

# Monthly Highlight Report

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Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report

January 2024

# Core Infrastructure and Services

## Key Performance Indicators

### WATER CONSUMPTION

Average consumption of water per person per day

TARGET	RESULT
<700L	<b>612.32L</b>

### WATER SUPPLY COMPLAINTS

# of complaints per 1,000 connections

TARGET <4 per annum

	MONTHLY RESULT	YTD RESULT
Odour	<b>0</b>	<b>0</b>
Clarity	<b>0.10</b>	<b>0.13</b>
Taste	<b>0</b>	<b>0.06</b>
Pressure/flow	<b>0.96</b>	<b>2.30</b>
Continuity of supply	<b>0.40</b>	<b>1.55</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>53 mins</b>
<1,440 mins	<b>1,447 mins</b>

### WATER SUPPLY FAULTS

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

TARGETS	RESULT
<1,440 mins	<b>3,140 mins</b>
<10,080 mins	<b>7,087 mins</b>

### STORMWATER COMPLAINTS

# of complaints per 1,000 connections

TARGET	MONTHLY RESULT	YTD RESULT
<5 per annum	<b>0.36</b>	<b>3.88</b>

### STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	<b>n/a</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>49 mins</b>

### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>265 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>0.17</b>	<b>0.51</b>
Faults	<b>0.33</b>	<b>1.58</b>
Blockages	<b>0.17</b>	<b>0.81</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>69.7%</b>
Solid Waste	<b>97.5%</b>
Roading	<b>78.7%</b>

Results in **GREEN**  
Target achieved

### CAPEX% OF CAPITAL WORKS COMPLETED ANNUALLY, INCLUDING RENEWALS

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

TARGET	RESULT
80-110%	<b>91%</b>

### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>683t	<b>899t</b>

### WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,833t	<b>4,183t</b>

### WASTE TO LANDFILL

% of MRF recycling contaminated

TARGET	RESULT
<20%	<b>13.3%</b>

DIA measures



## Exceptions

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

### Water supply faults response time

The target was not achieved for both non-urgent and urgent times. The contract team is focussing on improving timeframes associated with job resolution and reporting to complete the call-outs.

### Waste Water response time to resolve issues

The median response time to resolve an issue related to a waste water overflow in January was 265 minutes. This did not meet the target and is due to a number of complex overflow situations and issues with timely reporting to complete the call-outs.

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

69.7% of requests for Three Waters were resolved on time. The poor performance reported is a combination of both overdue requests and operator issues associated with reporting to complete the call-outs. Improvement and training in this area is a primary focus of the contract team.

### Percentage of RFS Resolved On Time - Roading

The target was not achieved this month with 78.7% of total requests for roading resolved on time. The result is largely impacted by internal performance. Staffing absences coupled with a very high number of requests are having a significant impact. The contractor performance result is high with 94% of requests resolved on time.

### Waste to Landfill

In January 4,183 tonnes of waste went to landfill. This does not meet the target of less than 3,833 tonnes for the month. Summer volumes created by the increase in tourism and temporary residents are still impacting the results.



## Community Services

### ACTIVE PARTICIPANTS

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

TARGET	RESULT
>3,253	1,997.06

### LIBRARY CIRCULATION

# of items issued per month

TARGET	RESULT
>45,259	51,096

### PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>95%	87%

## Environment

### RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	96.43%

## Regulatory Functions & Services

### BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	98.63%

### FREEDOM CAMPING RFS

# of freedom camping RFS per month

TARGET	RESULT
<8	6

## Corporate Services

### CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	70%

### COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	100%

### LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	100%

### COUNCILLOR ENQUIRIES

% responded to within 5 working days

TARGET	RESULT
100%	90%

### INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6%	5%

## Exceptions

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

### Active Participants

January 2024 saw 12% more visits to the Sports&Recreation facilities compared to January 2023. However, due to the rise in population (official calculation number changed since July 2023) the average per 1,000 residents is lower and the target was missed. There is a strong growth from Alpine Health and Fitness, swim school, Queenstown Events Centre fields and rooms (due to the Highlanders game), Wanaka pool and all Wanaka venues.

