

Quarterly Report

Key Performance Indicators – Traffic light status report





Health & Safety Summary

Key Priorities Update

Financial Management Report

September 2022

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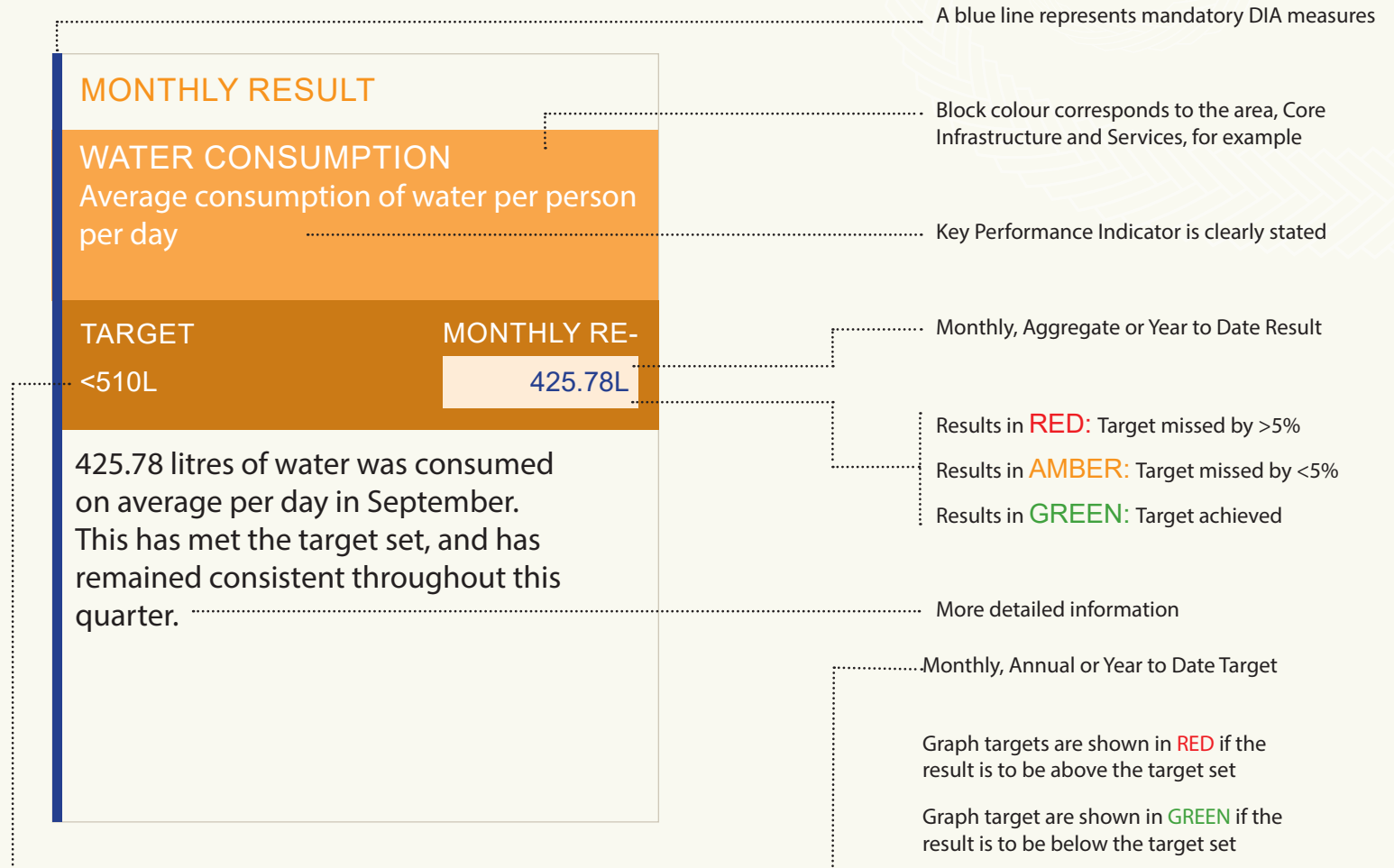
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WHAT IS A KPI?

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

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

HOW TO READ THIS REPORT

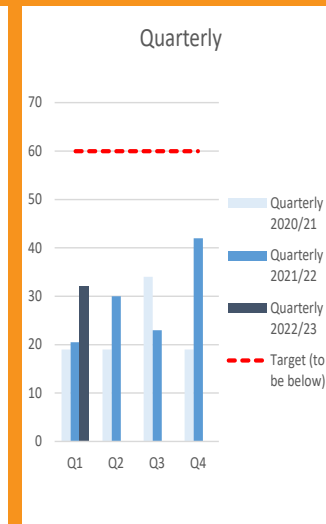
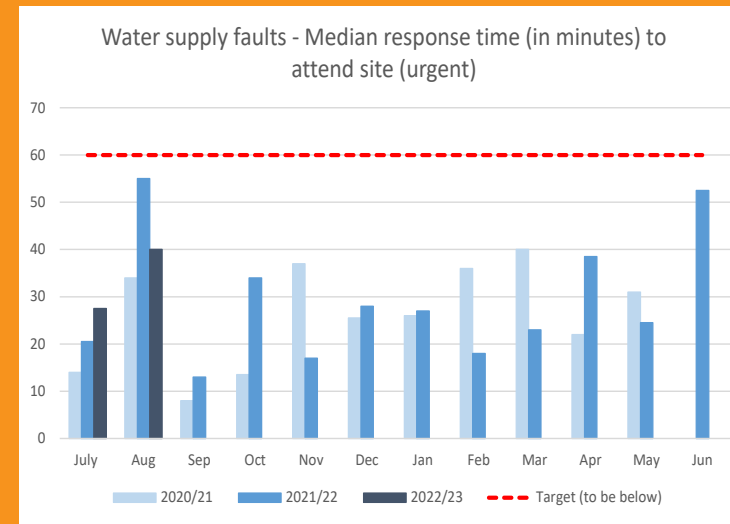
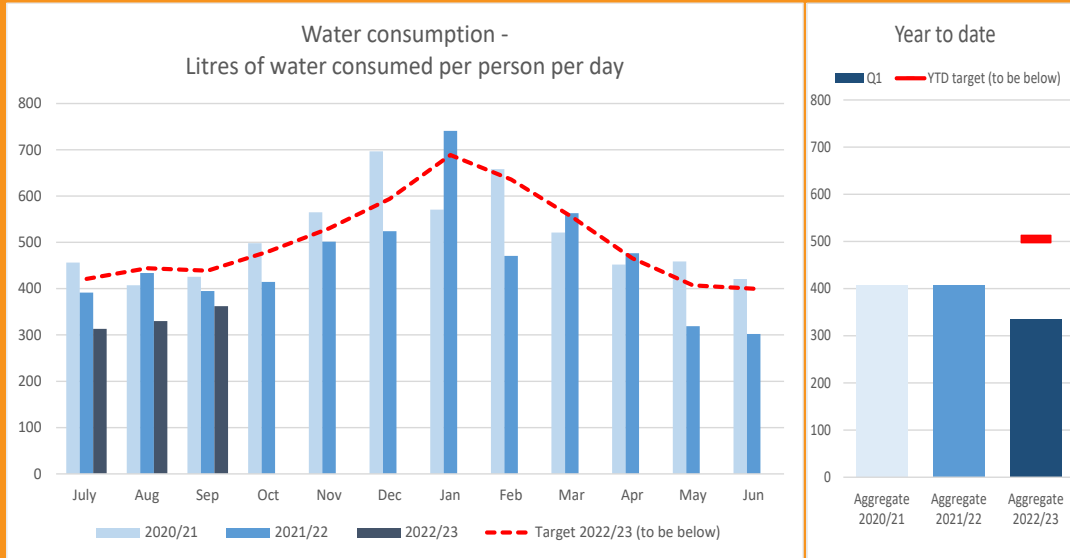


Key Performance Indicators



Core Infrastructure and Services

Water Supply



MONTHLY RESULT

WATER CONSUMPTION

Average consumption of water per person per day

TARGET

<435L

MONTHLY RESULT

362L

362 litres of water were consumed on average per person per day in September meeting the target set.

