

# Quarterly Report

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Key Performance Indicators – Traffic light status report

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Health & Safety Summary

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Key Priorities Update

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Financial Management Report

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December 2023

Quarter Two

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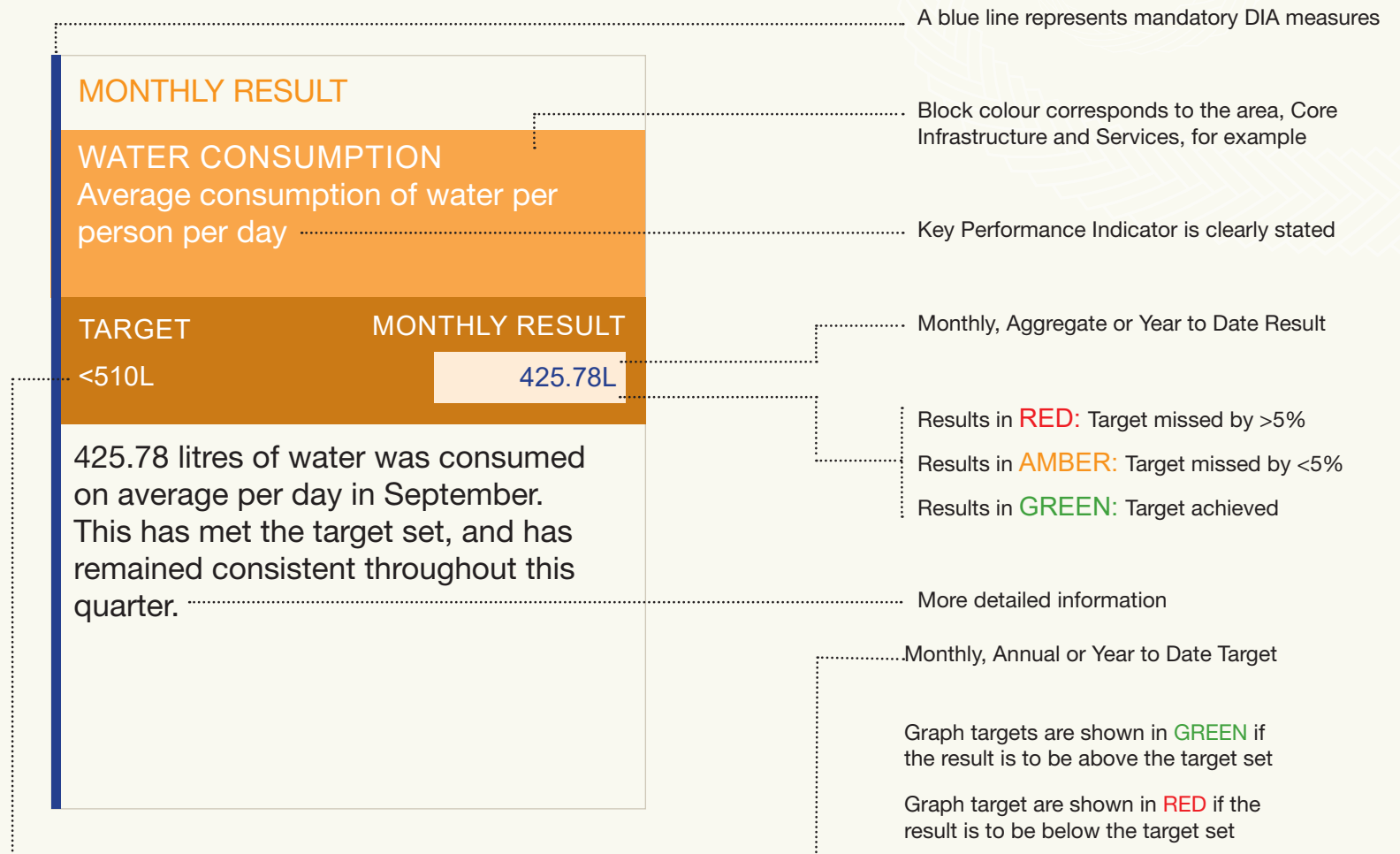
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## WHAT IS A KPI?

A Key Performance Indicator (KPI) is a quantifiable measure that demonstrates how effectively an organisation is achieving key community outcomes and objectives. The KPIs and their targets are defined and consulted on every three years during the Ten Year Plan (TYP) process. The TYP is comprised of monthly and annual KPIs and now includes an additional set of Department of Internal Affairs (DIA) measures.

The monthly KPIs and their targets are identified easily by the use of result boxes. These result boxes clearly state the KPI, the target and either the monthly, aggregated or year to date result. They are colour co-ordinated to relate to the different Queenstown Lakes District Council activities – Core Infrastructure and Services, Community Services and Facilities, Regulatory Functions and Services, Environment, Economy, Local Democracy, and Financial Support and Services.

## HOW TO READ THIS REPORT

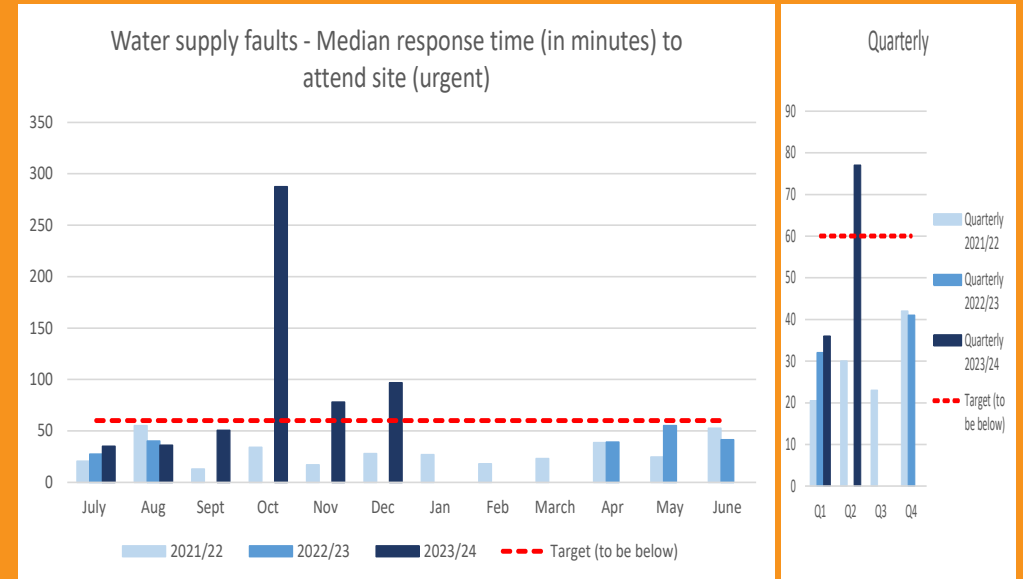
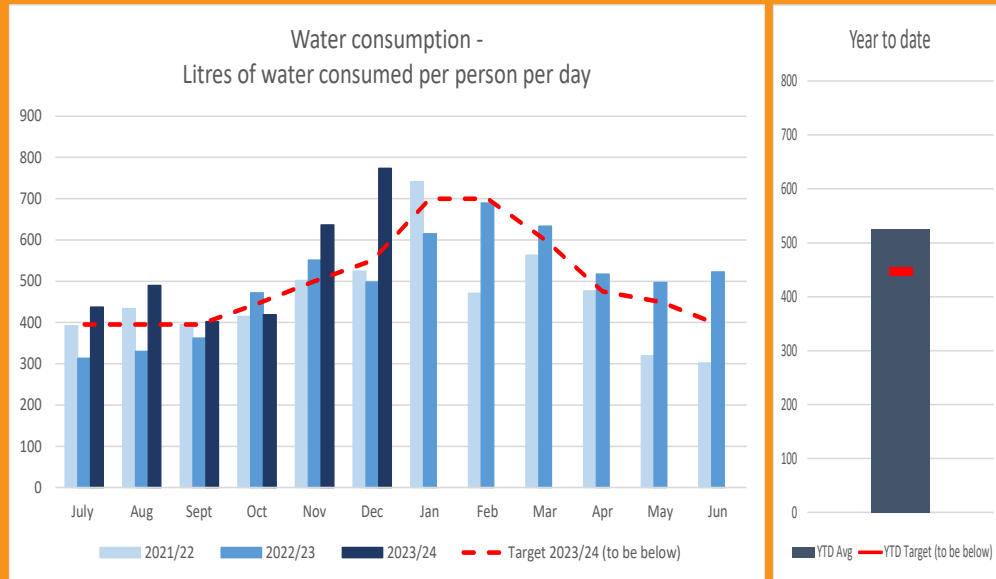


# Key Performance Indicators



# Core Infrastructure and Services

## Water Supply



### MONTHLY RESULT

#### WATER CONSUMPTION

Average consumption of water per person per day

#### TARGET

<550L

#### MONTHLY RESULT

**773.52L**

The target was not achieved in December with 773.52 litres used per person per day. This is significantly higher than the usage in the same period last year and likely driven by an elevated demand for domestic irrigation arising from the hot and dry weather. Water restrictions have been introduced in January to respond to the exceptional demand.

### AGGREGATE RESULT

#### WATER CONSUMPTION

Average consumption of water per person per day

#### TARGET

<447L

#### YTD RESULT

**526.21L**

Year-to-date the average usage is 526 litres per person per day. This is higher than the same period last year and does not meet the target of less than 447 litres. An extensive educational campaign around responsible water usage has been completed in the build up to the summer period, multiple media channels have been used including social media and radio.

### MONTHLY RESULT

#### WATER SUPPLY FAULTS

Median response time to attend site (urgent)

#### TARGET

<60 mins

#### MONTHLY RESULT

**96.7 mins**

There were 22 urgent issues raised within December. The median response time for these issues was 96.7 minutes. This does not meet the set target of less than 60 Minutes. The number of urgent requests has increased in December impacting both the month and quarter performance.

### AGGREGATE RESULT

#### WATER SUPPLY FAULTS

Median response time to attend site (urgent)

#### TARGET

<60 mins

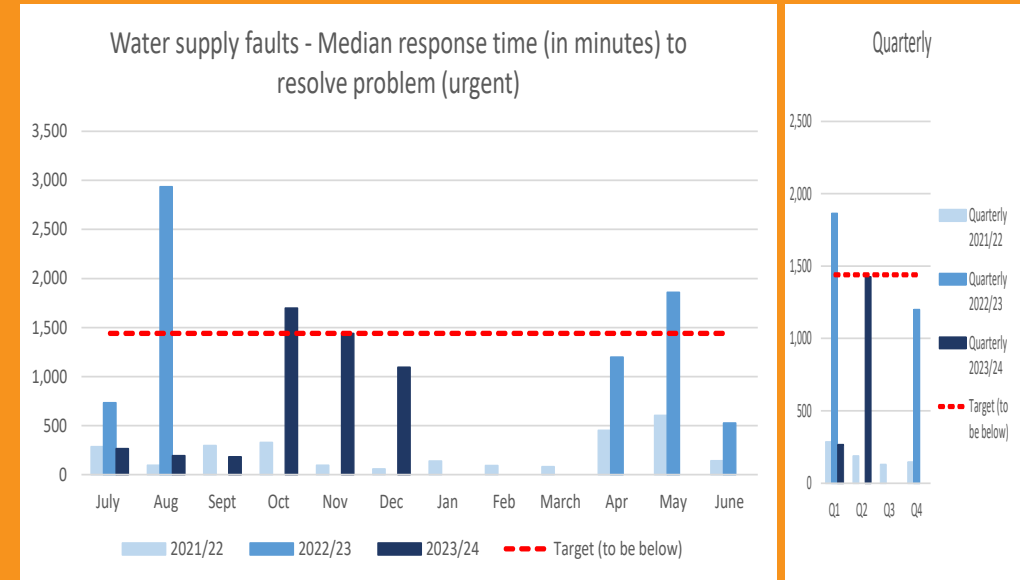
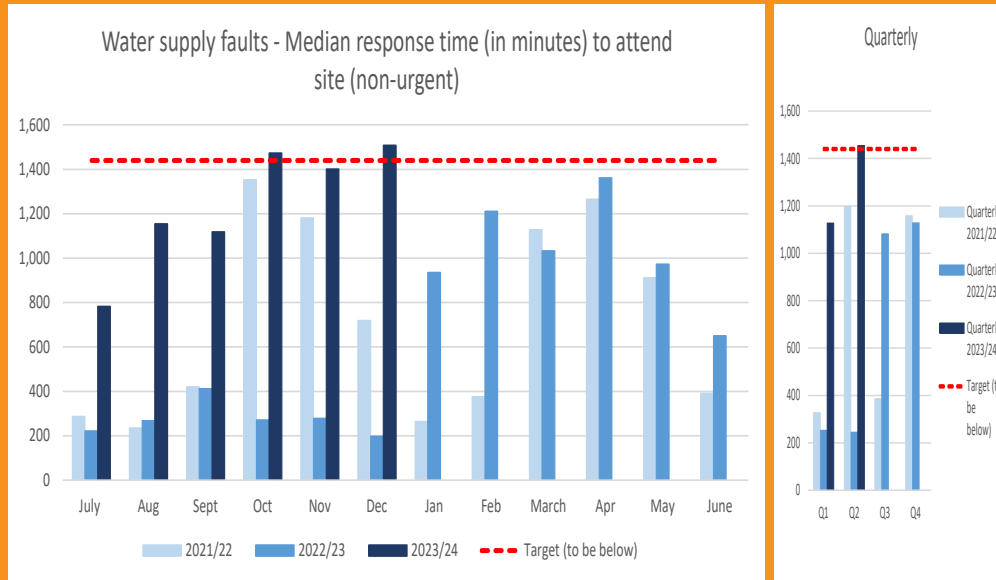
#### QTR RESULT

**77 mins**

There were 55 urgent issues raised in Quarter Two compared to 26 this time last year. This points to possible issues in the way requests are categorised. The team is reviewing categorisations, as well as how these requests are being responded to by the contractor, to ensure performance against this measure can be improved going forward.

# Core Infrastructure and Services

## Water Supply



### MONTHLY RESULT

**WATER SUPPLY FAULTS**  
Median response time to attend site (non-urgent)

TARGET	MONTHLY RESULT
<1,440 mins	1,508 mins

The median response time to attend a site for non-urgent issues was 1,508 minutes (just over 25 hours) for the month of December. This does not meet the target of less than 1,440 minutes but is within five percent. There were 94 non-urgent issues raised within the month.

### AGGREGATE RESULT

**WATER SUPPLY FAULTS**  
Median response time to attend site (non-urgent)

TARGET	QTR RESULT
<1,440 mins	1,454 mins

The median response time to attend to site for non-urgent issues was 1,454 minutes for Quarter Two. This narrowly misses the target set. There were 303 non-urgent issues raised in the quarter. This is significantly more than in previous years. The overall quarter performance was impacted by the draw on resources required through the crypto response.

### MONTHLY RESULT

**WATER SUPPLY FAULTS**  
Median response time to resolve problem (urgent)

TARGET	MONTHLY RESULT
<1,440 mins	1,095 mins

The median response time to resolve urgent problems was 1,095 minutes (just over 18 hours) for the month of December. This meets the target of less than 1,440 minutes.

