

# Monthly Highlight Report

---

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

October 2023

# Core Infrastructure and Services

## Key Performance Indicators

### WATER CONSUMPTION

Average consumption of water per person per day

TARGET	RESULT
<445L	<b>418.72L</b>

### WATER SUPPLY COMPLAINTS

# of complaints per 1000 connections

TARGET <4 per annum

	MONTHLY RESULT	YTD RESULT
Odour	<b>0</b>	<b>0</b>
Clarity	<b>0.07</b>	<b>0.13</b>
Taste	<b>0</b>	<b>0.03</b>
Pressure/flow	<b>0.13</b>	<b>0.61</b>
Continuity of supply	<b>0.24</b>	<b>0.75</b>

TARGET <2 per annum

TARGET	RESULT
QLDC response to issues	<b>0</b>

### WATER SUPPLY FAULTS

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

TARGETS	RESULT
<60 mins	<b>287.5 mins</b>
<1,440 mins	<b>1,473 mins</b>

### WATER SUPPLY FAULTS

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

TARGETS	RESULT
<1,440 mins	<b>1,699 mins</b>
<10,080 mins	<b>4,341.5 mins</b>

### STORMWATER COMPLAINTS

# of complaints per 1,000 connections

TARGET <5 per annum

MONTHLY RESULT	YTD RESULT
<b>0.9</b>	<b>2.69</b>

### STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	<b>0 mins</b>

### STORMWATER FLOODING

# flooding events that occur in a territorial authority district

TARGET	RESULT
<7	<b>0</b>

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

### STORMWATER FLOODING

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

TARGET	RESULT
<2	<b>0</b>

### WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>27 mins</b>

### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>133 mins</b>

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

### WASTEWATER COMPLAINTS

# of complaints per 1,000 connections

TARGET <5 per annum

	MONTHLY RESULT	YTD RESULT
Odour	<b>0.07</b>	<b>0.17</b>
Faults	<b>0.27</b>	<b>1.02</b>
Blockages	<b>0.10</b>	<b>0.54</b>

TARGET <2 per annum

TARGET	RESULT
QLDC response to issues	<b>0</b>

### REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET >95%

	RESULT
3 Waters	<b>82.1%</b>
Solid Waste	<b>98.9%</b>
Roading	<b>90.2%</b>

Results in **GREEN**  
Target achieved

### CAPEX% OF CAPITAL WORKS COMPLETED ANNUALLY, INCLUDING RENEWALS (AGAINST THE ANNUAL BUDGET ADOPTED BY COUNCIL FOR 3 WATERS, WASTE MANAGEMENT AND ROADING)

TARGET	RESULT
80-110%	<b>76%</b>

### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>683t	<b>652t</b>

### WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,833t	<b>4,221t</b>

### WASTE TO LANDFILL

% of MRF recycling contaminated

TARGET	RESULT
<20%	<b>15.24%</b>

DIA measures



## Exceptions

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

### Watersupply faults

It took an average of 1,476 minutes to attend the site for a non-urgent water supply fault, and 118 minutes for urgent. Response times have been impacted in the reporting period by increased operational activities arising from the boil water notice response, September weather event and demands from capital projects.

### Stormwater complaints

There were 27 stormwater complaints in October showing a month result of 0.9 complaints per 1,000 connections. This does not meet the target of less than 0.4 per month. The majority of requests were associated with blocked mud tanks. The contractor has been undertaking significant proactive mudtank cleaning. An assessment will be done on how this programme can be optimised to reduce the number of requests received going forward.

### Percentage of RFS Resolved On Time - 3 Waters

The target was not achieved in October with 82.1% of RFS's resolved in time. A high uptake in requests led to delays due to the contractor needing to prioritise other urgent work. These included the response to the cryptosporidium outbreak, the weather event and demands from capital projects.

### Percentage of RFS Resolved On Time - Roading

In October 90.2% of roading requests were resolved in time narrowly missing target. This is lower than last month but higher than the previous quarter average. Ongoing staffing and resourcing constraints have contributed to this result.

### Percentage of Capital Works completed annually

A significant adjustment to the proposed 2023-24 Annual Plan capital expenditure is anticipated via the December Capital Reforecast. This adjustment is required to ensure Queenstown Lakes District Council can maintain an affordable financial position and align with the Long Term Plan 2024-34 budgeting process presently underway. Accordingly, a range of budgeted 2023-24 initiatives have not been progressed as they are expected to be reprioritised into future years at the December Council meeting. Following the December budget adjustment, Council expects to meet this annual expenditure target.

### Waste diverted from landfill

While contamination targets were achieved, 87 tonnes of contaminated material were sent to landfill, and this has impacted diversion results. Only 652 tonnes of waste were diverted which does not meet the target of more than 683 tonnes but is within 5%.