### Parks Request for Service

87% of Parks Requests were resolved on time. A large number of tree related requests were not responded to on time by the external contractor. This is a flow on effect from the digital platform failure in December which took significant time to resolve. Internally, four requests were delayed. Due to the low number of requests for internal staff this has a high impact on the total percentage.

### Resource Consents

Performance for resource consent continues to be within the 90th percentile. This is the best result for this financial year where 54 of 56 decisions were issued within required timeframes. Year to date 92.41% of applications have been processed on time. This is the highest in eight years. While January numbers of applications are typical, overall, there is a subtle trending down of application numbers over time. There is also a trend of less complex applications, being lodged in recent months.

### Building Consents

98.63 % of building consents were processed within the 20-day statutory timeframe in January 2024. This does not meet the target, however presents a continuous improvement over the past 6 month and is within the 5% margin.

### Customer Calls

3,446 calls were received in January with 93% of all calls answered and resolved, 70% were answered within 20 seconds. Call volumes were similar to the previous year. The result was impacted by three new staff in training, one not on phones until completion of training. In addition, the break over the Christmas period led to large volumes of requests from the public with over 955 emails received for the few days of closure, and an additional 4,267 received throughout the month, all of which have been processed alongside handling calls.

### Councillor Enquiries

18 Elected member requests were raised for January. This is six times the amount raised the previous year during the same period with three received in January 2023. 11 were for Property and Infrastructure, three for Community Services, two for Planning & Development, one for Finance, Legal and Regulatory and one for Corporate Services. Most enquiries related to various road works and water infrastructure (leaks, health and safety, timeframes for repairs). Both elected member requests that were overdue related to a delay in waiting on further information to provide a full response to the enquiry. In each instance the Councillors were made aware of the delays.

## Health & Safety Summary

### PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	1,115
Inspections/Audits	117
Safety & Wellbeing	74
First Aid Training	7
H&S Meetings	33

### WORK EVENTS

Injury Frequency Rates  
(12 month rolling average)

TYPE	TARGET	RESULT
TRIFR*	<8	6.15
LTIFR*	<5	6.15

\*Total Recordable Injury Frequency Rate

\*\*Lost Time Injury Frequency Rate

### DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A - Safety Improved	2
B - Safety Constant	9
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	22
Volunteers	0
Public	3

## 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 was one “lost time injury” recorded this month which increased the LTIFR rate to 6.15 as a staff member had to take leave due to an injury. The “total recordable injury frequency rate” has also increased to 6.15 due to the same incident. Appropriate investigations and follow-ups have been completed in the required time frame to access risk and consider whether improvements can be implemented.

The number of Inspections and audits undertaken remain at good levels. Health & Safety training included trailer safety, mobile sweeper unit, first aid scenarios and responses.

There has been a decrease in the number of Take5's but this is to be expected as people return to work throughout the month of January from the Christmas close down period.

There were three employee incidents recorded. These included one Lost time Incident, one Pain & Discomfort and one Report Only. All contractor incidents have been investigated and findings for improvement implemented. For the sixth month running there were no incidents involving volunteers. Three incidents involving members of the public were reported; one of the incidents involved a member of the public damaging an electronic lock and CCTV camera. The other two incidents were of a minor nature.

With two A scores, nine B scores and no C scores the Department Safety Behaviours target was achieved. This is the sixth month running with zero C scores recorded.

## Thriving people | Whakapuāwai Hapori

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



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

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



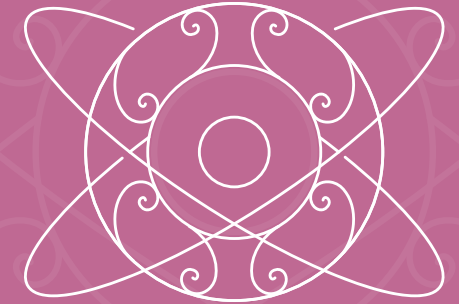
## Opportunities for all | He ōhaka taurikura

