costs.

***14 Income - Development Property** - Revenue to date includes gain on sale from Lakeview Lot 11 as part of a land exchange with Wellsmart Holdings Ltd.

***15 Projects - Capital Expenditure** - \$31.8m spend against a year to date budget of \$57.2m. The total 2020/21 budget has now been adjusted per the September Reforecast from \$294.4m down to \$177.7m. The largest actual spends per project for November were Kawarau Falls Crossing \$689k, Lakeview Development \$509k, Lakeview Stormwater upgrade \$503k and Malaghans Road Rehab \$416k.

RECOVERY REPORT





Queenstown Lakes District COVID-19 Recovery Intelligence Report

November 2020

Kia whakatōmuri te haere whakamua ‘I walk backwards into the future with my eyes fixed on my past’

Understanding where we have come from is as important as where we are going. This report tells the story of our district and the impact COVID19 has had on our communities. It looks to track how we recover against a number of economist predictions, but also consider the wider implications on overall quality of life.

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- When COVID-19 shut our borders, it cut off the bloodstream to the district...
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...and for recovery.

Tracking recovery

- We are tracking our progress to understand how we are weathering the storm.
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Queenstown Lakes was experiencing rapid growth.

Between 2015 and 2017 the district saw its highest rate of growth.



An increase in resident population of 2,000 people per year.



Around 1,000 new houses per year.



Over 1,000 accommodation units built or in construction.

(Source: QLDC Population Projections, December 2018)

We were predicting the district would nearly double in size over the next 30 years.

Growing from the size of Napier to the size of Dunedin.

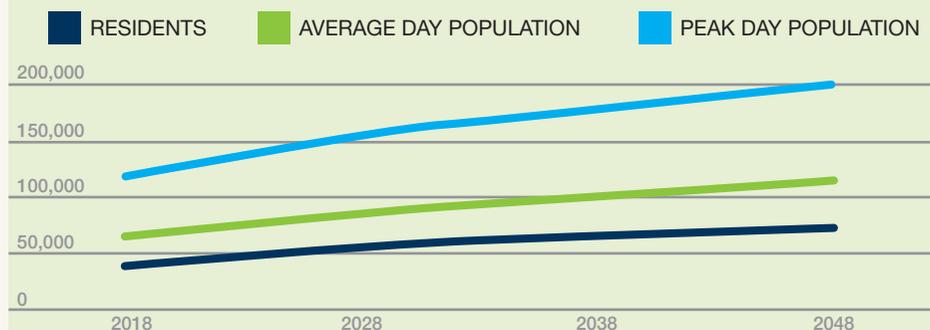
Growth in resident population peaked in 2016 at 7.8% annual change and dropped to 3.7% in 2019.

However, the annual percentage change was still over double the New Zealand average. (Source: Infometrics)



On a peak day, 2 in 3 people were visitors.

And we were predicting this trend would continue.



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Providing a good quality of life for the majority of people.

The purpose of local government is “to promote the social, economic, environmental, and cultural well-being of communities”. Using each of these elements, we can explore what a good quality of life meant for our communities.

SOCIAL

The number of people enrolled with a primary health organisation in the Queenstown Lakes District (year to September 2019) increased by

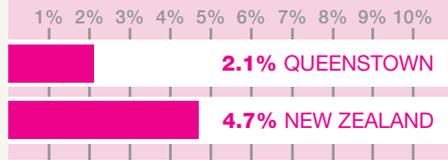
6.1%

compared with the previous year. Growth was higher relative to New Zealand, where the number of enrolments increased by only 2.0%.

SOCIAL

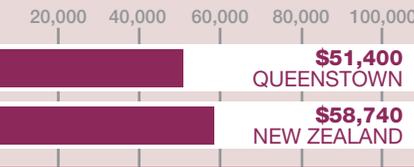
The percentage of people accessing a mental health service was 2.1%, compared to 4.7% for New Zealand.

(Source: Ministry of Health Programme for Integration of Mental Health Data PRIMHD)



ECONOMIC

On average, personal earnings were \$51,400, lower than the New Zealand average \$58,740 (measured quarterly by Linked Employer-Employee Data published by Statistics New Zealand). However, median household income was \$73,300, around \$10,000 higher than the rest of New Zealand.



SOCIAL

Life expectancy in the district is

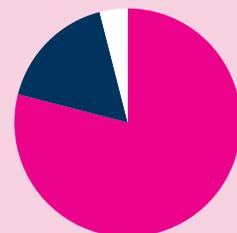
83.9 years

around 2 years more than the New Zealand average.

(Source: Infometrics three year grouped period – 2015-17)

SOCIAL

- 79% OF RESPONDENTS SAID THEIR QUALITY OF LIFE IS EXTREMELY GOOD OR GOOD
- 17% AVERAGE
- 4% POOR OR EXTREMELY POOR



(Source: Quality of Life Survey 2018 and 2019)

ECONOMIC

The annual average unemployment rate in Queenstown Lakes District was

1.1%

in September 2019.

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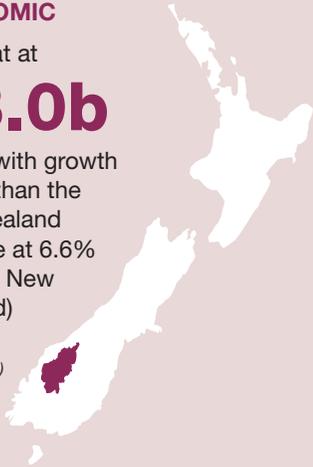
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ECONOMIC

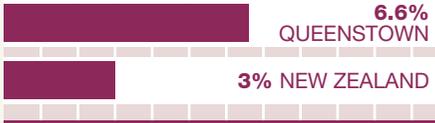
GDP sat at
\$3.0b

(2019) with growth higher than the New Zealand average at 6.6% (3% for New Zealand)

(Source: Infometrics)



1% 2% 3% 4% 5% 6% 7% 8% 9% 10% 11%



ENVIRONMENTAL

The district scores

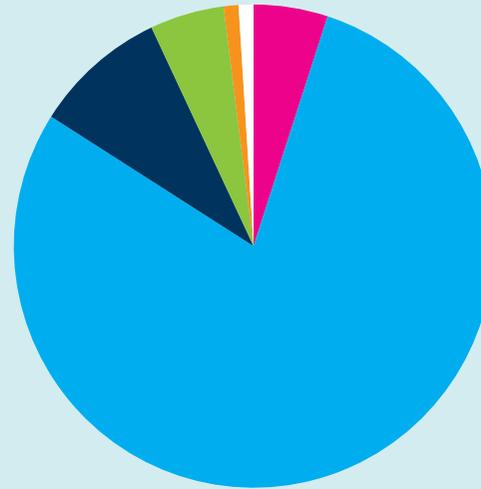
0.9

compared to the New Zealand average of 0.7, on the index that ranks performance on water quality.