### Waste to landfill

Summer volumes are already impacting this result. 4,221 tonnes of waste went to landfill in October. This does not achieve the target of less than 3,833 tonnes.

## Community Services

### ACTIVE PARTICIPANTS

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

TARGET	RESULT
>2,654	<b>2,196.78</b>

### LIBRARY CIRCULATION

# of items issued per month

TARGET	RESULT
>45,259	<b>48,879</b>

### PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>95%	<b>98%</b>

## Environment

### RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	<b>93.9%</b>

## Regulatory Functions & Services

### BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	<b>86.82%</b>

### FREEDOM CAMPING RFS

# of freedom camping RFS per month

TARGET	RESULT
<8	<b>6</b>

## Corporate Services

### CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	<b>68%</b>

### COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	<b>100%</b>

### LGOIMA REQUESTS

% responded to within 20 days

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

### COUNCILLOR ENQUIRIES

% responded to within five working days

TARGET	RESULT
100%	<b>71%</b>

### INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6%	<b>5%</b>

## Exceptions

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

### Active Participants

The participation for the gym and pool in October has increased compared to September figures. This is due to school holidays and Term Four programmes starting and an increase in venue usage. The result is still tracking slightly behind the target but should see an increase in November due to larger events planned. Due to the shortfall this month the result will be closely monitored.

### Resource Consents

In October 93.9% of resource consent application were processed within the 20-day timeframe. For the fourth month in a row this is in the 90-100 percentile and leads to a year-to-date result of 91.68%. Both are a continual improvement on previous months results and reflect the continued effort by the resource consents team to process applications in accordance with the RMA requirements and timeframes. The average processing days for October reduced to 16.04 from 19.36. While October saw a significantly lower number of applications formally received, at 83 (in comparison to August and September where 105 and 102 applications were received), overall, the number of applications received July to October is 381, only 12 applications less than the same four month period last year.

### Building Consents

The target of 100% of building consents being processed within the 20-day statutory timeframe was not achieved in October 2023. 86.62% of building consents were processed within timeframe. The processing team is still dealing with the significant increase in consents received in April/May and June due to changes in insulation requirements. This has created an unusual anomaly in our standard building consent timeframes and coincided with internal and external resource constraints. The processing team will move to above 90% of consents being processed within the statutory timeframe in the coming months as consent numbers decrease and staff resource is back to full strength.

### Customer Calls

3,292 Calls were made to Council in October. This is 700 less than the previous month. 68% met the target of being answered in less than 20 seconds. The team has added enhancements to the phone system; however, two staff departures have impacted this result.

### Councillor enquiries

In October seven Elected member requests were raised. Two were Corporate, two Assurance, Finance & Risk, two Property and Infrastructure and one Strategy and Policy. One Corporate which was resolved but not noted due to competing pressure of emergency, and one Assurance, Finance & Risk requests did not meet target for the same reason.

## Health & Safety Summary

### PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	2,144
Inspections/Audits	35
Safety & Wellbeing	63
First Aid Training	5
H&S Meetings	44

### WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<8	3.78
LTIFR*	<5	1

\*Total Recordable Injury Frequency Rate

\*\*Lost Time Injury Frequency Rate

### DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A - Safety Improved	1
B - Safety Constant	11
C - Accident or Incident	0
Target Achieved	Yes

### NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
Incident Type	0

#### EVENT DETAILS

N/A

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

### QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	3
Contractors	56
Volunteers	0
Public	4

## QLDC Health and Safety Objectives for 2023/2024

### COMPLIANCE

No breaches of the Health and Safety at Work Act 2015

### PREVENTION

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

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

### IMPROVEMENT

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

Contractor Management is the focus for Health & Safety improvement.

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

### BEHAVIOUR

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

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

### WELLBEING

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

## Monthly Commentary

### QLDC Workplace Incidents

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

There was one employee incident, where an employee experienced a pulled muscle. This 'Lost Time Injury' resulted in a Frequency Rate of one in October. Two incidents required first aid.

There were 56 contractor incidents in October, one was a 'Notifiable Event'. WorkSafe chose not to investigate.

There were four incidents involving members of the public and three involving staff. None resulted in injury.

Take 5's remain at a good level with 2,144 reported in October. Training included 54 Evacuation Training sessions, three My Safety workshops and six manual handling sessions.

With one A score this month, 11 B scores and no C scores, the Department Safety Behaviours target was achieved in October.