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



## Breathtaking creativity | Whakaohoho Auahataka

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



## Vision Beyond 2050

## Deafening dawn chorus | Waraki

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



## Zero carbon communities | Parakore hapori

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



## Disaster-defying resilience | He Hapori Aumangea

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



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

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





## High Profile Capital Projects

\*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 Street Upgrades</b>	<ul style="list-style-type: none"> <li>30 January 2024 - Project Practical completion was signed off by the Alliance Board.</li> <li>Minor re-works (faults and omissions) are underway in upper Brecon Street. Signs and line markings were adjusted in the Historic Core with minor re-works underway.</li> </ul>	<ul style="list-style-type: none"> <li>End March 2024 - Completion of minor re-works to be completed.</li> <li>March/April 2024 - Project Close Out Report to be submitted to Crown Infrastructure Partners.</li> </ul>	Green
<b>Crown Infrastructure Partners Arterial Stage One</b>	<ul style="list-style-type: none"> <li>Completion of supporting structure works on the Glebe retaining wall. These supporting structure works will continue on Malaghan's wall into February 2024.</li> <li>Reinforcement works on St Joseph's wall are nearing completion with drainage works on the lower section of the wall starting in February 2024.</li> <li>The project is <b>Amber</b> due to the scale and stage of the arterials project. There continues to be risk associated with time and cost.</li> </ul>	<ul style="list-style-type: none"> <li>15 February 2024 - Project budget amendments to go to Queenstown Lakes District Council Full Council meeting.</li> <li>March 2024 - Retaining Wall completion (Melbourne St and Glebe).</li> <li>May 2024 - St Joseph's Wall completion.</li> </ul>	Amber
<b>Lakeview Development and Ancillary Works</b>	<ul style="list-style-type: none"> <li>On Thompson Street, Balustrade installation is underway on the retaining wall. Street furniture fixings continue to be installed.</li> <li>On both Thompson Street and within the subdivision, sign installation and line marking is complete.</li> <li>Landscape planting on both Thompson and Isle Street has been completed.</li> <li>The project is <b>Amber</b> due to minor defect items and resolution of an issue with lifting tiles. These are being worked through and are intended to be complete by the end of March.</li> </ul>	<ul style="list-style-type: none"> <li>Early February 2024 - Lakeview Subdivision street furniture to be completed.</li> <li>Mid-February 2024 - Remedial saw cutting to Isle Street pavers to be completed.</li> </ul>	Amber





## High Profile Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Housing Infrastructure Fund</b></p> <p><b>Kingston Three Waters Scheme</b></p>	<ul style="list-style-type: none"> <li>Waste Water - The developed design was approved. The detailed design has started. The designation was finalised.</li> <li>Water - All consents have been obtained. The detailed design is complete. Bore headworks construction is complete.</li> <li>Storm Water - The detailed design obtained Engineering Acceptance in December 2023. Developer's engineer is working through feedback on procurement documentation. Once closed out the project will be ready to be released to the market.</li> <li>Projectwide: Mediation occurred on 8 November 2023 with final settlement actions to be completed February 2024. This allows work to proceed on all fronts. Council is reengaging with the developer on the full scope of works.</li> <li>The project is flagged <b>Red</b> due to general delays and cost escalations.</li> </ul>	<ul style="list-style-type: none"> <li>Waste Water: Odour (air discharge) consent: Assessment of Environmental Effects to be updated with input from detailed design before obtaining Affected Party Approval.</li> <li>Water: week of 26 February 2024 - Procurement to go to market. This is dependent on agreement with the developer and confirmation of procurement documentation.</li> <li>Storm Water: Waiting for response to feedback provided by Queenstown Lakes District Council on the draft documentation.</li> </ul>	<p><b>Red</b></p>
<p><b>Housing Infrastructure Fund</b></p> <p><b>Quail Rise Reservoir</b></p>	<ul style="list-style-type: none"> <li>Agreement was reached for withdrawal of one Submission for Notice Of Requirement. Negotiations are underway with the other submitter. This is ongoing with conditions confirmed.</li> <li>Detailed Design was accepted by the Project Control Group (3rd October 2023). The Detailed Design contract is now completed. Item Closed.</li> <li>Practical Completion issued for Arrow Irrigation construction works. Item Closed.</li> <li>Subdivision Strategy reviewed and now on record. Item Closed.</li> </ul>	<ul style="list-style-type: none"> <li>Designation – agreed approach for withdrawal of remaining submission, then proceed with designation.</li> <li>Expecting to meet the conditions for withdrawal by the end of March.</li> <li>2029/30 - Construction funding to be allocated. No further immediate action.</li> <li>Preparing the project to go on hold till 2029.</li> </ul>	<p><b>Green</b></p>