(Source: Ministry of Health Annual Review of Drinking Water series. Presented by Infometrics. Summarised annually as part of the QLDC Annual Report)

CULTURAL: ETHNICITY

- MĀORI LIVING IN THE DISTRICT IS 2,094 OR 5% OF THE TOTAL POPULATION
- EUROPEAN IS THE LARGEST ETHNIC GROUP AT 32,739 OR 79% OF THE TOTAL POPULATION
- ASIAN IS THE SECOND LARGEST ETHNIC GROUP AT 3,870 OR 9% OF THE TOTAL POPULATION
- MIDDLE EASTERN/LATIN AMERICAN/AFRICAN ACCOUNTED FOR 5%
- PACIFIC PEOPLES 1%
- AND OTHER ETHNICITY 1%



(Source: Census 2018)

ENVIRONMENTAL

Over

1,800 daily

users of trails in Queenstown.

(Source: QLDC Annual Report 2018-2019)

CULTURAL: EXPRESSION OF CULTURAL IDENTITY

2%

of people (Census 2018) say they have difficulty communicating using their usual language, with a small percentage of those saying they cannot use their language at all

(Source: Quality of Life Survey 2019)

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We generated value well beyond the district...

'Sustaining Tourism Growth in Queenstown' (March 2018) suggests if an international tourist visits Queenstown, spending in the rest of the South Island is

more than three times higher

than if that tourist had not visited Queenstown. This spending added

\$988 million – \$1.10 billion

to the South Island's GDP, and

9,600 – 11,600

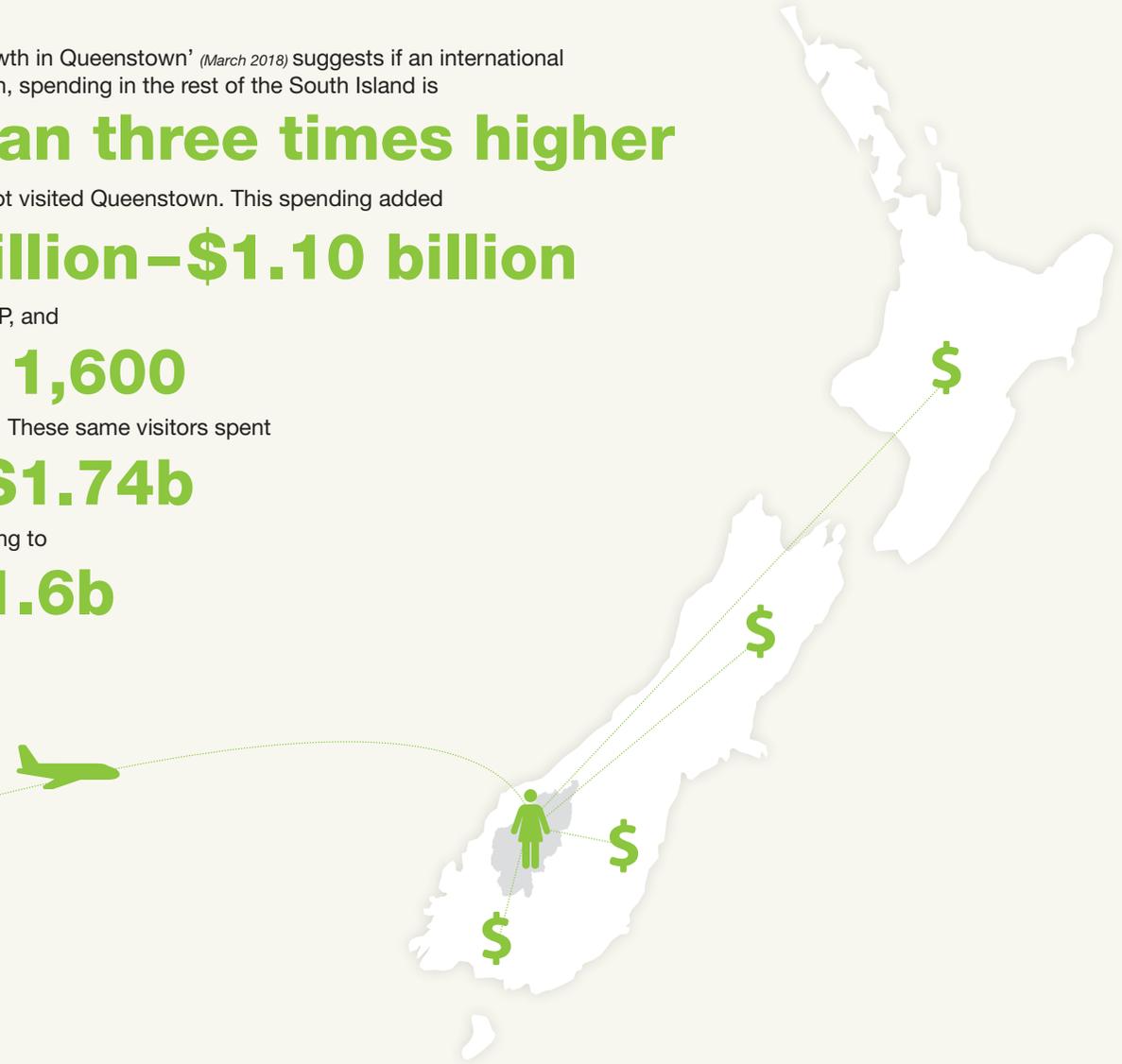
jobs in the South Island. These same visitors spent

\$1.44 – \$1.74b

per annum in NZ, equating to

\$1.3 – \$1.6b

in NZs overall GDP.



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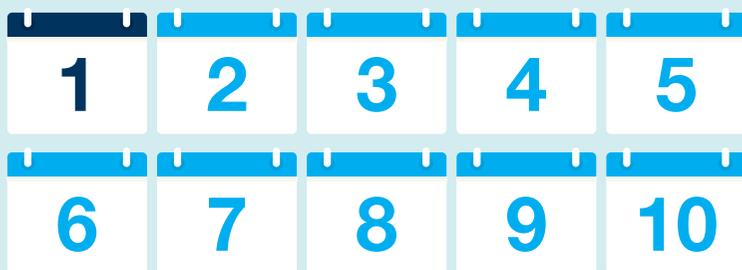
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Lonely Planet and TripAdvisor name Queenstown as one of the top experiences in NZ, as well as providing the gateway to other top spots such as Milford Sound.

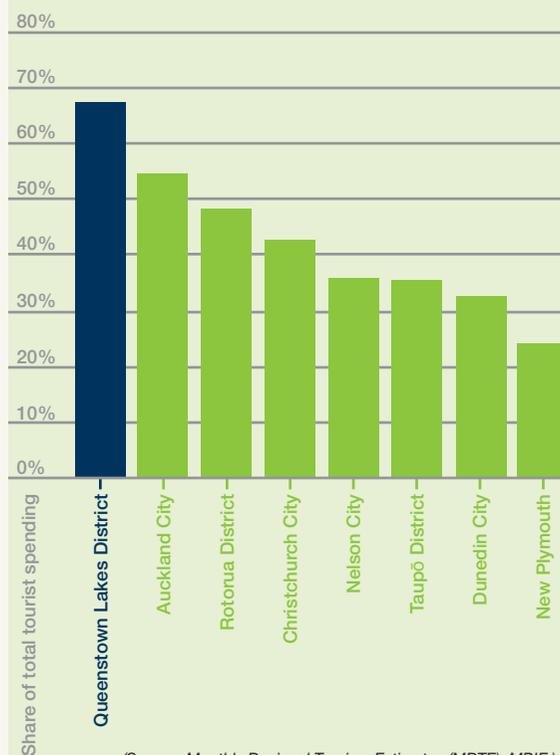
The 2019 '50 most beautiful cities in the world' list 2019 (survey of travel agents and bloggers) includes Queenstown - the only NZ city listed.