### AGGREGATE RESULT

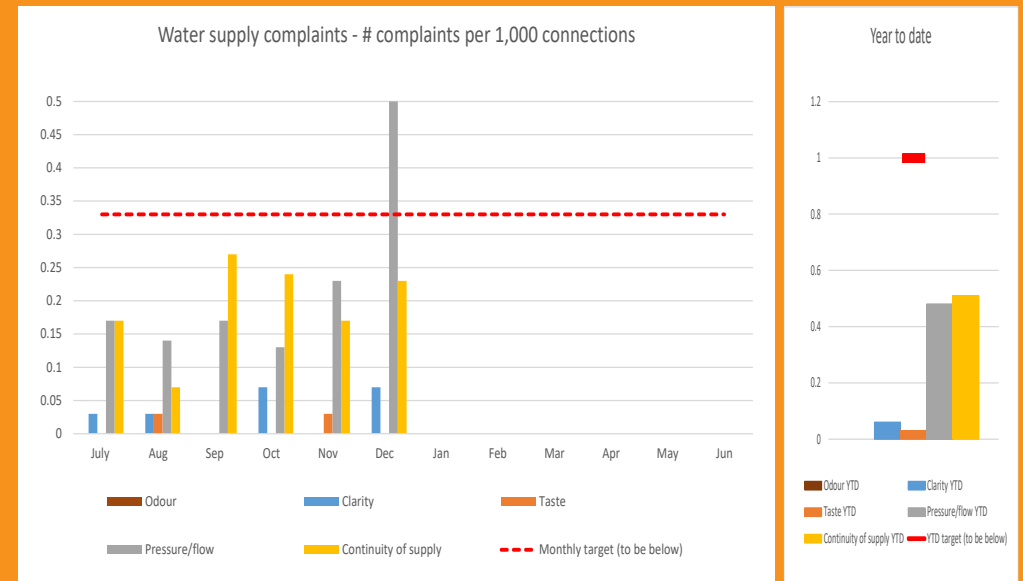
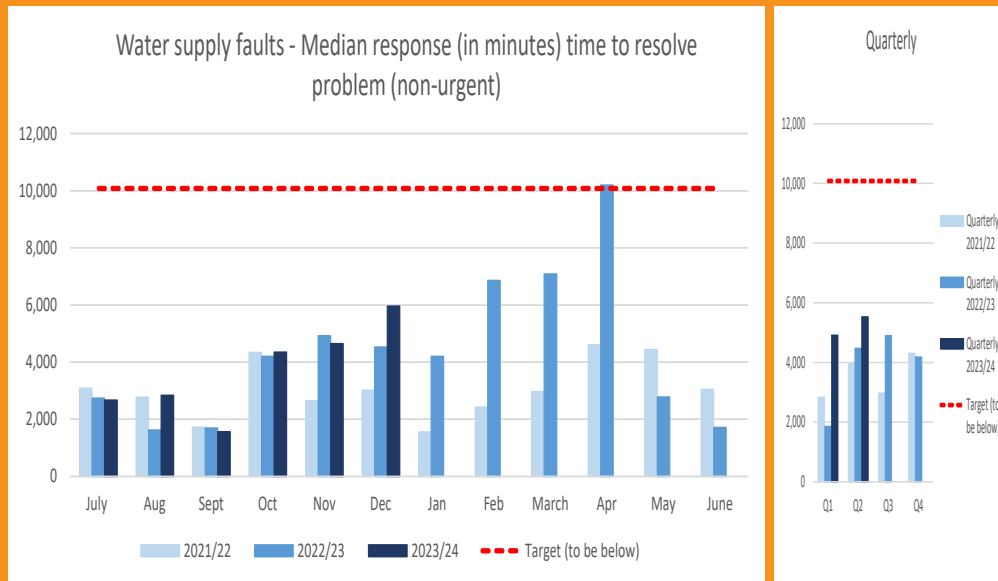
**WATER SUPPLY FAULTS**  
Median response time to resolve problem (urgent)

TARGET	QTR RESULT
<1,440 mins	1,426 mins

The median response time to resolve urgent problems was 1,426 minutes for Quarter Two. This meets the target of less than 1,440 minutes.

# Core Infrastructure and Services

## Water Supply



### MONTHLY RESULT

#### WATER SUPPLY FAULTS

Median response time to resolve problem (non-urgent)

TARGET	MONTHLY RESULT
<10,080 mins	5,954 mins

The median resolution time for non-urgent issues was 5,954 minutes (just over 4 days) in December. This achieves the target of less than 10,080 minutes.

### AGGREGATE RESULT

#### WATER SUPPLY FAULTS

Median response time to resolve problem (non-urgent)

TARGET	QTR RESULT
<10,080 mins	5,523 mins

The median resolution time for non-urgent issues was 5,523 minutes for Quarter Two. This meets the target of less than 10,080 minutes.

### WATER SUPPLY COMPLAINTS

# of complaints per 1,000 connections

TARGET <4 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0	0
Clarity	0.07	0.24
Taste	0	0.07
Pressure/flow	0.50	1.35
Continuity of supply	0.23	1.15

TARGET <2 per annum

QLDC response to issues	MONTHLY RESULT	YTD RESULT
	0	0

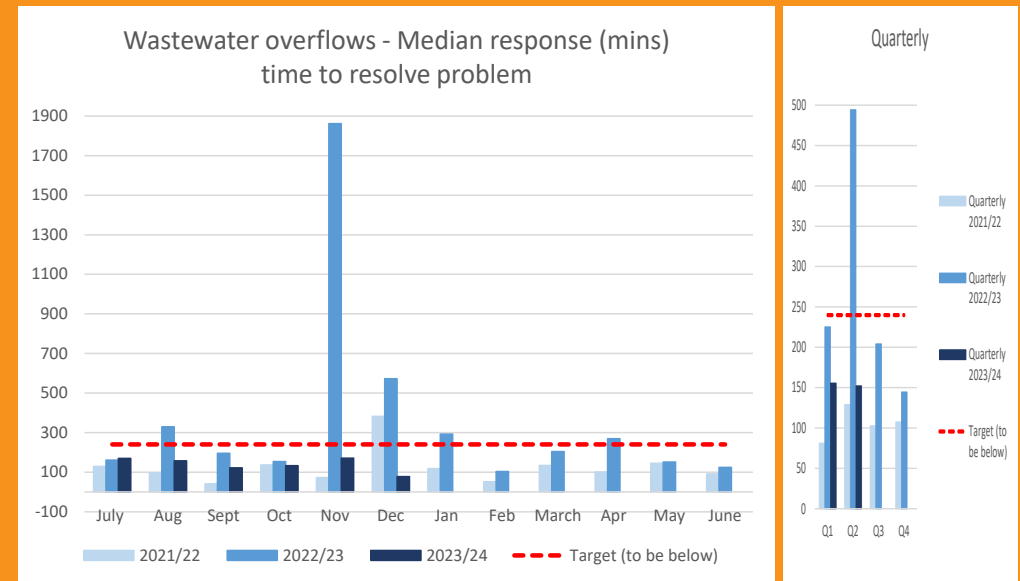
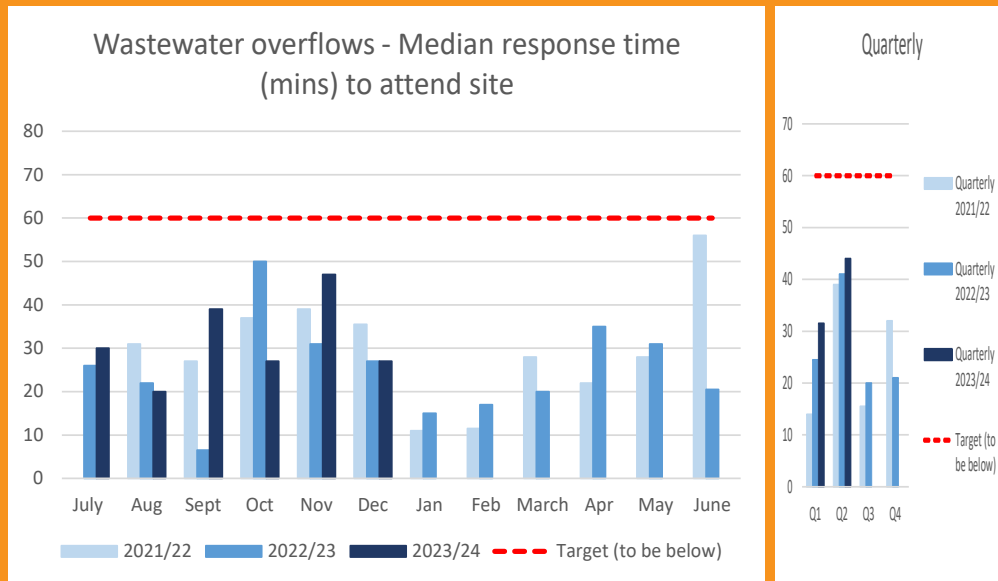
The annual target of less than four water supply complaints per 1,000 connections is on track for all categories.

Pressure complaints were slightly elevated in the month of December due to a specific issue that occurred with a Pressure Reducing Valve on Queenstown Hill.

There were no complaints regarding council's response to issues in the month of December or in the second quarter of the 2023-24 period.

# Core Infrastructure and Services

## Wastewater



### MONTHLY RESULT

**WASTEWATER OVERFLOWS**  
Median response time to attend site

TARGET	MONTHLY RESULT
<60 mins	27 mins

The median response time to attend a site for wastewater overflows in December was 27 minutes. This meets the target of less than 60 minutes.

### AGGREGATE RESULT

**WASTEWATER OVERFLOWS**  
Median response time to attend site

TARGET	QTR RESULT
<60 mins	44 mins

The median response time to attend a site for wastewater overflows was 44 minutes for Quarter Two. This meets the target of less than 60 minutes. Over the period 12 requests associated with overflows were received.

### MONTHLY RESULT

**WASTEWATER OVERFLOWS**  
Median response time to resolve problem

TARGET	MONTHLY RESULT
<240 mins	78 mins

The median response time to resolve problems relating to wastewater overflows was 78 minutes for the month of December. This meets the target of less than 240 minutes.

### AGGREGATE RESULT

**WASTEWATER OVERFLOWS**  
Median response time to resolve problem

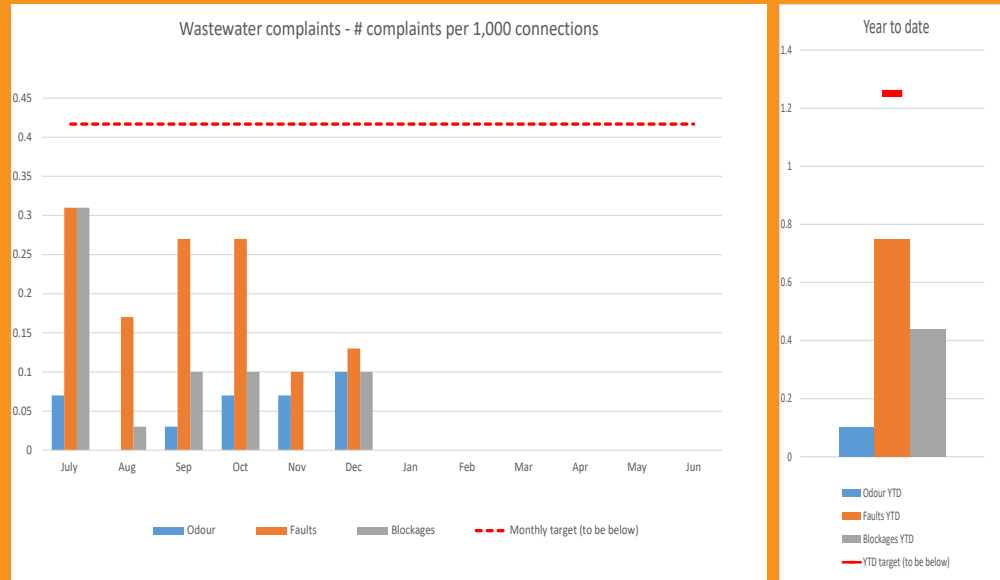
TARGET	QTR RESULT
<240 mins	152 mins

The median response time to resolve problems relating to wastewater overflows was 152 minutes for Quarter Two. This meets the target of less than 240 minutes.



# Core Infrastructure and Services

## Wastewater



### WASTEWATER COMPLAINTS # of complaints per 1,000 connections

TARGET <5 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0.10	0.30
Faults	0.13	1.35
Blockages	0.10	0.67

TARGET <2 per annum

QLDC response to issues	0	0
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The December target has been achieved across all categories for the number of Wastewater complaints per 1,000 connections.

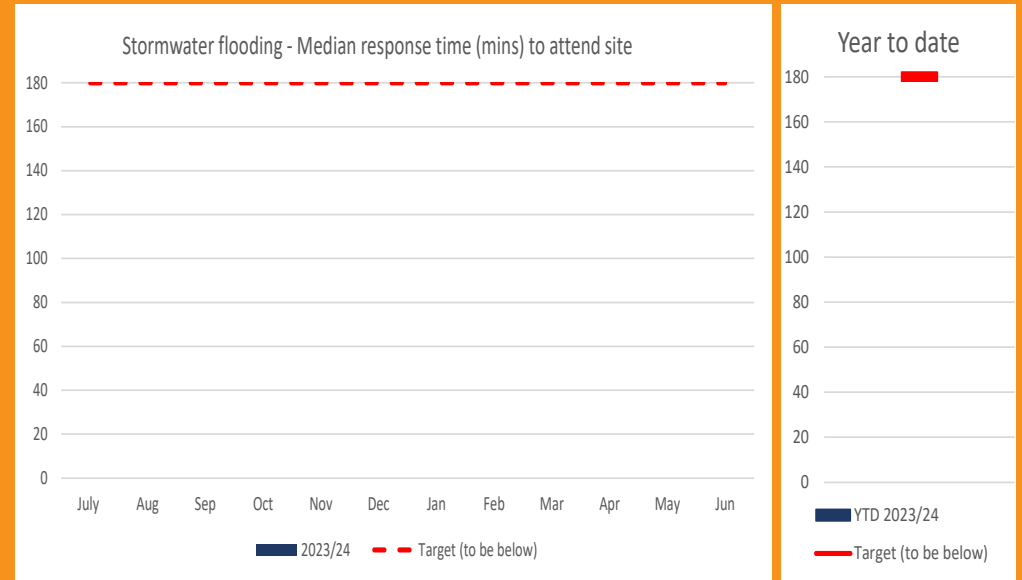
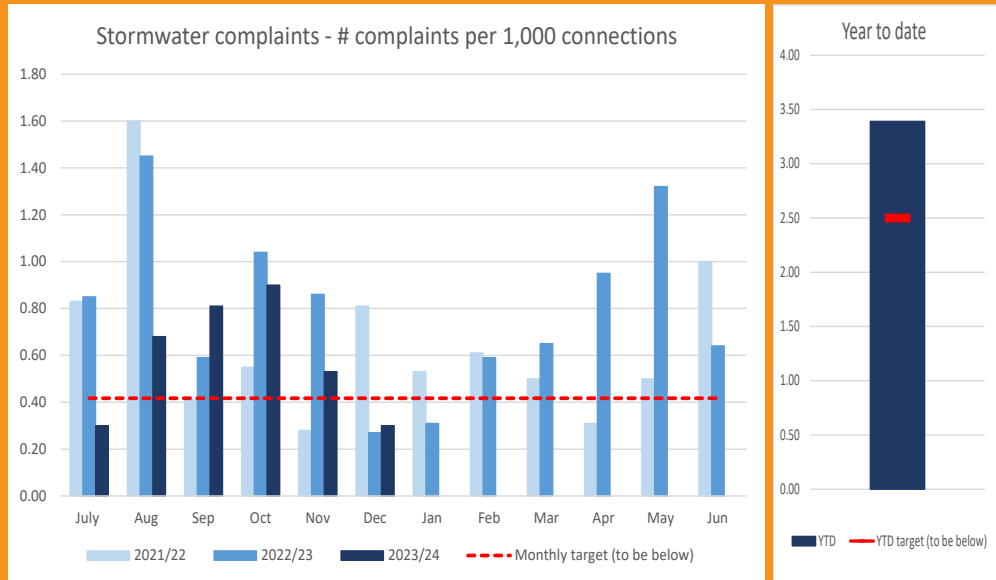
The annual target of less than five was achieved for all categories.