## Selected Capital Projects

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> <li>A project manager has been appointed to deliver the project January/February 2025.</li> </ul>	<ul style="list-style-type: none"> <li>Design to be approved by the design Challenge group and engineer Challenge group.</li> <li>Drafting of Procurement plan and tender documents.</li> <li>February 2024 - Road Safety Audit is due.</li> </ul>	<p>Green</p>
<b>Coronet Harvest Reforestation Programme</b>	<ul style="list-style-type: none"> <li>The Tree felling is now complete, the site is being audited and will be formally handed back to Queenstown Lakes District Council shortly. The contractors are carrying out post-harvest remedial works clearing culverts and sediment traps.</li> </ul>	<ul style="list-style-type: none"> <li>February 2024 - The contract for the Planting contractor will be announced.</li> </ul>	<p>Green</p>
<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>The submission for the Basketball Hoop installation is being finalised.</li> </ul>	<ul style="list-style-type: none"> <li>February 2024 - Contractor to finalise submission for Basketball Hoop installation.</li> <li>Mid/Late March 2024 - Work to commence on site.</li> <li>Mid April 2024 - Installation of Structural Steel.</li> <li>Mid May 2024 - Installation of Basketball Hoops systems.</li> </ul>	<p>Green</p>
<b>Creativity and Culture Strategy</b>	<ul style="list-style-type: none"> <li>January 2024 - A Steering Group meeting was held. The final timeline for completion of the draft document and community engagement was confirmed.</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 – Final design changes to the draft strategy document to be made.</li> <li>February/March 2024 – Start community engagement process on draft strategy, including hosting community hui. Planned dates are 18 March to 19 April for community engagement with community hui proposed for after Easter between 2-12 April, final dates TBC. Community hui will be two hour info sessions on the draft Strategy, to be held in W naka, Queenstown and Glenorchy. A further session will also be held with Heritage group leaders on 4 April at Lakes District Museum.</li> </ul>	<p>Amber</p>



## Selected Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Glenorchy Marina</b>	<ul style="list-style-type: none"><li>• 26 &amp; 31 January 2024 - Budget sourcing approved through Project Control Group. Transfer to be formalised.</li><li>• The project remains <b>Red</b> as the budget needs to be formalised.</li></ul>	<ul style="list-style-type: none"><li>• 4 March 2024 - Engineer Control Group to approve detailed design and storm water.</li><li>• Early April 2024 - Engaging Market.</li></ul>	<b>Red</b>
<b>Water Sports Programme</b>	<ul style="list-style-type: none"><li>• The contract award is in progress. The construction start date is confirmed for March 2024. The contracted price is below the available budget.</li></ul>	<ul style="list-style-type: none"><li>• Contract implementation documents to be reviewed and approved. Stakeholders to be updated.</li><li>• March 2024 - Construction to commence.</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> </ul>	<ul style="list-style-type: none"> <li>Working to resolve any remaining Stage One appeal points.</li> </ul>	Green
<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> </ul>	<ul style="list-style-type: none"> <li>Awaiting confirmation of Hearing dates for remaining zoning appeals.</li> </ul>	Green
<b>Stage Three Appeals</b>	<ul style="list-style-type: none"> <li>43 appeals (total) containing 445 separate appeal points were lodged. 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>	Green
<b>Inclusionary Zoning</b>	<ul style="list-style-type: none"> <li>Notified 13 October 2022. 181 original submissions and 20 further submissions received.</li> <li>12 February 2024 - Council Rebuttal (to submitter evidence) was received and is publicly available.</li> </ul>	<ul style="list-style-type: none"> <li>27 February - The Hearing is due to commence.</li> </ul>	Green

