

# Quarterly Report

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[Key Performance Indicators – Traffic light status report](#)

[Health & Safety Summary](#)





[Key Priorities Update](#)

[Financial Management Report](#)

March 2024

Quarter Three

# Contents

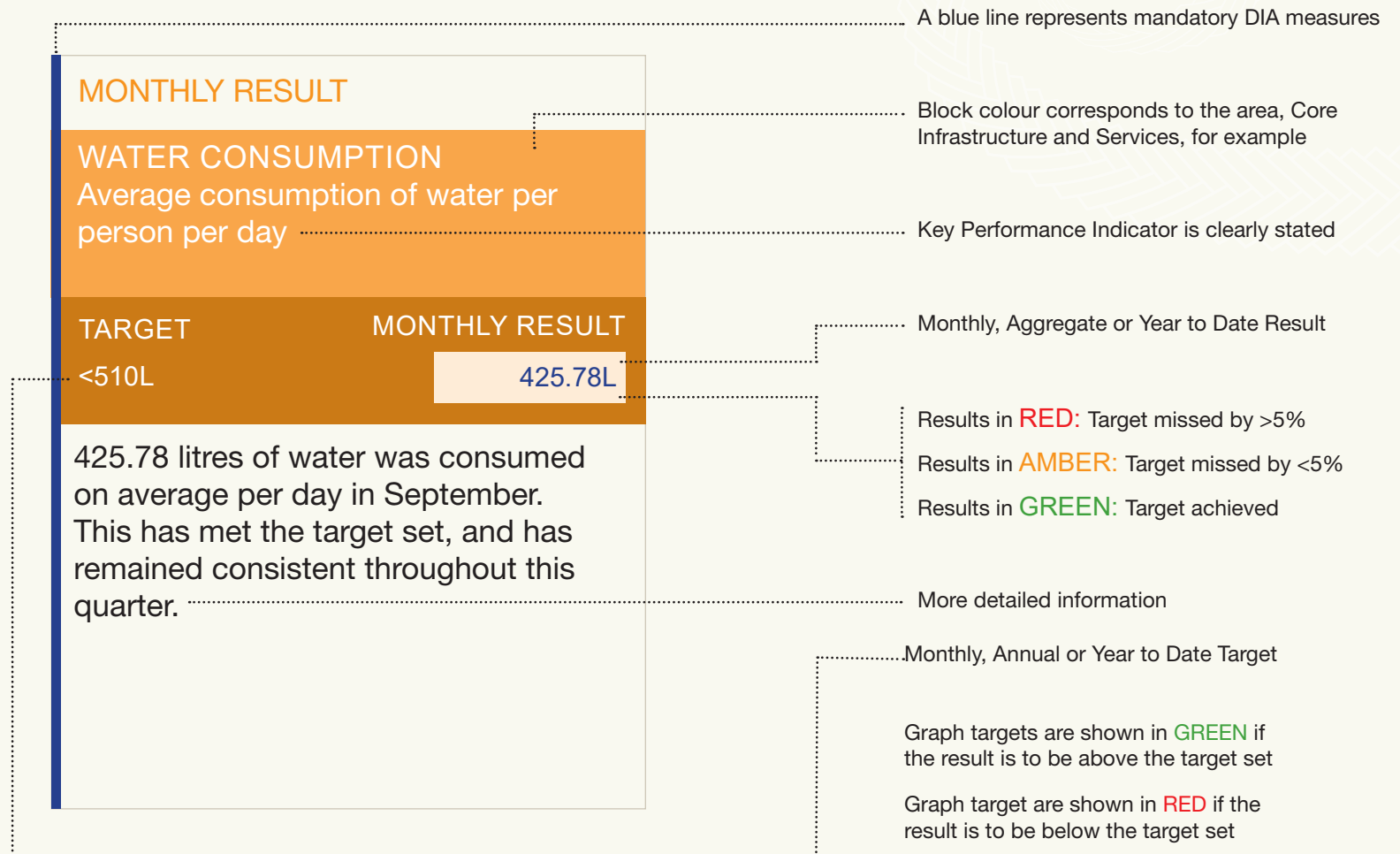
 Key Performance Indicators	04
 Health & Safety Summary	23
 Key Priorities Update	28
 Financial Management Report	35

## WHAT IS A KPI?

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

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

## HOW TO READ THIS REPORT

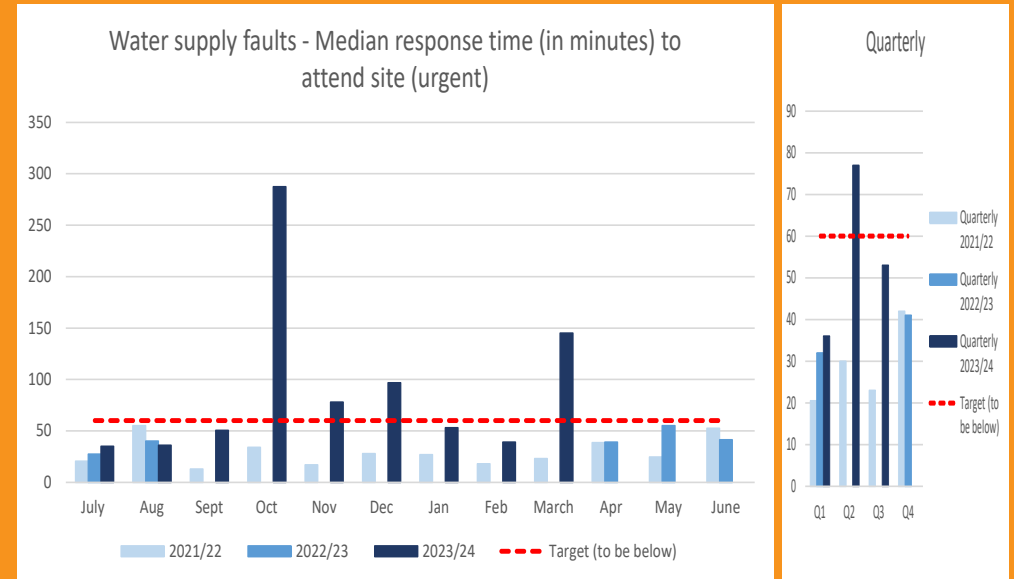
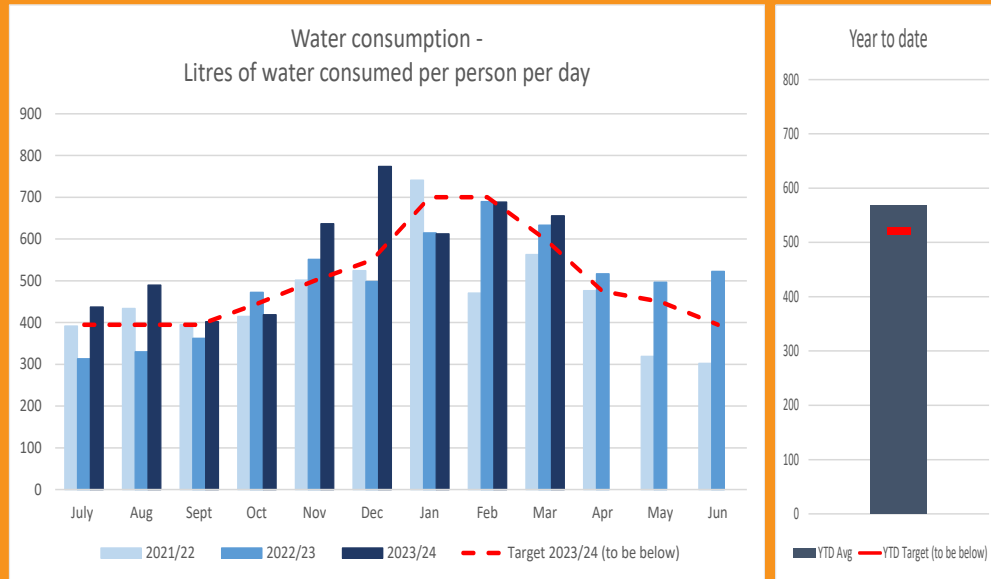


# Key Performance Indicators



# Core Infrastructure and Services

## Water Supply



### MONTHLY RESULT

#### WATER CONSUMPTION

Average consumption of water per person per day

#### TARGET

<600L

#### MONTHLY RESULT

655.39L

The March result is 9% above the target. This is slightly higher than the usage in the same period last year and likely driven by an elevated demand for domestic irrigation. Water restrictions have been introduced in January to respond to the exceptional demand.

### AGGREGATE RESULT

#### WATER CONSUMPTION

Average consumption of water per person per day

#### TARGET

<520L

#### YTD RESULT

568.15L

Year-to-date the average usage is 9% above the target. This is higher than the same period last year. An extensive educational campaign around responsible water usage has been completed in the buildup to the summer period, multiple media channels have been used including social media and radio.

### MONTHLY RESULT

#### WATER SUPPLY FAULTS

Median response time to attend site (urgent)

#### TARGET

<60 mins

#### MONTHLY RESULT

145 mins

There were nine urgent issues raised within March. The result is 140% over target. The team is reviewing how our contractor can improve response times to urgent water leaks.

### AGGREGATE RESULT

#### WATER SUPPLY FAULTS

Median response time to attend site (urgent)

#### TARGET

<60 mins

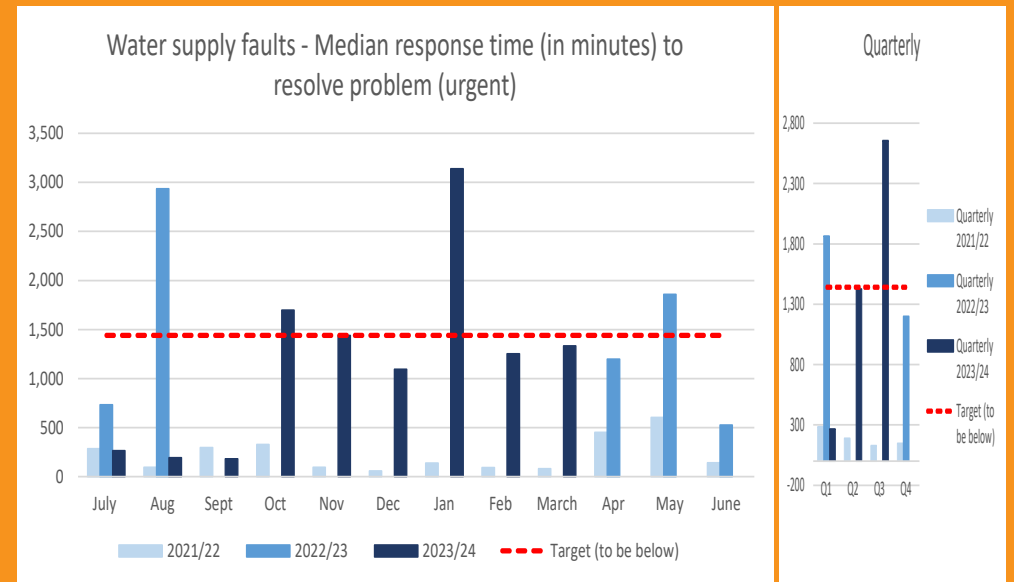
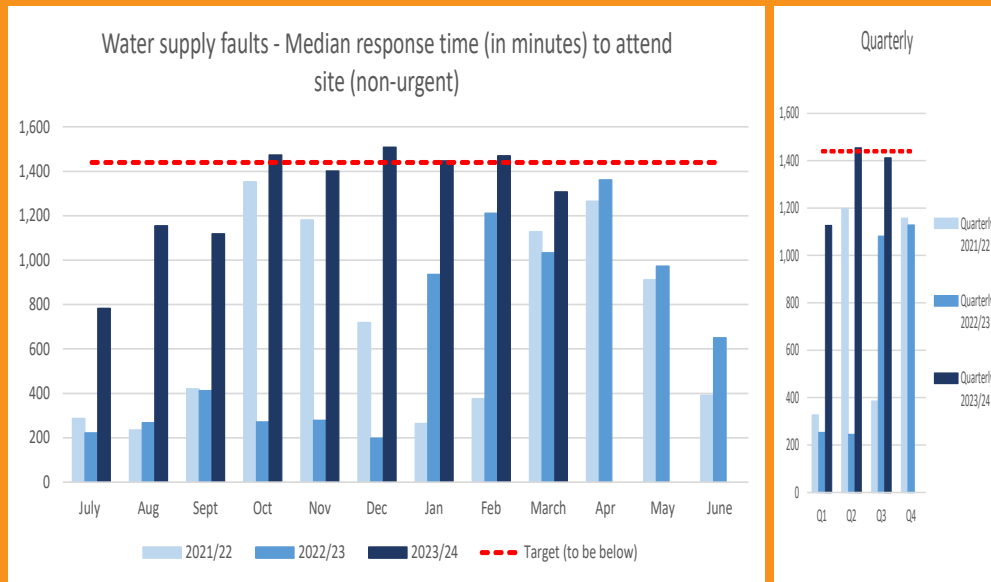
#### QTR RESULT

53 mins

There were 61 urgent issues raised in Quarter Three compared to zero issues this time last year. This points to possible issues in the way requests are categorised. The team is reviewing categorisations, as well as how these requests are being responded to by the contractor, to ensure performance against this measure can be improved going forward.

# Core Infrastructure and Services

## Water Supply



### MONTHLY RESULT

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

TARGET	MONTHLY RESULT
<1,440 mins	<b>1,306.50 mins</b>

The median response time to attend a site for non-urgent issues was over 21 hours for March. There were 104 non-urgent issues raised. This reflects a slight increase over the previous year.

### AGGREGATE RESULT

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

TARGET	QTR RESULT
<1,440 mins	<b>1,412 mins</b>

The median response time to attend a site for non-urgent issues was within target for Quarter Three, this meets the target set. There were 362 non-urgent issues raised in the quarter. This is slightly more than the previous year.

### MONTHLY RESULT

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

TARGET	MONTHLY RESULT
<1,440 mins	<b>1,332 mins</b>

The median response time to resolve urgent problems was within target which equates to approximately 22 hours.