There have been no complaints about Council's response to issues in December or the second quarter of the 2023-24 period.



# Core Infrastructure and Services

## Stormwater



### MONTHLY RESULT

**STORMWATER COMPLAINTS**  
# of complaints per 1,000 connections

TARGET	MONTHLY RESULT
<5 per annum	0.30

Nine issues were reported in the month of December, representing 0.30 requests per 1,000 connections. This achieves the target set.

### AGGREGATE RESULT

**STORMWATER COMPLAINTS**  
# of complaints per 1,000 connections

TARGET	YTD RESULT
<5 per annum	3.39

In Quarter Two 48 issues were reported, or 1.6 requests per 1,000 connections. This exceeds the quarterly target of less than 1.25 requests per 1,000 connections per quarter. However, the year-to-date result of 3.39 is still below the annual target of less than five.

### MONTHLY RESULT

**STORMWATER FLOODING**  
Median response time to attend site

TARGET	MONTHLY RESULT
<180 mins	n/a

Queenstown Lakes District Council has not been contacted, via the Customer Service channels, to respond to any flooding of habitable floors in December.

### AGGREGATE RESULT

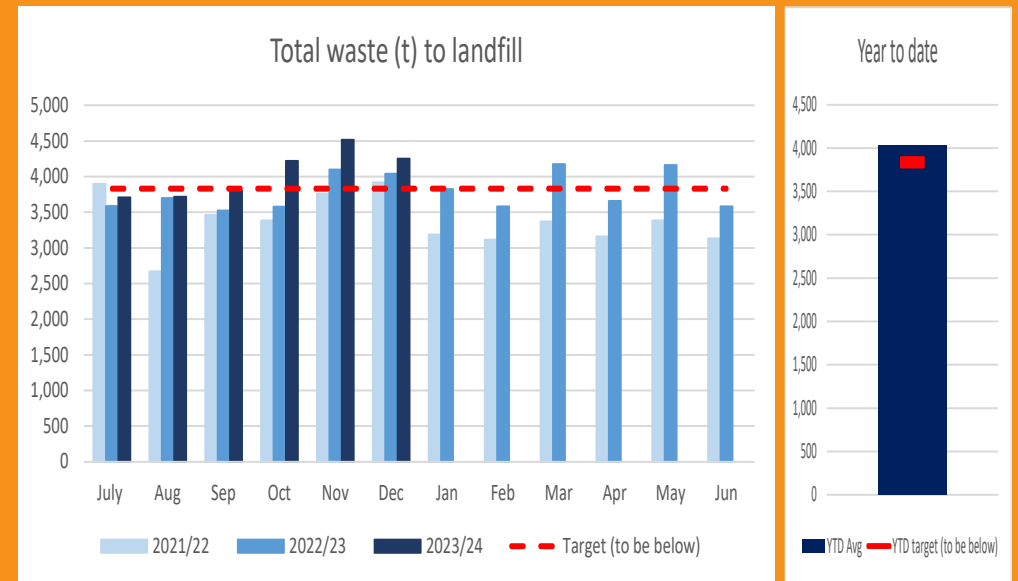
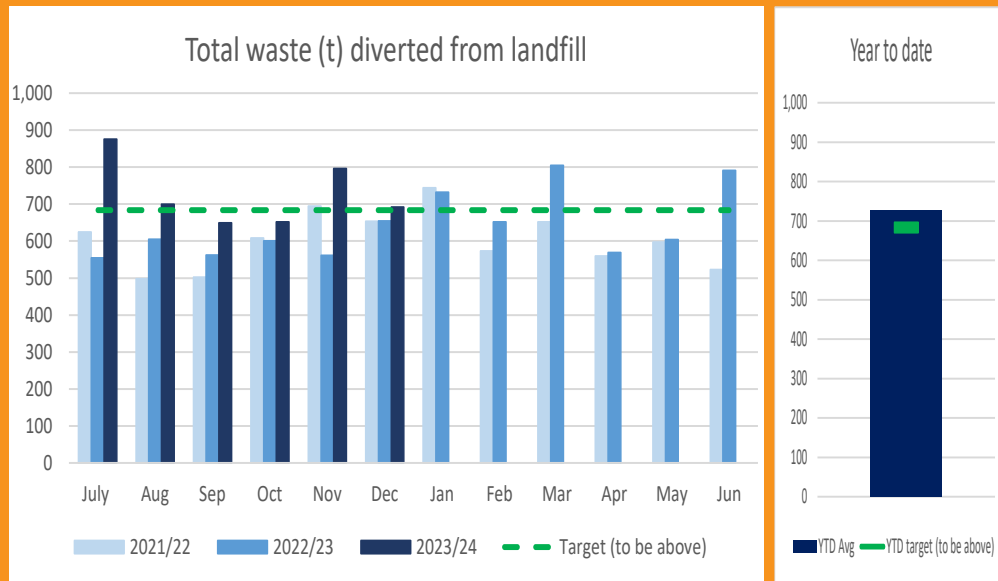
**STORMWATER FLOODING**  
Median response time to attend site

TARGET	YTD RESULT
<180 mins	n/a

Queenstown Lakes District Council has not been contacted, via the Customer Service channels, to respond to any flooding of habitable floors in the reporting year.

# Core Infrastructure and Services

## Waste Management



### MONTHLY RESULT

#### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	MONTHLY RESULT
>683t	692t

In December 692 tonnes of waste were diverted from landfill. This is higher than the same month the previous two years and does achieve the target of more than 683 tonnes.

### AGGREGATE RESULT

#### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	YTD RESULT
>683t	727t

On average 727 tonnes of waste has been diverted from landfill per month for the year-to-date 2023-24. This does achieve the target and is tracking above the same period last year.

### MONTHLY RESULT

#### WASTE TO LANDFILL

Total waste to landfill

TARGET	MONTHLY RESULT
<3,833t	4,252t

The target was not met for the month of December with 4,252 tonnes of waste sent to landfill. The higher number of visitors and an increase of temporary residents over summer is impacting results negatively.

### AGGREGATE RESULT

#### WASTE TO LANDFILL

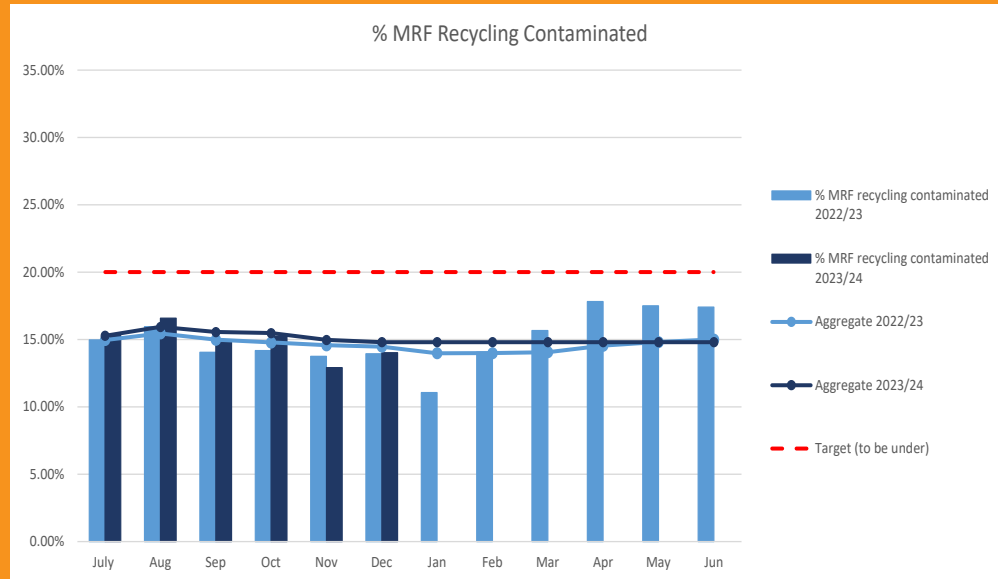
Total waste to landfill

TARGET	YTD RESULT
<3,833t	4,036t

On average, the total waste that went to landfill per month for the year-to-date 2023-24 is 4,036 tonnes. This is higher than the same period last year. The higher volume mainly comes via commercial operators. This reflects increased activity in the tourism sector. Domestic kerbside collection is consistent with previous years experiencing the typical peak.

# Core Infrastructure and Services

## Waste Management



### MONTHLY RESULT

WASTE TO LANDFILL  
% of MRF recycling contaminated

TARGET	MONTHLY RESULT
<20%	14.01%

With only 14.01% of contamination recorded, the target of less than 20% was achieved for December.

### AGGREGATE RESULT

WASTE TO LANDFILL  
% of MRF recycling contaminated

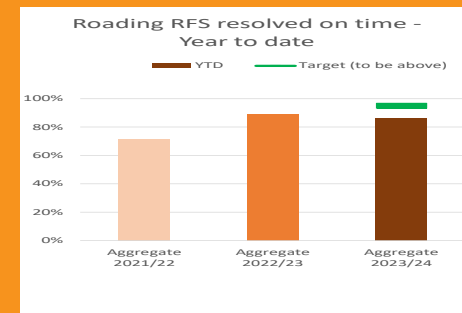
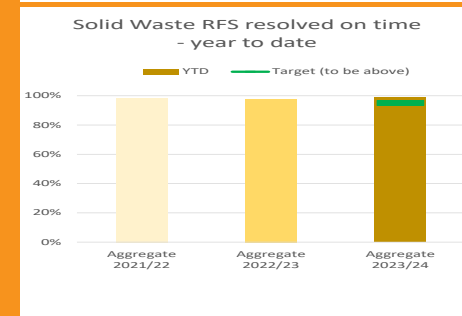
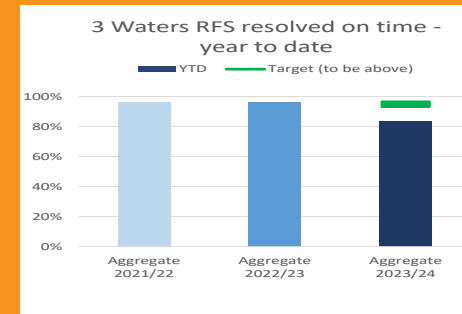
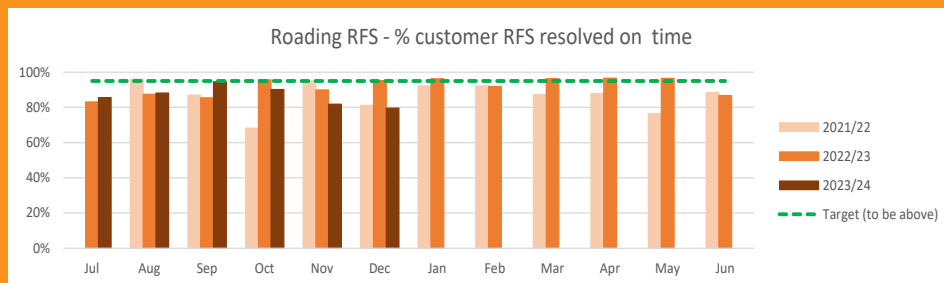
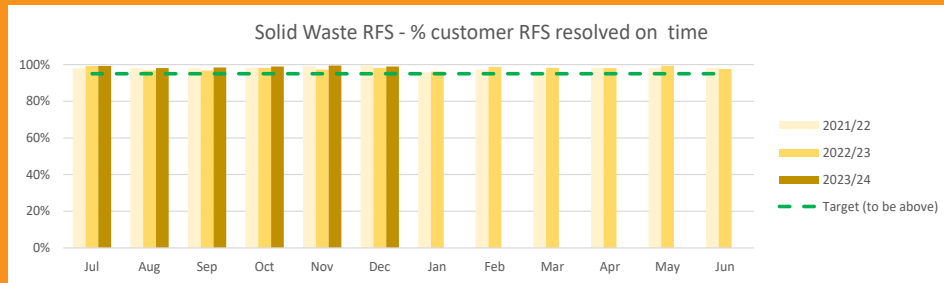
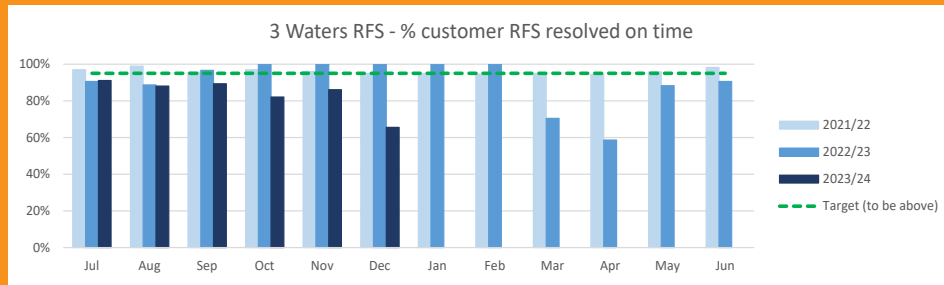
TARGET	YTD RESULT
<20%	14.81%

On average, the total contamination per month for the year-to-date 2023-24 is 14.81%. This is better than the target of 20% and is attributable to processing changes made, that continue to achieve lower levels of contamination than previously.



# Core Infrastructure and Services

## Service



### MONTHLY RESULT

#### REQUESTS FOR SERVICE (RFS) % customer RFS resolved on time

TARGET >95%	MONTHLY RESULT
3 Waters	65.50%
Solid Waste	98.9%
Roading	79.6%

For Three Waters the target was not achieved in December. Performance was affected by high request numbers across the month, coupled with a system integration matter between the Council's and the Contractors job management system. Internal response performance is sitting at 100% while the contractors is 63.7% leading to a combined result of 65.5%.

For Roading the target was not achieved due to internal resourcing constraints. Contractor performance was excellent.

### YTD RESULT

#### REQUESTS FOR SERVICE (RFS) % customer RFS resolved on time

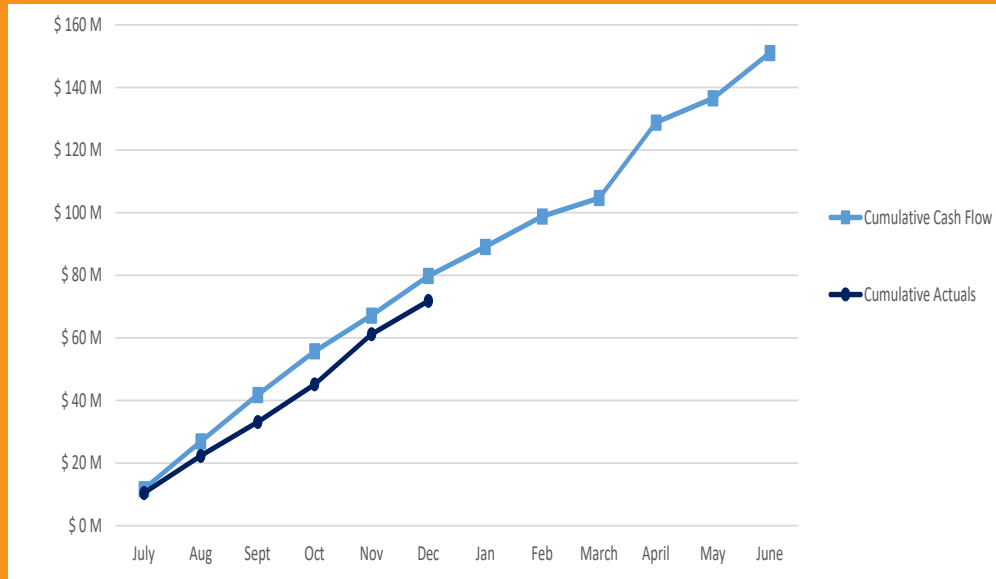
TARGET >95%	YTD RESULT
3 Waters	76.3%
Solid Waste	98.5%
Roading	85.1%

Year-to-date the combined performance for Three Waters is at 76.3%. Improvements in this area continue to be a focus of the contract team.