## Thriving people | Whakapuāwai Hapori

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



## Embracing the Māori world | Whakatinana i te ao Māori

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



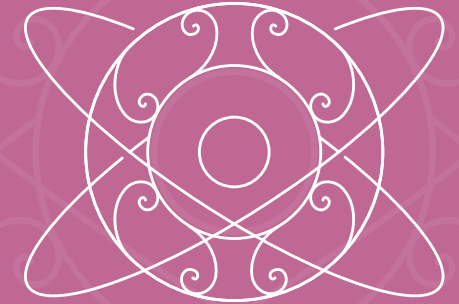
## Opportunities for all | He ōhaka taurikura

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



## Breathtaking creativity | Whakaohoho Auahataka

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



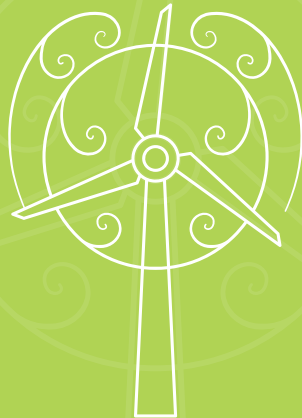
## Deafening dawn chorus | Waraki

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



## Zero carbon communities | Parakore hapori

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



## Disaster-defying resilience | He Hapori Aumangea

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



## Pride in sharing our places | Kia noho tahi tātou katoa

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



Vision Beyond 2050





## High Profile Capital Projects

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

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS*
Crown Infrastructure Partners Street Upgrades	<ul style="list-style-type: none"> <li>Construction on Brecon Street is completed. The overall site construction for all of the Street upgrades is now complete. The practical completion process is in hand. The Brecon Street practical completion is underway and on target. Handover walkovers are completed.</li> <li>Layers of asphalt to lower Brecon Street and Brecon Street/Man Street intersection has been completed.</li> <li>All concrete footpaths and planter beds along Brecon Street/Man Street have been placed.</li> <li>Preparation works to liven the traffic signals at Brecon Street/Man Street intersection has taken place.</li> <li>Minor snagging works continued in the Historic Core.</li> </ul>	<ul style="list-style-type: none"> <li>November 2023 - Complete the installation of the final balustrade along Man Street.</li> <li>22 December 2023 - Opening of intersection of Man Street and Brecon Street.</li> <li>22 December 2023 – Minor snagging works to be completed on Historic Core. The project is on track for practical completion prior to Christmas.</li> </ul>	Green
Crown Infrastructure Partners Arterial Stage One	<ul style="list-style-type: none"> <li>On Melbourne and Beetham Streets, the laterals to the connector main were completed, and the missing link to the stormwater line has been installed.</li> <li>Chorus cut over on Malaghan Street was done.</li> <li>Foundation pours continuing at St Joseph's, and concreting of anchors on Lower Beetham St wall taking place.</li> <li>Final kerbing on Gorge Road was completed.</li> <li>Asphalting of footpaths along Gorge Rd and Turner Street was completed.</li> <li>Due to the scale and stage of the Arterial project, there continues to be risk associated with time and cost. Therefore the status of the project remains AMBER.</li> </ul>	<ul style="list-style-type: none"> <li>Early November 2023 - Piling to commence on The Glebe and Malaghan Street.</li> <li>Late November 2023 - First artwork precast panels for St. Joseph School to be delivered.</li> <li>December 2023 - Gorge Road asphalt placement to be completed, with a minor break to accommodate for the Queenstown Marathon weekend 18 November 2023.</li> <li>May 2024 - Lower Beetham Street walls to be completed.</li> </ul>	Amber
Lakeview Development and Ancillary Works	<ul style="list-style-type: none"> <li>Installation of a trunk main on Man Street between Brecon and Hay Streets.</li> <li>Footpath preparation and concrete placement on the south side of Man Street.</li> <li>Asphalting of both Lake and Man Streets was completed.</li> <li>Final week of October 2023 - Lake Street was re-opened.</li> <li>Street light poles starting to be installed along Man Street.</li> <li>Underground utilities clashes have been detected in Man Street, therefore the RAG status has been updated to AMBER to reflect the delays incurred.</li> </ul>	<ul style="list-style-type: none"> <li>Early November - Completion of topsoil on Isle Street and Hay Street.</li> <li>Middle November 2023 - Work is underway to complete the structural support for the new Thompson Street road and walkway.</li> <li>December 2023 - Construction completion of the Thompson Street structural works, water supply, waste water and sealing. This will complete subdivision works.</li> </ul>	Amber