### AGGREGATE RESULT

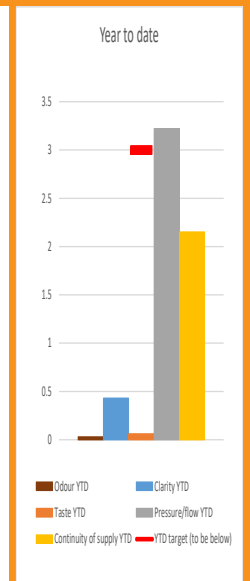
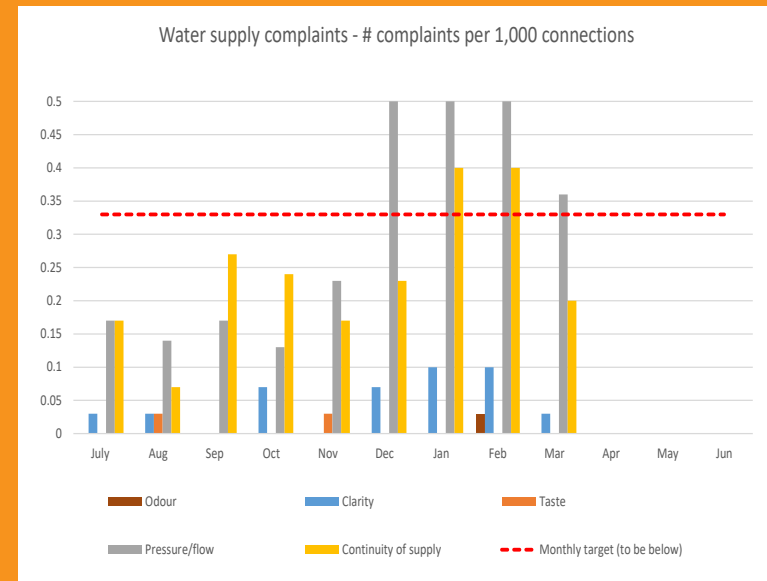
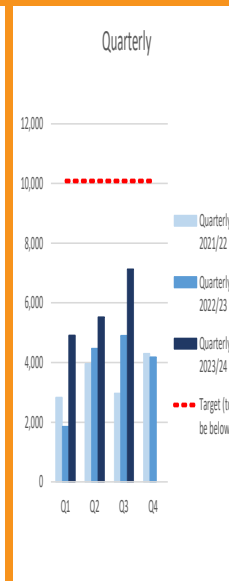
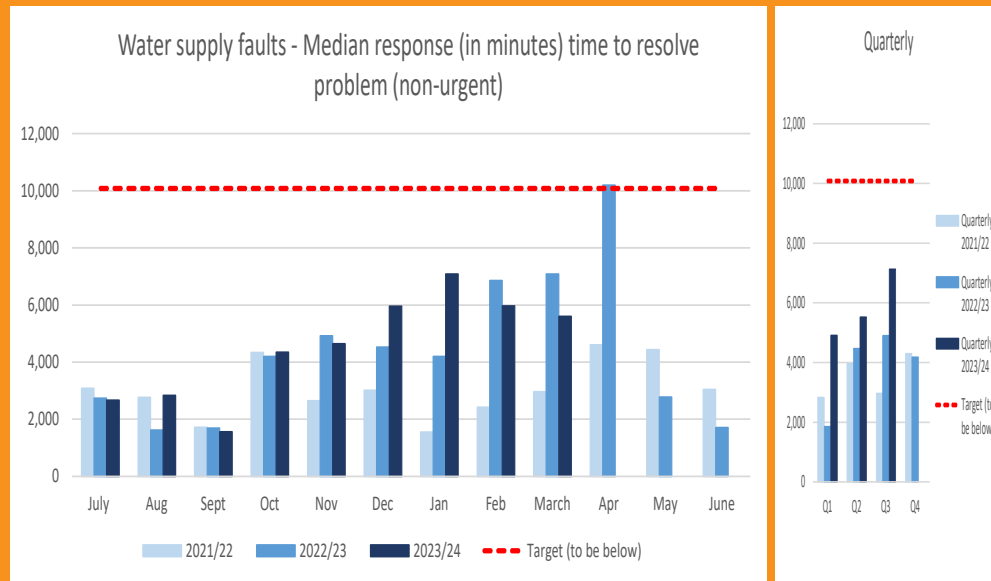
**WATER SUPPLY FAULTS**  
Median response time to resolve problem (urgent)

TARGET	QTR RESULT
<1,440 mins	<b>2,655 mins</b>

The median response time to resolve urgent problems was over target for Quarter Three. Issues with job resolution and completing documentation were reported in January 2024. The latest two months results reflect that improvements are being made in this area.

# Core Infrastructure and Services

## Water Supply



**MONTHLY RESULT**

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

TARGET	MONTHLY RESULT
<10,080 mins	5,602 mins

The median resolution time for non-urgent issues was approximately 4 days in March. This is better than this month last year and an improvement on the previous two months.

**AGGREGATE RESULT**

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

TARGET	QTR RESULT
<10,080 mins	7,125.50 mins

The median resolution time for non-urgent issues was higher than the previous two quarters due to contractor issues reported in January 2024.

**WATER SUPPLY COMPLAINTS**  
# of complaints per 1,000 connections

**TARGET <4 per annum**

	MONTHLY RESULT	YTD RESULT
Odour	0	0.03
Clarity	0.03	0.43
Taste	0	0.06
Pressure/flow	0.36	3.22
Continuity of supply	0.2	2.15

**TARGET <2 per annum**

QLDC response to issues	MONTHLY RESULT	YTD RESULT
	0	0

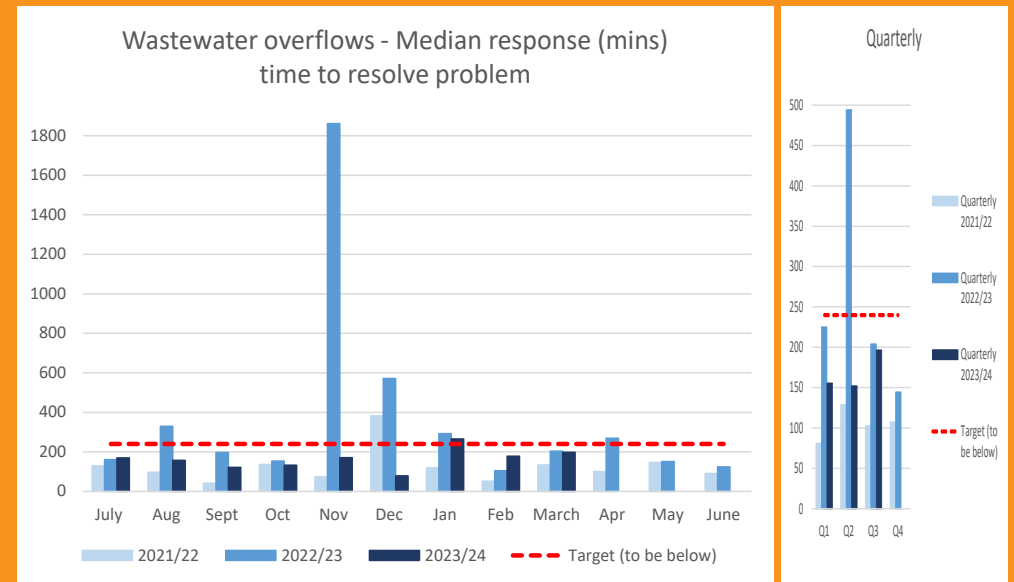
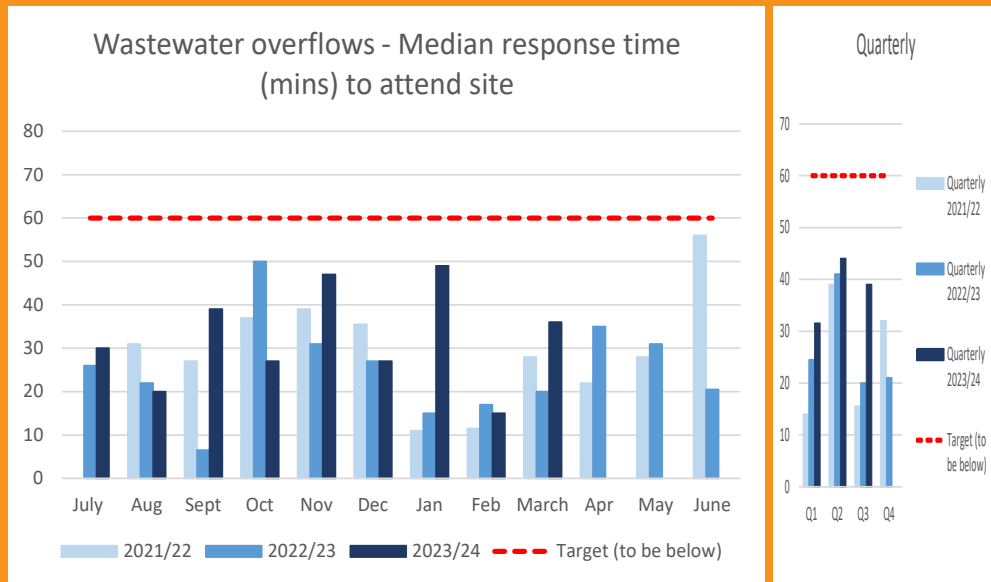
The annual target of less than four water supply complaints per 1,000 connections is on track for all categories with the exception of pressure complaints.

Pressure complaints were elevated in the quarter largely due to lake algae blocking private filters.

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

# Core Infrastructure and Services

## Wastewater



**MONTHLY RESULT**

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

TARGET	MONTHLY RESULT
<60 mins	36 mins

The median response time to attend a site for wastewater overflows in March was 36 minutes. This achieves the target of less than 60 minutes.

**AGGREGATE RESULT**

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

TARGET	QTR RESULT
<60 mins	39 mins

There were 20 wastewater overflows reported in the third quarter. The median response time was 39 minutes. This achieves the target of less than 60 minutes.

**MONTHLY RESULT**

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

TARGET	MONTHLY RESULT
<240 mins	198 mins

The median response time to resolve problems relating to wastewater overflows was 198 minutes in March. This meets the target of less than 240 minutes.

**AGGREGATE RESULT**

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

TARGET	QTR RESULT
<240 mins	196.5 mins

There were 20 wastewater overflows reported in the third quarter. The median resolution time was 196.5 minutes. This achieves the target of less than 240 minutes.



# Core Infrastructure and Services

## Wastewater



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

TARGET <5 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0.03	0.57
Faults	0.27	2.22
Blockages	0.13	1.14

TARGET <2 per annum

QLDC response to issues	0	0
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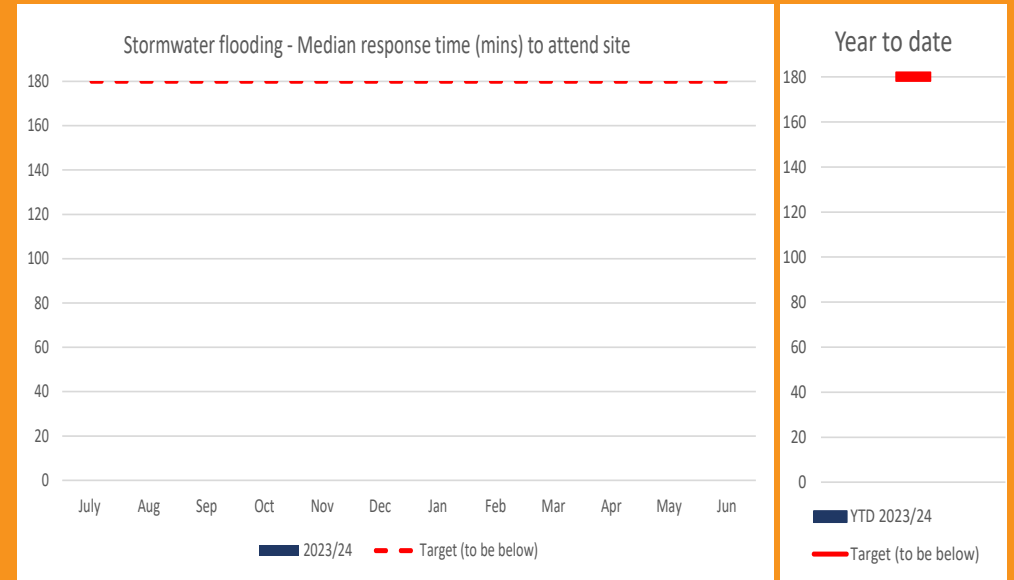
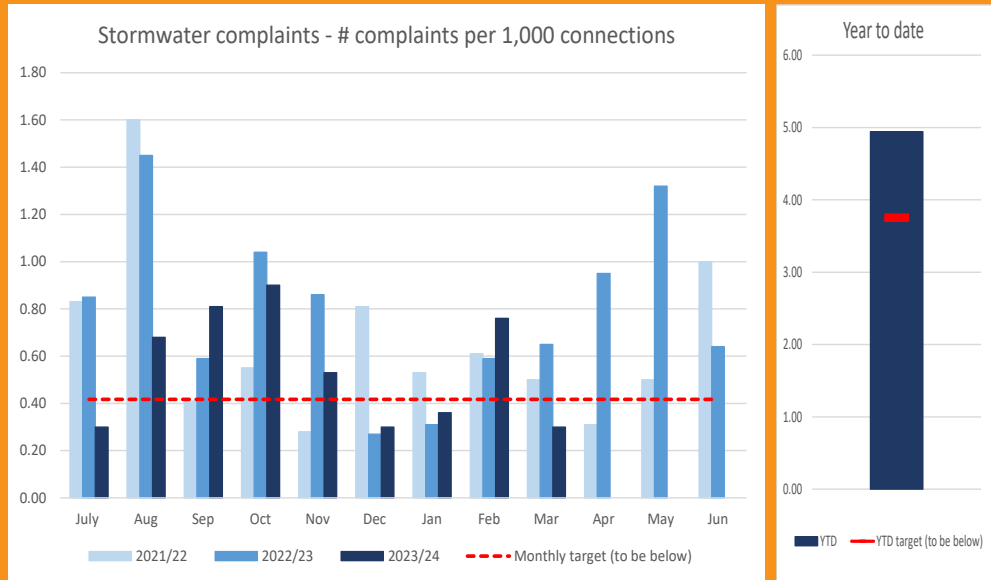
The March target has been achieved across all categories for the number of wastewater complaints per 1,000 connections. The year-to-date target of less than 3.75 was achieved for all categories.

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



# Core Infrastructure and Services

## Stormwater



### MONTHLY RESULT

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

TARGET	MONTHLY RESULT
<5 per annum	0.30

Nine issues were reported in March. This achieves the target set and reflects an improvement on previous months.