The combined result for Roading is at 85.1%, which does not achieve the target set. Contractor performance is at 95.2%. Supplementing internal resource to improve response timeframes is a key focus for the coming months.

# Core Infrastructure and Services

## Capital Works



### MONTHLY RESULT

#### CAPEX

% of capital works completed annually, including renewals (against the annual budget adopted by Council for Three Waters, Waste Management and Roding)

#### TARGET

80-110%

#### MONTHLY RESULT

90%

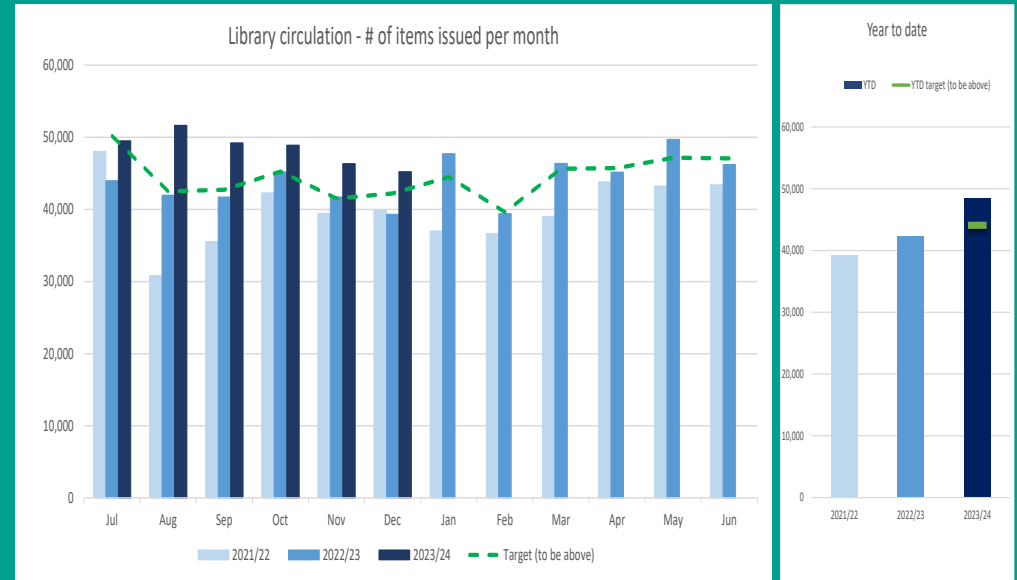
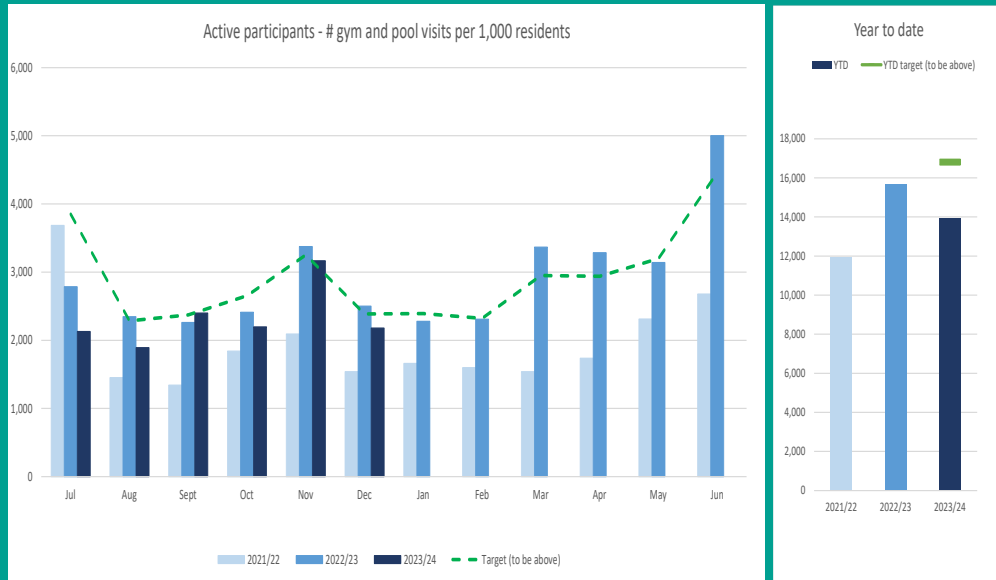
90% of the year-to-date budget has been spent. The main projects include:

- Queenstown Town Centre Arterial Stage One
- Project Shotover Waste Water Treatment Plant Upgrade
- UV Compliance Response
- Lakeview-Isle Street Upgrades
- Wanaka Sealed Road Resurfacing

In the December budget re-adjustment a number of projects have been deferred. The graph represents the new budget and achievements.



# Community Services



## MONTHLY RESULT

### ACTIVE PARTICIPANTS

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

TARGET	MONTHLY RESULT
>2,387	<b>2,180.64</b>

The number of gym and pool visits per 1,000 residents was below the target this month. However, the actual number of visits was 11% higher than this month last year and 9% higher compared to the same quarter last year. December participation for our facilities are negatively affected by the holiday period while event participation is strong.

## AGGREGATE RESULT

### ACTIVE PARTICIPANTS

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

TARGET	YTD RESULT
>16,800	<b>13,960.18</b>

The official population number used to calculate this data increased from July this year from 40,750 to 52,022, based on the new Population and Demand Report as published on the QLDC website. This affects how we calculate the visits per 1,000 residents and lowers the overall result. Pool & swim school participation were down during the cryptosporidium outbreak. Results in other parts continue to grow.

## MONTHLY RESULT

### LIBRARY CIRCULATION

# of items issued per month

TARGET	MONTHLY RESULT
>42,235	<b>45,215</b>

In December a total of 45,215 items were checked out across all libraries including e-check outs. This is slightly lower than previous months but still within target and higher than December last year. The main contributors for the rise in check outs were the Queenstown Lakes Libraries and e-copies.

## AGGREGATE RESULT

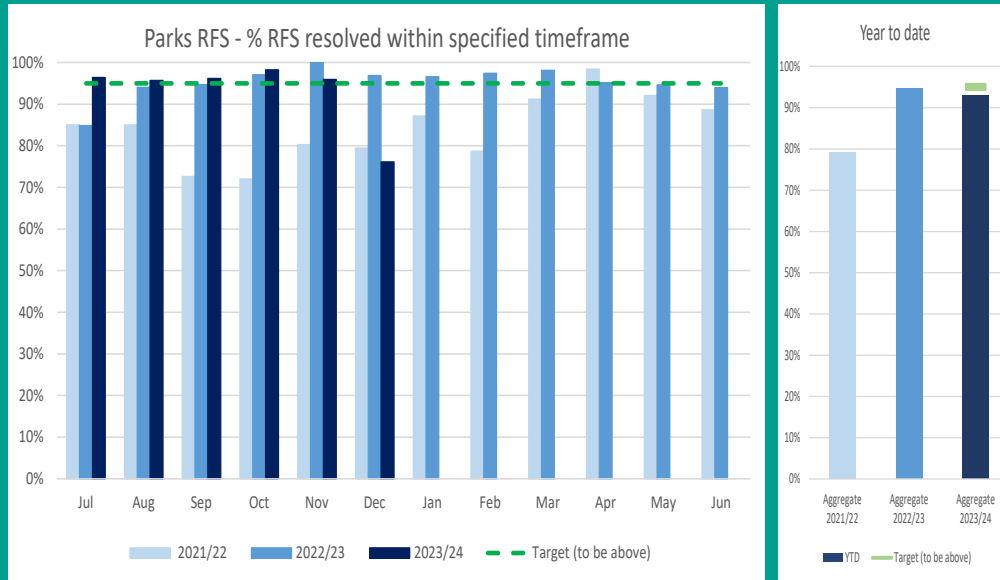
### LIBRARY CIRCULATION

# of items issued per month

TARGET	YTD RESULT
>44,070	<b>48,458</b>

Year-to-date 290,747 items were checked out. 13% more than the same time last year. 39% of all items were checked out via the Self-Check kiosks. Purchasing has been focused on the addition of 'Campaign Titles' this year - these are eResources which enable multiple and simultaneous use of single titles, especially popular authors and genres - opposed to one user at a time.

# Community Services



## MONTHLY RESULT

**PARKS RFS**  
% RFS resolved within specified timeframe

TARGET	MONTHLY RESULT
>95%	<b>76%</b>

There were 205 Parks requests in December. 49 of these were marked as overdue. Externally, this was due to a nation-wide digital platform failure that was actively managed under the Open Spaces contract to ensure service delivery. Internally, the target was not met due to the number of arborist requests while the arborist was on leave.

## AGGREGATE RESULT

**PARKS RFS**  
% RFS resolved within specified timeframe

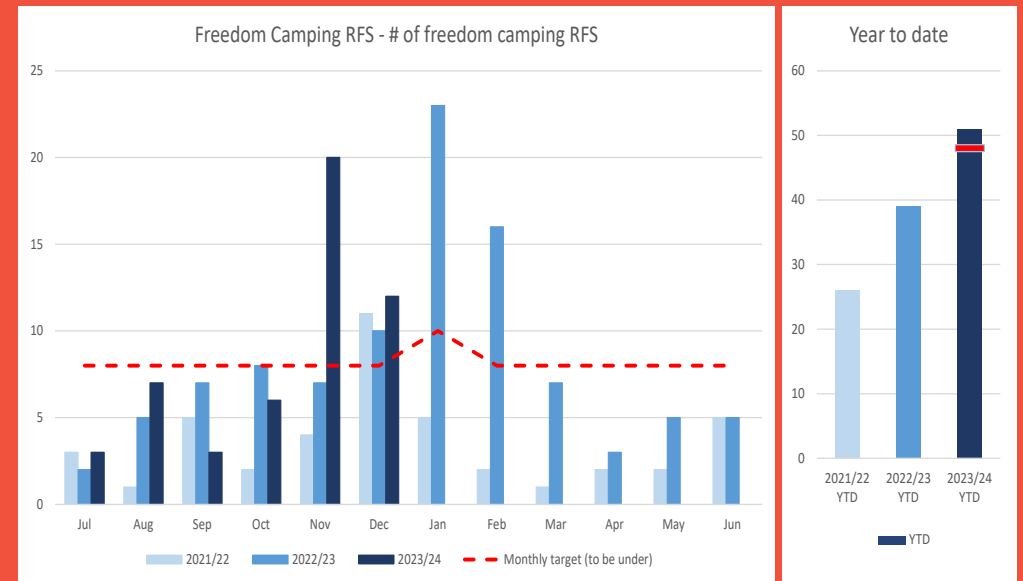
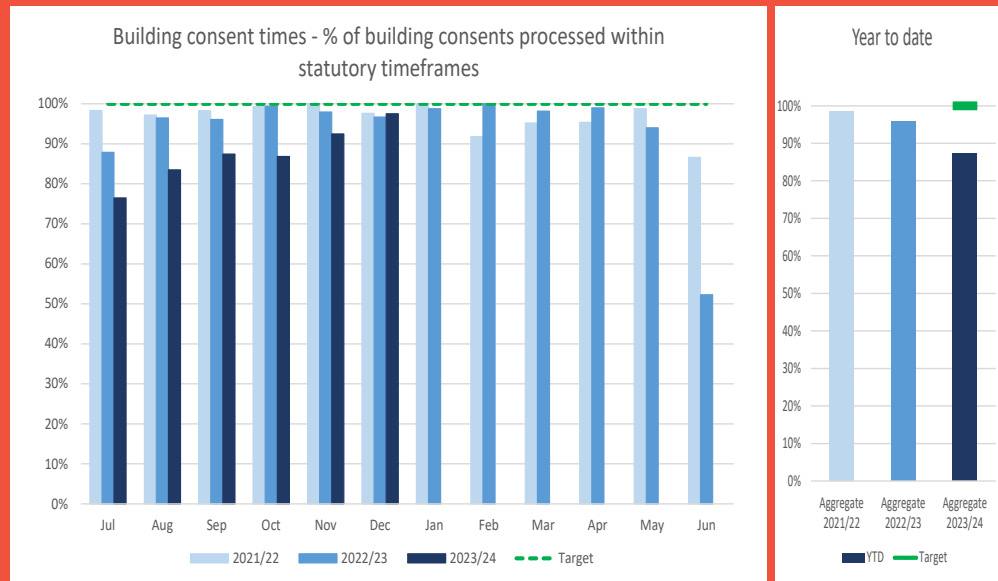
TARGET	YTD RESULT
>95%	<b>93%</b>

Year-to-date the target has not been met but is within 5%. This quarter there were significantly more requests compared to any quarter in the last two years. This is consistent with pre-covid levels. A good number of requests are related to trees. This can be attributed to proactive community engagement and developing policies such as the tree policy.





# Regulatory Functions & Services



## MONTHLY RESULT

**BUILDING CONSENT TIMES**  
% of building consents processed within statutory timeframes

TARGET	MONTHLY RESULT
100%	97.5%

97.5% of building consents were processed within the 20-day statutory timeframe in December. This does not meet target, however, the percentage continues to improve month on month which shows a great effort from the team.

## AGGREGATE RESULT

**BUILDING CONSENT TIMES**  
% of building consents processed within statutory timeframes

TARGET	YTD RESULT
100%	87.35%

Year-to-date 87.35% of building consents have been processed within the statutory timeframe. The backlog created by a high number of applications received in May/ June has now been cleared. The performance will keep improving month on month and is expected to be over 90% in the coming months.

## MONTHLY RESULT

**FREEDOM CAMPING RFS**  
# of freedom camping RFS per month

TARGET	MONTHLY RESULT
<8	12

There were 32 complaints in December, an expected rise given the return of campers and increase in ticket numbers issued. 18 of these were unsubstantiated and two on private land, so not included in the above stats. Nine were ticketed for camping in a prohibited area and the remaining three are on the regular patrol route.