AGGREGATE RESULT

WATER CONSUMPTION

Average consumption of water per person per day

TARGET

<505L

YTD RESULT

335L

335 litres of water have been consumed on average per person per day for the year to date. This meets the target set.

MONTHLY RESULT

WATER SUPPLY FAULTS

Median response time to attend site (urgent)

TARGET

<60 mins

MONTHLY RESULT

0 mins

The median response time to attend site for urgent issues was 0 minutes for September as there were no urgent issues recorded. This achieved the target set.

AGGREGATE RESULT

WATER SUPPLY FAULTS

Median response time to attend site (urgent)

TARGET

<60 mins

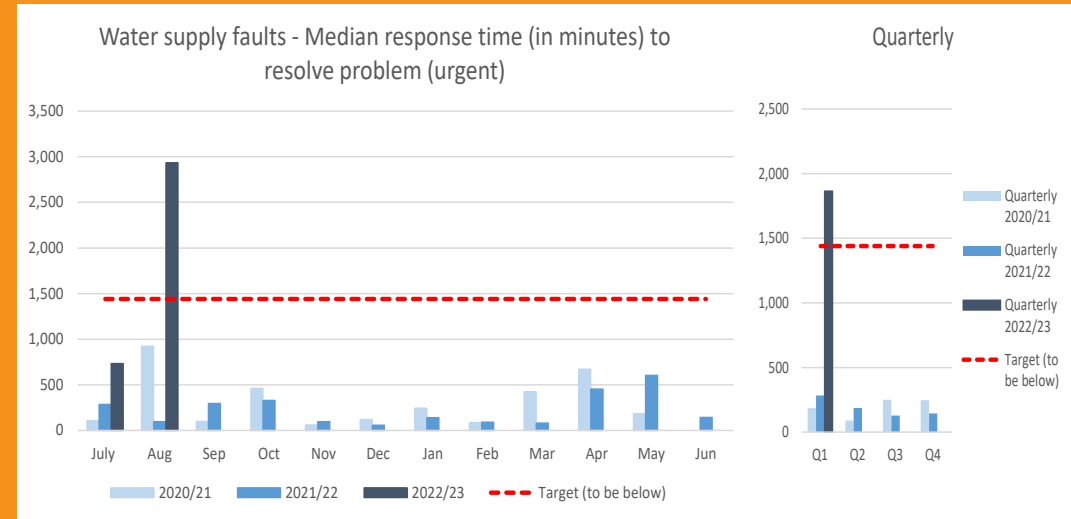
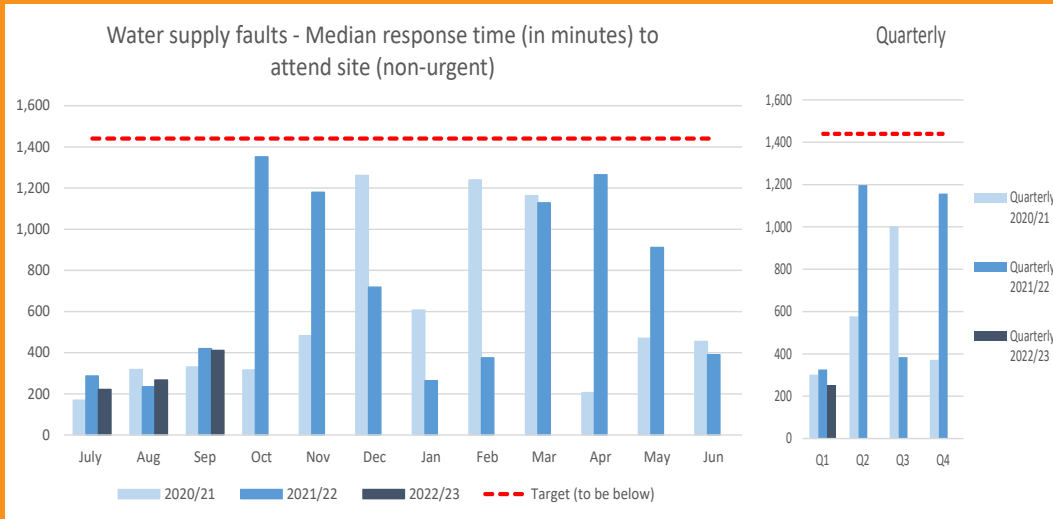
QTR RESULT

32 mins

The median response time to attend to site for urgent issues was 32 minutes for the first quarter. There have been 19 urgent issues lodged over this period. Response times are within the target set.

Core Infrastructure and Services

Water Supply



MONTHLY RESULT

WATER SUPPLY FAULTS

Median response time to attend site (non-urgent)

TARGET

<1440 mins

MONTHLY RESULT

411 mins

The median response time to attend to site for non-urgent issues was 411 minutes for September. This has achieved the target set.

AGGREGATE RESULT

WATER SUPPLY FAULTS

Median response time to attend site (non-urgent)

TARGET

<1440 mins

QTR RESULT

252 mins

The median response time to attend site for non-urgent issues was 252 minutes for the first quarter. There have been 237 non-urgent issues lodged over this period. Response times are within the target set.

MONTHLY RESULT

WATER SUPPLY FAULTS

Median response time to resolve problem (urgent)

TARGET

<1440 mins

MONTHLY RESULT

0 mins

There were no urgent issues with the municipal water reticulation network to be responded to in the month of September. This achieved the target set.