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Landscape Schedules</b></p>	<ul style="list-style-type: none"> <li>Priority Areas</li> </ul> <p>30 June 2022 - Priority Areas were notified. 208 original submissions and 38 further submissions 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 between October and November 2023.</p> <ul style="list-style-type: none"> <li>Upper Clutha Landscapes (RCLs)</li> </ul> <p>Landscape architect is working through comments received on the draft schedules. Background documents, including Section 32 being drafted in preparation of notification. Internal review of the draft schedules has been undertaken. Clause 3 consultation took place with local authorities.</p>	<ul style="list-style-type: none"> <li>Priority Areas</li> </ul> <p>Waiting for Recommendation report from Hearings Panel.</p> <ul style="list-style-type: none"> <li>Upper Clutha Landscapes (RCLs)</li> </ul> <p>Notification of Upper Clutha Landscape Schedules variation.</p>	<p>Green</p>
<p><b>Te P tahi - Ladies Mile Masterplan and Plan Variation</b></p>	<ul style="list-style-type: none"> <li>The former Minister for the Environment (David Parker) approved the use of the Streamlined Planning Process. 124 submissions and 25 further submissions received.</li> <li>January 2024 Council Right of Reply was published on the website.</li> </ul>	<ul style="list-style-type: none"> <li>Draft Recommendation Report to be written and notified.</li> </ul>	<p>Green</p>
<p><b>Urban Intensification</b></p>	<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>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Economic Diversification Plan</b></p>	<ul style="list-style-type: none"> <li>January 2024 - 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 - A Diversification Review Panel is being established to ensure changes to the Draft Economic Diversification Plan (EDP) are agreed in a collaborative way and the plan is refined to reflect feedback from businesses and our local community. A Year One implementation plan is also being developed.</li> <li>March, April 2024 - Further updates will be provided to the Executive Leadership Team (ELT) and councillors. Review panel sessions will take place online.</li> <li>May 2024 - Final draft documents to be presented to the review panel, ELT and councillors. Endorsement to be sought from key partners.</li> <li>June 2024 - Final draft documents to be presented for endorsement at a full council meeting.</li> </ul>	<p>Green</p>
<p><b>Spatial Plan</b></p>	<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>25 January 2024 - A Request For Quote was issued to invited suppliers for Natural hazards/Geotechnical work for Te Tapuae/Southern Corridor structure plan.</li> <li>Better Off Fund 6 monthly report ending 31 December has been completed for each of the eight projects and has been submitted to the Department of Internal Affairs.</li> </ul>	<ul style="list-style-type: none"> <li>February 2024 - Award contract for urban design, landscape assessment and transport work for Te Tapuae/Southern Corridor structure plan.</li> <li>February/March 2024 - Award contract for Natural hazards/geotechnical work.</li> <li>13 February - Planning and Strategy Committee to meet.</li> <li>11 March 2024 - Grow Well Whaiora Partnership Steering Group meeting to be held.</li> </ul>	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Climate and Biodiversity Plan</b></p>	<ul style="list-style-type: none"> <li>We have 58 Climate &amp; Biodiversity Plan (CBP) actions in progress and seven complete.</li> <li>End January 2024 - Queenstown Lakes District Council organisational greenhouse gas inventory was audited by Toit Envirocare. Council is seeking recertification against Toit's carbonreduce programme.</li> <li>The installation of the new Environmental Sensor network on Ben Lomond Reserve and Mt Iron Reserve has been completed. This will provide data on air quality, weather conditions and visual and thermal imaging of public reserves to assist in wildfire risk reduction and early fire detection once it goes live in February.</li> <li>Preparation for the Aotearoa Bike Challenge was completed prior to the 1 February 2024 kick-off.</li> </ul>	<ul style="list-style-type: none"> <li>February 2024 - Launch of the new Climate &amp; Biodiversity website. You can find it here: <a href="http://www.climateaction.qldc.govt.nz">www.climateaction.qldc.govt.nz</a>. Updates on individual actions in the Climate and Biodiversity Plan 2022-25 will be provided via this website and the quarterly Audit Finance &amp; Risk Committee reports.</li> <li>End of Financial Year 2023-24 - Development of the next Climate &amp; Biodiversity Plan 2025-2028 will commence. Progress will be reported through this reporting channel.</li> </ul>	<p>Green</p>
<p><b>Joint Housing Action Plan (JHAP)</b></p>	<p>Implementation of the 34 JHAP actions is underway, with key updates for January as follows:</p> <ul style="list-style-type: none"> <li>A cost-benefit analysis for affordable housing in the district was procured (action 1C).</li> <li>An implementation plan for progressing the housing requirements for stakeholder deeds was drafted (action 4B).</li> <li>An initial meeting with the developers to follow up on affordable housing contributions was scheduled (action 4B).</li> <li>Airbnb was contacted to investigate options to improve host compliance with the rules (actions 1C, 3E, 6A).</li> <li>Progress on Inclusionary Housing Plan Variation can be found <a href="#">here</a>, and Intensification Plan Variation can be found <a href="#">here</a>. Future Development Strategy and Southern Corridor Structure Plan is reported under the Spatial Plan project (actions 4A, 8A, 8B and 9A).</li> </ul>	<p>Milestones for February include:</p> <ul style="list-style-type: none"> <li>Update short-term letting website and official communications, and streamline internal processes to educate the community and make it easier to follow the district plan rules (actions 1C, 3E, 6A, 6D).</li> <li>Meet with Chamber of Commerce to discuss support offered by local businesses for worker's accommodation (action 6A, 6D).</li> <li>Schedule and prepare for media engagements to encourage the community to offer long term rentals (6D).</li> <li>Publish 'Queenstown Housing Challenge A3' on website and share with Councillors (action 1C).</li> <li>Set up a cross-council internal working group to coordinate work relating to short-term accommodation (action 6B).</li> </ul>	<p>Green</p>