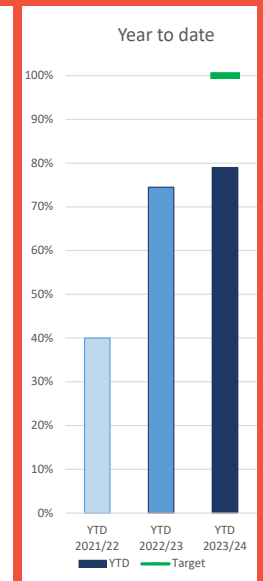
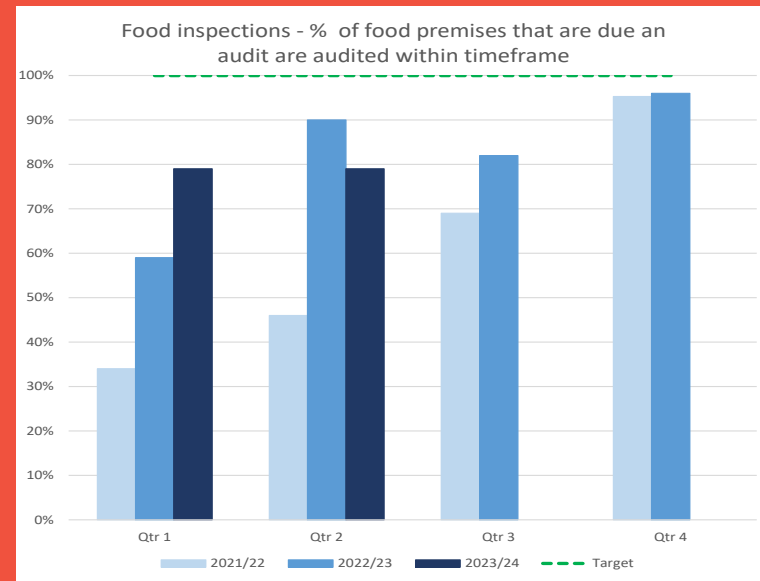
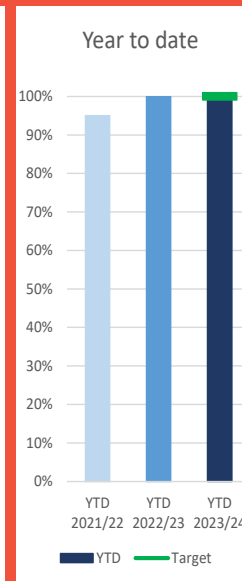
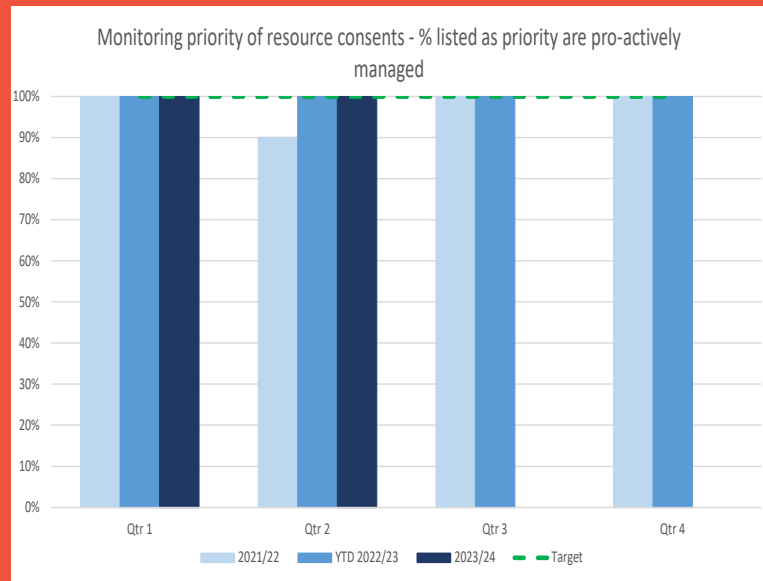
## AGGREGATE RESULT

**FREEDOM CAMPING RFS**  
# of freedom camping RFS per month

TARGET	YTD RESULT
<8	8.5

There were 51 freedom camping complaints year-to-date leading to an aggregate result of 8.5 per month. This is higher than previous years, however a large portion of complaints are in areas already patrolled or unsubstantiated. Statistically, there is usually a higher number of complaints in December and January. In comparison there were 72 in December/January 2018/19.

# Regulatory Functions & Services



## QUARTERLY RESULT

**MONITORING PRIORITY OF RESOURCE CONSENTS**  
% listed as a priority are pro-actively monitored

TARGET	QTR RESULT
100%	100%

Monitoring is being undertaken in accordance with the Monitoring and Prioritisation Strategy meeting the target of 100%.

## AGGREGATE RESULT

**MONITORING PRIORITY OF RESOURCE CONSENTS**  
% listed as a priority are pro-actively monitored

TARGET	YTD RESULT
100%	100%

Proactive monitoring of the resource consents that are listed as a priority has been undertaken in accordance with the strategy for the year-to-date and meets the target set.

## QUARTERLY RESULT

**FOOD INSPECTIONS**  
% of food premises that are due an audit are audited within timeframe

TARGET	QTR RESULT
100%	79%

The percentage of food businesses that were audited within statutory timeframes this quarter was 79%. Each month there are higher numbers of applications to register new businesses. Onboarding these new operators and prioritising their first audit has taken considerable time for the officers.

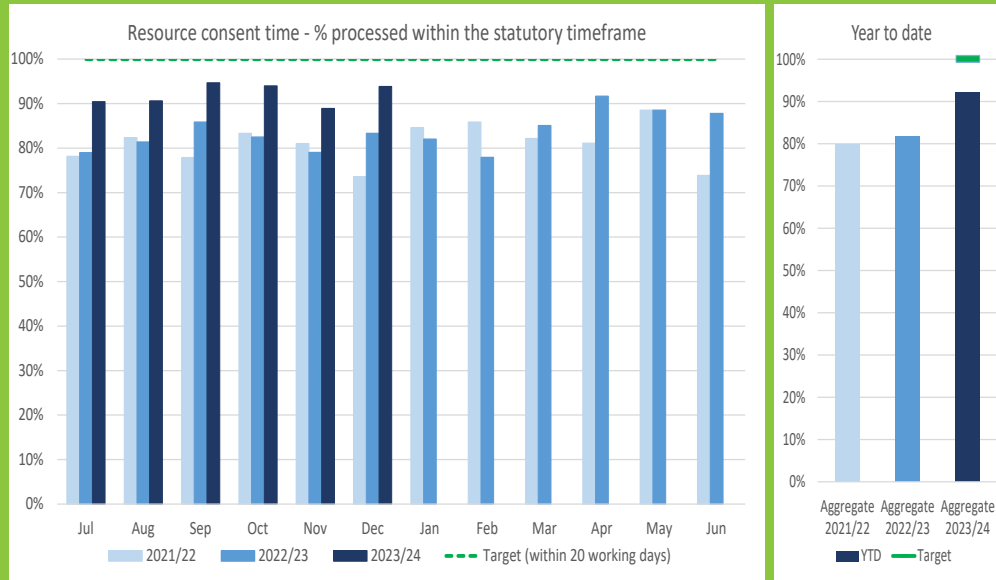
## AGGREGATE RESULT

**FOOD INSPECTIONS**  
% of food premises that are due an audit are audited within timeframe

TARGET	YTD RESULT
100%	79%

Year-to-date 79% of food businesses have been audited within statutory timeframes. The amount of food operators registered in the district has been steadily increasing, we now have 743 operators compared to 680 last December and 670 in 2021. Staff resourcing is having an impact, new staff have been recruited and will have a positive impact in the near future.

# Environment



## MONTHLY RESULT

**RESOURCE CONSENT TIME**  
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	<b>94.85%</b>

97 decisions were issued in December and 92 of these were issued on time resulting in 94.85% of applications being issued within statutory timeframes for the month. This is the highest achieved processing times for the financial year to date. The average processing days for applications in December was 16.80 days. These results are a significant achievement for the resource consents team.

## AGGREGATE RESULT

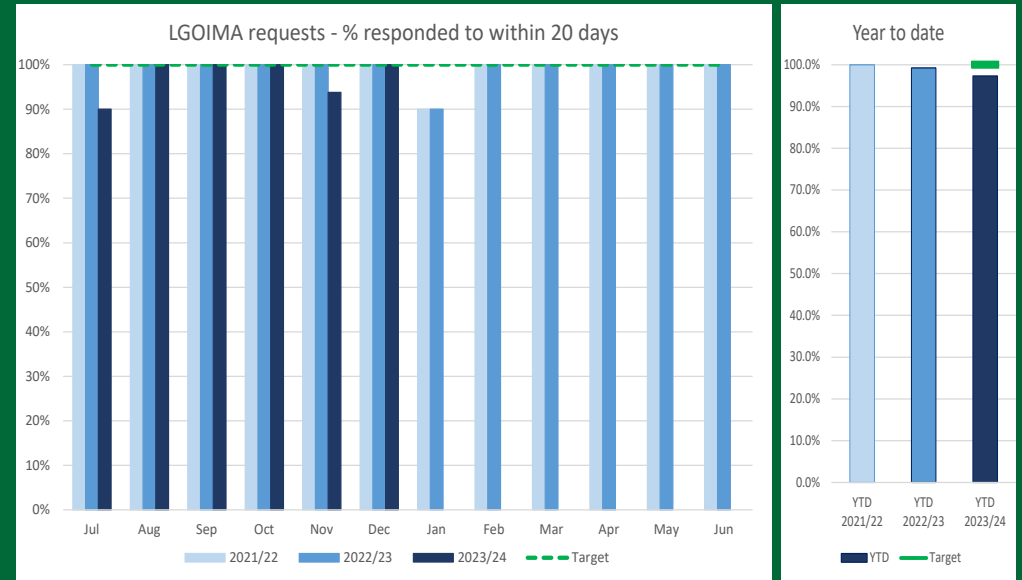
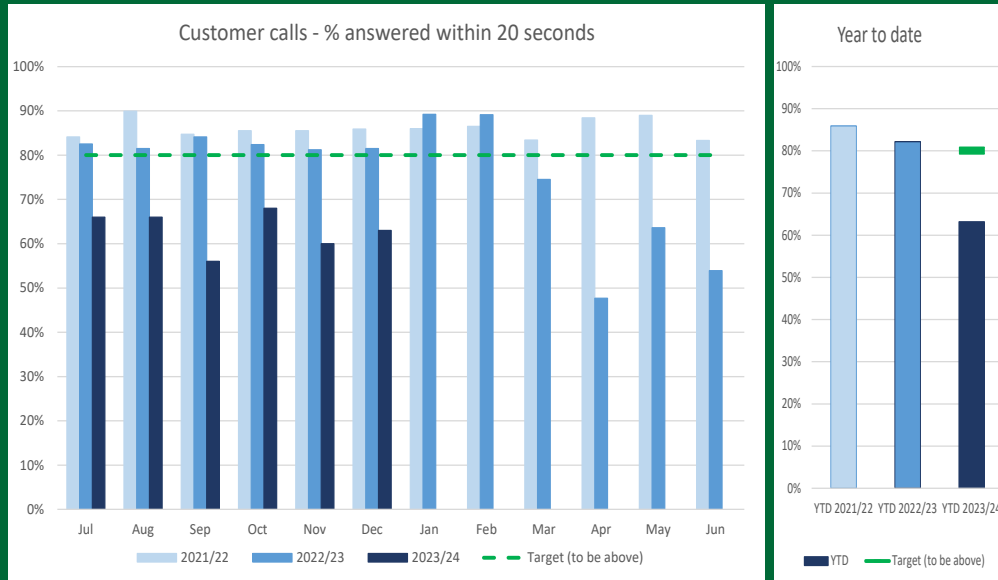
**RESOURCE CONSENT TIME**  
% processed within the statutory timeframe

TARGET	YTD RESULT
100%	<b>91.57%</b>

Year to date 91.57% of applications have been processed within the statutory timeframes. The average processing timeframe is 18.11 days. 564 applications have been formally received and 512 decisions issued. The monthly results for this 6 month period reflect that applications are moving through the system and predominantly these are being processed within the required statutory timeframes.



# Corporate Services



## MONTHLY RESULT

### CUSTOMER CALLS % answered within 20 seconds

TARGET	MONTHLY RESULT
80%	60%

2,471 calls were received in December. With the increase of visitors, the department had a high level of enquiries related to parking infringements and waste management concerns (bin collection changes due to public holidays). The number and duration of calls, and resource shortages resulted in longer wait times. Overall, 93% of all calls were answered and addressed.

## AGGREGATE RESULT

### CUSTOMER CALLS % answered within 20 seconds

TARGET	YTD RESULT
80%	63.2%

In this quarter, 9,148 calls were made to Council. This was a steady level from the previous year. 62.6% of those calls were answered within 20 seconds leading to a year-to-date result of 63.2%. The number of calls and resourcing constraints have again contributed to the lower result. Three new staff have been hired and results are expected to improve once training is completed.

## MONTHLY RESULT

### LGOIMA REQUESTS % responded to within 20 days

TARGET	MONTHLY RESULT
100%	100%

13 requests for information were due this month and all received a response within the statutory timeframe. Ten had the information requested released in full. One was refused as the information did not exist. One had partial redactions due to privacy, an obligation of confidence, and commercial activity. One was withheld due to maintenance of the law. The average time to provide a decision in December was 13 days.

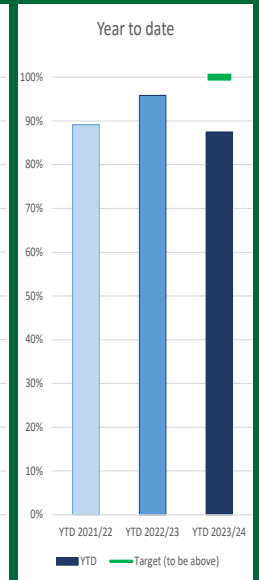
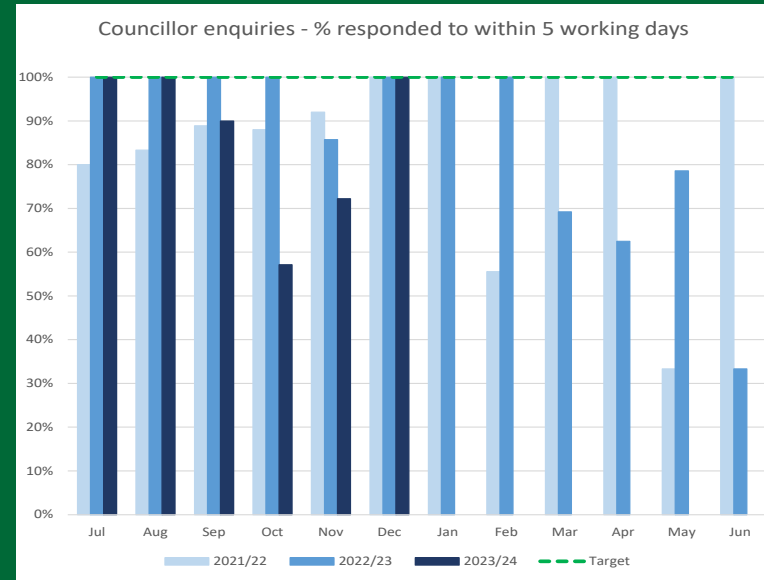
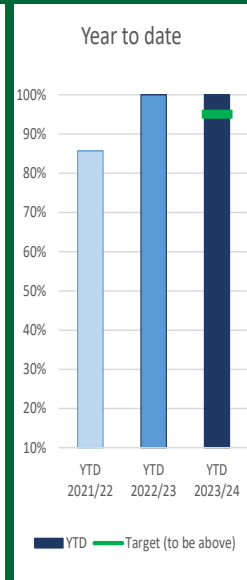
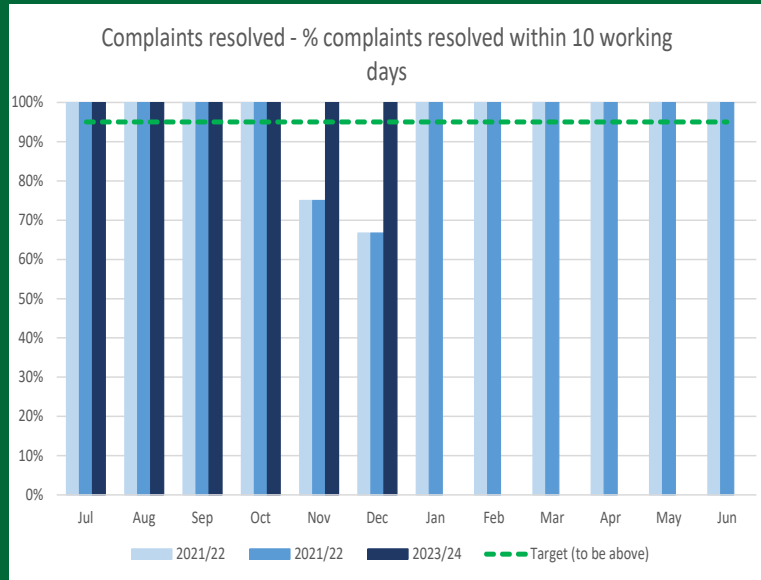
## AGGREGATE RESULT

### LGOIMA REQUESTS % responded to within 20 days

TARGET	YTD RESULT
100%	97.33%

Year-to-date 97 information requests were due a decision and two of those were unable to meet the statutory or agreed extended timeframe. The others received a decision within the statutory time. This does not meet target but is within a 5% margin.