### AGGREGATE RESULT

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

TARGET	YTD RESULT
<5 per annum	4.94

There were 48 issues raised in Quarter Three. The year-to-date target of less than 3.75 was not achieved. This is due to an uptake in storm water complaints related to the September weather event and other heavy rain events following on during this quarter.

### MONTHLY RESULT

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

TARGET	MONTHLY RESULT
<180 mins	n/a

Queenstown Lakes District Council has not been contacted, via the Customer Services team, to respond to any flooding of habitable floors in March.

### AGGREGATE RESULT

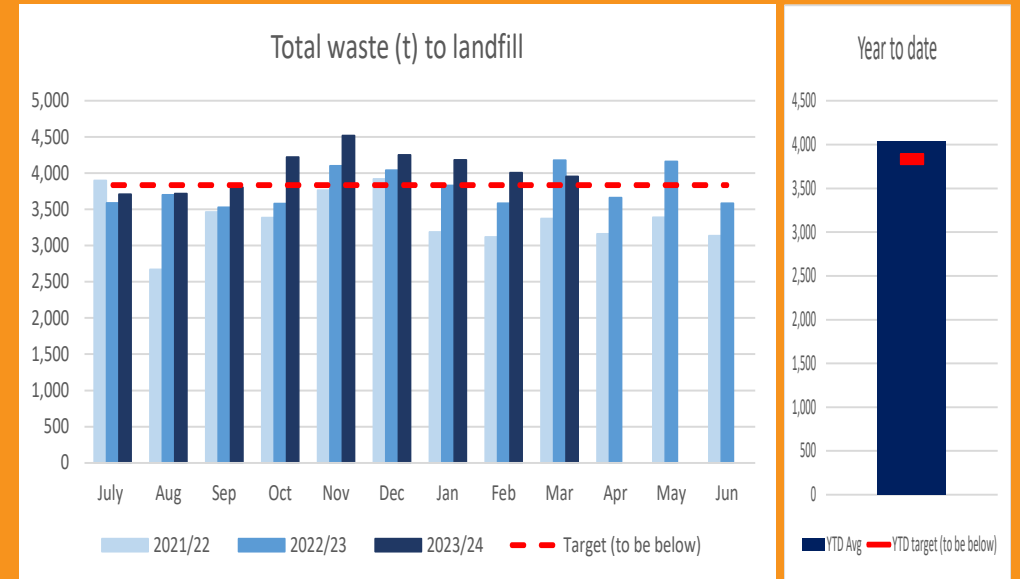
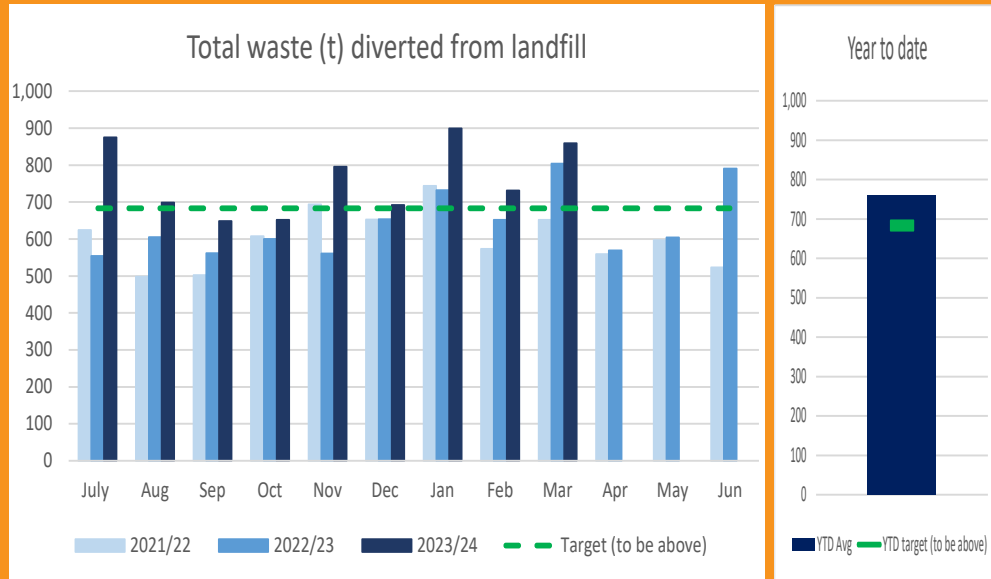
**STORMWATER FLOODING**  
Median response time to attend site

TARGET	YTD RESULT
<180 mins	n/a

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

# Core Infrastructure and Services

## Waste Management



### MONTHLY RESULT

#### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	MONTHLY RESULT
>683t	859t

The March result represents approximately 18% of total waste diverted from landfill. This is largely attributable to cleanfill being cleared from the sites. (Natural materials free of voids and not subject to biological or chemical breakdown, such as soils and concrete or tiles.)

### AGGREGATE RESULT

#### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	YTD RESULT
>683t	761t

The average of waste diverted from landfill per month for the year-to-date 2023/24 meets the aggregate target and is tracking above the same period last year. This is consistent with an overall increase of waste received.

### MONTHLY RESULT

#### WASTE TO LANDFILL

Total waste to landfill

TARGET	MONTHLY RESULT
<3,833t	3,952t

The target was not met in March. While volumes have decreased from previous months, summer volumes are still impacting results.

### AGGREGATE RESULT

#### WASTE TO LANDFILL

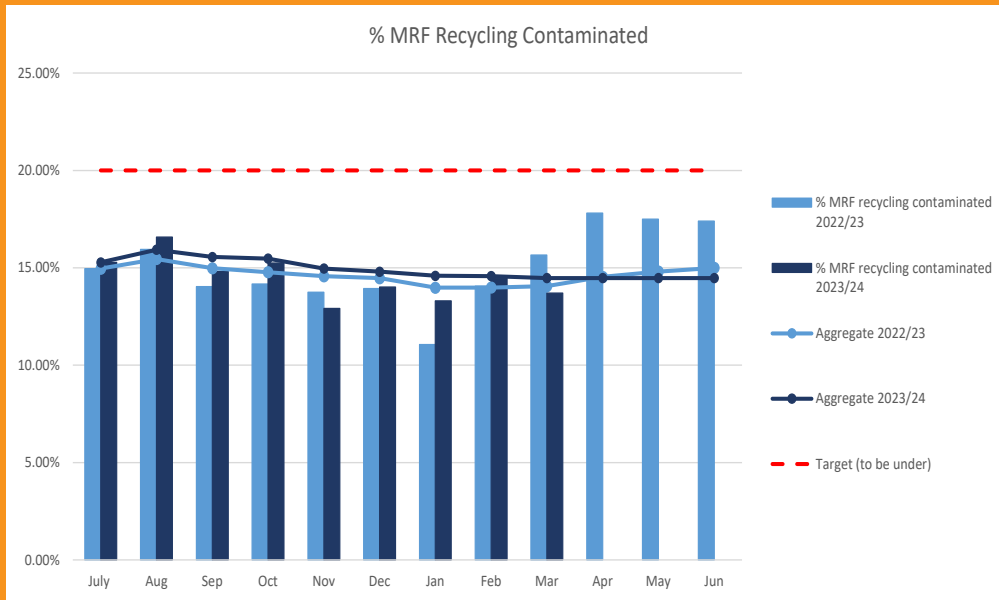
Total waste to landfill

TARGET	YTD RESULT
<3,833t	4,040t

The total waste sent to landfill per month for the year-to-date 2023/24 is higher than the same period last year. This is a result of a growing population and development as well as increased visitor numbers.

# Core Infrastructure and Services

## Waste Management



### MONTHLY RESULT

WASTE TO LANDFILL  
% of MRF recycling contaminated

TARGET	MONTHLY RESULT
<20%	13.7%

The target was met for the month. It is tracking below last month and well below this time last year.

### AGGREGATE RESULT

WASTE TO LANDFILL  
% of MRF recycling contaminated

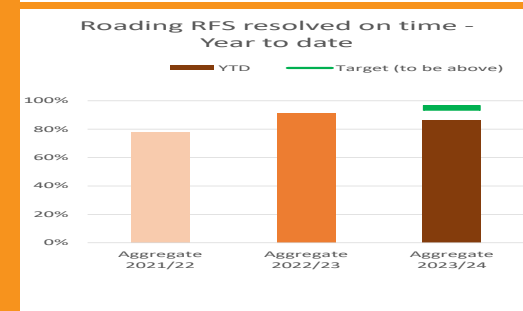
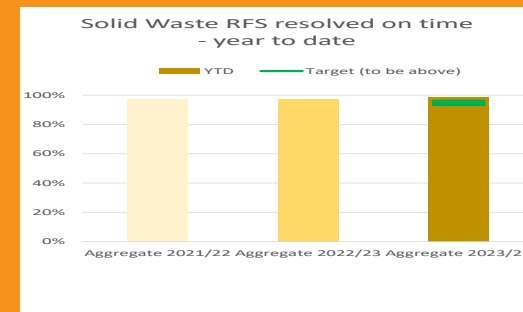
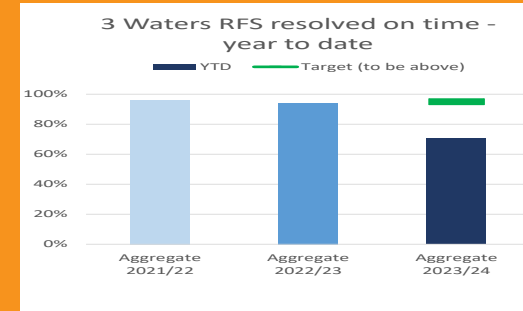
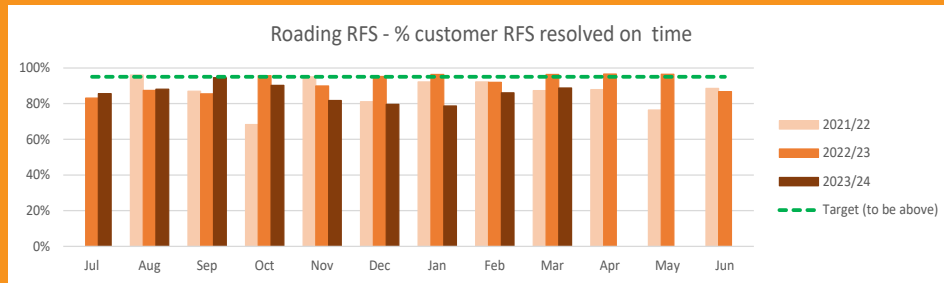
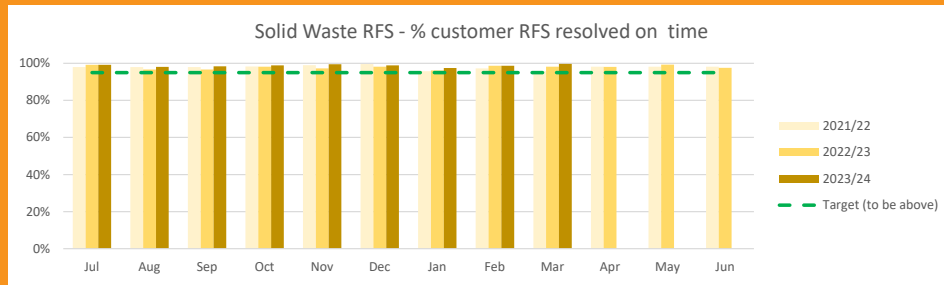
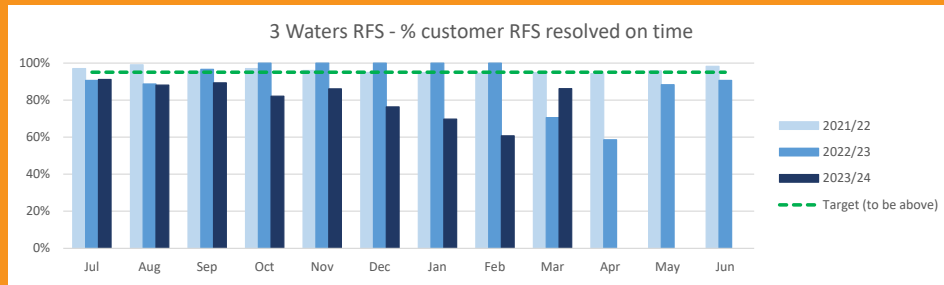
TARGET	YTD RESULT
<20%	14.45%

The average total contamination per month for the year-to-date 2023/24 is better than the target and is attributable to processing changes made. These continue to achieve lower levels of contamination than previously.



# Core Infrastructure and Services

## Service



### MONTHLY RESULT

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

TARGET >95%	MONTHLY RESULT
3 Waters	86.20%
Solid Waste	99.70%
Rooding	88.80%

For Three Waters performance was affected by high request numbers across the month, coupled with a system integration matter between the Council's and the Contactors job management system. Internal response performance is sitting at 100% while the contractors is 84.8% leading to a combined result of 86.2%.

For Rooding staff absences and internal resourcing constraints continue to be the main drivers behind missing this target.

### YTD RESULT

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

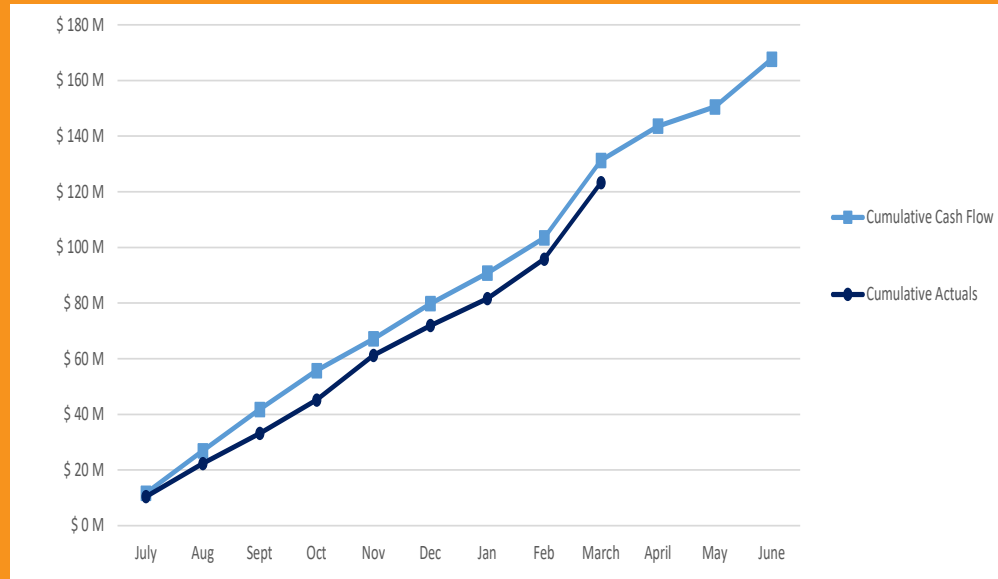
TARGET >95%	YTD RESULT
3 Waters	70.60%
Solid Waste	98.77%
Rooding	85.92%

Year-to-date the combined performance for Three Waters is at 70.6%. Improvements in this area continue to be a focus of the operations team.