AGGREGATE RESULT

WATER SUPPLY FAULTS

Median response time to resolve problem (urgent)

TARGET

<1440 mins

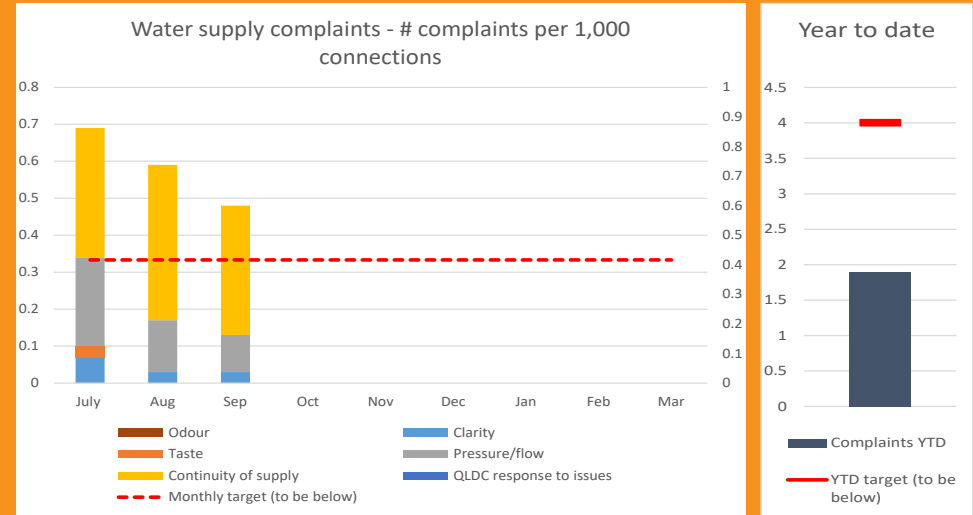
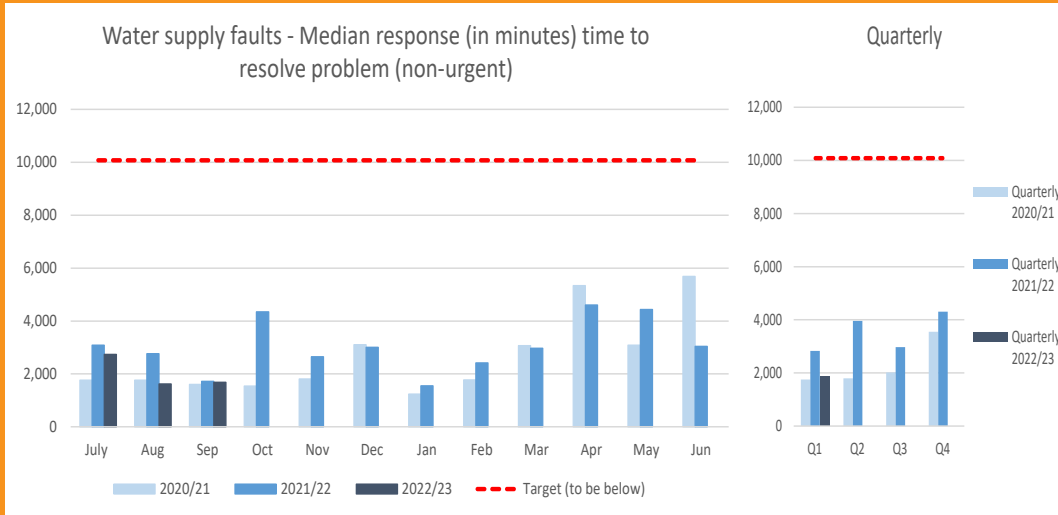
QTR RESULT

1,864 mins

The median resolution time for urgent issues was 1,864 minutes for the first quarter. There have been 19 urgent issues lodged over the period. Resolution times are not within the target set due to extended fix times in August.

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	1,685 mins

The median resolution time for non-urgent issues was 1,685 minutes in September. This achieved the target set.

AGGREGATE RESULT

WATER SUPPLY FAULTS

Median response time to resolve problem (non-urgent)

TARGET	QTR RESULT
<10,080 mins	1,855 mins

The median resolution time for non-urgent issues was 1,855 minutes for the first quarter. There have been 237 non-urgent issues lodged over the period. Resolution times are within the target set.

WATER SUPPLY COMPLAINTS

of complaints per 1000 connections

TARGET <4 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0	0
Clarity	0.03	0.13
Taste	0	0.03
Pressure/flow	0.1	0.48
Continuity of supply	0.35	1.12

TARGET <2 per annum

	MONTHLY RESULT	YTD RESULT
QLDC response to issues	0	0

The clarity, taste, odour and pressure categories are all currently below the cumulative target of <4 complaints per 1000 connections for the month of September. There were 0.35 continuity complaints per 1000 connections which exceeded the monthly pro-rata target set due to a number of shutdowns with ongoing works.

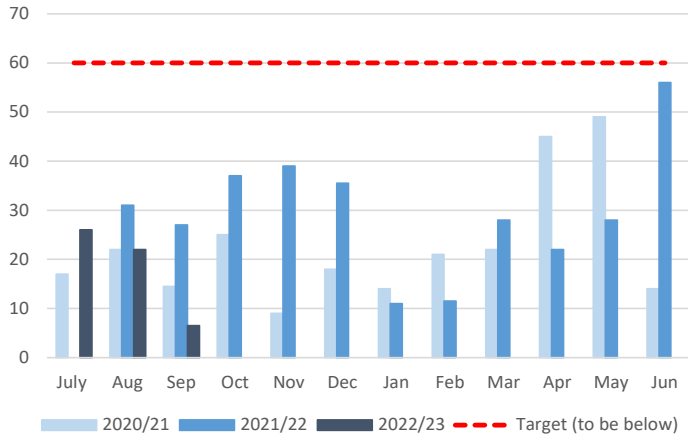
First quarter targets were all met.

No complaints regarding Queenstown Lakes District Council's response to issues have been raised.

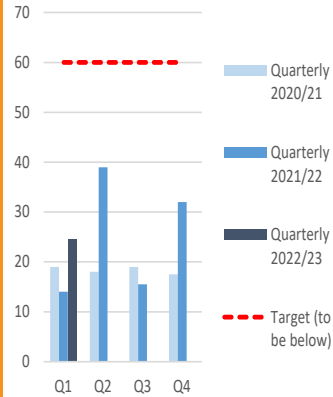
Core Infrastructure and Services

Wastewater

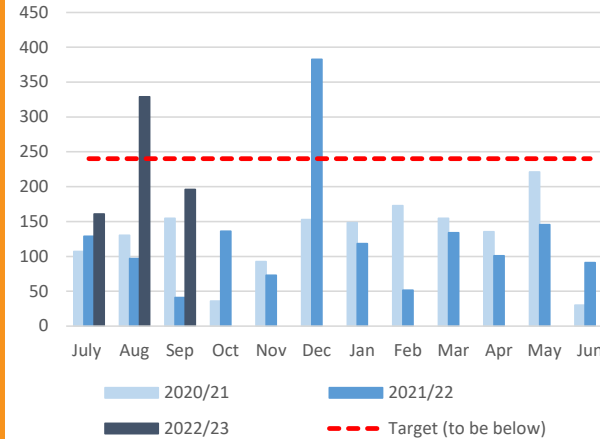
Wastewater overflows - Median response time (mins) to attend site



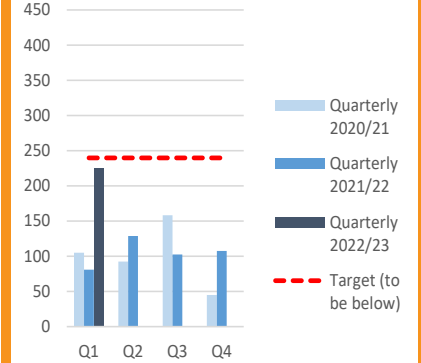
Quarterly



Wastewater overflows - Median response (mins) time to resolve problem



Quarterly



MONTHLY RESULT

WASTEWATER OVERFLOWS
Median response time to attend site

TARGET	MONTHLY RESULT
<60 mins	6.5 mins

The median response time to attend site for Wastewater overflows was 6.5 minutes in September. The target was achieved.