## High Profile Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Housing Infrastructure Fund Kingston Three Waters Scheme	<ul style="list-style-type: none"> <li>Projectwide funding to be resolved prior to further procurement of any major package.</li> <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.</li> <li>For Storm Water - Detailed design is currently subject to Council's Engineering Acceptance process. Aiming to complete early December 2023 Construction procurement currently on hold.</li> </ul>	<ul style="list-style-type: none"> <li>8 November 2023 - Mediation for funding to be carried out with various resolutions to be finalised by November 24th.</li> <li>End of 2023 - The Council aims to re-engage the lead designer for wastewater for a January 2024 start.</li> <li>December 2023 - Subject to funding, Water will recommence with a target to market date of middle of January 2024.</li> <li>December 2023 - Subject to funding, Storm Water will re-commence with a target to market date of early February 2024.</li> </ul>	Red
Housing Infrastructure Fund Quail Rise Reservoir	<ul style="list-style-type: none"> <li>An agreement was reached for withdrawal of one Submission for Notice Of Requirement. Negotiations commence with the other Submitter.</li> <li>3 October 2023 - The Detailed Design was accepted by the Project Control Group. The Detailed Design contract is now completed.</li> <li>Practical Completion was issued for Arrow Irrigation construction works.</li> <li>The Subdivision Strategy was reviewed and is now on record.</li> </ul>	<ul style="list-style-type: none"> <li>December 2023 - Designation targeting before Christmas. Subject to negotiations with Submitters.</li> <li>2029-2030 - Construction funding is due to be allocated.</li> <li>Preparing the project to go on hold till 2029.</li> </ul>	Green



## Selected Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Wānaka Lake Front Development Stage Five	<ul style="list-style-type: none"> <li>The detailed design is now at 90% and ready for final review by internal teams and final 3-D modelling.</li> <li>Ongoing engagement regarding the design process, specifically with the yacht club and other stakeholders.</li> <li>The project has been re-allocated an AMBER status as it had been on hold. Following an assessment, we are working to progress although delayed against original timeframes.</li> </ul>	<ul style="list-style-type: none"> <li>December 2023 - The detailed design will be finalised for peer review to align with the other completed stages.</li> <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>	Amber
Coronet Harvest Reforestation Programme	<ul style="list-style-type: none"> <li>The contractors are continuing to carry out post-harvest remedial works clearing culverts and sediment traps.</li> <li>The Request For Pricing for the planting Contractor has closed and the tender evaluation process commenced.</li> </ul>	<ul style="list-style-type: none"> <li>Early November 2023 - A Request For Pricing for the Planting contractor will be awarded. There has been an adjustment to the October confirmation /award of contract timeframe.</li> </ul>	Green
Paetara Aspiring Central	<ul style="list-style-type: none"> <li>1 October 2023 - Centre is open and operational.</li> <li>13 September 2023 - Practical Completion was granted. The contractor is currently completing defects and remediating any issues promptly.</li> </ul>	<ul style="list-style-type: none"> <li>11 November 2023 – A Lessons Learned Workshop is held with the project team to capture all lessons and potential learnings moving forward.</li> <li>Middle to late November 2023 - Basketball Hoops Design is due to be finalized and completed.</li> </ul>	Green
Arts, Culture & Heritage Strategy	<ul style="list-style-type: none"> <li>4 October 2023 - The draft Creativity and Culture Strategy was presented to the Executive Leadership Team. While they are broadly supportive of the strategy they have requested detailed analysis of the actions be completed which added time delays to the programme.</li> <li>The draft strategy will require clear alignment with the draft Long Term Plan.</li> <li>The project is flagged in Amber due to the delayed timeline.</li> </ul>	<ul style="list-style-type: none"> <li>November 2023 - The draft Creativity and Culture Strategy is presented to the Executive Leadership Team for consideration of the actions, analysis and approval to present to Council.</li> <li>December 2023 - Working group presenting a draft strategy and actions analysis to Council.</li> <li>2024 - Public engagement will occur. Community engagement process, prior to Long Term Plan consultation.</li> </ul>	Amber

## Strategy and Policy Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Proposed District Plan Stage One Appeals	<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 1,181 appeal points originally lodged were originally lodged.</li> </ul>	<ul style="list-style-type: none"> <li>29/30 November 2023 - Sticky Forest Environment Court has been set in Queenstown.</li> <li>Working to resolve any remaining Stage One appeal points.</li> </ul>	Green
Stage Two Appeals	<ul style="list-style-type: none"> <li>84 appeals and 930 appeal points received challenging Council's decisions. Mediations completed; Environment Court hearings underway.</li> </ul>	<ul style="list-style-type: none"> <li>Hearing dates for remaining zoning appeals can now be confirmed.</li> </ul>	Green
Stage Three Appeals	<ul style="list-style-type: none"> <li>43 appeals (total) containing 445 separate appeal points lodged.</li> <li>Environment Court mediations underway.</li> </ul>	<ul style="list-style-type: none"> <li>Hearing timetables are being set for all Industrial rezonings in the second half of 2023. Evidence is being exchanged for the Wanaka Industrial rezoning appeals.</li> <li>Cardrona Cattle Company Environment Court hearing (Industrial Zoning) has been postponed again, a new date is yet to be set.</li> </ul>	Green
Inclusionary Zoning	<ul style="list-style-type: none"> <li>Notified 13 October 2022. 181 original submissions and 20 further submissions were received.</li> <li>Section 42A report has been issued.</li> </ul>	<ul style="list-style-type: none"> <li>Following evidence exchange timetable up until hearing takes place.</li> <li>27 February 2024 - Hearing due to commence.</li> </ul>	Green
Landscape Schedules	<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 Wanaka.</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) Notification of Upper Clutha Landscape Schedules.</li> </ul>	Green
Te Pūtahi - Ladies Mile Masterplan and Plan Variation	<ul style="list-style-type: none"> <li>The Minister has approved the use of the Streamlined Planning Process.</li> <li>124 submissions and 25 further submissions received.</li> <li>Direction Minute One has been issued and the hearing will commence with procedural issues on Monday 27 November 2023.</li> <li>Evidence exchange underway.</li> <li>Pre-hearing meeting for lay submitters and expert witness conferencing took place. Joint Witness Statements were issued.</li> </ul>	<ul style="list-style-type: none"> <li>Speaking schedule is being finalised.</li> <li>27 November 2023 - Commence hearing with Procedural day.</li> <li>4 December 2023 - Recommence hearing with Procedural day.</li> </ul>	Green