1 in every 10 international visitor guest nights were spent in Queenstown.



■ QUEENSTOWN

Spending per international visitor is markedly higher for international visitors to Queenstown than any other key tourist town.



(Source: Monthly Regional Tourism Estimates (MRTE), MBIE.)

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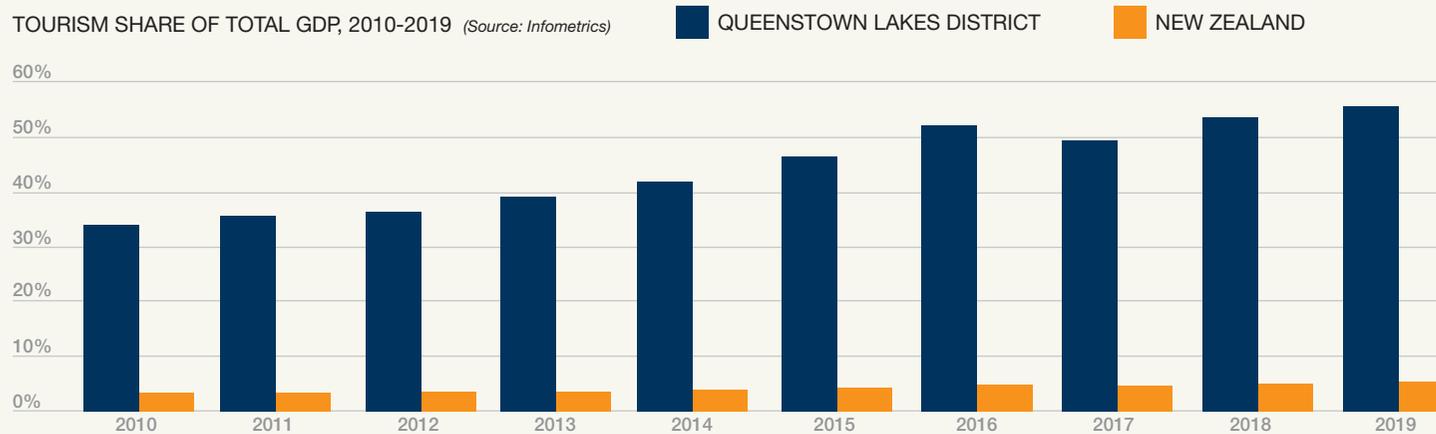
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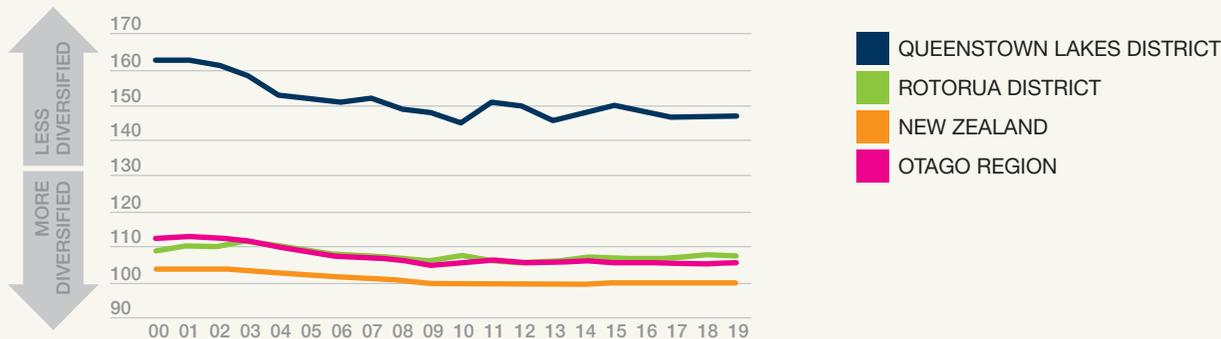
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However, a lack of diversification left us exposed...

Tourism contributed \$1.7b out of a total \$3.062b in 2019, more than half our district's GDP and 63.5% of jobs (seven times higher than the NZ average of 9%).



DIVERSIFICATION FOR QUEENSTOWN-LAKES, OTAGO, ROTORUA AND NEW ZEALAND. EMPLOYMENT DIVERSIFICATION INDEX. ANZSIC LEVEL 1 INDUSTRIES, RELATIVE TO REBASING NZ TO 100 IN 2019 (Source: Benje Patterson)



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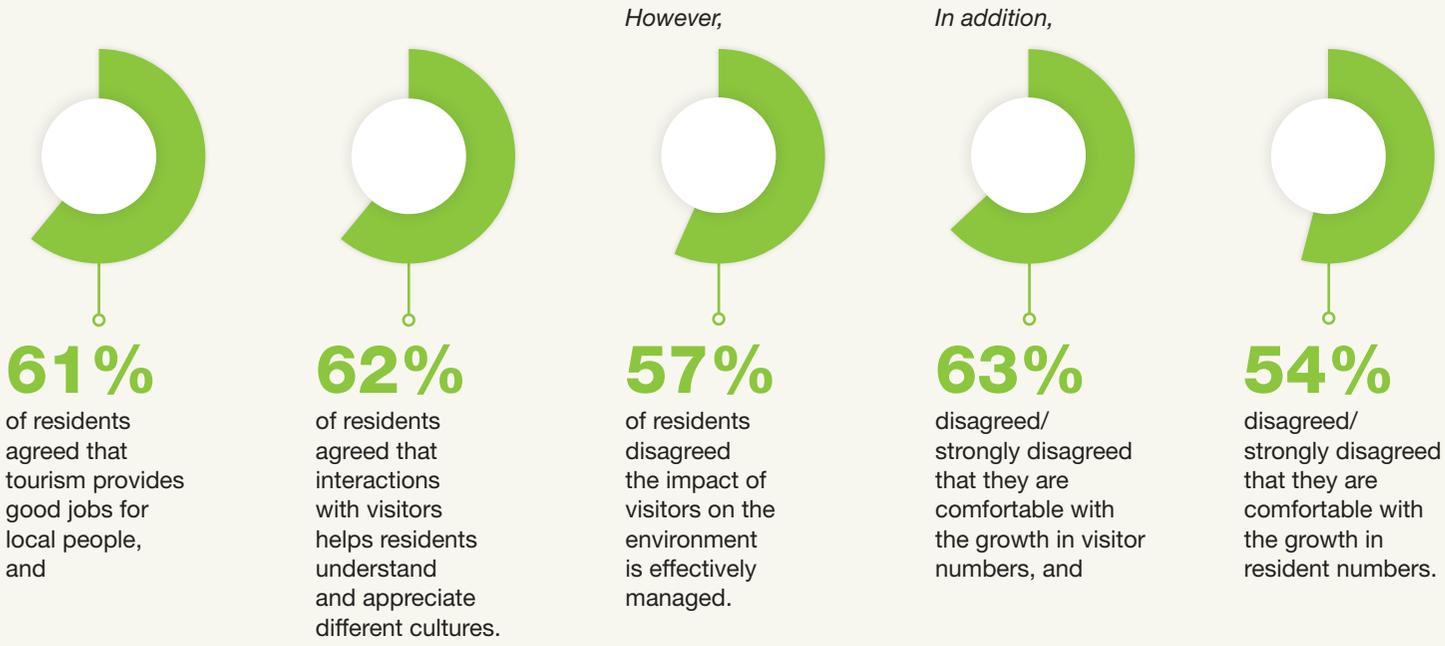
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Communities were starting to push back against growth, despite acknowledging the positive impact of the tourism industry on the local economy (measured by Quality of Life survey 2018 and 2019)