AGGREGATE RESULT

WASTEWATER OVERFLOWS
Median response time to attend site

TARGET	QTR RESULT
<60 mins	24.5 mins

The median response time to attend site for Wastewater overflows was 24.5 minutes for the first quarter. 20 requests for service were received. This achieved the target set.

MONTHLY RESULT

WASTEWATER OVERFLOWS
Median response time to resolve problem

TARGET	MONTHLY RESULT
<240 mins	196 mins

The median response time to resolve Wastewater overflows was 196 minutes in September. This achieved the target set.

AGGREGATE RESULT

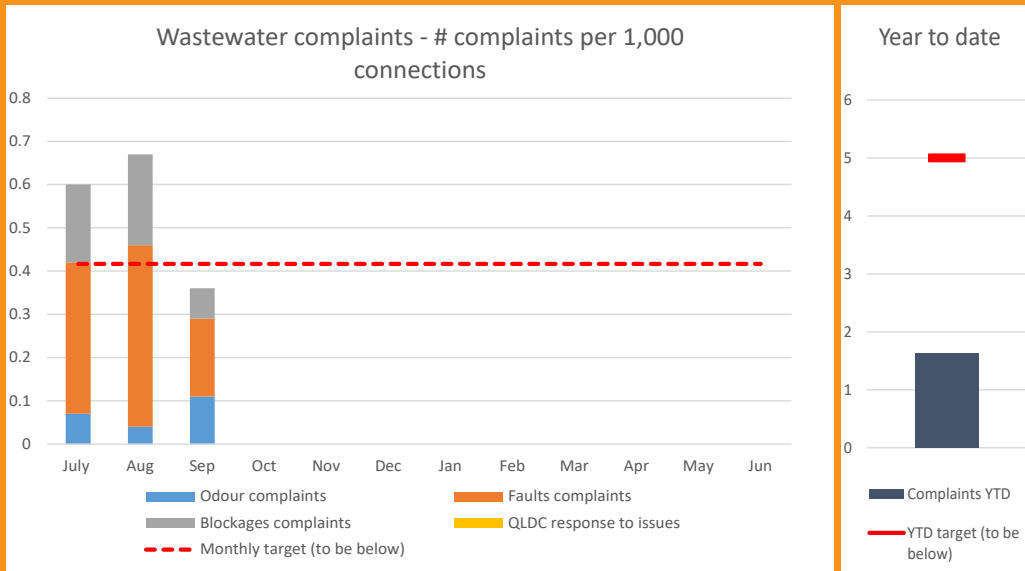
WASTEWATER OVERFLOWS
Median response time to resolve problem

TARGET	QTR RESULT
<240 mins	225 mins

The median response time to resolve the Wastewater overflows was 225 minutes for the first quarter. This achieved the target set. There have been 20 issues recorded in this quarter.

Core Infrastructure and Services

Wastewater



WASTEWATER COMPLAINTS # of complaints per 1000 connections

TARGET <5 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0.11	0.22
Faults	0.32	0.95
Blockages	0.11	0.46

TARGET <2 per annum

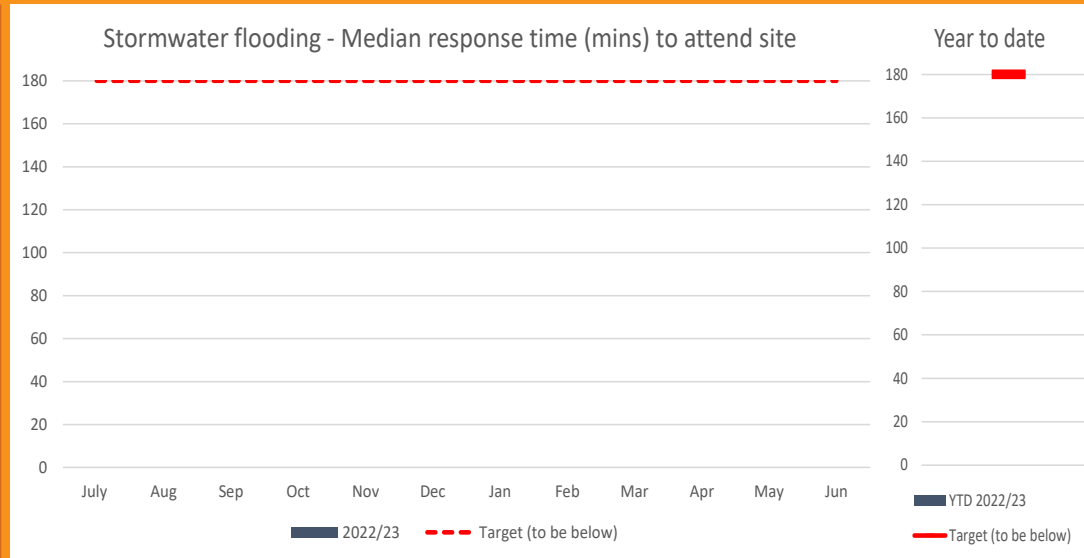
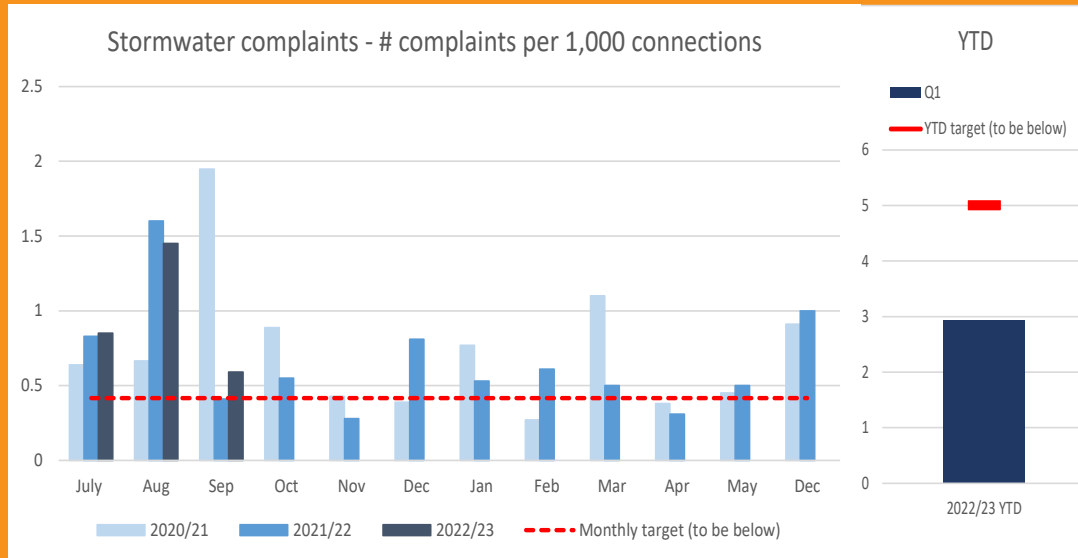
QLDC response to issues	0	0
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All targets have been achieved for the number of Wastewater complaints per 1000 connections for the month and the year to date.