## Corporate Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Long Term Plan 2024-2034</b>	<ul style="list-style-type: none"><li>• 23 January 2024 - A Steering Group took place which considered the implications of the Government requirement for Three Waters to be included for the full 10 years of the Long Term Plan. Deferring the adoption of the Long Term Plan by two and a half months, and seeking adoption in mid-September, was the recommended course of action subject to a formal decision of Council.</li><li>• The Steering Group also discussed the need for updates to user fees and charges along with applications for and decisions on community grants to be made ahead of the deferred timeline for the Long Term Plan. The recommendation is to hold consultation on this at the normal time of year for previous Annual Plans and Long Term Plans. The timings for these processes will be communicated to the community as they are confirmed within Council.</li></ul>	<ul style="list-style-type: none"><li>• 15 February 2024 - A Full Council meeting will take place, where a formal decision will be taken on the timeframe for the Long Term Plan this year in light of the Government requirement for Three Waters to be included for the full 10 years of the plan. Communicating the new timeline to the community, and what this means for public consultation, will also be a focus.</li><li>• The main effort for the Long Term Plan over the coming months will be working in the additional Three Waters capital projects and operating expenditure required for Council to continue owning water service delivery throughout the full ten years of the plan, and integrating this into the pre-existing (and well-advanced) Long Term Plan.</li></ul>	Green



# Operating Expenditure and Revenue

# Financial Management Report

% of the year completed 58%

DESCRIPTION	January 2024 Actual	January 2024 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	10,402,966	10,408,000	(5,035)	73,217,601	73,606,000	(388,399)	125,796,000	58%	1*
Income - Grants & Subsidies	1,095,496	904,309	191,187	5,704,238	4,274,429	1,429,809	10,759,214	53%	2*
Income - NZTA External Cost Recoveries	444,204	556,465	(112,262)	3,507,923	3,895,257	(387,334)	6,677,583	53%	3*
Income - Consents	1,048,933	1,345,277	(296,344)	8,702,680	9,416,941	(714,260)	16,143,327	54%	4*
Income - External Cost Recovery	61,872	89,415	(27,544)	754,554	625,906	128,648	1,072,982	70%	5*
Income - Regulatory	589,400	645,911	(56,511)	4,981,168	5,113,829	(132,662)	8,286,381	60%	6*
Income - Operational	2,781,317	2,546,738	234,579	17,968,780	17,139,663	829,118	29,465,723	61%	7*
<b>Total Operating Revenue</b>	<b>16,424,187</b>	<b>16,496,116</b>	<b>(71,929)</b>	<b>114,836,944</b>	<b>114,072,025</b>	<b>764,920</b>	<b>198,201,209</b>	<b>58%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	4,047,073	4,134,207	87,134	27,500,775	28,939,451	1,438,676	49,710,488	55%	8*
Expenditure - Salaries and Wages Contract	271,489	341,092	69,603	3,148,448	2,387,646	(760,802)	4,093,108	77%	9*
Expenditure - Health Insurance	45,000	40,492	(4,508)	317,277	283,444	(33,833)	485,903	65%	
<b>Total Personnel Expenditure</b>	<b>4,363,562</b>	<b>4,515,792</b>	<b>152,229</b>	<b>30,966,500</b>	<b>31,610,541</b>	<b>644,041</b>	<b>54,289,499</b>	<b>57%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	459,558	826,984	367,426	3,344,601	3,206,123	(138,478)	9,191,743	36%	10*
Expenditure - Legal	385,504	455,157	69,653	3,235,740	3,197,428	(38,312)	5,677,835	57%	
Expenditure - Stationery	46,304	33,388	(12,916)	268,396	233,713	(34,683)	400,651	67%	
Expenditure - IT & Phones	61,673	68,563	6,891	455,027	479,942	24,915	822,759	55%	
Expenditure - Commercial Rent	420,006	377,361	(42,645)	3,068,916	2,641,527	(427,389)	4,528,332	68%	11*
Expenditure - Vehicle	98,873	78,000	(20,873)	718,463	546,000	(172,463)	936,000	77%	12*
Expenditure - Power	486,930	315,315	(171,614)	3,220,967	2,207,206	(1,013,760)	3,783,782	85%	13*
Expenditure - Insurance	253,126	213,638	(39,488)	1,660,969	1,495,467	(165,502)	2,563,658	65%	14*