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SOCIAL

25%

of people said they had accessed a mental health service in the last 12 months (QoL 2018). The percentage is similar for the 2019 survey, with

24%

saying they had accessed mental health services through their doctor.

16%

of these respondents also said that someone else in their household was also accessing mental health services through their doctor.

10%

have accessed a counsellor or psychologist.

(Source: Quality of Life Survey 2018 and 2019)

ECONOMIC

10%

of people living in the district were living in crowded households.

(Source: Census 2013. Presented by Infometrics)

ECONOMIC

The housing affordability index (the ratio of the average current house value to average annual earnings) shows that for Queenstown Lakes the index was 20.3,

double than the rest of New Zealand.

A higher ratio, suggests that median houses cost a greater percentage of incomes, meaning lower housing affordability.

ECONOMIC

Average weekly rent at March 2018 was \$526 per week, compared to a national average of \$398 per week. The rental affordability index was 0.5, compared to 0.3 nationally.

\$300 \$600 \$900 \$1,200



ECONOMIC

18%

of resident said they have no disposable income and a further

18%

have more than one paid job

(Source: Quality of Life Survey 2019)

CULTURAL

Those who rated their Quality of Life

as poor or extremely poor

were more likely to be from an ethnic group.

ENVIRONMENTAL

75%

of people are concerned or very concerned about the impact of climate change on the district.

30%

were satisfied or extremely satisfied with the steps council is taking to protect the environment.

(Source: Quality of Life Survey 2018)

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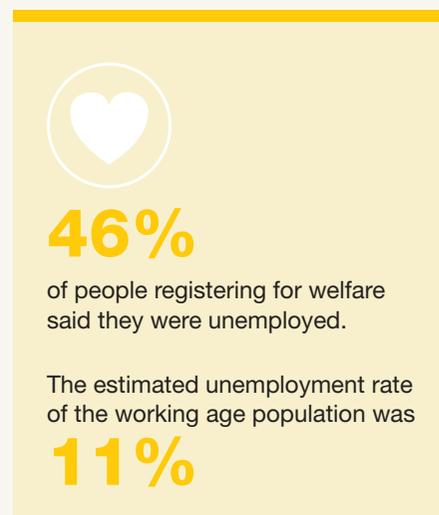
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Data from the QLDC welfare registration form recorded the following data.



On Wednesday 1st July, welfare provision to migrants transitioned to the Visitor Care Manaaki Manuhiri programme operated by the Department of Internal Affairs and the Red Cross. This required a transition away from the QLDC/CDEM welfare registration form, on which much of the data in this report is based.

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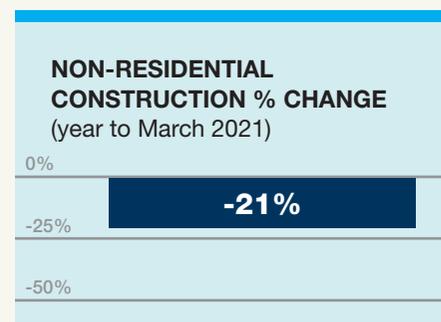
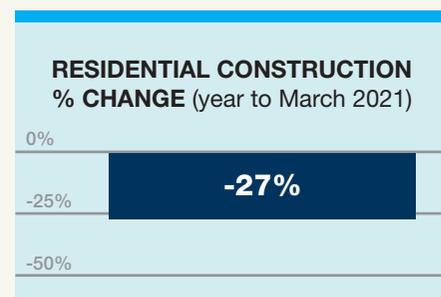
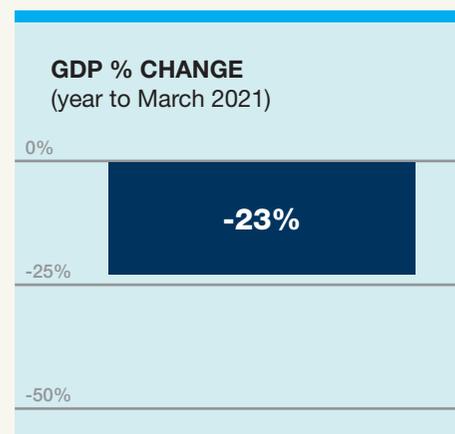
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The following summarises the Infometrics report, 'Economic Impacts of COVID19 on the Queenstown Lakes Economy – Early Estimates' May 2020. These numbers demonstrate a 'do nothing' scenario and can be adjusted to capture the impact of a trans-tasman bubble, as well as a greater share of domestic tourism.

QUEENSTOWN LAKES DISTRICT



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We are united by resilience and a desire to achieve more by working together.

According to the New Zealand Institute of Economic Research, our communities rank the highest for resilience despite the most significant change in employment. This methodology is based on a numbers of indicators from Census 2018. The limitation with this research is that it does not explore or discuss the capacity of the social sector within the district to support communities.

[View the research here.](#)

IN ADDITION, THE QUALITY OF LIFE SURVEY 2018 INCLUDED A NUMBER OF QUESTIONS REGARDING RESILIENCE AND FOUND THAT:



97%

The majority of residents agreed they take responsibility for their own actions



87%

Have a good support network



86%

The majority agree that they are an optimistic person



68%

Lowest levels of agreement are seen in residents agreeing that they feel supported and never lonely

RECOVERY PROJECTS HAVE SEEN GOVERNMENT, SOCIAL SECTOR AND BUSINESS WORKING TOGETHER IN PARTNERSHIP. These have included Community Trusts, Social Agencies, Business Groups, MOH, MSD, MBIE, MHUD and DOC.

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- However, a lack of diversification left us exposed...
- ...and we were experiencing growing pains.

• Impact of COVID-19 on the district

- When COVID-19 shut our borders, it cut off the bloodstream to the district...
- ...and it could get worse if we ‘do nothing’.
- We are united by resilience and a desire to achieve more by working together.
- We have a vision for the future...
- ...and for recovery.