## Strategy and Policy Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Economic Diversification Plan	<ul style="list-style-type: none"> <li>5 October 2023– Second Council workshop approved draft plan to go to consultation.</li> <li>9/10 October 2023 - Join the Dots workshops for key stakeholders were held in Queenstown and W naka.</li> </ul>	<ul style="list-style-type: none"> <li>6 November 2023 – Diversification Snapshots Event to be held.</li> <li>6 November 2023 – Spatial Plan Steering group meets.</li> <li>Early November 2023 - Community Consultation begins.</li> </ul>	Green
Climate and Biodiversity Plan	<ul style="list-style-type: none"> <li>We have 56 Climate &amp; Biodiversity Plan (CBP) actions in progress and seven complete.</li> <li>October 2023 - Queenstown Lakes District Council supported elements of the WAO Summit from the Climate &amp; Biodiversity Plan funding and co-presented at several sessions relating to community resilience and sustainable tourism.</li> <li>The Climate Reference Group held its first in-person workshop during the WAO Summit with new Chairperson Dr Leslie Van Gelder, to discuss the challenges for the District, the strategic landscape that the group operates within, and align priority areas for the group to be involved in.</li> <li>Queenstown Lakes District Council in conjunction with Lake W naka Tourism (LWT), funded a second Upper Clutha Community Shuttle trial with the report prepared by Community Networks/LINK recently released.</li> <li>Community communications for the new Environmental Sensor network were completed, including letter drops, drop-in sessions, webpage and media release.</li> </ul>	<ul style="list-style-type: none"> <li>12 December 2023 - Progress report to be presented to the Audit, Finance and Risk Committee.</li> <li>Quarter Three - ToitāEnvirocare to complete verification of Council's organisational Greenhouse Gas inventory for FY2020-2021 and FY2021-2022. An audit of FY2023 is scheduled.</li> <li>November/early December 2023 - Installation for the new Environmental Sensors planned.</li> </ul>	Green

## Strategy and Policy Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Spatial Plan	<ul style="list-style-type: none"> <li>• Spatial Plan project team meets fortnightly to work through implementation of priority initiative workstreams.</li> <li>• Future Development Strategy project team (Barker&amp;Associates, Otago Regional Council and Queenstown Lakes District Council) continue to hold fortnightly meetings.</li> <li>• 5 October 2023 - Submissions for the Proposed Urban Intensification Variation closed for public feedback.</li> <li>• 26 October 2023 - Monthly Spatial Plan meeting with Aukaha and Te Ao Marama was held.</li> <li>• Meetings with developers/key stakeholders continue to be held to help with gap analysis and to inform the Te Tapuae/Southern Corridor structure plan.</li> <li>• 24 October 2023 - Key stakeholder/developer workshop was held for Te Tapuae/Southern Corridor structure plan, with approximately 45 in attendance.</li> <li>• Market Economics have been contracted to undertake an analysis on the commercial centres/areas required in Te Tapuae/Southern Corridor and the feasibility of different densities.</li> </ul>	<ul style="list-style-type: none"> <li>• 6 November 2023 - Grow Well Whaiora Partnership Steering Group meeting is scheduled.</li> <li>• 21/23 November 2023 - Pre-engagement sessions with Te Tapuae/Southern Corridor community to be held at Jacks Point and Hanley Farm.</li> </ul>	Green
Joint Housing Action Plan (JHAP)	<ul style="list-style-type: none"> <li>• October 2023 - The JHAP was endorsed by the Grow Well Whaiora Partnership governance group, ahead of the general election.</li> <li>• Implementation of the JHAP is underway, with key updates as follows: <ul style="list-style-type: none"> <li>• A pilot dashboard was commissioned to identify empty homes using electricity data.</li> <li>• Work on a community engagement and communications plan has begun, ahead of the upcoming tourism season, to support people to find rental accommodation and support and for people to better understand the rules and regulations around short term letting.</li> <li>• Joined the NZ Tiny House Association working group and are looking at ways to reduce barriers for tiny homeowners/renters, including better communicating local requirements.</li> <li>• A stocktake of Crown and Council land was initiated to identify any with potential to be used for housing.</li> <li>• Working with the Grow Well Whaiora partners to understand the policy settings of the new Government.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• November 2023 - Finalise JHAP 'plan-on-a-page' document.</li> <li>• November 2023 - Finalise A3 summary of the Queenstown Housing Challenge.</li> <li>• November 2023 - Approving the transfer of housing lots to the Queenstown Community Housing Trust in W naka and Mt Cardrona as per the requirements of the Stakeholder Deeds.</li> </ul>	Green