The internal performance for rooding year-to-date is low with an average of 65.7% due to resourcing constraints. The average for the contractor is 95.71%. The combined result for both year-to-date is 85.92%.

# Core Infrastructure and Services

## Capital Works



### MONTHLY RESULT

#### CAPEX

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

#### TARGET

80-110%

#### MONTHLY RESULT

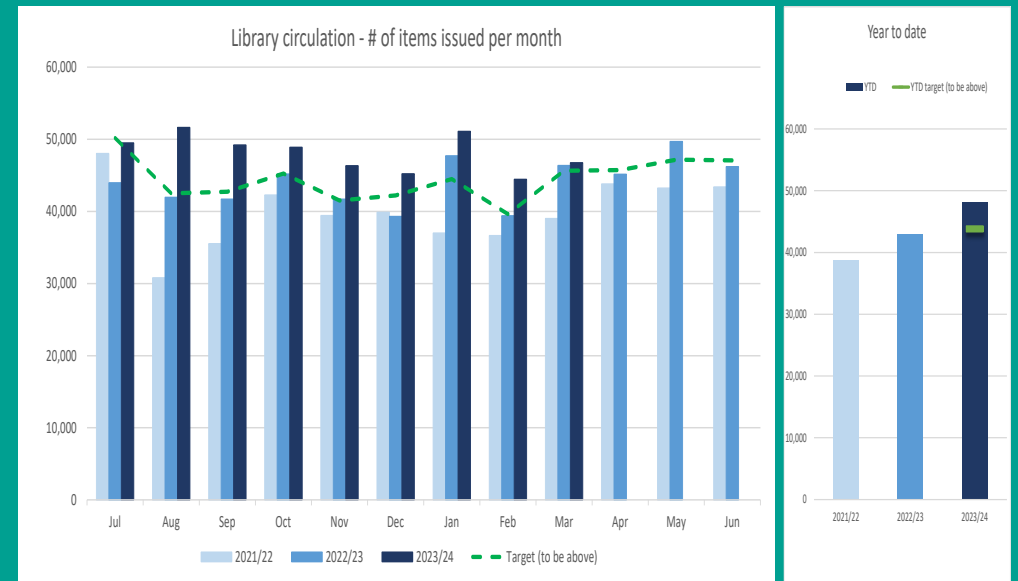
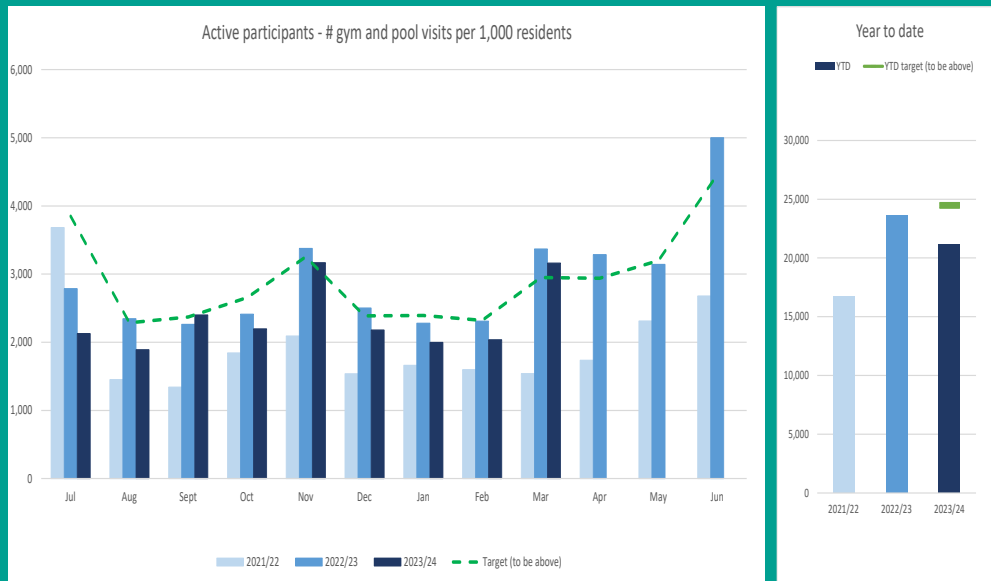
94%

94% of the year-to-date budget has been spent. The main projects include:

- Cardrona New Water Supply Scheme
- Queenstown Town Centre Arterials Stage One
- Project Shotover Wastewater Treatment Plant Upgrade
- Arthurs Point to CBD Active Travel
- Wanaka Road to Zero Minor Improvement Programme



# Community Services



## MONTHLY RESULT

### ACTIVE PARTICIPANTS

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

TARGET	MONTHLY RESULT
>2,949	3,160

In March, visits were 7% above target and 20% above the same month last year. This is the first month the target was achieved this financial year. This can be attributed to a strong increase in participation of activities at our venues and grounds across the district and good growth in participation across all areas of sport & recreation.

## AGGREGATE RESULT

### ACTIVE PARTICIPANTS

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

TARGET	YTD RESULT
>24,464	21,152

Year-to-date the number of visits is 11% higher than this time last year. While growth on last years' visits have been strong (particularly in the second & third quarters), the upwards adjustment in the population data used within our calculations since July 2023 has made the target more challenging to achieve when compared to raw visitation data. The QLDC Population and Demand Report data increased the population by 28% from 40,750 to 52,022.

## MONTHLY RESULT

### LIBRARY CIRCULATION

# of items issued per month

TARGET	MONTHLY RESULT
>45,634	46,733

The target for March was exceeded by 2.4%. There was a decrease in physical copy checkouts potentially due to the public holidays. However, overall monthly increase continues. This is mainly attributed to electronic checkouts which had an increase of 34% compared to March 2023.

## AGGREGATE RESULT

### LIBRARY CIRCULATION

# of items issued per month

TARGET	YTD RESULT
>43,798	48,113

Total visitors numbers to the three main libraries (Frankton, Queenstown, Wānaka) have increased through the July to March periods 2022/23 compared to 2023/24. Digital collections have increased this year. There is a greater awareness of digital collections due to Digital Drop-ins and promotional activities.

# Community Services



## MONTHLY RESULT

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

<b>TARGET</b>	<b>MONTHLY RESULT</b>
>95%	<b>99%</b>

In March a total of 177 requests were received of which only one was overdue. We are seeing higher numbers of requests consistent with pre-COVID-19 levels, however, we are achieving the target.

## AGGREGATE RESULT

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

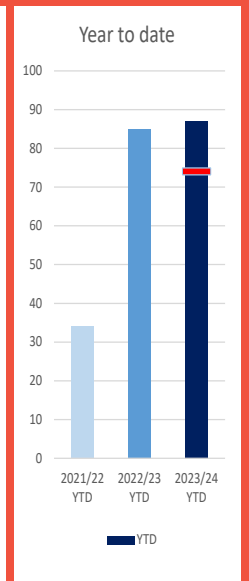
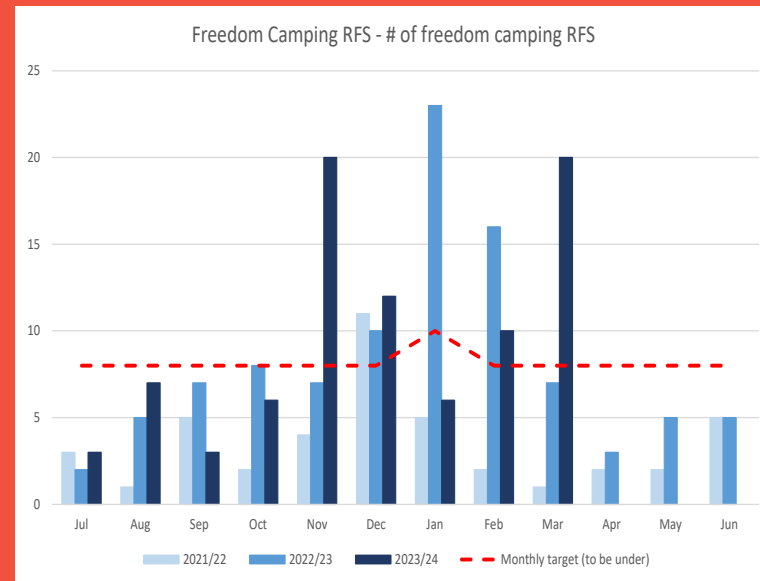
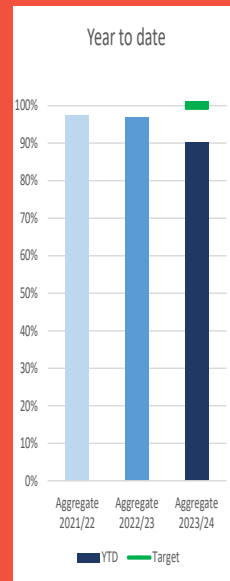
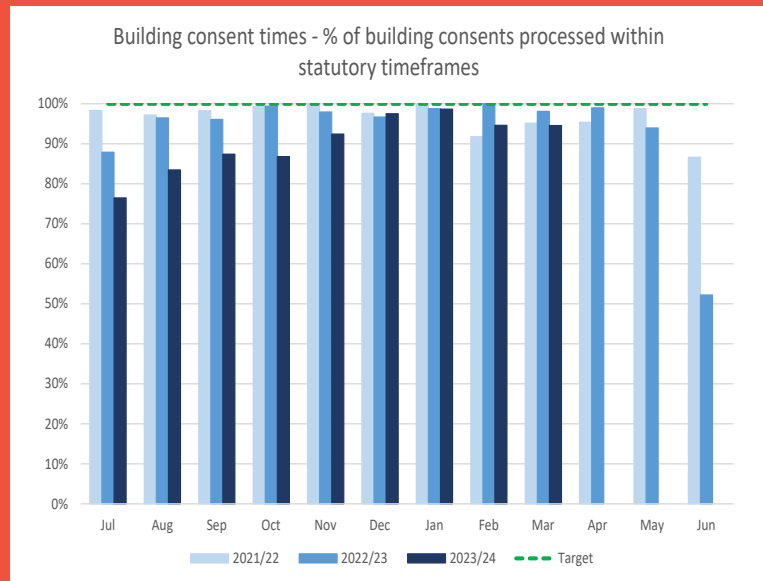
<b>TARGET</b>	<b>YTD RESULT</b>
>95%	<b>93.55%</b>

The year-to date result does not meet the target due to a low result in December and January. A nationwide digital platform failure of approximately five weeks caused a significant amount of requests to be closed late. The contractor has put in new practices and training internally to prevent this happening again and invested in cyber security as well.





# Regulatory Functions & Services



## MONTHLY RESULT

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

TARGET	MONTHLY RESULT
100%	94.57%

In March 109 building applications were received and 129 consents issued. The average processing time for a consent application this month was 14.46 days.

## AGGREGATE RESULT

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

TARGET	YTD RESULT
100%	90.21%

The number of applications has been steady over the first three quarters with an expected dip in December/January due to the Christmas break. Monthly results have been consistently over 90% since November.

## MONTHLY RESULT

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

TARGET	MONTHLY RESULT
<8	20

There were 43 complaints regarding freedom camping this month, however 23 of them were unsubstantiated (the complaint could not be verified or regulations were followed or on private land). 157 fines were issued in March for non-complying freedom camping. This is consistent with other months in this summer period.

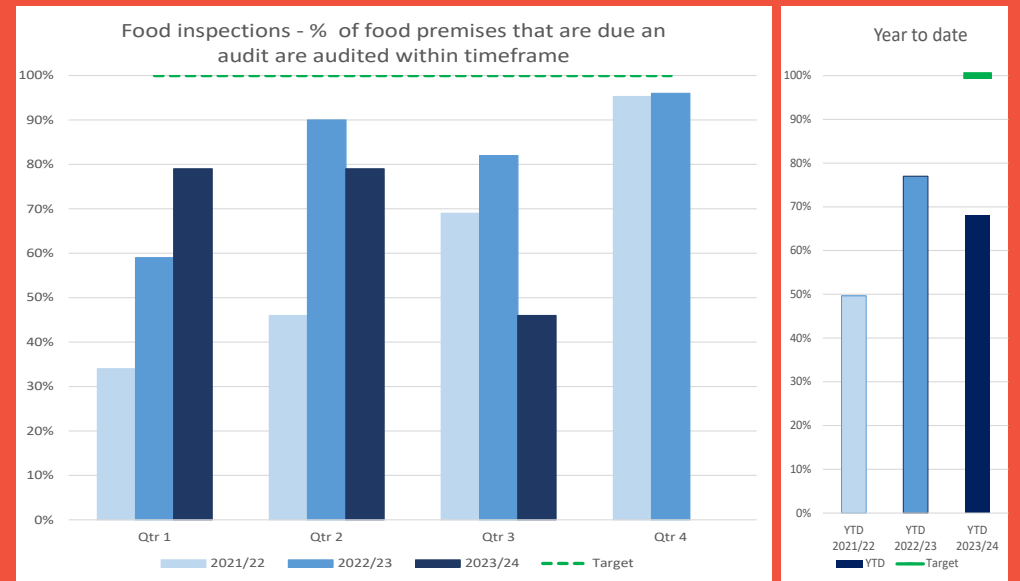
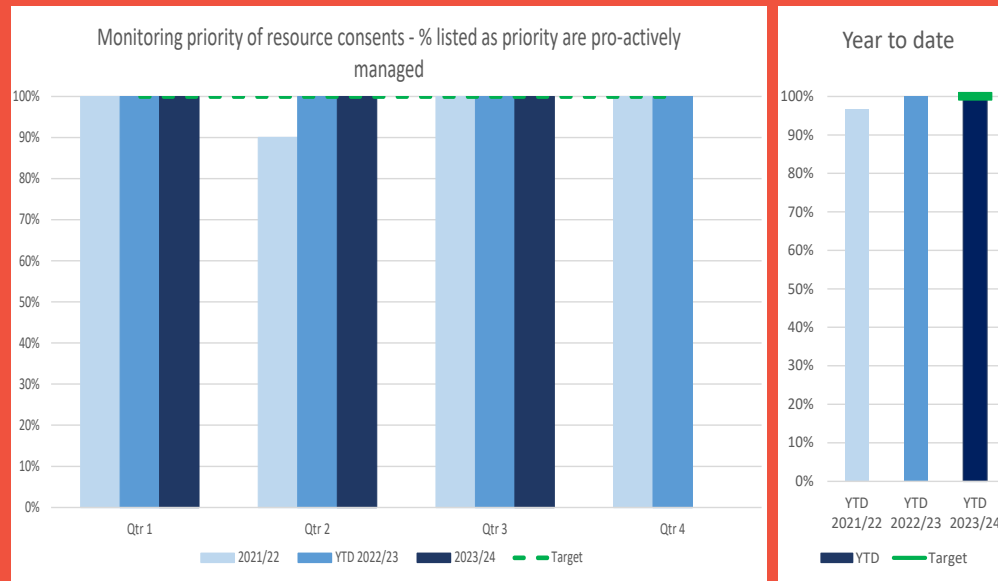
## AGGREGATE RESULT

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

TARGET	YTD RESULT
<8	9.7

The average of freedom camping complaints per month is currently 9.7. The numbers of campers have increased back to pre-covid levels as expected. The number of complaints about freedom camping is relatively low compared to the number of tickets issued.