Core Infrastructure and Services

Stormwater



MONTHLY RESULT

STORMWATER COMPLAINTS
of complaints per 1000 connections

TARGET	MONTHLY RESULT
<5 per annum	0.59

There was 0.59 Stormwater complaints per 1000 connections for September. There were 17 Stormwater complaints this month. As a result, the pro-rata target was not met for the month. In order to meet the target of fewer than five complaints per 1000 Stormwater for the year, each month would require fewer than 0.33 complaints per 1000 connections.

AGGREGATE RESULT

STORMWATER COMPLAINTS
of complaints per 1000 connections

TARGET	YTD RESULT
<5 per annum	2.93

For the first quarter 85 issues were reported for the year to date which represents 2.93 issues per 1000 connections. This does not meet the pro-rata target for the quarter. This follows the trend from previous quarters.

MONTHLY RESULT

STORMWATER FLOODING
Median response time to attend site

TARGET	MONTHLY RESULT
<180 mins	0 mins

The median monthly response time to attend sites for Stormwater floods is zero minutes as there have been no Stormwater flooding events raised in September.

AGGREGATE RESULT

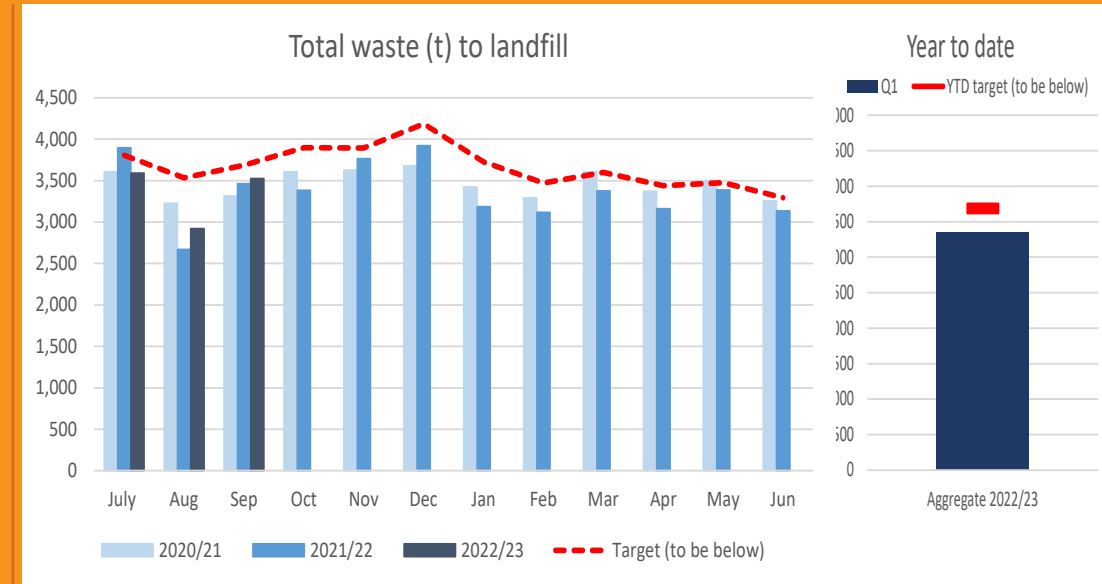
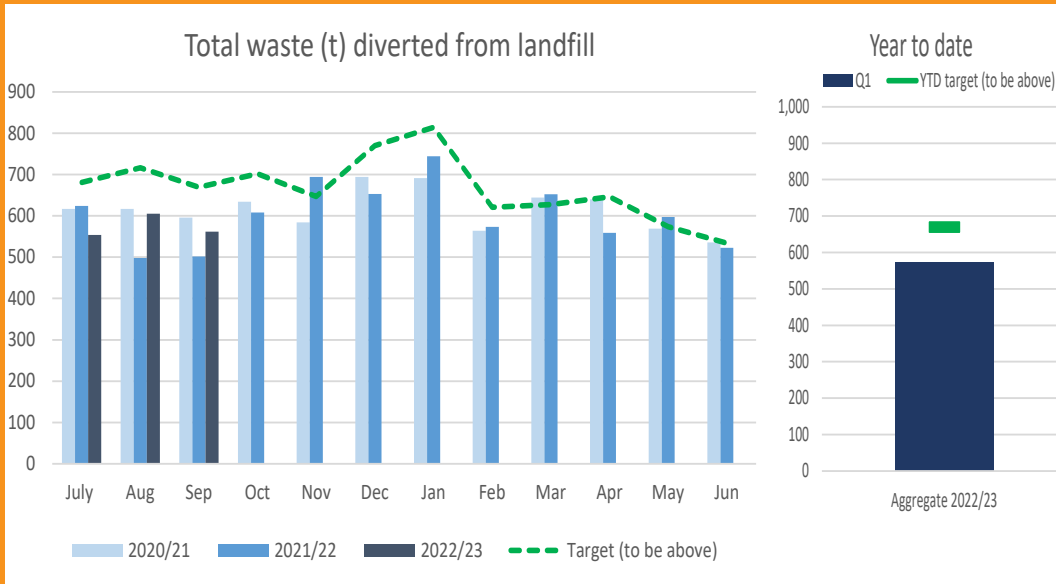
STORMWATER FLOODING
Median response time to attend site

TARGET	YTD RESULT
<180 mins	0 mins

The median year to date response time to attend sites for Stormwater floods is zero minutes as there have been no Stormwater flooding events.

Core Infrastructure and Services

Waste Management



MONTHLY RESULT

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET

>669t

MONTHLY RESULT

562t

The total waste diverted from landfill was 562 tonnes for the month of September. This does not meet the target but is trending above the same period last year.

AGGREGATE RESULT

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET

>689t

YTD RESULT

574t

On average 574 tonnes of waste has been diverted from landfill per month for the year to date. This does not achieve the target set but is trending above the same period last year.

MONTHLY RESULT

WASTE TO LANDFILL

Total waste to landfill

TARGET

<3,684t

MONTHLY RESULT

3,525t

Waste to landfill was 3,525 tonnes for September and is below the target set.