## Corporate Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Annual Report 2022 - 23	<ul style="list-style-type: none"> <li>• 5 October 2023 - The Annual Report was sent to the Audit, Finance and Risk review committee.</li> <li>• 19 October 2023 - The Annual Report was adopted by Council.</li> <li>• A lessons learned exercise is being carried out with the project team and the Program Control Group.</li> <li>• Auditors are reviewing the summary Annual Report and once the audit is complete, both the Annual Report and the summary document will be published on the Queenstown Lakes District Council's website in line with the timeframes set by the Local Government Act 2002.</li> </ul>	<ul style="list-style-type: none"> <li>• 16 November 2023 - The Annual Report and summary document will be published on the Council's website.</li> <li>• 30 November - A lessons learnt report, including recommendations for future improvements will be available.</li> </ul>	Green
Long Term Plan 2024-2034	<ul style="list-style-type: none"> <li>• October 2023 - Regular Steering Group meetings are taking place.</li> <li>• The Long Term Plan document drafting is underway. Elected members continue to steer the direction of the Long Term Plan as CAPEX and OPEX draft plans are refined. External auditors have been engaged, advising staff on the Office of the Auditor General requirements for the Long Term Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• November 2023 - Two Steering Group sessions are planned.</li> <li>• December 2023 - One Steering Group session is planned.</li> <li>• March/April 2024 - Public Consultation is scheduled.</li> </ul>	Green

# Operating Expenditure and Revenue

# Financial Management Report

% of the year completed **33%**

DESCRIPTION	October 2023 Actual	October 2023 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
<b>REVENUE</b>									
<b>Operating Revenue</b>									
Income - Rates	10,842,300	10,858,000	(15,700)	42,257,126	42,322,000	(64,874)	125,796,000	34%	
Income - Grants & Subsidies	977,500	856,655	120,845	3,208,112	2,461,502	746,610	10,309,214	31%	1*
Income - NZTA External Cost Recoveries	524,696	556,465	(31,769)	2,007,330	2,225,861	(218,531)	6,677,583	30%	2*
Income - Consents	1,342,302	1,345,277	(2,975)	5,287,839	5,381,109	(93,270)	16,143,327	33%	3*
Income - External Cost Recovery	142,378	89,415	52,963	645,261	357,661	287,601	1,072,982	60%	4*
Income - Regulatory	632,423	672,043	(39,620)	3,098,735	3,165,464	(66,730)	8,286,381	37%	
Income - Operational	2,745,534	2,433,421	312,113	10,280,065	9,645,775	634,290	29,465,723	35%	5*
<b>Total Operating Revenue</b>	<b>17,207,132</b>	<b>16,811,276</b>	<b>395,856</b>	<b>66,784,468</b>	<b>65,559,372</b>	<b>1,225,096</b>	<b>197,751,209</b>	<b>34%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	4,010,406	4,134,207	123,801	15,701,628	16,536,829	835,201	49,710,488	32%	6*
Expenditure - Salaries and Wages Contract	540,082	341,092	(198,990)	1,983,075	1,364,369	(618,705)	4,093,108	48%	7*
Expenditure - Health Insurance	53,288	40,492	(12,796)	179,456	161,968	(17,489)	485,903	37%	
<b>Total Personnel Expenditure</b>	<b>4,603,777</b>	<b>4,515,792</b>	<b>(87,985)</b>	<b>17,864,159</b>	<b>18,063,166</b>	<b>199,008</b>	<b>54,289,499</b>	<b>33%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	675,701	392,296	(283,405)	1,836,759	1,624,598	(212,160)	8,741,743	21%	8*
Expenditure - Legal	222,353	455,157	232,804	1,327,696	1,831,957	504,261	5,677,835	23%	9*
Expenditure - Stationery	78,701	33,388	(45,314)	193,519	133,550	(59,969)	400,651	48%	
Expenditure - IT & Phones	69,563	68,563	(1,000)	269,058	274,253	5,195	822,759	33%	
Expenditure - Commercial Rent	447,094	338,922	(108,173)	1,633,990	1,355,686	(278,304)	4,067,058	46%	10*
Expenditure - Vehicle	90,976	78,000	(12,976)	434,494	312,000	(122,494)	936,000	46%	11*
Expenditure - Power	357,195	315,315	(41,880)	1,914,003	1,261,261	(652,743)	3,783,782	51%	12*
Expenditure - Insurance	233,876	213,638	(20,238)	935,504	854,553	(80,951)	2,563,658	36%	