## Operating Expenditure and Revenue

## Financial Management Report

% of the year completed 58%

DESCRIPTION	January 2024 Actual	January 2024 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	3,388,974	3,206,589	(182,385)	26,867,879	23,573,325	(3,294,553)	40,552,182	66%	15*
Expenditure - Parks & Reserves Maintenance	931,483	890,784	(40,699)	5,815,565	5,704,892	(110,673)	10,359,204	56%	16*
Expense - External Cost On Chargeable	72,217	89,238	17,022	775,666	624,668	(150,998)	1,070,860	72%	17*
Expenditure - Grants	592,261	587,888	(4,374)	5,168,864	5,511,440	342,576	9,089,290	57%	18*
Expenditure - Other	1,660,425	1,758,536	98,112	12,338,971	12,213,806	(125,165)	20,645,804	60%	19*
<b>Total Operating Expenditure</b>	<b>8,857,332</b>	<b>8,901,441</b>	<b>44,109</b>	<b>66,940,025</b>	<b>61,635,538</b>	<b>(5,304,486)</b>	<b>109,622,100</b>	<b>61%</b>	
Interest and Depreciation									
Expenditure - Interest	2,152,118	1,927,139	(224,979)	15,066,989	13,489,970	(1,577,018)	23,125,664	65%	20*
Expenditure - Depreciation	4,627,912	4,627,912	0	32,395,381	32,395,381	0	55,534,939	58%	
<b>Total Interest and Depreciation</b>	<b>6,780,029</b>	<b>6,555,050</b>	<b>(224,979)</b>	<b>47,462,370</b>	<b>45,885,352</b>	<b>(1,577,018)</b>	<b>78,660,603</b>	<b>60%</b>	
<b>TOTAL EXPENDITURE</b>	<b>20,000,924</b>	<b>19,972,283</b>	<b>(28,641)</b>	<b>145,368,894</b>	<b>139,131,431</b>	<b>(6,237,463)</b>	<b>242,572,202</b>	<b>60%</b>	
<b>NET OPERATING SURPLUS (DEFECIT)</b>	<b>(3,576,737)</b>	<b>(3,476,167)</b>	<b>(100,570)</b>	<b>(30,531,950)</b>	<b>(25,059,407)</b>	<b>(5,472,543)</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 - \$1.4m favourable due to NZTA Subsidies recovery of \$0.8m 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 increase 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 \$0.3m 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 offset with Grant Expenditure for Property and Infrastructure.

\*3 Income - NZTA External Cost Recoveries - \$0.4m unfavourable variance within Property & Infrastructure which is due to lower internal time allocations to CAPEX projects of \$0.8m, partly offset by higher NZTA Internal Opex time claimed back from NZTA.

\*4 Income - Consents - \$0.7m 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 - \$0.1m 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 \$0.6m collected which is offset by increased traffic & parking, campervan and other infringements \$0.5m collected for the year to date.

\*7 Income - Operational - \$0.8m favourable variance in Community Services is \$0.8m 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 \$0.6m and Property and Infrastructure underspent by \$0.7m. 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 \$0.2m 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. Community Services is \$0.3m 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 - \$0.1m YTD higher than budget. Planning & Development is \$0.3m higher than budget, due to general timing of spend relating to the District Plan, Community Services \$0.2m and offset by lower spend in Strategic planning \$0.3m.