AGGREGATE RESULT

WASTE TO LANDFILL

Total waste to landfill

TARGET

<3,667t

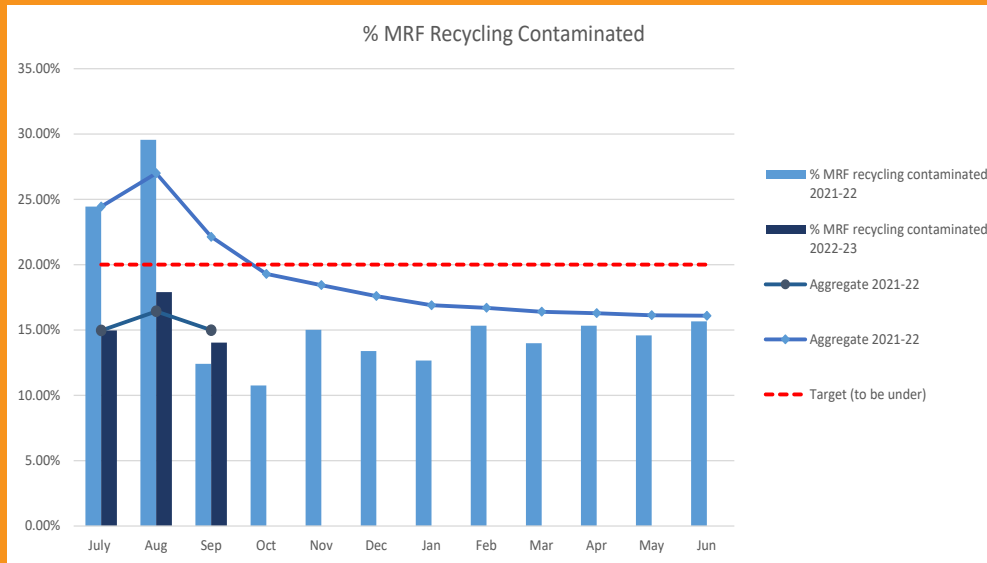
YTD RESULT

3,604t

On average, the total waste to landfill per month for the year to date is 3,604 tonnes. This is lower than the target of 3,667 tonnes.

Core Infrastructure and Services

Waste Management



MONTHLY RESULT

WASTE TO LANDFILL
% of MRF recycling contaminated

TARGET	MONTHLY RESULT
<20%	14.04%

The percentage of Materials Recovery Facility recycling contaminated is 14.04% for the month of September. This meets the target set.

AGGREGATE RESULT

WASTE TO LANDFILL
% of MRF recycling contaminated

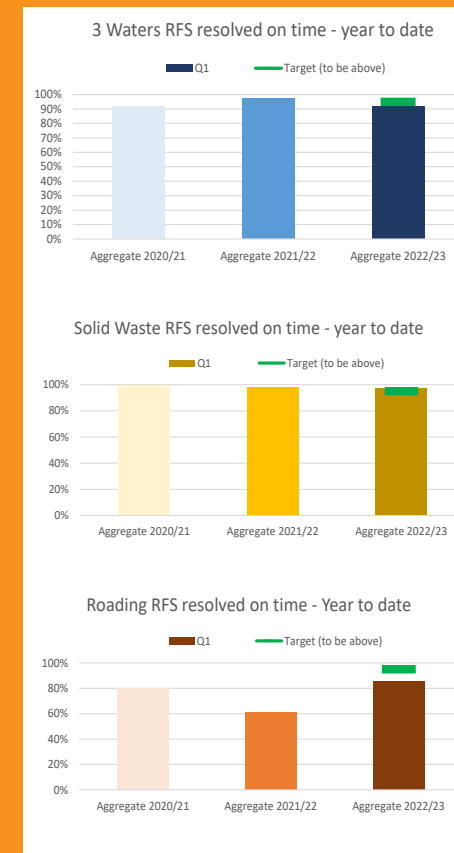
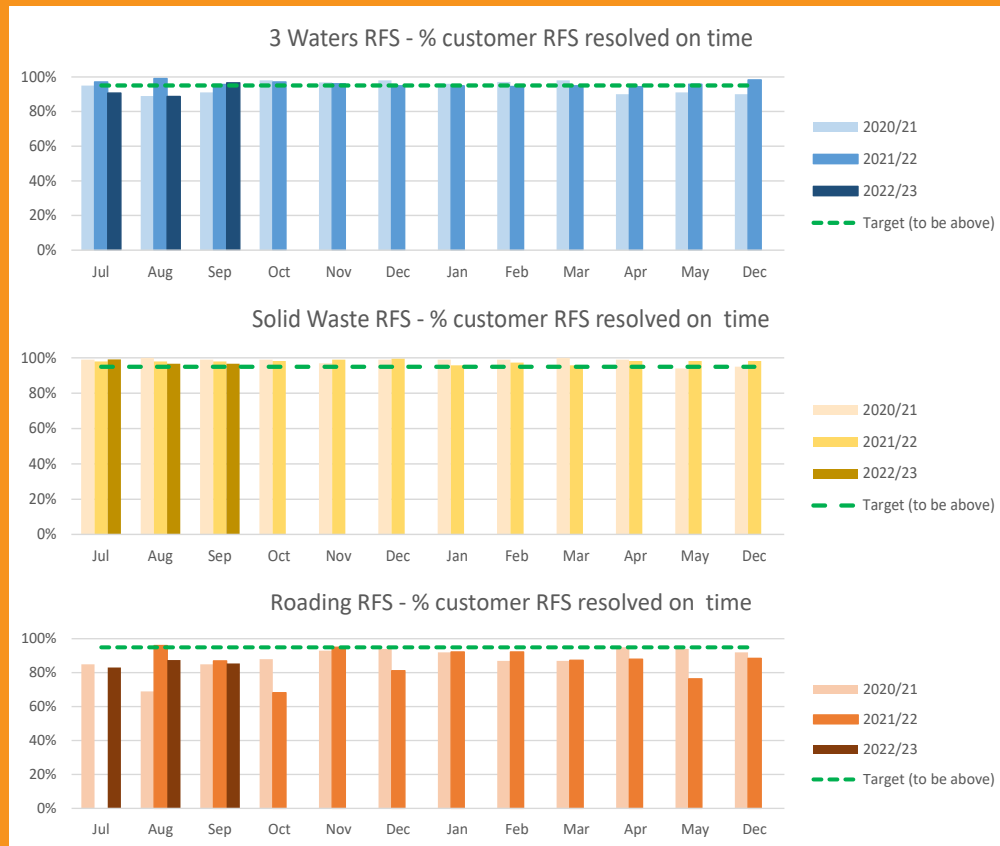
TARGET	YTD RESULT
<20%	14.98%

On average, the total contamination per month for the year to date is 16.09%. This is lower than the target of 20% and is attributable to processing changes made that continue to achieve lower levels of contamination than previously.



Core Infrastructure and Services

Service



MONTHLY RESULT

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

TARGET >95%	MONTHLY RESULT
3 Waters	96.6%
Solid Waste	96.7%
Rooding	85.5%

Requests for services for Solid Waste and Three Waters exceeded the target set for the month of September. Rooding requests for service have not met the target set for September due to a new system change over.