# Corporate Services



**MONTHLY RESULT**

**COMPLAINTS RESOLVED**  
% complaints resolved within 10 working days

TARGET	MONTHLY RESULT
>95%	100%

Three formal complaints were recorded in December. Two centred around dissatisfaction with parking conditions and one related to dissatisfaction with a staff interaction in the same area. All the complaints were resolved within the target of maximum ten working days.

**AGGREGATE RESULT**

**COMPLAINTS RESOLVED**  
% complaints resolved within 10 working days

TARGET	YTD RESULT
>95%	100%

There were eight formal complaints lodged in this quarter. The majority related to Council decisions/activities and staff behaviour, followed by parking concerns and water supply activities. All of them have been resolved within the target timeframe of ten working days.

**MONTHLY RESULT**

**COUNCILLOR ENQUIRIES**  
% responded to within 5 working days

TARGET	MONTHLY RESULT
100%	100%

Twenty four Councillor requests were raised in December. Seven Community Services, eleven Property and Infrastructure, two Planning and Development, three Finance and Legal and one Strategy and Policy. All took no more than five working days. The number of requests has significantly increased from the prior two years with three received the prior year during the same month and five the year before.

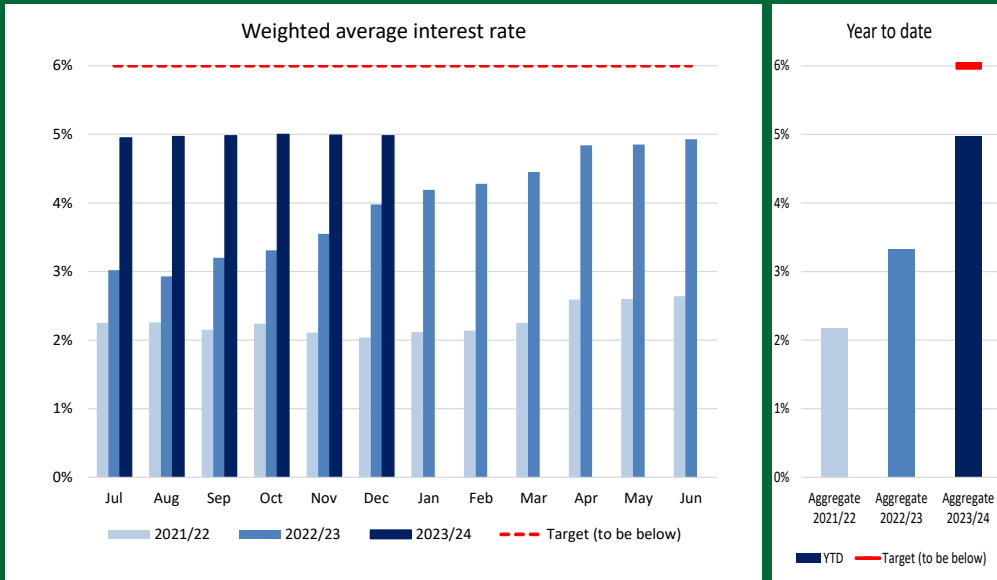
**AGGREGATE RESULT**

**COUNCILLOR ENQUIRIES**  
% responded to within 5 working days

TARGET	YTD RESULT
100%	88%

There were 49 requests raised by Elected Members in the last quarter, a significant increase. In the previous year 11 requests were received during the same months. Over the quarter, eight were not responded to within five days bringing the year to date result to 88%.

# Corporate Services



## MONTHLY RESULT

### INTEREST RATES

Weighted average interest rate per month

TARGET

<6%

MONTHLY RESULT

5.04%

With a weighted average interest rate of 5.04% for December 2023 the target of less than 6% has been met.

## AGGREGATE RESULT

### INTEREST RATES

Weighted average interest rate per month

TARGET

<6%

YTD RESULT

4.99%

The aggregate result year-to-date is 4.99%. The interest rate remains below target of less than 6%.



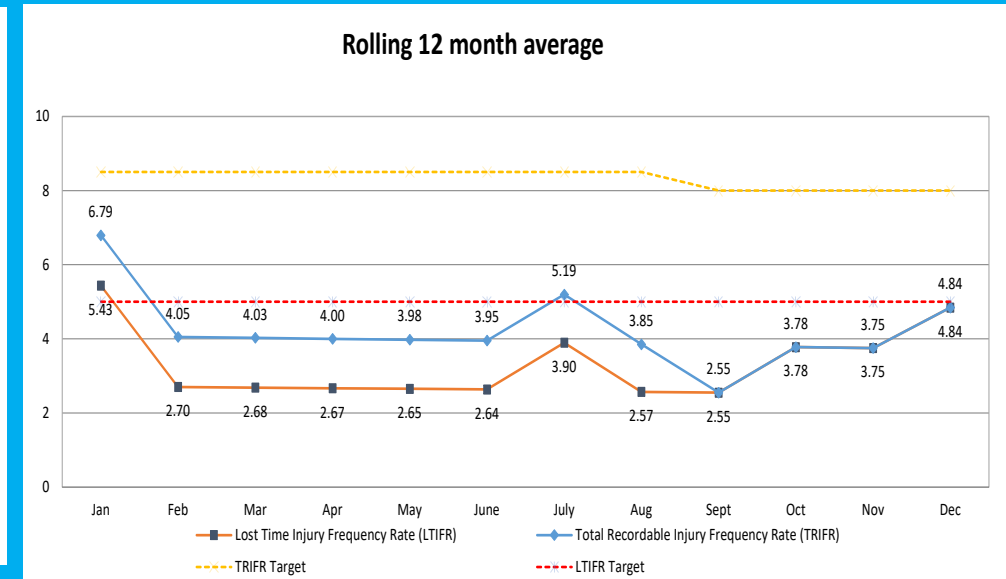
# Health & Safety Summary



# Health and Safety Committee

## CHAIR'S SUMMARY

- The Lost Time Injury Frequency Rate has increased, however, is still meeting the target of 5 or below.
- Total Recordable Injury Frequency Rate has increased. This is a negative trend, however, target was met for Quarter two.
- All incidents in the month of December were minor in nature and not notifiable to WorkSafe.
- No reportable speeding events recorded this month.



## UNSAFE EVENTS Frequency rates

	TARGET	RESULT
TRIFR	8	4.84
LTIFR	5	4.84

TRIFR = Total Recordable Injury Frequency Rate

LTIFR = Lost Time Injury Frequency Rate

(The result shows the average over the past 12 months.)

There were two Lost Time Injuries in December, one involving a misstep resulting in a broken ankle, the other a back strain.

This resulted in a rise of the frequency rate to 4.84 for both TRIFR and LTIFR, however, this remains within the target set.

## NOTIFIABLE EVENTS Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

### EVENT DETAILS

N/A

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

There were no notifiable events in December, and no workplace incidents were significant.

No notifiable events were recorded for the year-to-date.



## Health and Safety Committee

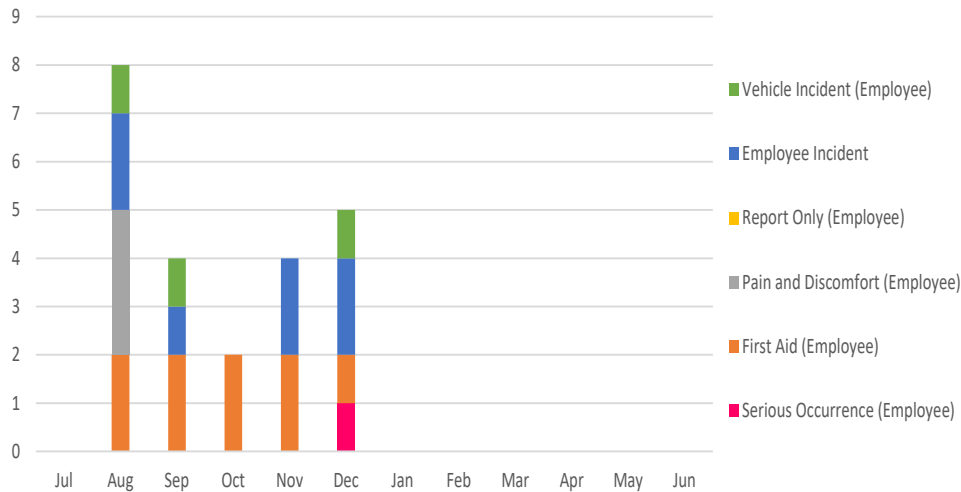
Queenstown Lakes District Council has set a range of measurable indicators that demonstrate progress across a range of Health, Safety and Wellbeing areas. These indicators are shown below and are referenced throughout this section.

2023/24	
Compliance	<ul style="list-style-type: none"> <li>No breaches of the Health and Safety at Work Act 2015</li> </ul>
Unsafe Events	<ul style="list-style-type: none"> <li>Total Recordable Injury Frequency Rate - &lt;8</li> <li>Lost Time Injury Frequency Rate - &lt;5</li> </ul>
Prevention	<ul style="list-style-type: none"> <li>90% of all incidents reported each month closed within allocated timeframe</li> <li>Representatives and departments constituents to undertake an office/facility inspection at least every three months</li> </ul>
Improvement	<ul style="list-style-type: none"> <li>90% of Health and Safety Committee actions completed on time</li> <li>H&amp;S Improvement focus for 2024: Contractor Management training roll out</li> <li>HS Representatives to do at least one alternate inspection of another office/facility in the coming year</li> </ul>
Behaviour	<ul style="list-style-type: none"> <li>Behavioural self assessment - Twice the amount of A scores to be reported monthly compared to C scores</li> </ul>
Wellbeing Engagement	<ul style="list-style-type: none"> <li>At least 65% participation across wellbeing activities that take place in the Upper Clutha and Queenstown area</li> </ul>

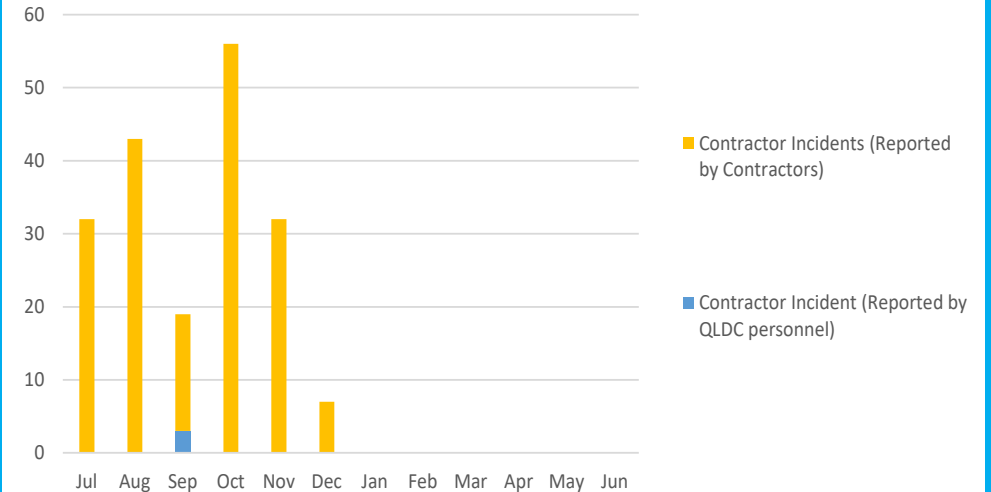


# Unsafe Events and Frequency Rates

## Employee Incidents



## Contractor Workplace Incidents



### UNSAFE EVENTS Incidents and accidents across all groups

	MONTHLY	YTD
Employees	5	23
Contractors	7	189
Volunteers	2	2
Public	3	28

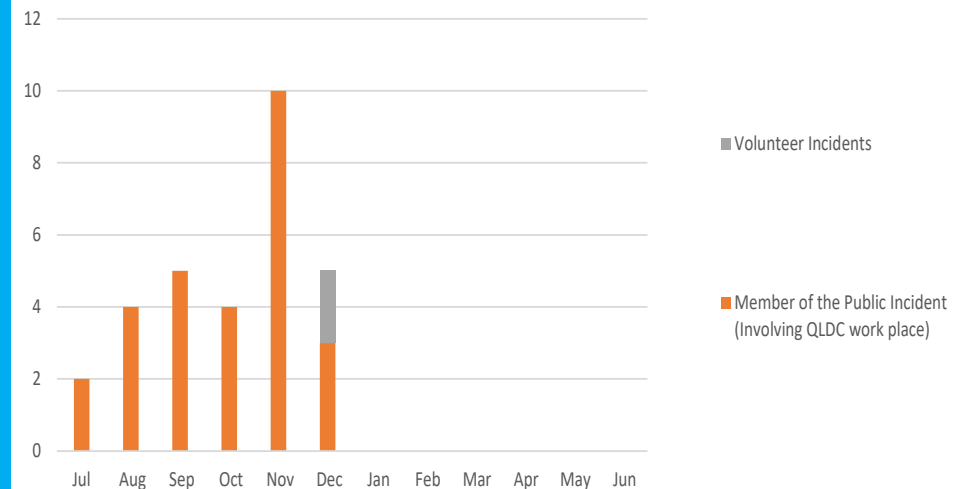
There were five unsafe events involving employees. These include one serious occurrence where a trolley was left in a public space with an item placed on top that was pushed over by a child. The item was scheduled for pick up by a service provider who was unable to complete as agreed and did not communicate the change. The other four events were of a minor nature.

No contractor incidents were notifiable.

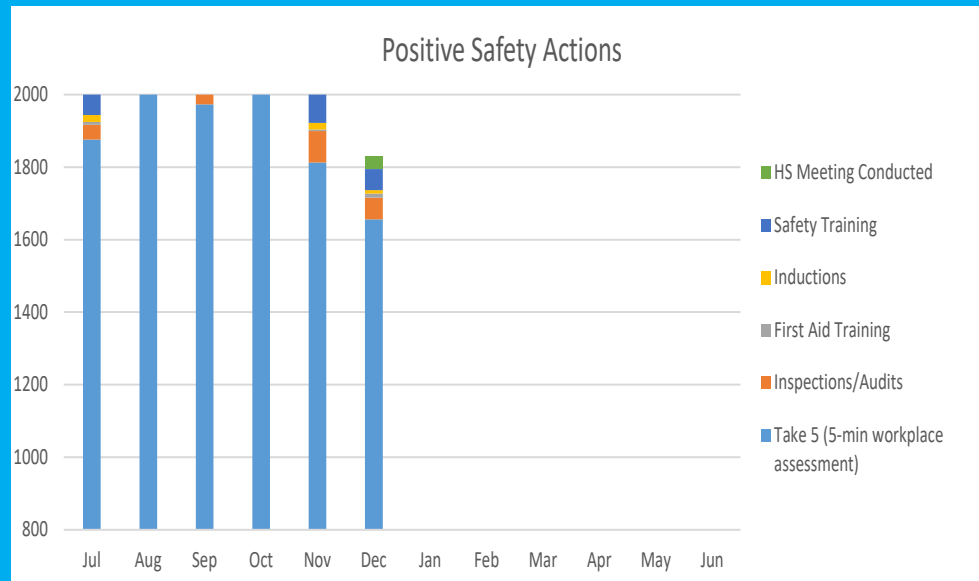
There were two volunteer incidents with no injuries. One incident involved a water pipe strike whilst reinstating a gate post. One incident involved a stuck trailer collecting a Portaloo.

Three incidents involved members of the public, all were of a minor nature.

