

Minutes of a Full Council Workshop

Tuesday 17 June 2025 at 9.30am
Council Chambers, 10 Gorge Road, Queenstown

Membership:	Mayor Glyn Lewes	Councillor Quentin Smith (online)
	Councillor Gavin Bartlett	Councillor Cody Tucker
	Councillor Lyal Cocks	Councillor Lisa Guy
	Councillor Craig Ferguson	Councillor Barry Bruce
	Councillor Niki Gladding (online)	Councillor Matt Wong
	Councillor Melissa White	Councillor Esther Whitehead
Apologies:	None.	
In attendance:	Michelle Morss	Craig Fahey
	Nathan Brown	Katherine Harbrow
	Sophie Millar	Ian Dunbar
	Sean Gillespie	Carrie Williams
	Dave Wallace	Meaghan Miller
	Anthony Hall	Gareth Noble
Media:	Two.	
Public:	None.	

No.	Agenda Item	Actions
1.	<p><u>Community Insights Survey Results</u></p> <p>The purpose of this item is to present and discuss the findings of the inaugural Community Insights Survey, measuring residents trust in and satisfaction with Council and Councillors.</p> <p>Michelle Morss (General Manager Strategy & Policy) introduced the item. Nathan Brown (Policy Data Analyst) spoke to a PowerPoint presentation (Attachment B) alongside Carrie Williams (Policy Manager), and Meaghan Miller (General Manager Corporate Services).</p> <p>Discussion:</p> <ul style="list-style-type: none"> Clarification on 'neutral' category in survey, and how these differ from 'don't know'. Are we looking to get ideas from other Councils? Ms Miller clarified that representatives from QLDC are involved in cross council working groups for this purpose, focusing on exchange of information and ideas. 	<p>Officers to provide comparative/ longitudinal results from the 'Quality of Life' survey.</p> <p>Officers to provide raw commentary and excluded responses from the 'Community Insights Survey' to Councillors.</p>

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	<ul style="list-style-type: none"> • On communications, does QLDC have any innovative ideas for communications (as an area where QLDC scored low)? • Councillors queried whether any crisis management events or significant events were unfolding at the time of the survey that may have impacted results. Ms Morss clarified that there were no major events happening at the time of the survey, and that ongoing issues, such as traffic, have a more salient impact on trust and confidence. • On future surveys, would sample size and demographic to be the same next year? Officers clarified survey sample invites are sent out randomly. • On the trust ID component. Officers clarified these were new questions, and highlighted opportunities for comparison from 'Quality of Life' survey. • Timeframe for Councillors to receive raw comments and excluded responses. • Councillors emphasised need for sufficient information and opportunity for feedback from the community. • Discussion of accuracy of survey results and being open about the options and information available. • Councillor Gladding noted the importance of empowering councillors to receive appropriate information from the organisation. • Discussion of the self-selected entries being put aside due to methodology reasoning. Discussion of whether this could have been highlighted further or communicated better within the report. • Discussion of most salient issues (i.e. traffic, Shotover wastewater plan), and whether there is way to filter down to get a read of results not clouded by those issues. • Shifting culture toward customer service by empowering staff and having the tools to put customers first and prioritising customer experience and values. • Discussion of differing sentiment between long term residents and newcomers, specifically on clarity of long term grievances. Why was there a difference? Officers discussed potential organisations they could get in touch with to help with clarity in this area. People who have lived here longer have seen the compounded effects of long-standing issues in the district. • Common theme is lack of trust in communications and transparency. Intertwined with how we communicate 	

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	<p>and engage with community. Discussion of co-design and being innovative with consultation. Need to make decision on what to use to co-design next steps.</p> <ul style="list-style-type: none"> • Councillors placed emphasis on engagement. Need to move from control to collaboration. • Concerns over website navigation, often difficult to search/find specifics. • Participation in communication and engagement. Are any specifics mentioned i.e. what medium are people using to engage with Council? Attending meetings, watching online etc. • Timeline of action following survey, what stage are we at here, what comes next. • Discussion around education within the community of Council function and process. Could be hugely beneficial for deeper understanding of what council does within the community. • Councillors noted need to front foot issues. Official communications are very formal, need to focus on ways to make them more customer friendly. • General sentiment that the results highlight an emphasis needed on opportunities to improve. It's apparent that, based on salient themes in the results, we can tell QLDC story better through communications. <p>Attachments: Attachment A: Community insights Survey – Full Report Attachment B: Community Insights Survey – Summary</p>	
2.	<p><u>Procurement Plan for Waterways Regulatory Services Contract</u></p> <p>The purpose of this item is to inform elected members on the upcoming procurement of the Waterways Regulatory Services Contract via a pre-circulated briefing paper and invite informal feedback for consideration at the Council Workshop.</p> <p>Katherine Harbrow (General Manager Assurance, Finance & Risk) presented the item alongside Anthony Hall (Regulatory Manager), and Craig Fahey (Waterways Regulatory Services Manager). Officers acknowledged the report author, Isabelle Logez (Monitoring, Enforcement & Environmental Manager), who was off sick.</p> <p>Discussion:</p> <ul style="list-style-type: none"> • Clarification on number of visits per place. Seasonal demand has influence on capacity. 	

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	<ul style="list-style-type: none"> • Time commitment clarification for procurement, leans toward Wanaka. • Clarification of number of land-based, and water-based patrols. • Update on boat ramp ambassadors. Has this been successful? Officers clarified these roles not at level of harbour master but need to present themselves as representatives of QLDC. • Officers elaborated on the flexibility of this contract, and current numbers of ambassadors. • Promotion of ramp fees. • Procurement is expected to be adequately funded. Discussion of alternatives if it's not. Officers confident funding will be available. • Breakdown of percentage spend in education and communications. Is this component a significant part of the contract? • Discussion on Local resources and staff supply. Implications of staff locality, brings in local knowledge. Locality will present as an advantage for prospective staff. • Kawerau River danger of recreational use due to jet boats, Councillors queried whether there were similar issues with the Clutha River, and why monopoly is given to commercial users. • Frameworks in place for arising new user conflicts. Discussion of how QLDC are assessing new user conflicts. • Officers clarified there is no clear requirement for a contractor to live in/ have staff located in a certain area. • Officers clarified that the review process allows for tweaks and adjustments for procurement. • Officers noted a higher level of service requirement to our district, compared to others. • Discussion of funding from concession fees. <p>Attachments: Attachment A: Procurement Plan for Waterways Regulatory Services Contract</p>	

The meeting concluded at 11.15am