YTD RESULT

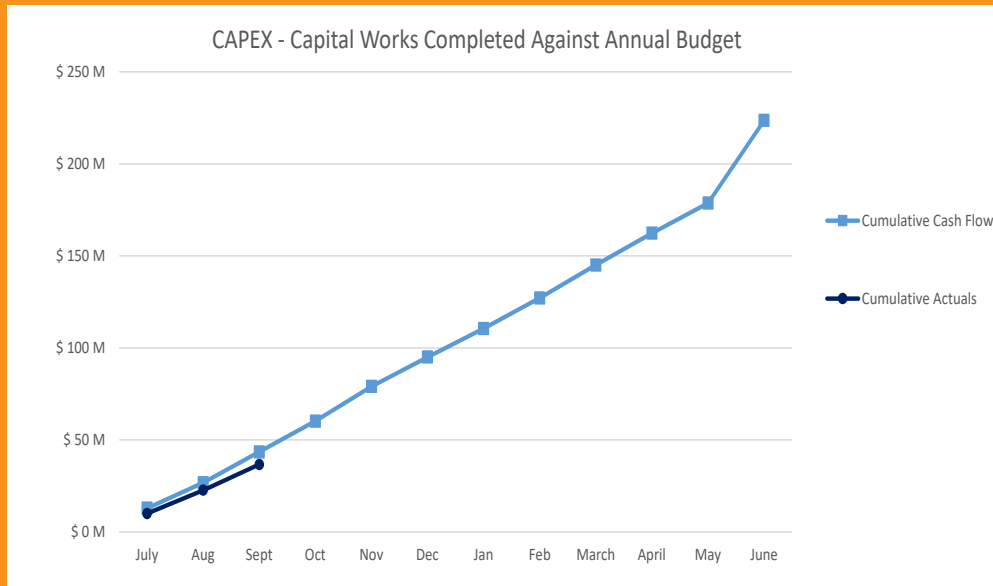
REQUESTS FOR SERVICE (RFS) % customer RFS resolved on time

TARGET >95%	MONTHLY RESULT
3 Waters	92%
Solid Waste	97.5%
Rooding	85.3%

In the year to date, requests for service for Three Waters and Solid Waste have been resolved on time for the most part meeting the target set. Rooding has not resolved requests for services within the target timeframe due to ongoing issues.

Core Infrastructure and Services

Capital Works



MONTHLY RESULT

CAPEX

% of capital works completed annually, including renewals (against the annual budget adopted by Council for 3 Waters, waste management and roading).

TARGET

80-110%

MONTHLY RESULT

84%

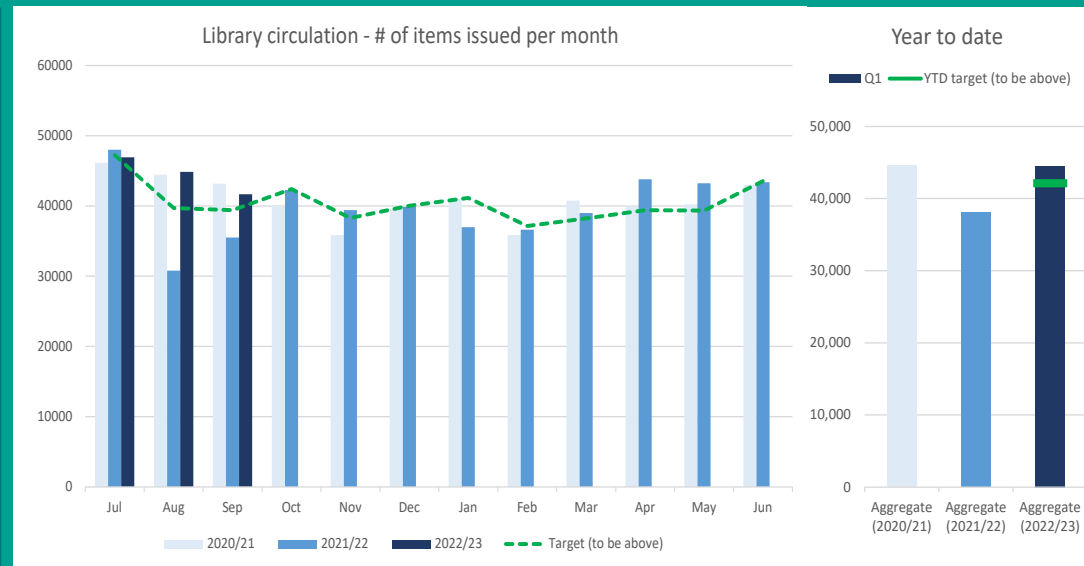
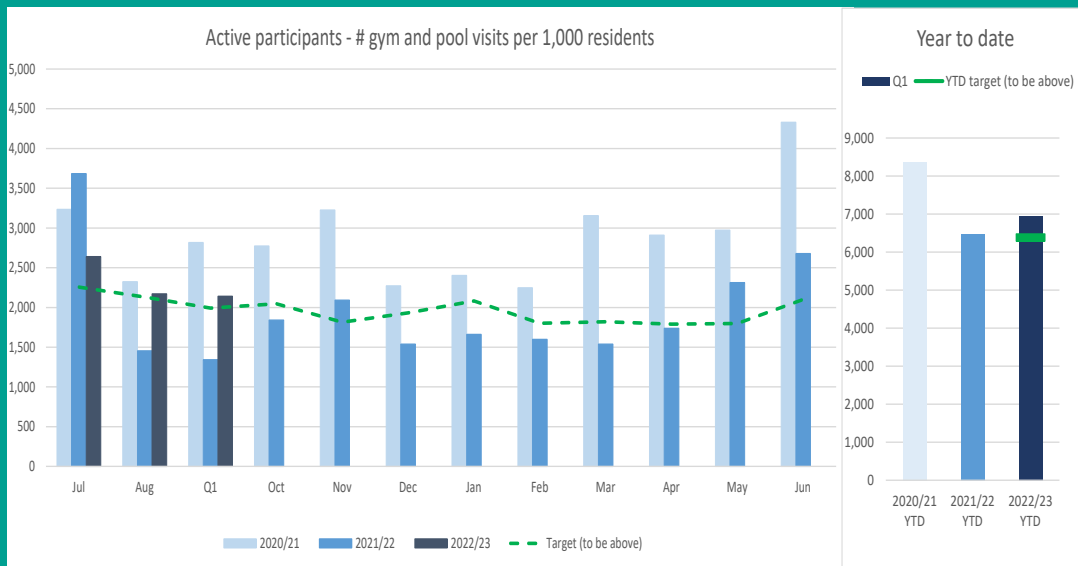
The spend over the year to date falls below the cumulative cash flow, however, the percentage of capital works completed for the month does fall within the target range to meet the target set for September.

The largest CAPEX projects in September were:

- Queenstown Street Upgrades
- Queenstown Town Centre Arterials - Stage One
- Project Pure Waste Water Treatment Plant Upgrade
- Shotover Country Water Treatment Plant
- Western Wanaka Water Level of Service
- Lakeview Thompson Street Upgrade



Community Services



MONTHLY RESULT

ACTIVE PARTICIPANTS

of gym and pool visits per capita (based on usually resident population)

TARGET	MONTHLY RESULT
1,993	2,140

The number of gym and pool visits per capita for September met the target with a result of 2,140. Monthly participation is slowly increasing due to number of events returning, particularly in Queenstown.

AGGREGATE RESULT

ACTIVE PARTICIPANTS

of gym and pool visits per capita (based on usually resident population)

TARGET	YTD RESULT
6,381	6,950

The number of gym and pool visits per capita met the year to date target with a result of 6,950 visits.

MONTHLY RESULT

LIBRARY CIRCULATION

of items issued per month

TARGET	MONTHLY RESULT
>39,398	41,687

The number of items issued in September exceeded the target set with 45,193 items issued.