\*11 Expenditure - Commercial Rent - \$0.4m YTD unfavourable budget variance. Property & Infrastructure \$0.4M overspent due to increases in property rates on owned properties and increased in site lease cost used by Alliance.

\*12 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.

\*13 Power - \$1.0m overspent on budget in Property and Infrastructure \$0.8m following increased electricity cost for 3 Waters sites in relation to consumption, and the first year of the electricity contract attracting the highest unit cost of the four year contract with the lowest cost paid in year 4. There is also an additional impact with the new sites commissioned. Community Services \$0.3m due to cost and consumption increased for the swimming pools gas of \$0.1m and electricity \$0.1m following unit cost increases higher than those budgeted and increased site consumption.

\*14 Insurance - \$0.2m unfavourable due to insurance premium increases in November 2022 and May 2023 exceeding the anticipated annual increases.

\*15 Infrastructure Maintenance - \$3.3m 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 \$1.2m 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.

\*16 Parks & Reserves Maintenance - \$0.1m YTD overspent in Community Services with increased spend for Toilet Supplies and Trails & Tracks Maintenance due to the increased visitor numbers.

\*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.

## Capital Expenditure and Revenue

## Financial Management Report

DESCRIPTION	Month 2024 Actual	Month 2024 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	1,381,437	1,573,584	(192,147)	14,891,477	11,966,775	2,924,702	20,645,405	72%	21*
Income - Vested Assets	0	0	0	0	0	0	20,673,385	0%	
Income - Grants & Subsidies Capex	2,682,292	3,477,470	(795,178)	17,916,813	21,579,065	(3,662,252)	40,255,916	45%	22*
Income - Dividends received	0	0	0	7,172,306	7,172,306	0	7,423,000	97%	
<b>Total Capital Revenue</b>	<b>4,063,729</b>	<b>5,051,054</b>	<b>(987,325)</b>	<b>39,980,597</b>	<b>40,718,146</b>	<b>(737,549)</b>	<b>88,997,707</b>	<b>45%</b>	
<b>Capital Expenditure</b>									
Projects/Asset Purchases	13,219,836	11,340,364	(1,879,472)	92,068,442	102,001,260	9,932,818	181,428,241	51%	23*
Debt Repayment	0	0	0	0	0	0	0		
<b>Total Capital Expenditure</b>	<b>13,219,836</b>	<b>11,340,364</b>	<b>(1,879,472)</b>	<b>92,068,442</b>	<b>102,001,260</b>	<b>9,932,818</b>	<b>181,428,241</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>9,156,107</b>	<b>6,289,310</b>	<b>(892,147)</b>	<b>52,087,845</b>	<b>61,283,113</b>	<b>10,670,367</b>	<b>92,430,535</b>		
<b>External Borrowing</b>									
Loans	7,000,000			590,023,000			626,900,000		

### \* Commentary

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

\*19 Expenditure - Other - \$0.1m 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 - \$1.6m higher than budgeted cost due to higher interest rates.

\*21 Development Contributions - \$2.9m favourable compared to budget due to favourable receipts for Three waters \$0.9m, Roothing \$0.4m and Other contributions for Community Services \$1.6m.

\*22 Grants & Subsidies Capex - \$17.9m year to date funding received vs budget of \$21.6m. Variance of \$3.7m includes \$1.1m for NZTA/Waka Kotahi Capex subsidy and \$2.5m for CIP projects due to timing of subsidised roading construction works (and resulting impact on a reduced percentage of CIP funding able to be claimed 23/24).

\*23 Projects/Asset Purchases - \$92.1m year to date spend vs budget of \$102.0m (90%). Main project spend this month includes \$3.2m for Wanaka New Waste Facilities land purchase, \$2.2m Qtn Town Centre Arterials - Stage, \$2.2m Project Shotover Wastewater Treatment Plant Upgrade, \$1.3m Wanaka Road to Zero Minor Improvements, \$0.8m Wanaka Pool to School Active Travel, \$0.6m Arthurs Pt to CBD Active Travel and \$0.5M UV Treatment Compliance response.