# Regulatory Functions & Services



## QUARTERLY RESULT

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

TARGET	QTR RESULT
100%	100%

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

## AGGREGATE RESULT

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

TARGET	YTD RESULT
100%	100%

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

## QUARTERLY RESULT

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

TARGET	QTR RESULT
100%	46%

The number of new food operators continues to increase along with other work commitments. The Environmental Health team currently has vacancies and working through recruitment which is challenging in this specialised field. High risk work continues to be prioritised.

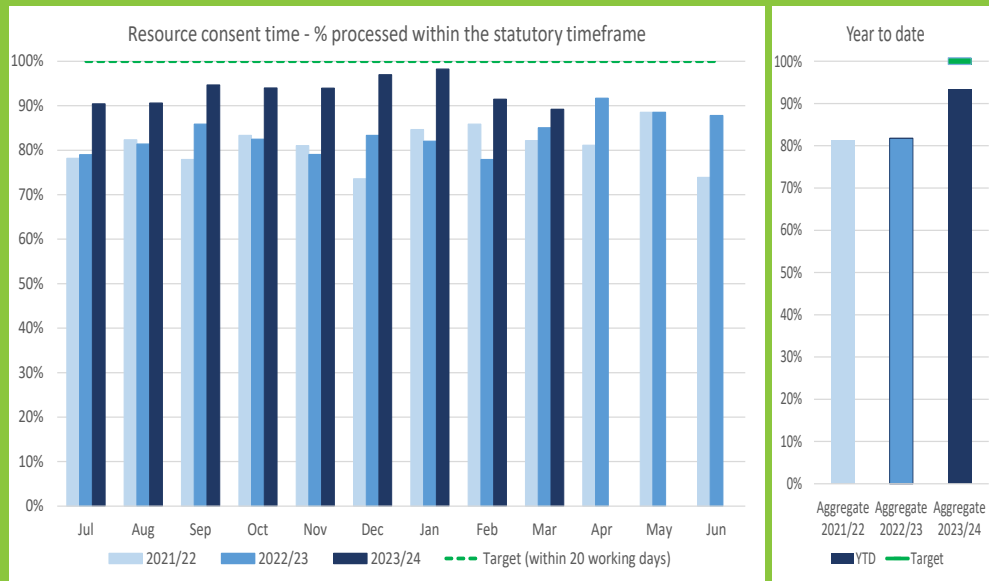
## AGGREGATE RESULT

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

TARGET	YTD RESULT
100%	68%

The year-to-date target has not been met. The team continues to struggle with the increased workload due to many new registrations of food premises. Staff resourcing challenges have been ongoing for some time and recruitment continues to be a focus.

# Environment



## MONTHLY RESULT

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

TARGET	MONTHLY RESULT
100%	<b>89.19%</b>

90 applications were formally received in March, similar to last year. Eight decisions were delayed due to a number of complex applications and the need to ensure risks of appeal were appropriately managed. Resourcing constraints and the need to reallocate several applications mid-processing had an impact. The average processing time was 19.63 days.

## AGGREGATE RESULT

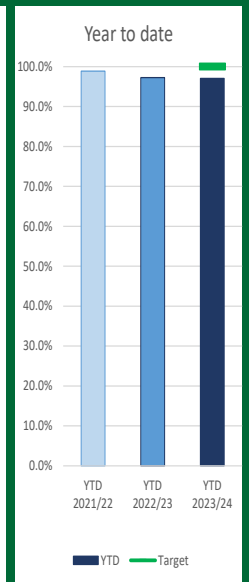
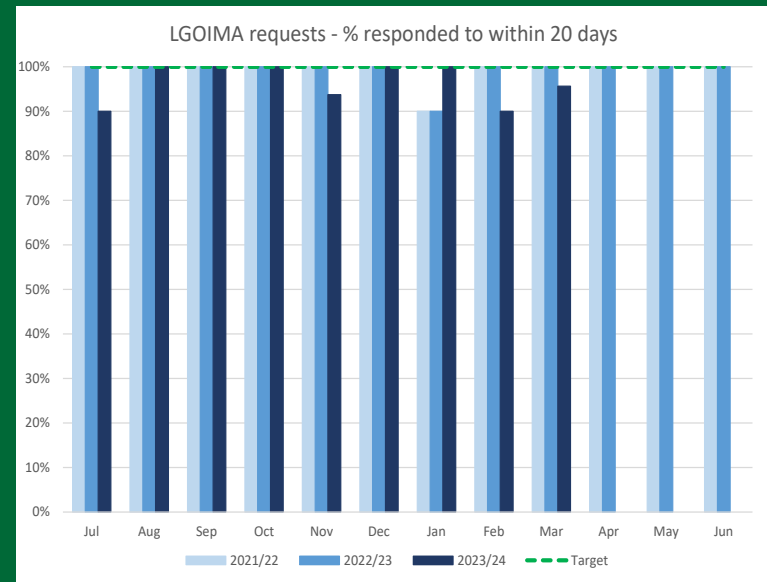
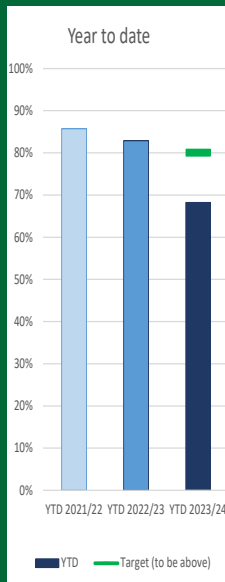
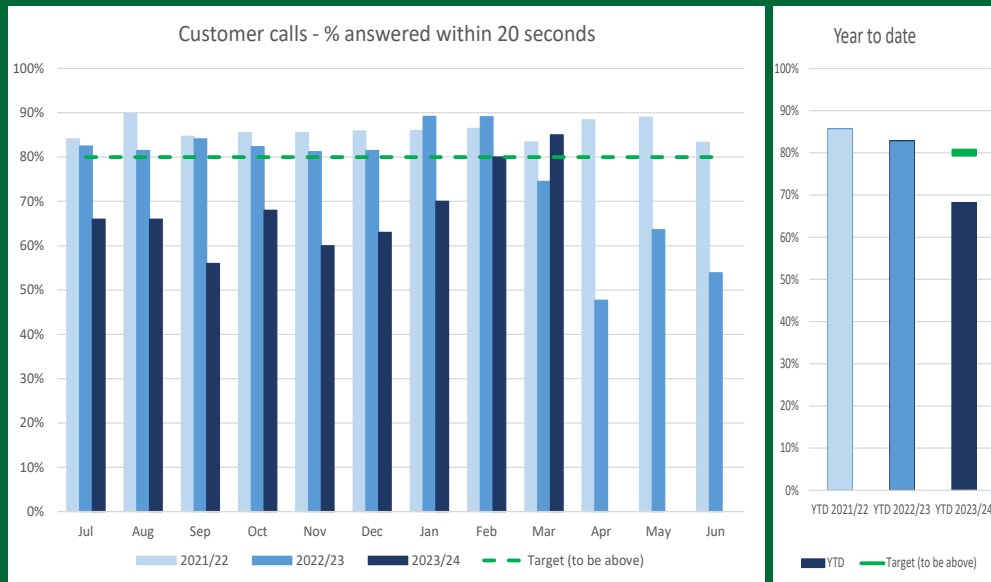
**RESOURCE CONSENT TIME**  
% processed within the statutory timeframe

TARGET	YTD RESULT
100%	<b>93.17%</b>

Year to date the average processing time is 17.65 days. 785 applications have been received and 676 decisions issued.



# Corporate Services



## MONTHLY RESULT

### CUSTOMER CALLS % answered within 20 seconds

TARGET	MONTHLY RESULT
80%	85%

2,521 calls were received in March with a decrease in call volume from the previous month and previous two years. This enabled staff to improve performance, answering 85% of calls within the 20 second timeframe (exceeding their 80% target). Overall, 98% of all calls were answered and addressed.

## AGGREGATE RESULT

### CUSTOMER CALLS % answered within 20 seconds

TARGET	YTD RESULT
80%	68.2%

In this quarter, 9,213 calls were made to Council with 96% answered and addressed. 76% of those calls were answered within 20 seconds leading to a year-to-date result of 68.2%. The hiring of three new staff members who are reaching more maturity in their knowledge should see improvements in future months.

## MONTHLY RESULT

### LGOIMA REQUESTS % responded to within 20 days

TARGET	MONTHLY RESULT
100%	96%

23 request decisions were due in March. One has been extended and is yet to resolve, all others were provided with a decision within the 20 working days (noting seven agreed short extensions to complete due to team absence and a higher than anticipated number of requests as the team caught up from resolving two significant complaints with the Ombudsman). This is reflected in the average time to complete which is higher than the trend at 19 working days.

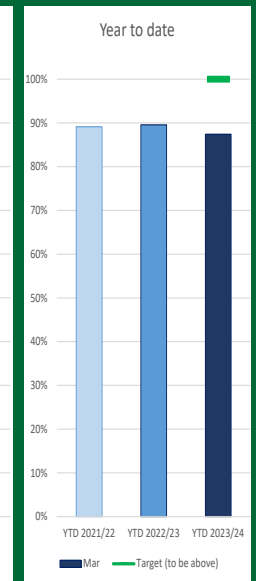
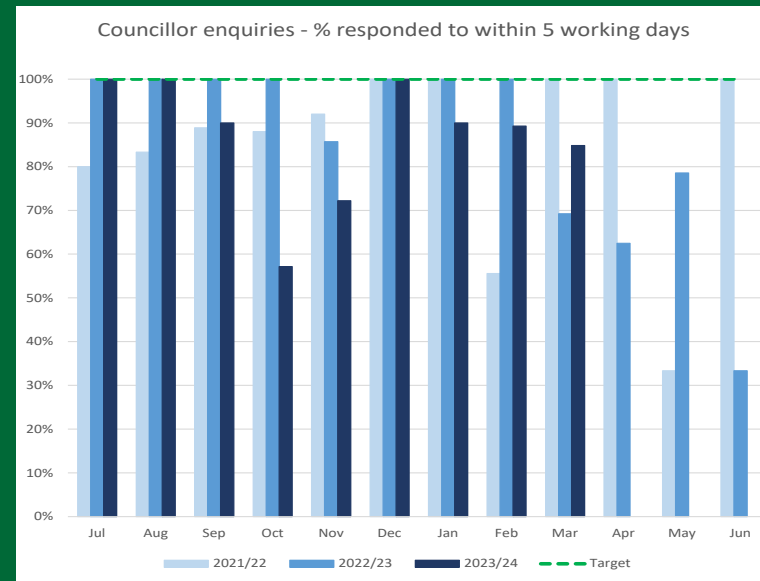
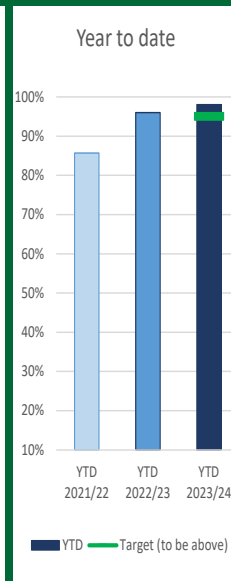
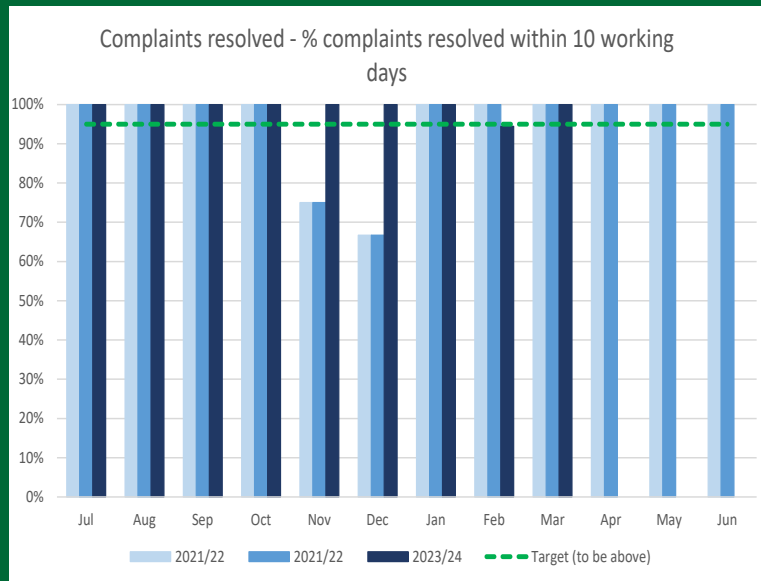
## AGGREGATE RESULT

### LGOIMA REQUESTS % responded to within 20 days

TARGET	YTD RESULT
100%	96.6%

The year-to-date 149 requests were due and five of those received delayed decisions. This was due to these being complex enquiries or follow up required to reach a decision.

# Corporate Services



## MONTHLY RESULT

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

TARGET	MONTHLY RESULT
>95%	100%

Eight formal complaints were recorded in March. They related to parking conditions and enforcement, road works and contract staff behaviour in both areas. Although complaint numbers were up from the previous year, the response was much improved with 100% achieved versus 75% last March.