• Tracking recovery

- We are tracking our progress to understand how we are weathering the storm.
- Ensuring initiatives are aligned with recovery goals
- ...and develop an understanding of how COVID-19 has changed our communities.
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We have a vision for the future...

We aspire to be a community that holds true to the values that collectively define what is unique about Queenstown Lakes District – our home. ‘A unique place. An inspiring future. He Wāhi Tūhāhā He Āmua Whakaohoho. Vision Beyond 2050.’ Has been developed as a vision for the community and is underpinned by the following vision statements.



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The following summarises the short to medium term goals for COVID-19 recovery in the district. The initiatives to support these goals are listed below.



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The following indicators will be updated monthly, or when data is available. Earnings and economic diversification will be reported annually with data from Infometrics.

1. POPULATION

Population is estimated using mobile phone signal data. This data helps us to understand the flow of both residents and visitors in and out of the district, particularly during peak times. It shows that during the period of lock down (alert level 4 and 3), the resident population swelled to around 49,000 (daily population). Comparison for pre and post lock down shows as a resident population of around 44,000 (average daily for the 49 days before lock down) and around 42,000 (average daily for the 49 days post lock down). During school holidays, domestic visitors were 30% higher than in 2019, however these were on par with 2019 when Auckland was in Alert Level 3.



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LOCAL RESIDENTS VS 2019
Queenstown Lakes District



DOMESTIC VISITORS VS 2019
Queenstown Lakes District



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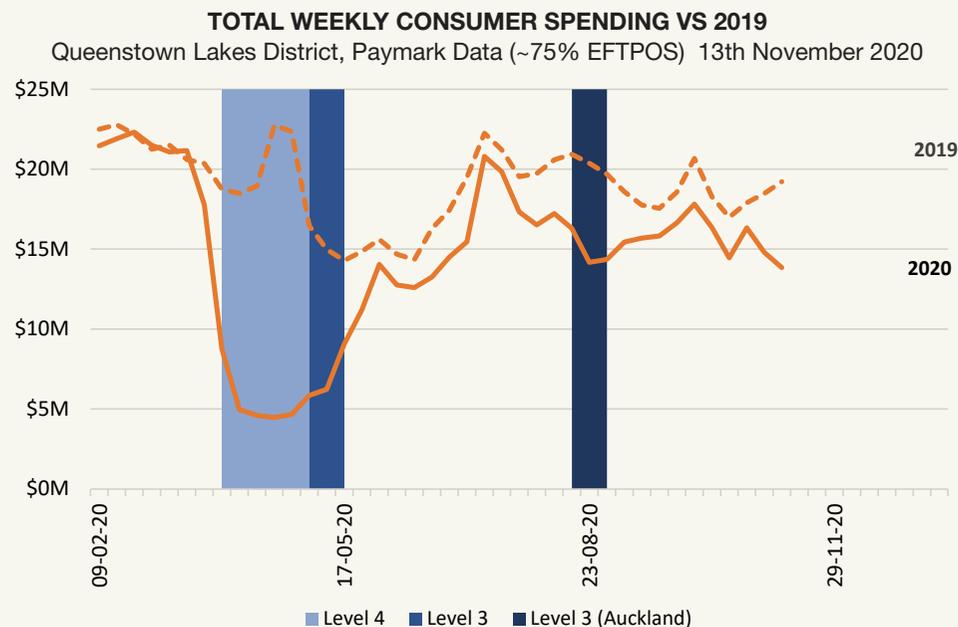
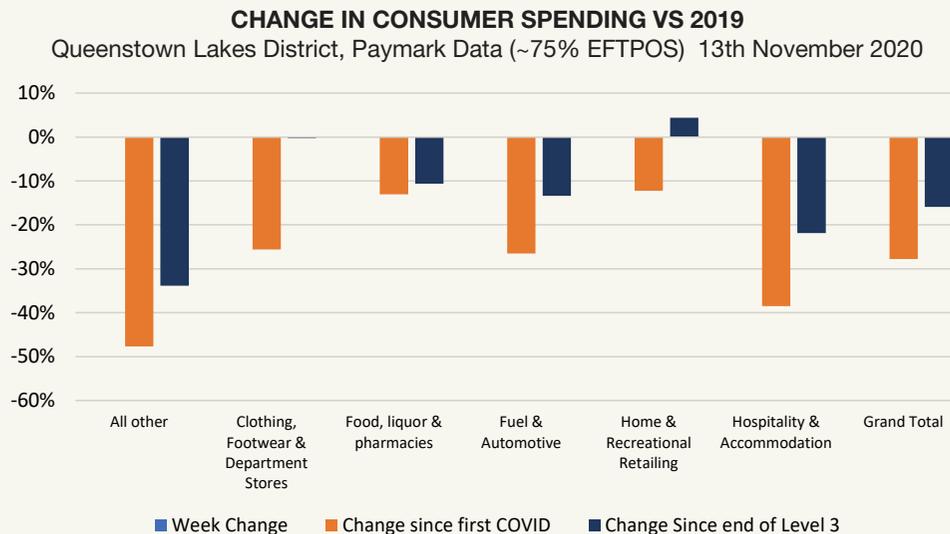
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2. SPENDING

Weekly spending data is provided by Marketview. Change in the value of weekly spending continues to track around -13% when alert level 1 is observed across the country. However, when Auckland was in Alert Level 3 the impact was -30%.

3. AVERAGE MONTHLY SPEND BY DOMESTIC TOURISTS

Based on Monthly Regional Tourism Estimates (MTRTEs) produced by MBIE, each domestic tourist spent on average \$415 in the four months July-Sept 2020, 34% more than 2019. Overall, domestic tourists spent 63% (\$253m) more than this same period last year. However, this only goes part way to fill the -\$559m loss of international tourist spending. This data gives us an indication that the district has grown its share of domestic tourism as predicted. (Note: MTRTEs are only estimates and are adjusted at the end of each year)