## Public and Volunteer Workplace Incidents



## Prevention



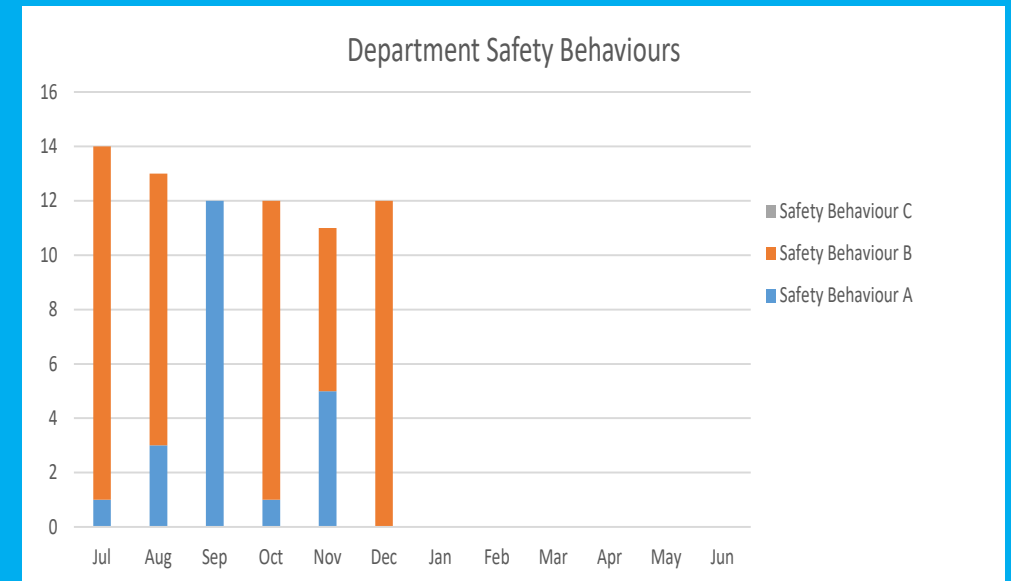
### POSITIVE SAFETY ACTIONS

	MONTHLY	YTD
Take 5's	1,656	11,497
Inspection/Audits	60	294
Safety & Wellbeing Training	58	330
HS Meetings	35	261
First Aid	11	47

Take 5's were slightly less than average. This was to be expected over the holiday period.

Training in December has included Sun Safety, Safe Food Handling, Manual Handling, Fire Warden and Traffic Management training.

## Behaviour – Self Assessment



### DEPARTMENT SAFETY BEHAVIOURS

	MONTHLY	YTD
Type A	0	22
Type B	12	52
Type C	0	0
Target Achieved	Yes	Yes

Queenstown Lakes District Council departments are required to rate their monthly safety performance based on a simple question; have they improved safety (A score) or has it been business as usual (B score)?

A C-score in response indicates a significant accident or incident, or performance generally in need of improvement. If one C is given, the organisation's overall score will be a C.

The objective set is to have twice the number of A's to C's. With 12 B score this month and zero A and C scores, the target was achieved.

# Key Priorities Summary



## High Profile Capital Projects

December 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
<b>Crown Infrastructure Partners</b> <b>Street Upgrades</b>	<ul style="list-style-type: none"> <li>Construction is now complete. Snagging (minor defects and omissions) works are underway in parallel to submission of the final Quality Assurance documents.</li> <li>Practical Completion for the last separable portion and therefore the whole project is targeted for February 2024.</li> <li>The status is Amber due to a delay in practical completion sign off - Feb 25 due to completion of minor snagging works in the Historic Core.</li> </ul>	<ul style="list-style-type: none"> <li>February 2024 - Completion of snagging works and quality assurance prior to Practical Completion.</li> <li>February 2024 - Working towards project Practical Completion.</li> </ul>	Amber
<b>Crown Infrastructure Partners</b> <b>Arterial Stage One</b>	<ul style="list-style-type: none"> <li>December 2023 - Road surfacing along Gorge Road was completed, along with line marking and re-opening of the road to vehicles.</li> <li>Seven pre-cast panels have been installed at St Joseph's school and anchors have all been installed on the lower levels of the wall.</li> <li>Nine pre-cast panels were installed at the Henry Street walls, and the over-pass structure future proofing has been installed.</li> <li>Three waters work continues on Frankton Road with Stage B effectively being completed. Subsequent footpath and roading pavement works will be starting imminently.</li> <li>The status is Amber due to the continued risk associated with time and cost due to the scale and stage of the project.</li> </ul>	<ul style="list-style-type: none"> <li>May 2024 - Lower Beetham Street walls are estimated to be completed.</li> </ul>	Amber
<b>Lakeview Development and Ancillary Works</b>	<ul style="list-style-type: none"> <li>Man Street trunkmain connections 1,2, &amp; 3 were completed. Trench reinstatement has been completed. The intersection of Brecon Street and Hay Street were prepared for asphaltting with this to be completed by the end of December, and for the intersection to re-open to traffic.</li> <li>Concrete was laid and line markings completed at the intersection of Brecon Street and Hay Street.</li> <li>A delay in asphalt resource availability prior to Christmas delayed completion of Thompson Street prior to 30 December 2023. This had an impact on the guardrail and balustrade installation.</li> </ul>	<ul style="list-style-type: none"> <li>26 January 2024 - Thompson Street surfacing, line marking and guardrail to be completed.</li> <li>End February 2024 - Pedestrian balustrade to be completed.</li> </ul>	Amber



## High Profile Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Housing Infrastructure Fund</b> <b>Kingston Three Waters Scheme</b></p>	<ul style="list-style-type: none"> <li>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.</li> <li>For Water - All consents have been obtained. The detailed design is complete. Bore headworks construction is complete. Construction procurement is on hold and will recommence once funding negotiations are completed.</li> <li>For Storm Water - The detailed design obtained Engineering Acceptance in December 2023. Construction procurement is currently on hold. This will recommence once funding negotiations are completed. The developer's engineer is working on procurement documentation.</li> <li>Projectwide funding to be resolved prior to further procurement of any major package. Mediation occurred on 8 November 2023 with final settlement actions to be completed early 2024.</li> </ul>	<ul style="list-style-type: none"> <li>Early 2024 - The Council aims to re-engage the lead designer for Waste Water.</li> <li>Middle January 2024 - Subject to funding, the Water project will recommence with a target to market date of middle of January.</li> <li>Subject to funding, the Storm Water project will recommence with a target to market date of March 2024. Waiting for draft documentation.</li> <li>January 2024 - Funding resolution to be completed.</li> </ul>	<p><b>Red</b></p>
<p><b>Housing Infrastructure Fund</b> <b>Quail Rise Reservoir</b></p>	<ul style="list-style-type: none"> <li>An agreement was reached for withdrawal of one Submission for Notice Of Requirement. There are ongoing negotiations with the other Submitter.</li> </ul>	<ul style="list-style-type: none"> <li>Early 2024 - Designation - Ongoing negotiations with Submitters will continue until resolved or a Hearing is required.</li> <li>2029-2030 - Construction funding is due to be allocated.</li> <li>Preparing the project to go on hold till 2029.</li> </ul>	<p><b>Green</b></p>

## Selected Capital Projects

December 2023

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>W naka Lake Front Development Stage Five</b>	<ul style="list-style-type: none"> <li>Working towards detailed design, civil design at 90%.</li> </ul>	<ul style="list-style-type: none"> <li>2024 (exact date to be confirmed) - Design to be approved by the design Challenge group.</li> <li>2024 (exact date to be confirmed) - Appointment of Project Manager and drafting of tender and procurement documents.</li> </ul>	<b>Green</b>
<b>Coronet Harvest Reforestation Programme</b>	<ul style="list-style-type: none"> <li>The Tree felling is now complete, the site will be formally handed back to Queenstown Lakes District Council in late summer, the contractors are carrying out post-harvest remedial works clearing culverts and sediment traps.</li> <li>December 2023 - The tender for the planting Contractor has closed and Council is currently negotiating with the preferred supplier.</li> </ul>	<ul style="list-style-type: none"> <li>January 2024 - Contract for the planting contractor to be signed.</li> <li>Late summer 2024 - The site will be formally handed back to the Queenstown Lakes District Council.</li> </ul>	<b>Green</b>
<b>Paetara Aspiring Central</b>	<ul style="list-style-type: none"> <li>The design for the Basketball Hoop Support (Structural Steel) was approved and subsequently submitted. A Building Consent exemption was granted (EX0902).</li> <li>A minor works agreement with the contractor is being worked through, to both complete the installation of the Structural Steel but also to manage Gymleader as a nominated sub-contractor and oversee their installation of the Basketball Hoops.</li> <li>Costs and the specifics of the agreement with the contractor are being finalised.</li> </ul>	<ul style="list-style-type: none"> <li>2 February 2024 - Contractor to finalise submission for Basketball Hoop installation.</li> <li>Middle/Late March 2024 - Work to commence on site.</li> <li>Middle April 2024 - Installation of Structural Steel.</li> <li>Middle May 2024 - Installation of Basketball Hoops systems.</li> </ul>	<b>Green</b>
<b>Creativity and Culture Strategy (formerly Arts, Culture &amp; Heritage Strategy)</b>	<ul style="list-style-type: none"> <li>5 December 2023 - A Steering Group meeting was held. Next steps were agreed on for final updates to the draft document and timeline for community engagement (Feb/Mar 2024).</li> <li>The project is flagged in Amber due to the delayed timeline.</li> </ul>	<ul style="list-style-type: none"> <li>January/February 2024 – Making final design changes to the draft strategy document.</li> <li>February/March 2024 – Planning community engagement process on the draft strategy, including hosting community hui.</li> </ul>	<b>Amber</b>
<b>Glenorchy Marina</b>	<ul style="list-style-type: none"> <li>A Project Manager for the Project was confirmed.</li> <li>The Ministry for Business Innovation and Employment has confirmed the ability to seek a time extension to use remaining funds, however no further funds are available.</li> <li>The approved budget is currently forecast to be ~\$550k short to complete the project based on the current quote and associated costs.</li> </ul>	<ul style="list-style-type: none"> <li>January 2024 - Programme Control Group meeting to be held confirming next steps.</li> <li>Depending on option confirmed, this Programme Control Group will also approve the progress through the gateway from Detailed Design to Construction Procurement.</li> </ul>	<b>Red</b>
<b>Water Sports Programme</b>	<ul style="list-style-type: none"> <li>November 2023 - The Tender was sent out to market.</li> <li>December 2023 - The Tender evaluation was carried out.</li> </ul>	<ul style="list-style-type: none"> <li>Contract award is in progress.</li> <li>Mid-February 2024 - Construction estimated to start.</li> </ul>	<b>Green</b>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Proposed District Plan Stage One Appeals</b>	<ul style="list-style-type: none"> <li>Decisions and consent notices for approximately 95% of appeal points received and updated into the plan. (101 appeals and 1181 appeal points originally lodged)</li> <li>November/December 2023 - Sticky Forest (Bunker and Rouse appeal) was heard by the Environment Court.</li> </ul>	<ul style="list-style-type: none"> <li>Working to resolve any remaining Stage One appeal points.</li> </ul>	<p><b>Green</b></p>
<b>Stage Two Appeals</b>	<ul style="list-style-type: none"> <li>84 appeals and 930 appeal points received challenging Council's decisions. Mediations completed; Environment Court hearings are underway.</li> <li>Decisions were received for Topic 31 Wakatipu Basin appeals Feeley, Spruce Grove Trust/Boundary Trust, and Banco/Hannon.</li> </ul>	<ul style="list-style-type: none"> <li>Awaiting confirmation of Hearing dates for remaining zoning appeals.</li> </ul>	<p><b>Green</b></p>
<b>Stage Three Appeals</b>	<ul style="list-style-type: none"> <li>43 appeals (total) containing 445 separate appeal points were lodged.</li> <li>Environment Court mediations are underway.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence is being exchanged for the Wanaka Industrial rezoning appeals.</li> <li>A date is still to be set for Cardrona Cattle Company Environment Court hearing (Industrial Zoning).</li> </ul>	<p><b>Green</b></p>
<b>Inclusionary Housing</b>	<ul style="list-style-type: none"> <li>Notified 13 October 2022. 181 original submissions and 20 further submissions received.</li> <li>19 December 2023 - Evidence exchange is underway with Submitter pre-logged evidence (Evidence in Chief).</li> </ul>	<ul style="list-style-type: none"> <li>12 February 2024 - Council Rebuttal (to submitter evidence) is due.</li> <li>27 February - Hearing is due to commence.</li> </ul>	<p><b>Green</b></p>



ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Landscape Schedules</b>	<ul style="list-style-type: none"> <li>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 W naka.</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Priority Areas Waiting for Recommendation report from Hearings Panel.</li> <li>Upper Clutha Landscapes (RCLs) Clause 3 consultation with local authorities to take place. Notification of Upper Clutha Landscape Schedules.</li> </ul>	<p><b>Green</b></p>
<b>Te P tahi - Ladies Mile Masterplan and Plan Variation</b>	<ul style="list-style-type: none"> <li>The former Minister for the Environment (David Parker) has approved the use of the Streamlined Planning Process. 124 submissions and 25 further submissions received.</li> <li>14 December 2023 - The Hearing adjourned.</li> </ul>	<ul style="list-style-type: none"> <li>Due 26 January 2024 - Council has a Right of Reply.</li> <li>Draft Recommendation Report to be written and notified.</li> </ul>	<p><b>Green</b></p>
<b>Urban Intensification Variation</b>	<ul style="list-style-type: none"> <li>24 August 2023 - Public notification of proposal. 1222 submissions were received. A Summary of Decisions was requested and is currently being prepared.</li> </ul>	<ul style="list-style-type: none"> <li>March 2024 - Summary of Decisions to be publicly notified for further submissions.</li> </ul>	<p><b>Green</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Economic Diversification Plan</b>	<ul style="list-style-type: none"> <li>December 2023 - Community consultation closed.</li> <li>Feedback is being reviewed for updates to the draft plan, alongside one on one consultation with key organisations.</li> </ul>	<ul style="list-style-type: none"> <li>February 2024 - Further updates will be provided to the Executive Leadership Team and Councillors.</li> </ul>	<b>Green</b>
<b>Spatial Plan</b>	<ul style="list-style-type: none"> <li>The Spatial Plan project team meets fortnightly to work through the implementation of priority initiative workstreams. This includes representation from Central Government, Otago Regional Council and Queenstown Lakes District Council.</li> <li>Natural Solutions for Nature have been contracted to undertake an ecological report for Te Tapuae/Southern Corridor.</li> <li>The 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.</li> <li>19 December 2023 - Council workshop held to discuss recent community engagement and provide an update on the progress of the draft Te Tapuae/Southern Corridor structure plan.</li> </ul>	<ul style="list-style-type: none"> <li>January 2024 - Award contract for urban design, landscape assessment and transport work for Te Tapuae/Southern Corridor structure plan.</li> <li>January 2024 - Issue Request for Quote for Natural hazards/Geotechnical work for Te Tapuae/Southern Corridor structure plan.</li> <li>1 February 2024- Better Off Fund 6 monthly report ending 31 December is due to the Department of Internal Affairs.</li> <li>13 February 2024 - Planning and Strategy Committee meeting to be held.</li> <li>11 March 2024 - Grow Well Whaiora Partnership Steering Group meeting to be held.</li> </ul>	<b>Green</b>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Climate and Biodiversity Plan</b>	<ul style="list-style-type: none"> <li>We have 59 Climate &amp; Biodiversity Plan (CBP) actions in progress and seven complete.</li> <li>QLDC completed the initial data gathering of the financial year 2023 organisational greenhouse gas inventory, in preparation for the next verification audit in January 2024.</li> <li>QLDC supported the Southern Lakes Sanctuary to investigate the impacts of climate change on local indigenous ecosystems through an optimal biodiversity mapping project. A Geographical Information System (GIS) mapping tool was created using the GIS layers provided by Wildlands to show potential habitat and vegetation types. This was launched on the QLDC Spatial Data Hub in December alongside a media release.</li> </ul>	<ul style="list-style-type: none"> <li>Early 2024 - Installation for the new Environmental Sensor network on Ben Lomond Reserve and Mt Iron Reserve is planned.</li> <li>31 January 2024 - The verification audit of the financial year 2023 greenhouse gas inventory by Toitu is booked.</li> <li>Middle February 2024 - The launch of the new Climate &amp; Biodiversity website is planned.</li> <li>February 2024 - The Aotearoa Bike Challenge will commence. Council will host both Queenstown and W naka 'Love to Ride' platforms and support groups such as Lightfoot and WAO to deliver on local initiatives across the district.</li> </ul>	<p><b>Green</b></p>
<b>Joint Housing Action Plan (JHAP)</b>	<ul style="list-style-type: none"> <li>Implementation of the 34 JHAP actions is underway, with key updates for December as follows:</li> <li>Working with the Grow Well Whaiora partners to understand relevant changes to Government policy and priorities from the new Government (action 3E).</li> <li>Organised a staff seminar on the Queenstown Lakes Community Housing Trust to build awareness of available housing support in the district (actions 4 and 6A).</li> <li>Published advertisements and social media posts encouraging compliance with short-term letting rules over summer (actions 1C, 3E, 6A).</li> <li>QLDC website updates to clarify short-term letting regulations (actions 1C, 3E, 6A).</li> <li>Begin working with the property team to input into process for reviewing Queenstown Lakes District Council land (action 2E).</li> </ul>	<p>Milestones for January include:</p> <ul style="list-style-type: none"> <li>Procuring a cost-benefit analysis for affordable housing in the district (action 1C).</li> <li>Create implementation plan for progressing the housing requirements for stake-holder deeds (action 4B).</li> <li>Contact developers with outstanding affordable housing contributions (action 4B).</li> <li>Contact short-term letting platforms to investigate options to improve host compliance with the rules (actions 1C, 3E, 6A).</li> </ul>	<p><b>Green</b></p>