## AGGREGATE RESULT

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

TARGET	YTD RESULT
>95%	98.1%

33 formal complaints were received in this quarter. Nearly half related to customer discontent with parking and enforcement (tickets, waiver requests), followed by contractor/staff behaviour. The remainder had no common theme or trend (i.e. one-off complaints). The result represents an improvement on the year prior which was 91.7%.

## MONTHLY RESULT

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

TARGET	MONTHLY RESULT
100%	85%

33 Councillor requests were raised in March. Five were delayed due to waiting on information from other sources in order to provide a full response. The number of requests has significantly increased from the prior two years where eight were received in the same month. This trend follows in quarterly statistics as well.

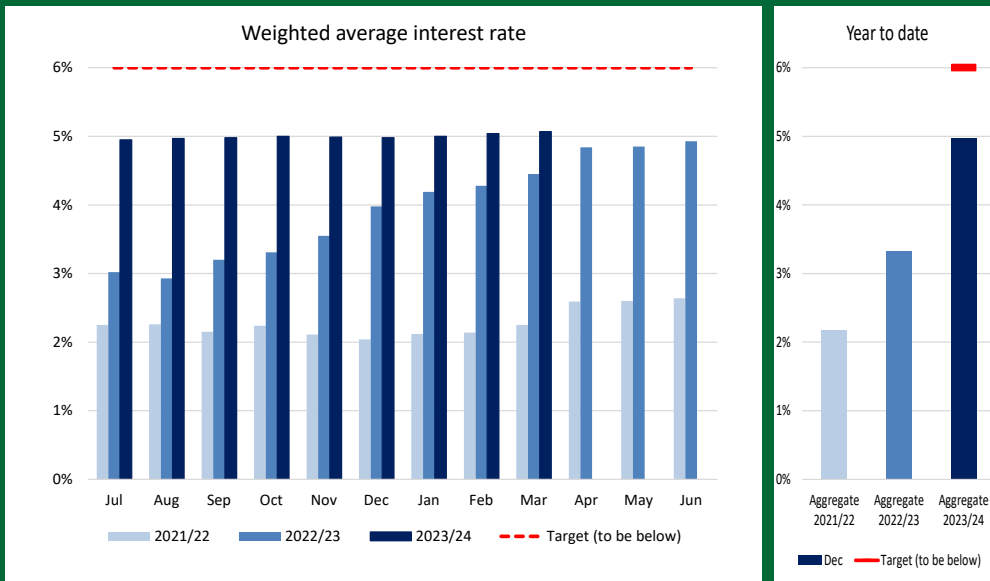
## AGGREGATE RESULT

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

TARGET	YTD RESULT
100%	88%

There were 79 requests raised by Elected Members in the last quarter, a significant increase from prior years. In the previous year 24 requests were received during the same months. Over the quarter, ten were not responded to within five days.

# Corporate Services



## MONTHLY RESULT

### INTEREST RATES

Weighted average interest rate per month

TARGET

<6%

MONTHLY RESULT

5.07%

With a weighted average interest rate of 5.07% for March 2024 the target of less than 6% has been met.

## AGGREGATE RESULT

### INTEREST RATES

Weighted average interest rate per month

TARGET

<6%

YTD RESULT

5.00%

The aggregate result year-to-date is 5.00%. The interest rate remains below target of less than 6%.



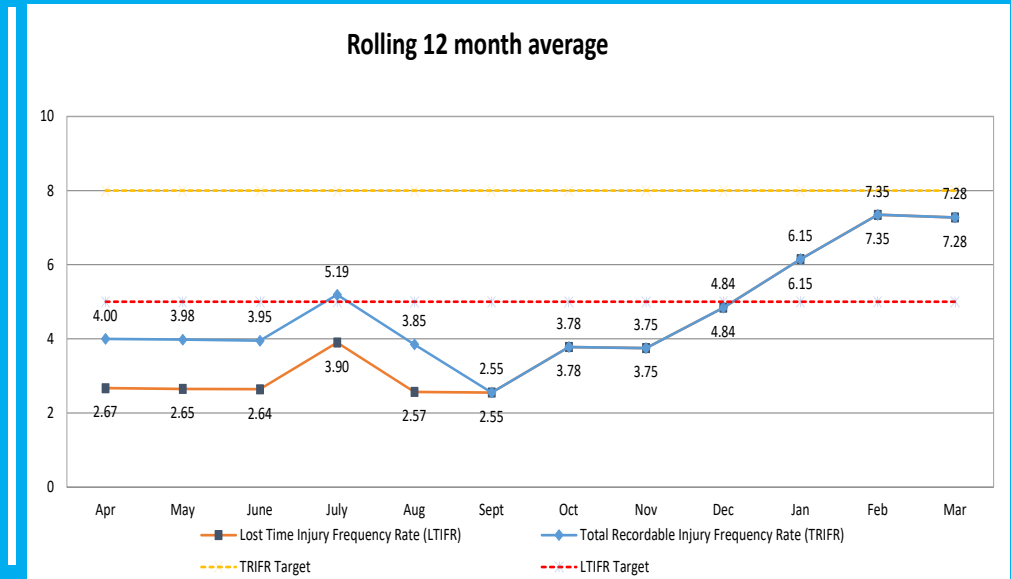
# Health & Safety Summary



# Health and Safety Committee

## CHAIR'S SUMMARY

- The Lost Time Injury Frequency Rate has decreased slightly. However, it is still exceeding the target of 5 or below.
- Total Recordable Injury Frequency Rate has also trended down. These measures are currently at the same level as they experienced the same amount of incidents.
- All incidents in the month of March were not notifiable to WorkSafe.
- No reportable speeding events recorded this month.



## UNSAFE EVENTS Frequency rates

	TARGET	RESULT
TRIFR	8	7.28
LTIFR	5	7.28

TRIFR = Total Recordable Injury Frequency Rate

LTIFR = Lost Time Injury Frequency Rate

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

The Total Recordable Injury Frequency Rate (TRIFR) has reduced from 7.35 to 7.28.

There has been a slight decrease in the Lost Time Injury Frequency Rate (LTIFR) as employees are following the correct procedures when they require 'Off Site Medical Treatment'.

## NOTIFIABLE EVENTS Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

### EVENT DETAILS

N/A

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

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

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



## Health and Safety Committee

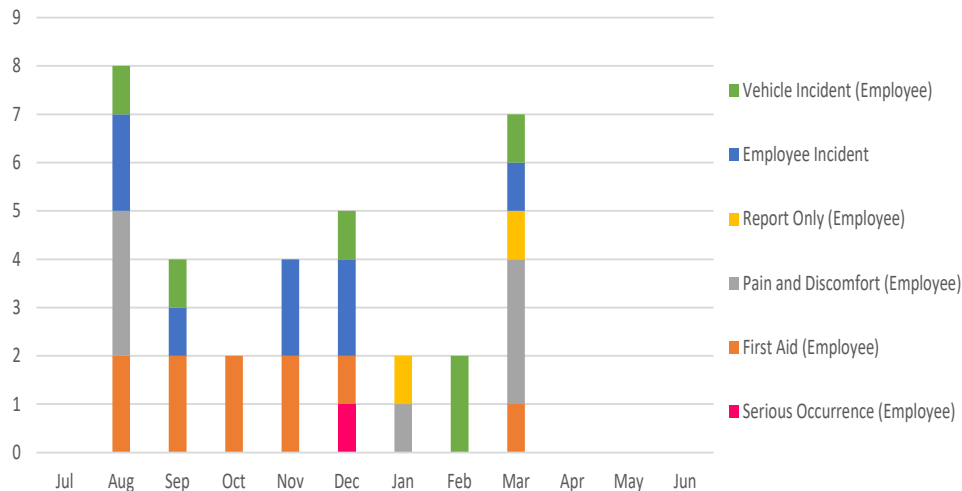
Queenstown Lakes District Council has set a range of measurable indicators that demonstrate progress across a range of Health, Safety and Wellbeing areas. These indicators are shown below and are referenced throughout this section.

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

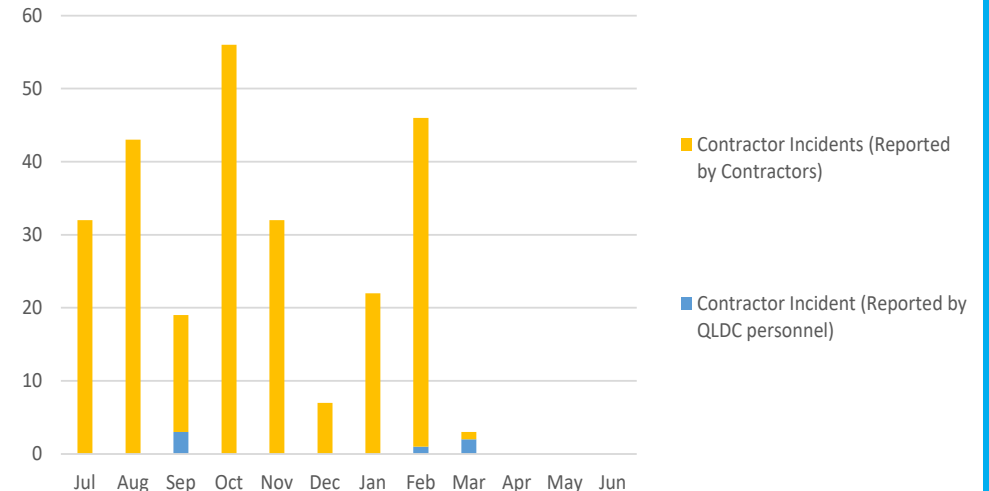


# Unsafe Events and Frequency Rates

### Employee Incidents



### Contractor Workplace Incidents



## UNSAFE EVENTS Incidents and accidents across all groups

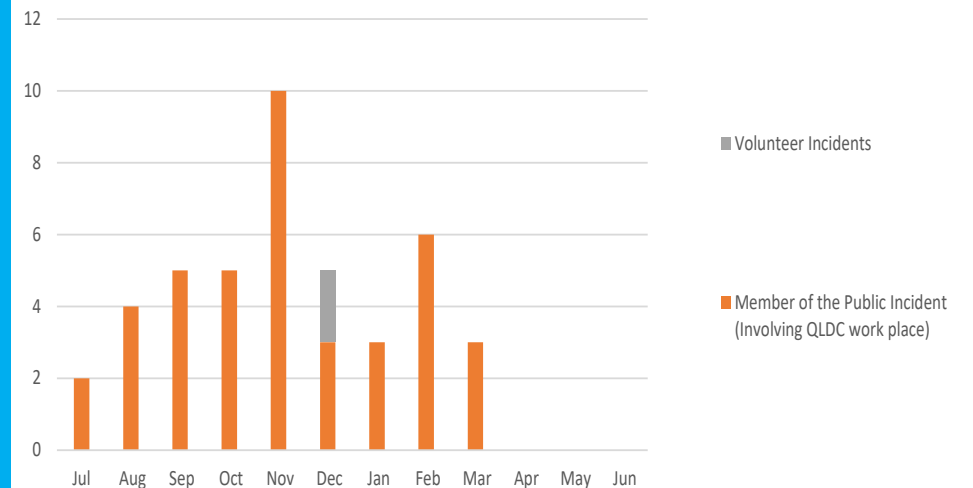
	MONTHLY	YTD
Employees	6	32
Contractors	2	260
Volunteers	0	2
Public	3	41

The Employee incidents include Pain and Discomfort, Vehicle Incident and First Aid. The prompt reports for the Pain and Discomfort prevented these events from becoming Lost Time Injuries. The first aid incident was a head bump from a student in a swim class.

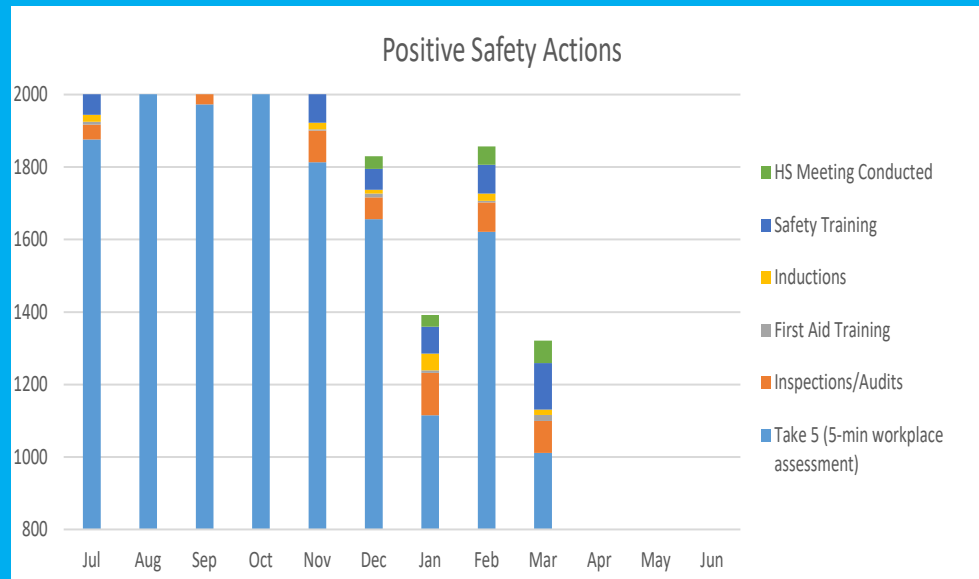
Two contractor incidents were recorded. One was a serious occurrence when a member of the public entered a traffic control site with a car and caravan. There were no injuries, and it was reported to the Police. One was a Vehicle Incident where a contractor reversed into a parked vehicle. No injuries were reported.

Three incidents were recorded involving members of the public. This includes Unlawful Entry into a Council facility, Vandalism and Verbal abuse towards employees.