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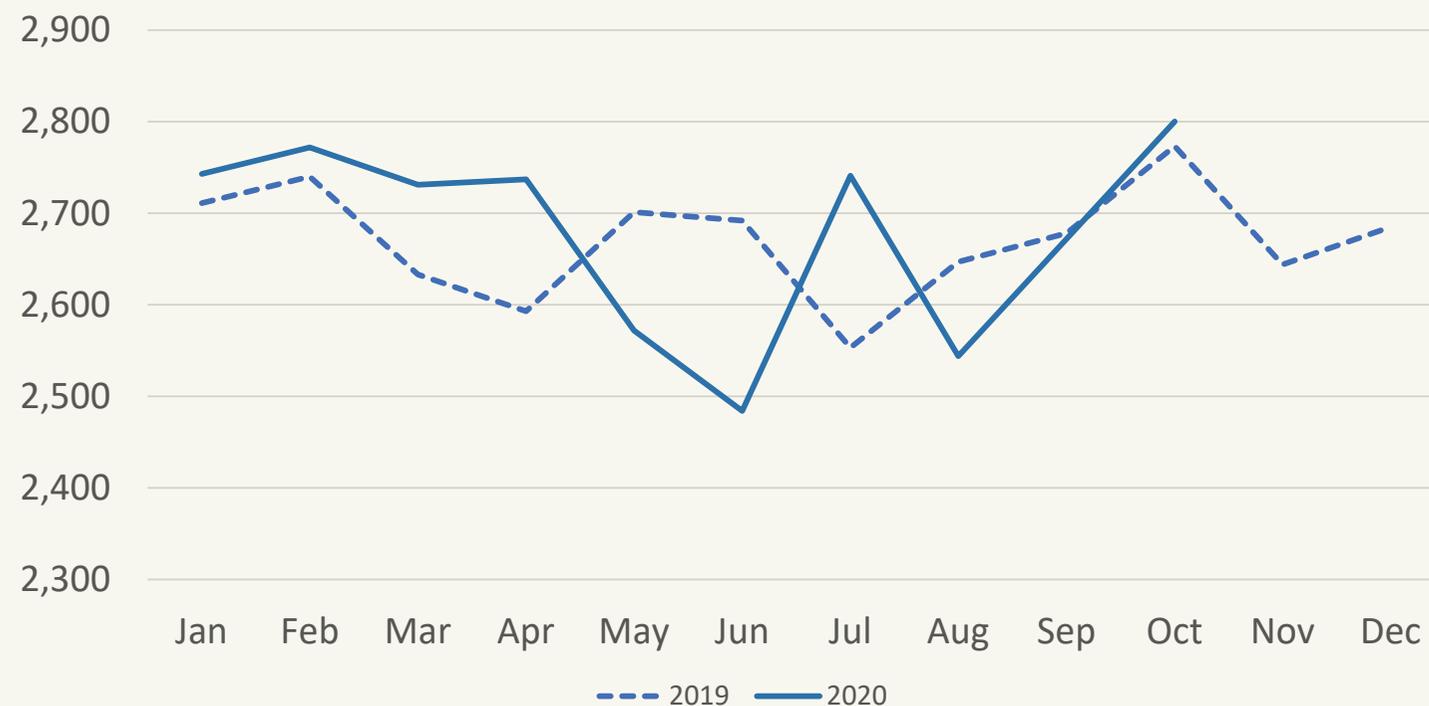
4. HOUSING

Infometrics have based their scenarios on a prediction that New Zealand will observe an 11% drop in average house prices between mid-2020 and the end of 2021.

The following data is sourced from the Real Estate Institute of New Zealand (REINZ) monthly reports. REINZ recommend monitoring the Housing Price Index (HPI), which was developed in partnership with the Reserve Bank of New Zealand and provides a more complete picture of the New Zealand housing market. Data on median and average house prices can be skewed by market composition changes. This means observed changes in these values could be almost entirely due to the changed nature in the underlying sample (e.g. an unusually large representation of high-end housing sales) rather than changes in the true market value. The REINZ HPI takes many aspects of market composition (as land area, floor area, number of bedrooms etc) into account resulting in greater accuracy. This stratification of housing by common groups avoids distortions when there are sudden shifts in the type of houses being sold, especially during times of low volumes.

The HPI chart shows that there has been an increase of 3.6% on last month, but 0.6% on the same time last year. The median house price continues to track at around \$1m, and volumes are above that of last year. This demonstrates the strength of housing market, likely energised by the prospect of interest rates remaining below 2% and the temporary removal of the LVR (loan-to-value ratio). Continuing interest from out-of-town purchasers and returning kiwis is helping boost properties in the upper end of the market. However, because the data is still demonstrating volatility it is hard to predict what the trend will be going forward.

REINZ HOUSE PRICE INDEX (2019 VS 2020)
Queenstown Lakes District



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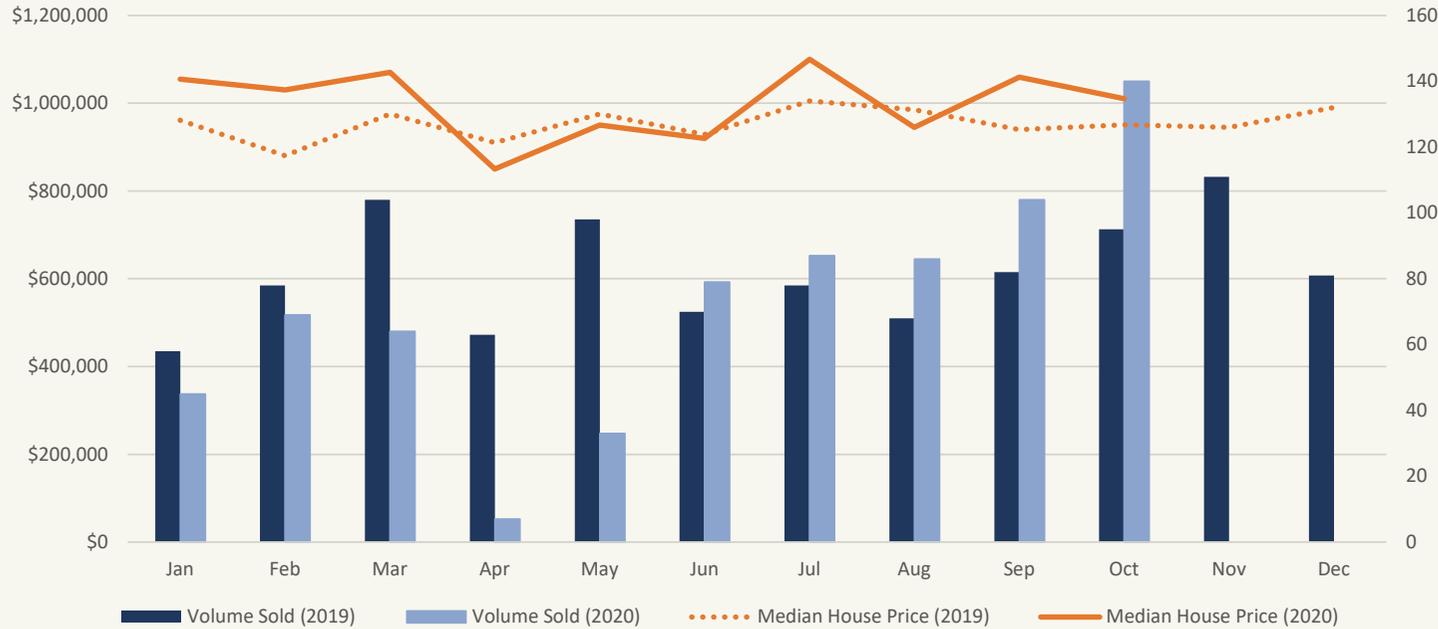
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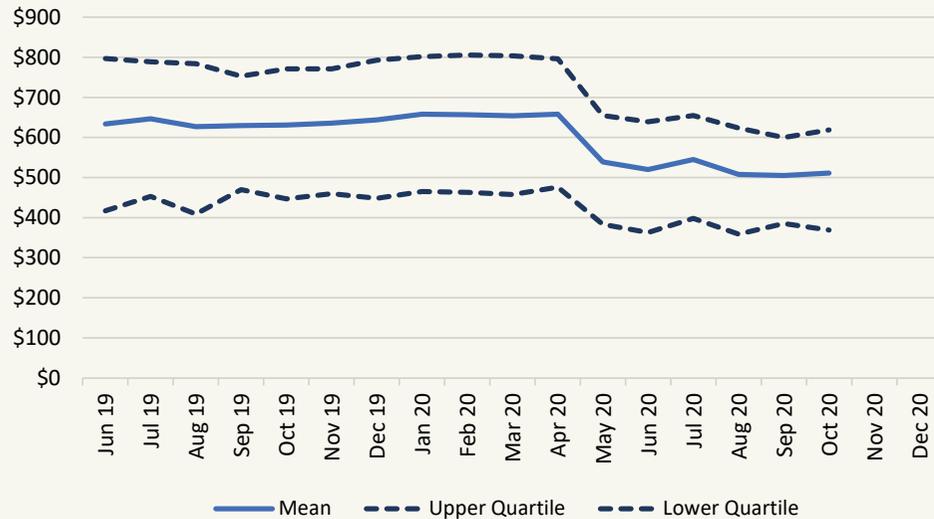
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REINZ MEDIAN HOUSE PRICE VS VOLUME SOLD (2019 VS 2020)
Queenstown Lakes District