## Corporate Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Long Term Plan 2024-2034</b>	<ul style="list-style-type: none"> <li>• 11 December 2023 - A Steering Group took place to discuss topics for consultation and a demonstration of an interactive tool to support the consultation process showing where capital investment is planned across the district. An updated draft capital and operational expenditure budget plan was also discussed.</li> <li>• 14 December - The government issued a letter to the mayor outlining their new direction for water services delivery. Water is now to be included for the full ten years. Options have been provided to assist with completing the Long Term Plan, including an extension of three months.</li> <li>• The project is marked as Amber due to the changes to Three Waters impacting the current plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Decisions are to be taken early in the New Year on timeframe for delivery of the Long Term Plan, in response to the Government requirement for Three Waters to be included for the full ten years of the Long Term Plan. The project team will re-plan the delivery of the Long Term Plan based on the decisions made.</li> <li>• Late January 2024 - A Long Term Plan Steering Group is planned where the options will be discussed.</li> </ul>	<b>Amber</b>

# Financial Management Report



# Operating Expenditure and Revenue

# Financial Management Report

% of the year completed 50%

DESCRIPTION	December Actual	December 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	*
<b>REVENUE</b>									
<b>Operating Revenue</b>									
Income - Rates	10,030,026	10,408,000	(377,974)	62,814,636	63,198,000	(383,364)	125,796,000	50%	1*
Income - Grants & Subsidies	669,059	454,309	214,749	4,608,742	3,370,120	1,238,622	10,309,214	45%	2*
Income - NZTA External Cost Recoveries	461,985	556,465	(94,480)	3,063,719	3,338,791	(275,072)	6,677,583	46%	3*
Income - Consents	929,337	1,345,277	(415,940)	7,653,747	8,071,663	(417,916)	16,143,327	47%	4*
Income - External Cost Recovery	48,937	89,415	(40,479)	692,683	536,491	156,192	1,072,982	65%	5*
Income - Regulatory	703,566	658,538	45,027	4,391,779	4,467,918	(76,139)	8,286,381	53%	6*
Income - Operational	2,521,948	2,481,006	40,942	15,187,463	14,592,925	594,539	29,465,723	52%	7*
<b>Total Operating Revenue</b>	<b>15,364,857</b>	<b>15,993,011</b>	<b>(628,154)</b>	<b>98,412,769</b>	<b>97,575,908</b>	<b>836,861</b>	<b>197,751,209</b>	<b>50%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	3,585,905	4,134,207	548,302	23,453,702	24,805,244	1,351,542	49,710,488	47%	8*
Expenditure - Salaries and Wages Contract	360,396	341,092	(19,304)	2,876,959	2,046,554	(830,405)	4,093,108	70%	9*
Expenditure - Health Insurance	66,190	40,492	(25,698)	272,277	242,952	(29,325)	485,903	56%	
<b>Total Personnel Expenditure</b>	<b>4,012,492</b>	<b>4,515,792</b>	<b>503,300</b>	<b>26,602,938</b>	<b>27,094,750</b>	<b>491,812</b>	<b>54,289,499</b>	<b>49%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	435,296	377,205	(58,091)	2,885,043	2,379,139	(505,905)	8,741,743	33%	10*
Expenditure - Legal	540,594	455,157	(85,437)	2,850,236	2,742,271	(107,965)	5,677,835	50%	11*
Expenditure - Stationery	20,401	33,388	12,987	222,093	200,326	(21,767)	400,651	55%	
Expenditure - IT & Phones	60,827	68,563	7,736	393,355	411,379	18,024	822,759	48%	
Expenditure - Commercial Rent	361,374	377,361	15,987	2,595,960	2,264,166	(331,794)	4,528,332	58%	12*
Expenditure - Vehicle	83,261	78,000	(5,261)	619,590	468,000	(151,590)	936,000	66%	13*
Expenditure - Power	352,997	315,315	(37,682)	2,734,037	1,891,891	(842,146)	3,783,782	72%	14*
Expenditure - Insurance	238,463	213,638	(24,825)	1,407,843	1,281,829	(126,014)	2,563,658	55%	15*

## Operating Expenditure and Revenue

## Financial Management Report

% of the year completed

50%

DESCRIPTION	December Actual	December 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	*
<b>EXPENDITURE</b>									
Operating Expenditure continued									
Expenditure - Infrastructure Maintenance	3,752,716	3,206,589	(546,127)	23,478,905	20,366,737	(3,112,168)	40,552,182	58%	16*
Expenditure - Parks & Reserves Maintenance	872,054	866,299	(5,755)	4,884,082	4,814,108	(69,974)	10,359,204	47%	
Expense - External Cost On Chargeable	64,447	89,238	24,792	703,449	535,430	(168,019)	1,070,860	66%	17*
Expenditure - Grants	758,974	677,888	(81,086)	4,629,553	4,923,552	293,999	9,089,290	50%	18*
Expenditure - Other	2,091,379	1,691,974	(399,405)	10,678,546	10,455,270	(223,276)	20,645,804	52%	19*
<b>Total Operating Expenditure</b>	<b>9,632,781</b>	<b>8,450,615</b>	<b>(1,182,166)</b>	<b>58,082,692</b>	<b>52,734,097</b>	<b>(5,348,595)</b>	<b>109,172,100</b>	<b>53%</b>	
<b>Interest and Depreciation</b>									
Expenditure - Interest	2,173,409	1,927,139	(246,270)	12,914,871	11,562,832	(1,352,039)	23,125,664	56%	20*
Expenditure - Depreciation	4,627,912	4,627,912	0	27,767,470	27,767,470	0	55,534,939	50%	
<b>Total Interest and Depreciation</b>	<b>6,801,321</b>	<b>6,555,050</b>	<b>(246,270)</b>	<b>40,682,340</b>	<b>39,330,301</b>	<b>(1,352,039)</b>	<b>78,660,603</b>	<b>52%</b>	
<b>TOTAL EXPENDITURE</b>	<b>20,446,593</b>	<b>19,521,457</b>	<b>(925,137)</b>	<b>125,367,971</b>	<b>119,159,148</b>	<b>(6,208,822)</b>	<b>242,122,202</b>	<b>52%</b>	
<b>NET OPERATING SURPLUS (DEFECIT)</b>	<b>(5,081,736)</b>	<b>(3,528,445)</b>	<b>(1,553,291)</b>	<b>(26,955,201)</b>	<b>(21,583,240)</b>	<b>(5,371,962)</b>	<b>(44,370,993)</b>		

### \* Commentary

\*1 Income - Rates - \$0.4m unfavourable due to changes in the rateable value of a number of QV property valuation objections that resulted in both rate adjustments subsequent to the rate setting.

\*2 Income - Grants & Subsidies - \$1.2m favourable due to NZTA Subsidies recovery of \$0.7m in excess of the planned budget. This additional income is offset by the additional expense for NZTA Internal Time, reported below in Infrastructure Maintenance. The increased cost and income is due to increased activity year-to-date, however, there is a fixed budget for the year in total and therefore the continued income/spend for the remainder of the year will be lower than that budgeted. Additionally, Council received increased Landfill Levy from Government of \$0.1m which offsets with increased Waste Management Education cost in Infrastructure Maintenance. This increase relates to higher volumes of waste disposal. Furthermore a \$0.3m in government grants received which offsets with Grant Expenditure for Property and Infrastructure.

\*3 Income - NZTA External Cost Recoveries - \$0.3m unfavourable variance within Property & Infrastructure which is due to lower internal time allocations to CAPEX projects of \$0.6m, partly offset by higher NZTA Internal Opex time claimed back from NZTA.

\*4 Income - Consents - \$0.4m unfavourable variance in Planning and Development due to \$180k of credits processed for either statutory timeframes not achieved, or invoices queried by the applicant relating to the previous financial year, and the number consents received/processed, together with a reduced complexity resulted in lower consent income to the expected budgeted amounts.



## \* Commentary

## Financial Management Report

### Operating Expenditure and Revenue

\*5 Income - External Cost Recoveries - \$0.2m favourable mainly due to Planning & Development with favourable recoveries in Resource Consents \$0.1m and District Plan cost recoveries. The net impact on the P&L is offset by Expenditure - External Cost On Chargeable.

\*6 Income - Regulatory - \$0.1m unfavourable due to lower parking fees \$0.4m collected which is offset by increased traffic & parking infringements \$0.3m collected for the year to date.

\*7 Income - Operational - \$0.6m favourable variance in Community Services is \$0.5m favourable following increased Sport and Recreation income generated specifically in Gym memberships, swimming lessons and retail sales; and property lease income.

\*8 Expenditure - Salaries & Wages - \$1.4m lower than budget due to underspend as a result of staff vacancies mainly in Planning and Development underspent by \$0.5m and Property and Infrastructure underspent by \$0.6m. These underspends are offset by positions covered by contract staff, see S&W Contract below.

\*9 Expenditure - Salaries & Wages Contract - \$0.8m higher than budget variance. Planning & Development \$0.3m 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 increase utilisation of contractors due to staff vacancies, offset against the underspend in Salaries and Wages.

\*10 Expenditure - Professional Services - \$0.5m YTD higher than budget. Planning & Development is \$0.2m higher than budget, due to general timing of spend relating to the District Plan, Community Services \$0.2m and Strategic planning \$0.2m.

\*11 Expenditure - Legal Fees - \$0.1m YTD higher than budget. Planning & Development is \$0.4m higher than budget due to spend relating to the District Plan Ladies Mile hearings. The overspend is offset by underspends for the other directorates YTD.

\*12 Expenditure - Commercial Rent - \$0.3m YTD unfavourable budget variance. Property & Infrastructure and Community Services is \$0.4m overspent due to increases in property rates on owned properties and increased in site lease cost used by Alliance.

\*13 Vehicles - \$0.2m YTD overspent on budget due to August including a June 2023 fleet invoice and currently including the cost for 4 ambassador vehicles looking after responsible camping.

\*14 Power - \$0.8m overspent on budget in Property and Infrastructure \$0.6m 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 \$0.2m due to cost and consumption increased for the swimming pools gas of \$0.1m and electricity \$0.1m following unit cost increases higher than those budgeted and increased site consumption.

\*15 Insurance - \$0.1m unfavourable due to insurance premium increases in November 2022 and May 2023 exceeding the anticipated annual increases.

\*16 Infrastructure Maintenance - \$3.1m YTD overspent in Property and Infrastructure, Roding Infrastructure maintenance is \$2.1m ahead of budget due to roading costs incurred for the September weather event of \$1.0m to date, \$0.2m cost increase NZTA Internal Time claimed for work completed (offset in NZTA income) and \$0.3m for roading power supply cost increases, and roading maintenance completed ahead of schedule \$0.6m for line marking, sealed pavements and culvert cleaning. Water Infrastructure Maintenance \$1.3m ahead of budgeted spend for unscheduled maintenance of \$0.6m following the Crypto outbreak, costs to repair communication systems of \$0.2m directly impacted by the September weather event, \$0.3m of unscheduled maintenance relating to prior year, \$0.2m of establishment cost associated with the change in supplier, \$0.2m due to the September floods, offset partially by lower than expected scheduled maintenance of \$0.2m. Waste Management is lower by \$0.3m driven mainly by the ETF being lower than budgeted (actual 0.274 vs budget 0.91), offset partially by higher than budgeted landfill costs.

\*17 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.

\*18 Expenditure - Grants - \$0.3m underspent against budget due to the timing of grant payments made to date.



## Capital Expenditure and Revenue

## Financial Management Report

DESCRIPTION	December Actual	December 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	*
<b>Capital Revenue</b>									
Income - Development Contributions	2,652,586	1,602,452	1,050,134	13,510,040	10,393,191	3,116,850	20,645,405	65%	21*
Income - Vested Assets	0	0	0	0	0	0	20,673,385	0%	
Income - Grants & Subsidies Capex	2,440,417	3,661,684	(1,221,267)	15,234,522	18,101,596	(2,867,074)	40,255,916	38%	22*
Income - Dividends received	0	0	0	7,172,306	7,172,306	0	7,423,000	97%	
<b>Total Capital Revenue</b>	<b>5,093,003</b>	<b>5,264,136</b>	<b>(171,133)</b>	<b>35,916,868</b>	<b>35,667,093</b>	<b>249,775</b>	<b>88,997,707</b>	<b>40%</b>	
<b>Capital Expenditure</b>									
Projects/Asset Purchases	12,137,003	14,222,716	2,085,713	78,848,606	90,660,896	11,812,290	181,428,241	43%	23*
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>Total Capital Expenditure</b>	<b>12,137,003</b>	<b>14,222,716</b>	<b>2,085,713</b>	<b>78,848,606</b>	<b>90,660,896</b>	<b>11,812,290</b>	<b>198,318,241</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>7,044,000</b>	<b>8,958,580</b>	<b>2,256,846</b>	<b>42,931,738</b>	<b>54,993,804</b>	<b>11,562,515</b>	<b>109,320,535</b>		
<b>External Borrowing</b>									
Loans	20,000,000			583,023,000			626,900,000		
<b>TOTAL BORROWING</b>	<b>20,000,000</b>			<b>583,023,000</b>			<b>626,900,000</b>		

### \* Commentary

\*19 Expenditure - Other - \$0.2m overspent 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 and Strategy & Policy.

\*20 Interest - \$1.4m higher than budgeted cost due to higher interest rates.

\*21 Development Contributions - \$3.0m favourable compared to budget due to favourable receipts for Three waters \$1.2m, Roding \$0.6m and Other contributions for Community Services \$1.2m.

\*22 Grants & Subsidies Capex - \$15.2m year to date funding received vs budget of \$18.1m. Variance of \$2.9m includes \$1.1m for NZTA/Waka Kotahi Capex subsidy and \$1.5m for CIP projects due to timing of subsidised roading construction works.

\*23 Projects/Asset Purchases - \$78.8m year to date spend vs budget of \$90.7m (87%). Main project spend this month includes \$3.5m Qtn Town Centre Arterials - Stage, \$1.4M Project Shotover Wastewater Treatment Plant Upgrade, \$2.5m UV Compliance response, \$0.8M Lakeview - Isle Street Upgrades & \$0.6M Wanaka - Sealed rd resurfacing. The approved adjusted full year budget of \$181.4m includes deferrals of \$63.9M per the December Reforecast Council Paper.