## Operating Expenditure and Revenue

## Financial Management Report

% of the year completed

33%

DESCRIPTION	October 2023 Actual	October 2023 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
<b>EXPENDITURE</b>									
Operating Expenditure continued									
Expenditure - Infrastructure Maintenance	4,412,750	3,324,589	(1,088,162)	15,376,116	13,953,559	(1,422,557)	40,552,182	38%	13*
Expenditure - Parks & Reserves Maintenance	763,979	948,221	184,242	2,990,647	3,059,863	69,216	10,359,204	29%	
Expense - External Cost On Chargeable	131,726	89,238	(42,487)	554,769	356,953	(197,816)	1,070,860	52%	14*
Expenditure - Grants	876,304	975,284	98,980	3,612,590	3,864,535	251,946	9,550,564	35%	15*
Expenditure - Other	763,435	1,638,554	875,119	6,928,979	7,132,760	203,780	20,645,804	31%	16*
<b>Total Operating Expenditure</b>	<b>9,123,654</b>	<b>8,871,165</b>	<b>(252,489)</b>	<b>38,008,124</b>	<b>36,015,528</b>	<b>(1,992,596)</b>	<b>109,172,100</b>	<b>35%</b>	
Interest and Depreciation									
Expenditure - Interest	2,141,472	1,927,139	(214,334)	8,599,990	7,708,555	(891,435)	23,125,664	37%	17*
Expenditure - Depreciation	4,627,912	4,627,912	0	18,511,646	18,511,646	0	55,534,939	33%	
<b>Total Interest and Depreciation</b>	<b>6,769,384</b>	<b>6,555,050</b>	<b>(214,334)</b>	<b>27,111,636</b>	<b>26,220,201</b>	<b>(891,435)</b>	<b>78,660,603</b>	<b>34%</b>	
<b>TOTAL EXPENDITURE</b>	<b>20,496,815</b>	<b>19,942,007</b>	<b>(554,808)</b>	<b>82,983,919</b>	<b>80,298,895</b>	<b>(2,685,023)</b>	<b>242,122,202</b>	<b>34%</b>	
<b>NET OPERATING SURPLUS (DEFECIT)</b>	<b>(3,289,683)</b>	<b>(3,130,731)</b>	<b>(158,952)</b>	<b>(16,199,451)</b>	<b>(14,739,523)</b>	<b>(1,459,927)</b>	<b>(44,370,993)</b>		

### \* Commentary

\*1 Income - Grants & Subsidies - \$0.7m favourable due to NZTA Subsidies recovery of \$0.5m more than budget. This additional income is offset by the NZTA Internal Time expense.

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

\*3 Income - Consents - \$0.1m unfavourable variance in Planning and Development has processed \$110k of credits for either statutory timeframes not achieved, or invoices queried by the applicant relating to the previous financial year.

\*4 Income - External Cost Recoveries - \$0.3m favourable mainly due to Planning & Development with favourable recoveries in Resource Consents; \$0.2m together with Property & Infrastructure; \$0.1m favourable cost recoveries. The net impact on the P&L is offset by Expenditure - External Cost On Chargeable.

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





## \* Commentary

# Financial Management Report

## Operating Expenditure and Revenue

\*6 Expenditure - Salaries & Wages - \$0.7m lower than budget due to underspend as a result of staff vacancies mainly in Planning and Development underspent by \$0.3m and Property and Infrastructure underspent by \$0.4m. These underspends are offset by some vacancies covered by contract staff, see S&W Contract below.

\*7 Expenditure - Salaries & Wages Contract - \$0.6m higher than budget variance. Planning & Development \$0.2m higher than budget spend due to utilisation of contractor costs per hour set lower than actual cost incurred. Property & Infrastructure is \$0.3m overspent on budget. These overspent variances are driven by increased utilisation of contractors due to staff vacancies, offset against the underspend in Salaries and Wages.

\*8 Expenditure - Professional Services - \$0.2m YTD higher than budget. Planning & Development is \$0.2m higher than budget, due to general timing of spend relating to the District Plan.

\*9 Expenditure - Legal - \$0.5m YTD lower than budget variance. Planning & Development is \$0.5m lower than budget, due to general underspend YTD.