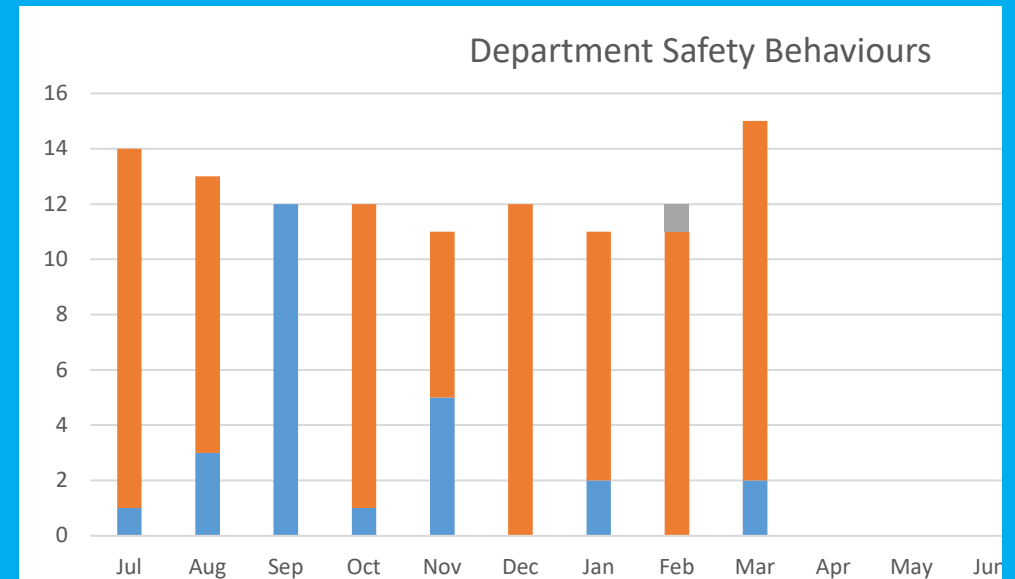
### Public and Volunteer Workplace Incidents



## Prevention



## Behaviour – Self Assessment



### POSITIVE SAFETY ACTIONS

	MONTHLY	YTD
Take 5's	1,011	15,244
Inspection/Audits	88	580
Safety & Wellbeing Training	128	611
HS Meetings	62	407
First Aid	17	76

Due to Public holidays and employees taking leave there has been less Take 5's completed for March.

We're achieving a good number of inspections/Audits. This number is consistent with last month.

The organisation is taking advantage of the training opportunities that is available to them. This shows through an increased uptake on First Aid and Safety training since the beginning of the reporting year.

### DEPARTMENT SAFETY BEHAVIOURS

	MONTHLY	YTD
Type A	3	26
Type B	9	85
Type C	0	1
Target Achieved	Yes	Yes

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

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

The objective set is to have twice the number of A's to C's.

Three A's recorded for March which is a good achievement. After an incident occurs, teams are being proactive by taking the time to learn from these which has resulted in Standard Operating procedures being updated and more training provided.

# Key Priorities Summary





## High Profile Capital Projects

March 2024

\*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
<p><b>Crown Infrastructure Partners</b> <b>Street Upgrades</b></p>	<ul style="list-style-type: none"> <li>Project Practical completion reached 10 November 2023; this was signed off by the Alliance Board on 30 January 2024.</li> <li>Minor re-works (faults and omissions) are underway in upper Brecon Street.</li> <li>Signs and line marking adjusted in Historic Core.</li> <li>Project Practical Completion has been achieved.</li> </ul>	<ul style="list-style-type: none"> <li>Completion of minor re-works.</li> <li>Early May 2024 - Remedial works (including closure) of Duke Street to fix ramp angle into Shotover Street to be completed (approximately four weeks).</li> </ul>	<p><b>Green</b></p>
<p><b>Crown Infrastructure Partners</b> <b>Arterial Stage One</b></p>	<ul style="list-style-type: none"> <li>Strengthening works still underway at St Joseph's and Beetham Street retaining walls. Delays in completion of the walls have been caused by complexities with the shop drawings which has impacted the manufacture of the balustrades.</li> <li>Pavement works on Melbourne Street have been delayed due to defective asphalt on Frankton Road.</li> <li>The project status has changed to <b>Amber</b> due to challenges identified (see above points) leading up to the end of sealing season.</li> </ul>	<ul style="list-style-type: none"> <li>April 2024 - Transferring of traffic on Frankton Road to the lakeside to allow the upper side to be asphalted.</li> <li>April 2024 - Opening of Suburb and Dublin Streets on to Frankton Road Arterial.</li> <li>June 2024 - St Joseph's and Lower Beetham Street retaining walls to be completed.</li> </ul>	<p><b>Amber</b></p>
<p><b>Lakeview Development and Ancillary Works</b></p>	<ul style="list-style-type: none"> <li>End of March 2024 - Construction has been completed.</li> <li>Guardrail extension completed at storm water access.</li> <li>28 March 2024 - Road Safety Audit was received.</li> <li>Remaining re-works (minor faults and omissions) are underway prior to Practical Completion.</li> <li>The project status has been changed to <b>Amber</b> due to the time delay of the programme following the Road Safety Audit result.</li> </ul>	<ul style="list-style-type: none"> <li>Road Safety Audit identified one issue requiring new lines and signs where new Thompson Street intersects with Brunswick and Glasgow Streets, prior to opening of Thompson Street.</li> <li>30 April 2024 - Updated target for Practical Completion.</li> </ul>	<p><b>Amber</b></p>



## 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 detailed design is progressing. The designation is granted. Discharge consent was granted (treated effluent to land). Odour (air discharge) consent. Assessment of Environmental Effects being updated with updates from detailed design before obtaining Affected Party Approvals and lodging application. Land agreements (acquisition and easement) work ongoing. Requires Land Information NZ (Crown) approval.</li> <li>Water - All consents were obtained. Detailed design is complete. Bore headworks construction is complete. Power supply and Communications contract signed. Out to market for construction.</li> <li>Storm Water (Oxford Street Services) - Detailed design is approved. The developer's engineer is working through feedback on main construction procurement documentation.</li> <li>Projectwide - January 2024: Development agreement variation and settlement signed. Work proceeding on all fronts.</li> <li>This project remains <b>Amber</b> until the contractor pricing and proposed schedules are within expectations. Additionally, the land deals for Waste Water need to be progressed.</li> </ul>	<ul style="list-style-type: none"> <li>Waste Water - September 2024: Detailed design estimated completion date. June 2024: Consent lodgement. Signed land agreement.</li> <li>Water - 16 May 2024: Tender closes. July 2024: Contract awarded. Power works completed. Communications work ties in with main construction contract.</li> <li>Storm Water - July 2024 Issued to market.</li> </ul>	<p><b>Amber</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 all Submissions for Notice of Requirement.</li> <li>Detailed Design was accepted by the Project Control Group (3 October 2023). 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 – All submissions have been withdrawn, now sits with QLDC Planning to process the designation.</li> <li>End of April - Contractor scheduled to install 100mm water connection (a condition of an Affected Party Approval).</li> <li>Construction funding allocated in 2029/30. 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>Wānaka Lake Front Development Stage Five</b>	<ul style="list-style-type: none"> <li>March 2024 - Design finalised and procurement plan approved.</li> </ul>	<ul style="list-style-type: none"> <li>5 April 2024 - Tender documents live on GETS.</li> <li>13 May 2024 - Tender closes.</li> <li>Contract appointment.</li> <li>Early summer 2024/25 - Anticipated work completion.</li> </ul>	<p><b>Green</b></p>
<b>Coronet Harvest Reforestation Programme</b>	<ul style="list-style-type: none"> <li>Planting contract has been awarded to Te Tapu o Tāne and Citycare Property.</li> <li>e3Scientific will manage the ecological restoration design and program.</li> <li>Council has been working with the Coronet Recreational Working Group (which has representatives of local groups and organisations that use this area) on plans for a network of recreational trails for activities such as horse riding, biking, walking and paragliding.</li> </ul>	<ul style="list-style-type: none"> <li>2 April 2024 - Community &amp; Services Committee Workshop scheduled. Agenda link <a href="#">here</a>.</li> <li>Winter 2024 - Installation of the deer fence around the perimeter of the site.</li> <li>Late April 2024 - Aerial spraying on the site, and pre-plant spraying.</li> <li>Audit of work package one: &gt;100,000 plants growing in nurseries.</li> </ul>	<p><b>Green</b></p>
<b>Paetara Aspiring Central</b>	<ul style="list-style-type: none"> <li>Basketball hoops works are being progressed and contract finalised with the contractor to allow the works to commence in July.</li> </ul>	<ul style="list-style-type: none"> <li>July 2024 - Structural Steel Installation during school holidays.</li> <li>September 2024 – Basketball Hoop Installation during school holidays.</li> </ul>	<p><b>Green</b></p>
<b>Creativity and Culture Strategy (formerly Arts, Culture &amp; Heritage Strategy)</b>	<ul style="list-style-type: none"> <li>Planning for community engagement on the draft Creativity and Culture Strategy (CCS). This included promoting hui in Queenstown, Wānaka and Glenorchy, finalising content for community engagement.</li> <li>18 March 2024 - Community engagement on draft strategy via Let's Talk engagement platform started.</li> </ul>	<ul style="list-style-type: none"> <li>Early April 2024 - Three short hui to be hosted in Queenstown, Wānaka and Glenorchy providing overview of the Strategy and an opportunity for the community to ask questions of steering group members.</li> <li>19 April 2024: Community engagement on draft strategy via Let's Talk engagement platform closes.</li> <li>April/May 2024 – Community feedback reviewed and final changes made to the Strategy and Implementation Plan.</li> <li>27 June 2024 – Final CCS endorsed by Council.</li> </ul>	<p><b>Green</b></p>



## Selected Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Glenorchy Marina</b>	<ul style="list-style-type: none"><li>Budget movements finalised for May reforecast.</li><li>Budget shortfall reduced to \$85,000.</li><li>The project is flagged <b>Amber</b> due to the delayed timeline and budget restraints.</li></ul>	<ul style="list-style-type: none"><li>10 May 2024 - Procurement to go live. Delayed due to consultant delays.</li><li>August 2024 - Construction delivery anticipated to start.</li></ul>	<b>Amber</b>
<b>Water Sports Programme</b>	<ul style="list-style-type: none"><li>Stage One works complete to construct bridge supports.</li><li>The project is flagged <b>Amber</b> due to works near the sensitive water way of Stoney Creek. Close environmental monitoring is in place.</li></ul>	<ul style="list-style-type: none"><li>Stage Two to begin soon with overall project completion due early June 2024.</li></ul>	<b>Amber</b>





## Planning and Development

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 97% of appeal points received and updated into the plan. (106 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. This is an Environment Court process and they will set court dates as appropriate.</li> </ul>	<p><b>Green</b></p>
<b>Stage Two Appeals</b>	<ul style="list-style-type: none"> <li>86 appeals and 930 appeal points received challenging Council's decisions. Mediations are completed; Environment Court hearings are underway.</li> <li>March 2024 - Topic 31 Middleton; Environment Court hearing was held. Awaiting the Courts final decision.</li> <li>Topic 31 Donaldson; Decision has been issued however an Erratum has been sent to the Environment Court to cover an error in the decision.</li> </ul>	<ul style="list-style-type: none"> <li>Awaiting confirmation of Hearing dates from the Environment Court for remaining zoning appeals.</li> </ul>	<p><b>Green</b></p>
<b>Stage Three Appeals</b>	<ul style="list-style-type: none"> <li>42 appeals (total) containing 445 separate appeal points lodged. Environment Court mediations are underway.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence is being exchanged for the Wānaka Industrial rezoning appeals.</li> <li>A date is still to be set for Cardrona Cattle Company Environment Court hearing (Industrial Zoning).</li> </ul>	<p><b>Green</b></p>
<b>Inclusionary Housing</b>	<ul style="list-style-type: none"> <li>Notified 13 October 2022. 181 original submissions and 20 further submissions received.</li> <li>Hearing has been completed and is adjourned.</li> </ul>	<ul style="list-style-type: none"> <li>Awaiting Independent Hearing Panel recommendation report.</li> </ul>	<p><b>Green</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Landscape Schedules</b></p>	<ul style="list-style-type: none"> <li>• Priority Areas Priority Areas were notified 30 June 2022. 208 original submissions and 38 further submissions received. Incorrect and missed submission points were renotified and no further submissions were received. The hearing was held in 2023.</li> <li>• Upper Clutha Landscapes (RCLs) Landscape architect is finalising the draft schedules for notification. Background documents, including Section 32 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 The commissioner’s recommendation will be presented to the June 2024 Council meeting for ratification as a Council decision.</li> <li>• Upper Clutha Landscapes (RCLs) Notification of the Upper Clutha Landscape Schedules Variation.</li> </ul>	<p><b>Green</b></p>
<p><b>Te Pūtahi - Ladies Mile Masterplan and Plan Variation</b></p>	<ul style="list-style-type: none"> <li>• The former Minister for the Environment (David Parker) has approved the use of the Streamlined Planning Process. 124 submissions and 25 further submissions received.</li> <li>• Comments were received from Council and submitters in the Independent Hearing Panel Draft Recommendation Report.</li> </ul>	<ul style="list-style-type: none"> <li>• Independent Hearing Panel final Recommendation Report to be sent to the Minister for the Environment (Hon Penny Simmonds).</li> <li>• Await decision of the Minister.</li> </ul>	<p><b>Green</b></p>
<p><b>Urban Intensification Variation</b></p>	<ul style="list-style-type: none"> <li>• 24 August 2023 - Public notification of proposal. 1258 submissions were received. A Summary of Decisions was requested and is currently being reviewed.</li> </ul>	<ul style="list-style-type: none"> <li>• May 2024 - Summary of Decisions Requested to be publicly notified for further submissions.</li> </ul>	<p><b>Green</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Economic Diversification Plan</b>	<ul style="list-style-type: none"> <li>Feedback of the draft plan was reviewed in multiple Review Panel Sessions.</li> <li>The plan was edited based on this feedback.</li> </ul>	<ul style="list-style-type: none"> <li>April 2024 – Endorsement sessions taking place</li> </ul>	Green
<b>Spatial Plan</b>	<ul style="list-style-type: none"> <li>Spatial Plan project team meets fortnightly to work through implementation of priority initiative workstreams. This includes representation from Central Government, ORC and QLDC.</li> <li>Procurement for Natural hazards/Geotechnical work for Te Tapuae/Southern Corridor structure plan remains ongoing.</li> <li>Procurement scope for Infrastructure expert is underway.</li> <li>11 March 2024 - Grow Well Whaiora Partnership Steering Group meeting was held.</li> <li>28 March 2024 - Monthly meeting with Aukaha and Te Ao Marama Inc was held.</li> </ul>	<ul style="list-style-type: none"> <li>April 2024 - Procurement for infrastructure expert for Te Tapuae/Southern Corridor structure plan to be issued.</li> <li>30 April 2024 - Quarterly meeting with the Ministry of Environment.</li> <li>6 May 2024 - Transport workshop – Te Tapuae Southern Corridor.</li> <li>13 May 2024 - Grow Well Whaiora Partnership Steering Group meeting.</li> <li>14 May 2024 - Combined wananga to be held with Kai Tahu for Te Tapuae/Southern Corridor and Blue Green Network.</li> </ul>	Green
<b>Joint Housing Action Plan (JHAP)</b>	<p>Implementation of the 34 JHAP actions is underway, with key updates for March as follows:</p> <ul style="list-style-type: none"> <li>Hearings for the Inclusionary Housing Variation completed. (action 8A, led by Policy Planning)</li> <li>Provided feedback on workers accommodation consent application. (action 5E, 6A)</li> <li>Contributed to Airbnb host responsibility page and host meeting to improve compliance with rules. (actions 1C, 3E, 6A, 6D)</li> <li>Met two developers to follow up on outstanding community and affordable housing contributions. (action 4B)</li> <li>Met additional developer interested in potential build-to-rent. (actions 5C, 5D, 5E)</li> <li>Met with the Ministry of Social Development to discuss emergency and transitional housing in the district. (action 3C)</li> </ul>	<p>Milestones for April include:</p> <ul style="list-style-type: none"> <li>Record and share podcast on QLDC work to improve housing outcomes (solutions 1 and 4).</li> <li>Contribute to Community Housing Aotearoa resources on Inclusionary Housing. (solutions 1, 3, 4)</li> <li>Commission a review of Crown land with potential for housing in the district. (action 2B)</li> <li>Finalise paper for Planning and Strategy Committee to monitor and report on affordable and community housing contributions from housing developments. (action 4B)</li> <li>Meeting community stakeholders: Mana Tāhuna, Abbeyfield Wānaka Steering Committee (action 6A)</li> <li>Meeting with Aspen delegation to discuss housing solutions that could be replicated here. (action 6B)</li> </ul>	Green