MBIE PRIVATE SECTOR RENTS
Queenstown Lakes District



The following data is sourced from the Ministry of Business, Innovation and Employment (MBIE). Compared to the start of the year, the average rent is 23% cheaper per week. When household income data is available, we will be able to comment on whether this has made renting more affordable.

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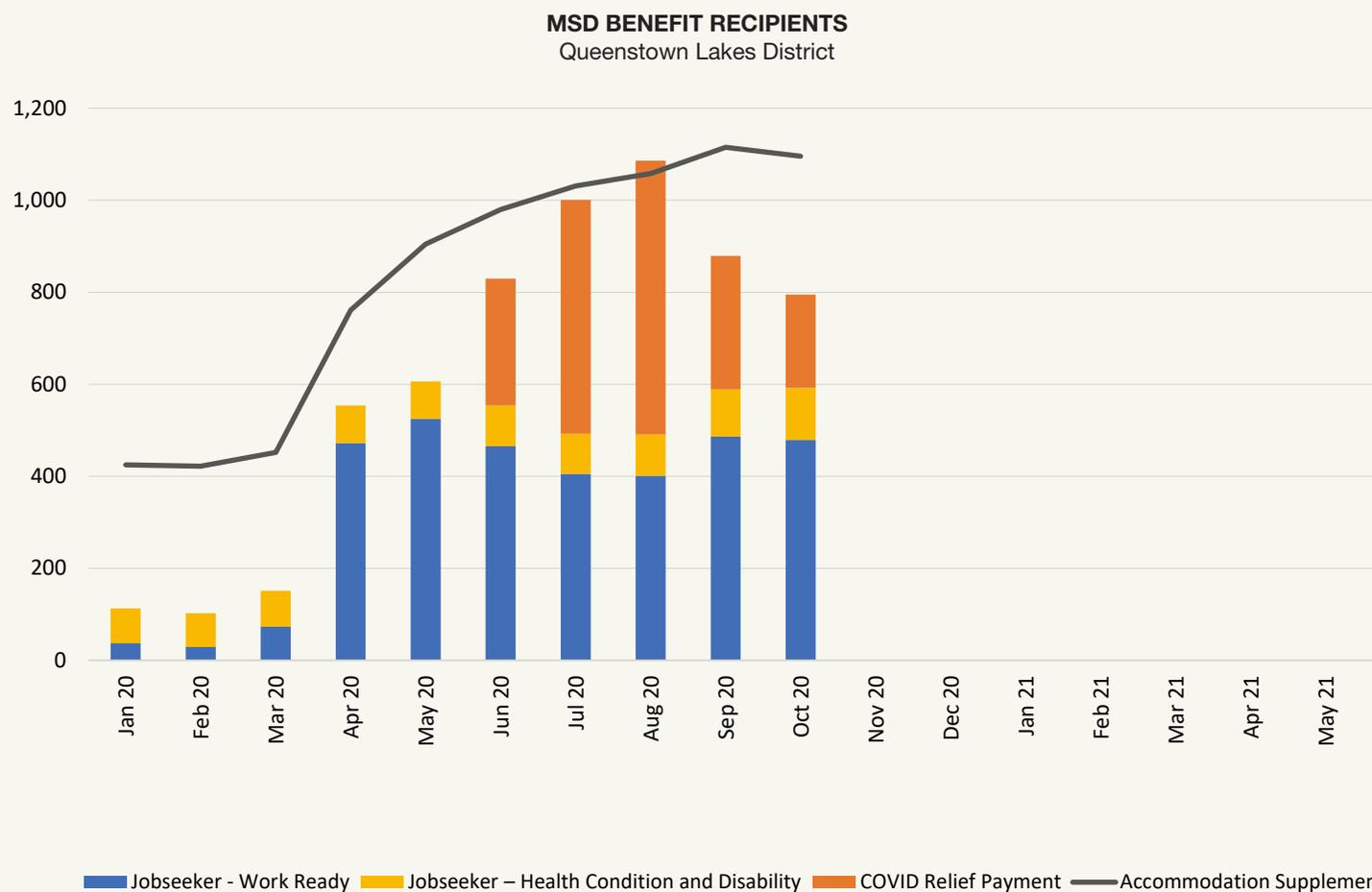
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5. UNEMPLOYMENT

Pre-COVID, unemployment sat at 1% and is based upon job seeker numbers from the Ministry of Social Development (MSD). Using the figures presented for Sept 2020, unemployment now sits at 3%. This figure does not take into account job seekers who are migrant workers. Following a survey of migrant workers who applied for welfare during the Alert Level 4 Lock-down period, we estimate the total unemployment rate to be around 6%.

The graph shows a continued reduction in people receiving COVID Income Relief Payments and Job Seeker Work Ready. However, there was a slight increase of ten extra recipients for Jobs Seeker - Health Condition and Disability.



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6. FILLED JOBS

Infometrics predict a loss of 7,900 jobs by March 2021. 6,812 of these are predicted in filled jobs (represented in the data below) and 1,088 are self employed.

Filled jobs are reported through StatsNZ monthly employment indicator which collates data from pay day filing. Compared to March 2020, there are 1427 less filled jobs. Young people are disproportionately represented in the jobs that have been lost, as has also been observed nationally. We will start to explore the self employment component through data from Companies House.