\*10 Expenditure - Commercial Rent - \$0.3m YTD unfavourable budget variance. Property & Infrastructure is \$0.3m overspent due to increases in property rates on owned properties and increased in site lease cost used by Alliance.

\*11 Vehicles - \$0.1m YTD overspent on budget due to August including a June 2023 fleet invoice.

\*12 Power - \$0.7m overspent on budget due to Property and Infrastructure \$0.4m due to increased electricity cost for 3 Waters sites in relation to consumption, electricity unit cost increases and the additional impact of new sites commissioned. Community Services \$0.2m due to cost and consumption increased for the swimming pools gas and electricity following unit cost increases higher than those budgeted and increased site consumption.

\*13 Infrastructure Maintenance - \$1.4m YTD overspent in Property and Infrastructure, specifically for Rooding Infrastructure maintenance, which has \$0.6m spend in relation to rooding costs incurred for the September weather event, \$0.4m increase NZTA Internal Time claimed for work completed (offset in NZTA Income) and \$0.6m cost overspend for Water Maintenance affected by the Crypto outbreak and includes \$0.3m in costs to repair communication and water network systems directly impacted by the September weather event.

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

\*15 Expenditure - Grants - \$0.3m underspent against budget due to the timing of grant payments made to date.

\*16 Expenditure - Other - \$0.2m underspent due to an accrual for \$0.6m for rooding maintenance work still to be completed relating to the September Weather Event which was offset by underspends in Planning & Development \$0.5m for District Plan Commissioner Fees due to timing of matters and Strategy & Policy \$0.4m underspent by \$175k for Climate Action and \$225k due to timing of Program initiatives and Event Sponsorships.

\*17 Interest - \$0.9m higher than budgeted cost due to higher interest rates.

\*18 Development Contributions - \$0.6m unfavourable due to Three waters receipts \$1.3m unfavourable compared to budget which is offset by favourable other contributions for Community Services of \$0.6m.

\*19 Grants & Subsidies Capex - \$9.4m year to date funding received vs budget of \$11.1m. Variance of \$1.7m includes \$0.9m for NZTA/Waka Kotahi Capex subsidy and \$0.7m for CIP projects due to timing of subsidised rooding construction works.

## Capital Expenditure and Revenue

## Financial Management Report

DESCRIPTION	October 2023 Actual	October 2023 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
<b>Capital Revenue</b>									
Income - Development Contributions	2,246,730	1,573,044	673,686	6,254,156	6,865,352	(611,197)	20,645,405	30%	18*
Income - Vested Assets	0	0	0	0	0	0	20,673,385	0%	
Income - Grants & Subsidies Capex	2,911,272	3,293,255	(381,982)	9,441,120	11,146,657	(1,705,537)	40,255,916	23%	19*
Income - Dividends received	0	0	0	7,172,306	7,172,306	0	7,423,000	97%	
Income - Gain/(loss) on disposal of PP&E									
Income - Gain/(Loss) on disposal of dev. prop.									
<b>Total Capital Revenue</b>	<b>5,158,002</b>	<b>4,866,299</b>	<b>291,703</b>	<b>22,867,582</b>	<b>25,184,315</b>	<b>(2,316,734)</b>	<b>88,997,707</b>	<b>26%</b>	
<b>Capital Expenditure</b>									
Projects/Asset Purchases	13,170,551	17,069,916	3,899,365	49,369,388	65,385,360	16,015,972	245,371,496	20%	20*
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>Total Capital Expenditure</b>	<b>13,170,551</b>	<b>17,069,916</b>	<b>3,899,365</b>	<b>49,369,388</b>	<b>65,385,360</b>	<b>16,015,972</b>	<b>262,261,496</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>8,012,549</b>	<b>12,203,617</b>	<b>3,607,662</b>	<b>26,501,806</b>	<b>40,201,044</b>	<b>18,332,706</b>	<b>173,263,789</b>		
<b>External Borrowing</b>									
Loans	7,000,000			558,731,671			626,900,000		

### \* Commentary

\*20 Projects/Asset Purchases - \$49.4m year to date spend vs budget of \$65.4m (76%). Main project spend this month includes \$4.4m Qtn Town Centre Arterials - Stage, \$1.0M Road to Zero Minor Improvements LCLR, \$1.0M Arthurs Point to CBD Active Travel, \$0.9M Project Shotover Wastewater Treatment Plant Upgrade, \$0.8M Queenstown Street Upgrades CIP & \$0.7M Lakeview Thomson Street Upgrade. Note an extensive review has been undertaken as part of the 2024-34 Long Term Plan budget process to defer a significant amount of expenditure to later years (2026/27 or later) due to funding constraints in the first 2 years of the new long-term plan. Changes are highlighted in the December 2023 reforecast council paper which recommends a reduction in 2023/24 budget of \$67.3m to a revised approved adjusted budget of \$178.0m.