## Corporate Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Long Term Plan 2024-2034 (LTP)</b>	<ul style="list-style-type: none"><li>19 March 2024 - A Steering group took place where Councillors were presented with an initial draft of the revised Long Term Plan Capital programme following the re-integration of the Three Waters capital projects.</li><li>March 2024 - Materials for the community consultation on proposed changes to QLDC user fees and charges were produced.</li></ul>	<ul style="list-style-type: none"><li>April 2024 - LTP project work is focussed on producing key sections of the LTP document and commencing production of the LTP Consultation Document which will be published for community consultation 27 June-28 July 2024.</li><li>23 April 2024 - A Steering Group is scheduled where the final financial proposal for community consultation on the LTP will be discussed, alongside other key items.</li><li>4 April 2024 - A Council meeting will be presented with the user fees and charges Statement of Proposal for adoption, which, if granted, will commence community consultation from 5 April-5 May 2024.</li></ul>	<b>Green</b>

# Financial Management Report



# Operating Expenditure and Revenue

# Financial Management Report

% of the year completed 75%

DESCRIPTION	March Actual	March 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	10,384,089	10,408,000	(23,911)	94,153,234	94,572,000	(418,766)	125,796,000	75%	1*
Income - Grants & Subsidies	554,616	604,309	(49,693)	6,599,205	5,333,047	1,266,158	10,309,214	64%	2*
Income - NZTA External Cost Recoveries	463,452	556,465	(93,013)	4,529,765	5,008,187	(478,423)	6,677,583	68%	3*
Income - Consents	1,109,343	1,345,277	(235,934)	11,006,654	12,107,495	(1,100,841)	16,143,327	68%	4*
Income - External Cost Recovery	96,422	89,415	7,007	907,709	804,736	102,973	1,072,982	85%	5*
Income - Regulatory	280,534	627,900	(347,365)	6,287,542	6,412,935	(125,393)	8,286,381	76%	6*
Income - Operational	2,706,942	2,454,531	252,411	23,241,755	22,007,253	1,234,503	29,465,723	79%	7*
<b>Total Operating Revenue</b>	<b>15,595,399</b>	<b>16,085,897</b>	<b>(490,498)</b>	<b>146,725,864</b>	<b>146,245,653</b>	<b>480,211</b>	<b>197,751,209</b>	<b>74%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	4,010,124	4,134,207	124,083	35,446,914	37,207,866	1,760,952	49,710,488	71%	8*
Expenditure - Salaries and Wages Contract	475,541	341,092	(134,448)	4,071,186	3,069,831	(1,001,355)	4,093,108	99%	9*
Expenditure - Health Insurance	29,825	40,492	10,667	355,992	364,427	8,436	485,903	73%	
<b>Total Personnel Expenditure</b>	<b>4,515,490</b>	<b>4,515,792</b>	<b>302</b>	<b>39,874,092</b>	<b>40,642,124</b>	<b>768,033</b>	<b>54,289,499</b>	<b>73%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	556,237	777,712	221,476	4,302,282	4,361,431	59,148	8,741,743	49%	10*
Expenditure - Legal	413,871	455,157	41,286	4,000,446	4,107,741	107,295	5,677,835	70%	
Expenditure - Stationery	12,296	33,388	21,092	341,614	300,488	(41,126)	400,651	85%	
Expenditure - IT & Phones	57,277	68,563	11,286	603,651	617,069	13,418	822,759	73%	
Expenditure - Commercial Rent	422,233	377,361	(44,872)	3,850,766	3,396,249	(454,516)	4,528,332	85%	11*
Expenditure - Vehicle	69,288	78,000	8,712	830,162	702,000	(128,162)	936,000	89%	12*
Expenditure - Power	439,100	315,315	(123,785)	4,130,969	2,837,837	(1,293,132)	3,783,782	109%	13*
Expenditure - Insurance	253,126	213,638	(39,488)	2,167,221	1,922,743	(244,478)	2,563,658	85%	14*

## Operating Expenditure and Revenue

## Financial Management Report

% of the year completed

75%

DESCRIPTION	March Actual	March 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	3,734,427	3,206,589	(527,838)	34,337,827	29,986,503	(4,351,324)	40,552,182	85%	15*
Expenditure - Parks & Reserves Maintenance	975,390	1,027,262	51,872	7,684,436	7,614,288	(70,148)	10,359,204	74%	16*
Expense - External Cost On Chargeable	137,035	89,238	(47,797)	964,840	803,145	(161,695)	1,070,860	90%	17*
Expenditure - Grants	592,039	587,888	(4,152)	6,116,096	6,700,627	584,531	9,089,290	67%	18*
Expenditure - Other	2,231,276	1,712,679	(518,597)	16,406,330	15,503,303	(903,026)	20,645,804	79%	19*
<b>Total Operating Expenditure</b>	<b>9,893,594</b>	<b>8,942,790</b>	<b>(950,804)</b>	<b>85,736,640</b>	<b>78,853,426</b>	<b>(6,883,214)</b>	<b>109,172,100</b>	<b>79%</b>	
<b>Interest and Depreciation</b>									
Expenditure - Interest	2,020,026	1,927,139	(92,887)	19,239,132	17,344,248	(1,894,885)	23,125,664	83%	20*
Expenditure - Depreciation	4,627,912	4,627,912	0	41,651,204	41,651,204	0	55,534,939	75%	
<b>Total Interest and Depreciation</b>	<b>6,647,938</b>	<b>6,555,050</b>	<b>(92,887)</b>	<b>60,890,337</b>	<b>58,995,452</b>	<b>(1,894,885)</b>	<b>78,660,603</b>	<b>77%</b>	
<b>TOTAL EXPENDITURE</b>	<b>21,057,021</b>	<b>20,013,632</b>	<b>(1,043,389)</b>	<b>186,501,068</b>	<b>178,491,002</b>	<b>(8,010,066)</b>	<b>242,122,202</b>	<b>77%</b>	
<b>NET OPERATING SURPLUS (DEFECIT)</b>	<b>(5,461,622)</b>	<b>(3,927,734)</b>	<b>(1,533,888)</b>	<b>(39,775,204)</b>	<b>(32,245,349)</b>	<b>(7,529,855)</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 - \$1.3m 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 \$0.2m in various government grants received which offset with Grant Expenditure for Property and Infrastructure.

\*3 Income - NZTA External Cost Recoveries - \$0.5m 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 - \$1.1m unfavourable variance in Planning and Development due to \$200k of credits processed for either statutory timeframes not achieved, or invoices queried by the applicant relating to the previous financial year, and the 20% reduction in the number of consents received/processed, together with a reduced complexity resulted in lower consent income to the expected budgeted amounts. The reduction in revenue is partly offset by the reduction in contractor staff utilised for consent processing.



## \* 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 the provision for doubtful debt for Planning & Development consents reviewed in March 2024 which resulted in a \$0.4m increase, lower parking fees \$0.5m collected, however this is offset by increased traffic & parking, campervan and other infringements \$0.7m collected for the year to date.
- \*7 Income - Operational - \$1.2m favourable variance in Community Services is \$1.3m favourable following increased Sport & Recreation income of \$0.8m generated specifically in Gym memberships, swimming lessons and retail sales; and property lease income of \$0.5M in Parks & Reserves.
- \*8 Expenditure - Salaries & Wages - \$1.8m lower than budget due to underspend as a result of staff vacancies mainly in Planning and Development underspent by \$0.8m and Property and Infrastructure by \$1.0m. These underspends are offset by positions covered by contract staff, see S&W Contract below.
- \*9 Expenditure - Salaries & Wages Contract - \$1.0m higher than budget variance. Planning & Development \$0.1m higher than budget spend due to utilisation of contractor costs per hour set lower than actual cost incurred. Property & Infrastructure is \$0.5m 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 underspent on budget. Planning & Development is \$0.2m higher than budget, due to general timing of spend relating to the District Plan and Community Services \$0.2m, however, offset by lower spend in Strategic planning \$0.4m.
- \*11 Expenditure - Commercial Rent - \$0.5m 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 - \$0.1m YTD overspent on budget due to August including a June 2023 fleet invoice and 4 ambassador vehicles, looking after responsible camping during the summer months, included in the cost.
- \*13 Power - \$1.3m overspent on budget in Property and Infrastructure \$1.0m following increased electricity cost for 3 Waters sites in relation to consumption, and the first year of the electricity contract attracting the highest unit cost of the four year contract with the lowest cost paid in year 4. There is also an additional impact with the new sites commissioned. Community Services \$0.2m due to cost and consumption increased for the swimming pools gas of \$0.1m and electricity \$0.1m following unit cost increases higher than those budgeted and increased site consumption.
- \*14 Insurance - \$0.2m unfavourable due to insurance premium increases in November 2022 and May 2023 exceeding the anticipated annual increases.
- \*15 Infrastructure Maintenance - \$4.4m YTD overspent in Property and Infrastructure, Roding Infrastructure maintenance is \$2.0m 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 \$2.6m ahead of budgeted spend for unscheduled maintenance of \$0.8m following the Crypto outbreak, the unscheduled Shotover Waste Water Treatment Plant equipment and Airation Grids costs of \$0.6M, costs to repair communication systems of \$0.2m directly impacted by the September weather event, \$0.6m of unscheduled maintenance relating to prior year and \$0.3m of establishment cost associated with the change in supplier.
- \*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 \$0.1m. The net impact on the P&L is offset by Income - External Cost On Chargeable.
- \*18 Expenditure - Grants - \$0.6m underspent against budget due to the timing of grant payments made to date.
- \*19 Expenditure - Other - \$0.9m over budget due to an accrual for \$0.5m for roading maintenance work still to be completed relating to the September Weather Event and \$0.3M in Cleaning expenditure cost increase which is offset by underspends in Planning & Development and Strategy & Policy.
- \*20 Interest - \$1.9m higher than budgeted cost due to higher interest rates.



## Capital Expenditure and Revenue

## Financial Management Report

DESCRIPTION	March Actual	March 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	4,382,072	1,762,297	2,619,775	19,183,605	15,314,289	3,869,316	20,645,405	93%	21*
Income - Vested Assets	0	0	0	40,323,060	0	40,323,060	20,673,385	195%	22*
Income - Grants & Subsidies Capex	3,452,075	3,845,899	(393,824)	24,251,700	29,086,649	(4,834,949)	40,255,916	60%	23*
Income - Dividends received	0	0	0	11,157,588	7,172,306	3,985,281	7,423,000	150%	24*
Income - Gain/(loss) on disposal of PP&E	0	0	0	496,040	0	496,040	0	0%	25*
<b>Total Capital Revenue</b>	<b>7,834,147</b>	<b>5,608,196</b>	<b>2,225,951</b>	<b>95,411,992</b>	<b>51,573,244</b>	<b>43,838,748</b>	<b>88,997,707</b>	<b>107%</b>	
<b>Capital Expenditure</b>									
Projects/Asset Purchases	29,057,989	30,830,813	1,772,824	136,503,929	150,108,200	13,604,271	198,349,632	69%	26*
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>Total Capital Expenditure</b>	<b>29,057,989</b>	<b>30,830,813</b>	<b>1,772,824</b>	<b>136,503,929</b>	<b>150,108,200</b>	<b>13,604,271</b>	<b>215,239,632</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>21,223,842</b>	<b>25,222,617</b>	<b>(453,127)</b>	<b>41,091,937</b>	<b>98,534,956</b>	<b>(30,234,477)</b>	<b>126,241,925</b>		
<b>External Borrowing</b>									
Loans	30,000,000			613,023,000			626,900,000		
<b>TOTAL BORROWING</b>	<b>30,000,000</b>			<b>613,023,000</b>			<b>626,900,000</b>		

### \* Commentary

\*21 Development Contributions - \$3.9m favourable compared to budget due to favourable receipts for Roding \$0.3m and Parks & Reserves contributions for Community Services \$2.9m and Three Waters \$0.5M.

\*22 Vested Assets - \$40.3M in Three Waters Assets has been vested for Q1 of the 2023/24 financial year.

\*23 Grants & Subsidies Capex - \$24.3m year to date funding received vs budget of \$29.1m. Variance of \$4.8m includes \$0.3m for NZTA/Waka Kotahi Capex subsidy and \$4.5m 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).

\*24 Dividends Received - \$4.0M in QAC Dividends received in February 2024 for the half year dividend payment.

\*25 Gain on Sale of Property - A gain of \$0.5M was realised on the \$0.9M sale of a section of 516 Ladies Mile to Waka Kotahi NZ Transport for roading construction.

\*26 Projects/Asset Purchases - \$136.5m year to date spend vs budget of \$150.1m (91%). Main project spend this month includes \$14.8M for Cardona New Water Supply Scheme, \$3.4m for Qtn Town Centre Arterials - Stage 1, \$1.8m Project Shotover Wastewater Treatment Plant Upgrade, \$0.7M Arthurs Point to CBD Active Travel & \$0.7M & Wanaka Road to Zero Minor Improvement Programme.