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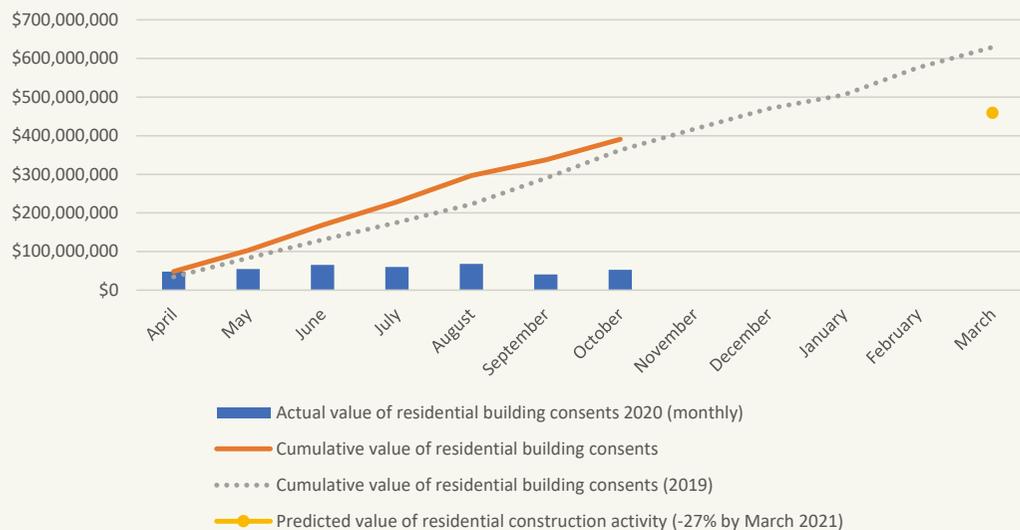
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7. CONSTRUCTION

Construction activity reached a peak of \$901m in the year to March 2020 as the industry built hotels, visitor attractions, retail space and residential housing. According to the Infometrics Regional Construction Outlook, both residential and non-residential building activity is expected to steadily decline in the coming years as existing consented projects are completed. From 2023 onwards, construction activity is expected to sit just over \$400m, about half the previous peak. Please note that the measurement of the following indicator is derived from internal reporting and puts the baseline slightly higher at just over \$1bn (residential and commercial).

CONSTRUCTION ACTIVITY – RESIDENTIAL BUILDING CONSENTS

Queenstown Lakes District



CONSTRUCTION ACTIVITY – COMMERCIAL BUILDING CONSENTS

Queenstown Lakes District



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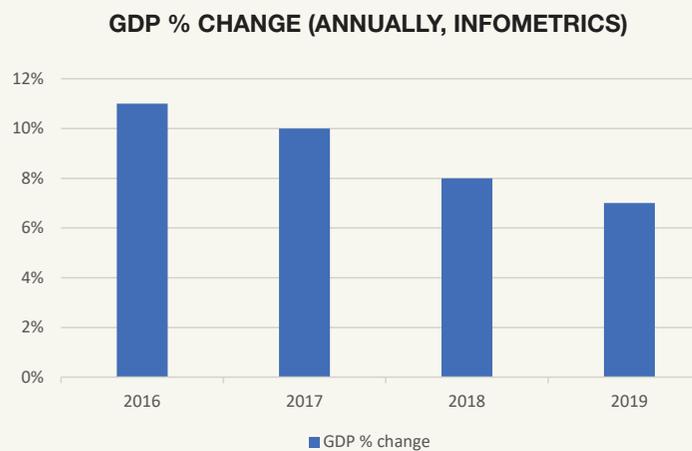
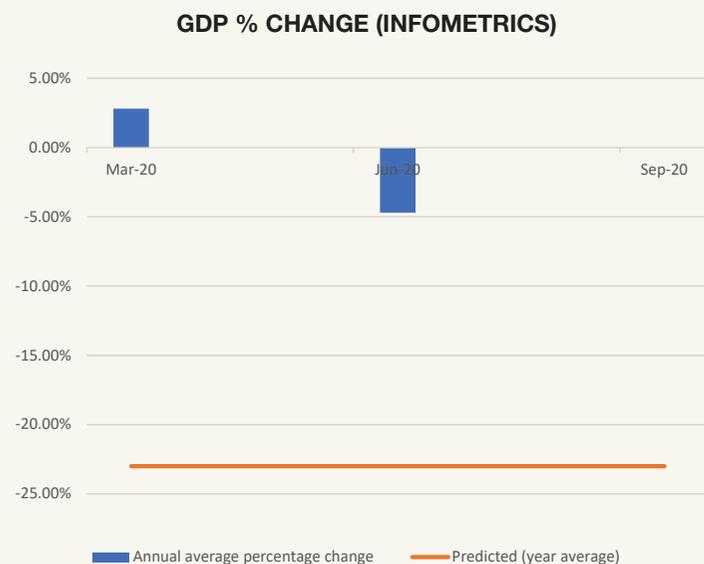
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8. GDP

GDP is averaged over the year to remove noise in the data. GDP for the June quarter was actually -26%. However, we quote this number with caution as it is reflective of the drop in activity during the seven weeks of lock-down. Gross Domestic Product (GDP) is the standard measure of the value of final goods and services during a period. Consumer spending is one component of GDP.



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Ensuring initiatives are aligned with recovery goals.

	 Meet basic needs	 Support job and business creation	 Restore community stability	 Increase diversity and productivity	 Strengthen community and partnerships	 Enhanced natural environment
Kia Kaha QL Hub	●●●	●	●		●●	
In the Wild Partnership					●●	●●●
Workforce Alliance		●●●	●			●
Key Talent Retention		●●			●●	
Infrastructure projects		●●●			●	●
Diversification Plan		●●		●●●		
Torokiki idea portal (Challenges 1-3)		●●●	●●●		●●	●●●
Mayoral Short-Term Taskforce	●●	●●●			●●	
Regenerative Recovery Advisory Group				●●●	●●	●●●

Underpinned by best-practice data, analysis and modelling.

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To complement the recovery indicators, we have a programme of survey work that will enrich the picture with qualitative data on our communities. The three surveys we will use are:

Quality of Life survey

The survey explored the impact of COVID-19 on the wellbeing of communities. Results are due early 2021. The survey this year will explore the impact of Covid19 on the wellbeing of our communities.

Social Sector Capacity Study

The results of this survey are available on our website. The study looks at the increased demand that social agencies are experiencing, along with their capacity to deliver.

Welfare follow up survey

We have contacted individuals who registered for welfare to understand their current circumstances, as well as provide information regarding options for welfare under the Visitor Care Manaaki Manuhiri programme. The results from this survey are available on our website.

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QLDC has issued a 2020 update to the demand projections. These state that, “2020 projections indicate that by 30 years QLDC will have the same growth as indicated by 2018 projections”.

The 2018 projections indicated

high growth in first 10 years, slowing down over remaining 20 years

The revised 2020 projections indicate

slow growth in first 10 years, speeding up in remaining 20 years

As in the past, the Queenstown Lakes brand is imperative to national tourism. The slow down affords us time to test approaches to destination management, diversification and climate action, which can then be replicated across New Zealand.

This creates a unique value proposition for both kiwis and visitors alike who recognise the outstanding opportunities the district presents to live, work and play.

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