AGGREGATE RESULT

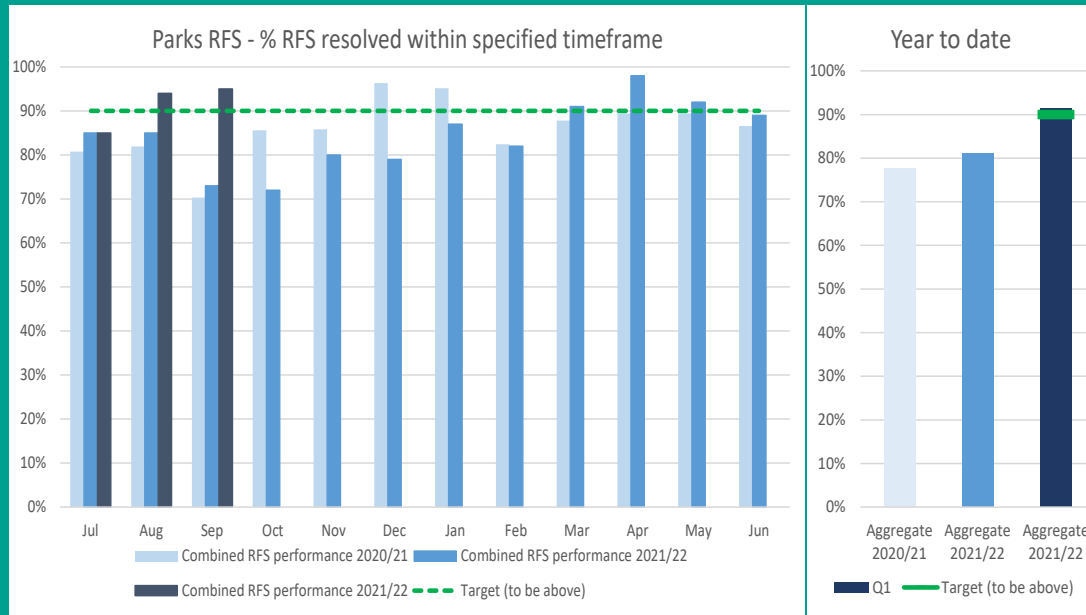
LIBRARY CIRCULATION

of items issued per month

TARGET	YTD RESULT
>42,122	44,501

The year to date aggregate number of items issued exceeded the target set with 45,670 items issued.

Community Services



MONTHLY RESULT

PARKS RFS
% RFS resolved within specified timeframe

TARGET >90%	MONTHLY RESULT 95%
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The percentage of Parks service requests resolved within the specified timeframes exceeded the target at 95% in September with 107 of 113 requests resolved on time.

AGGREGATE RESULT

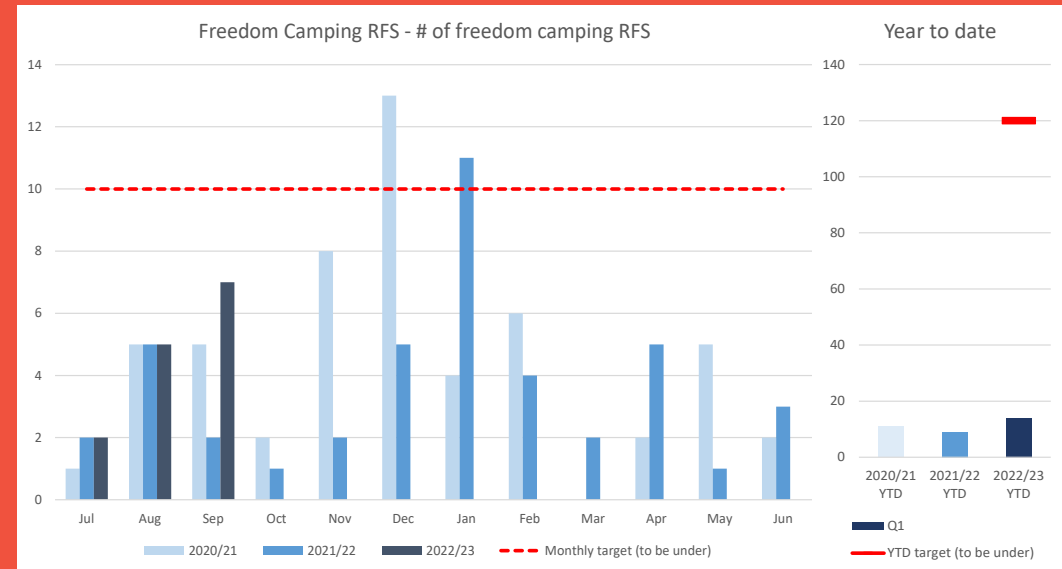
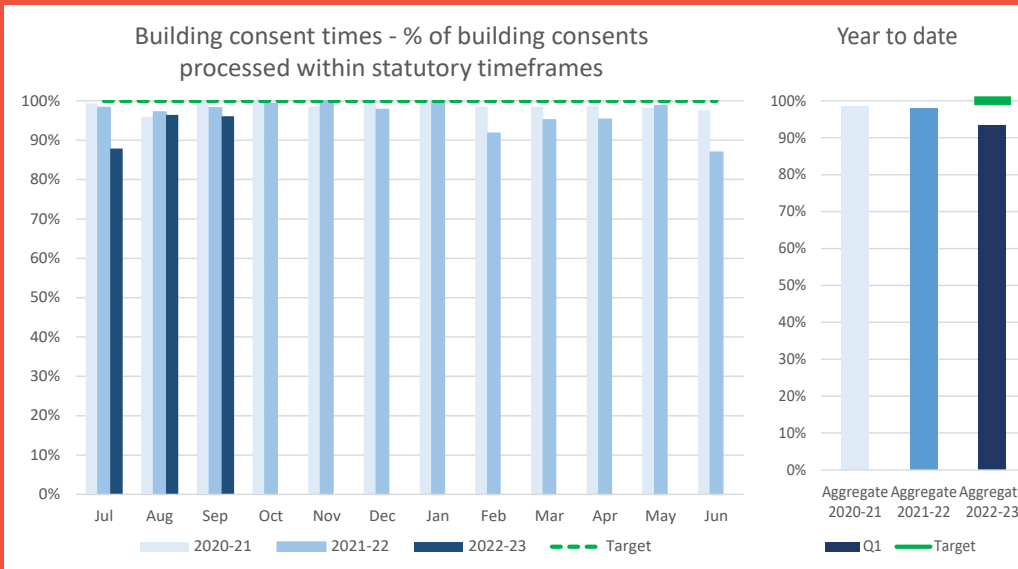
PARKS RFS
% RFS resolved within specified timeframe

TARGET >90%	YTD RESULT 91.33%
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The aggregate result for the requests for service resolved in the specified timeframe was 91.33%, which met the target set.



Regulatory Functions & Services



MONTHLY RESULT

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

TARGET	MONTHLY RESULT
100%	96.1%

The building consent 20 day process time target was not met in September with 96.1% of building consents were processed within the 20 day statutory timeframe with an average of 14.87 days. This is within the 5% tolerance range.

AGGREGATE RESULT

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

TARGET	YTD RESULT
100%	93.48%

The target for processing building consents within the statutory timeframes has not been met in the year to date, however, this is consistent with high volumes of incoming consents.

MONTHLY RESULT

FREEDOM CAMPING RFS
of freedom camping RFS per month

TARGET	MONTHLY RESULT
<10	7

There were seven complaints for Freedom Camping in September. Appropriate action was taken for each of the substantiated complaints.

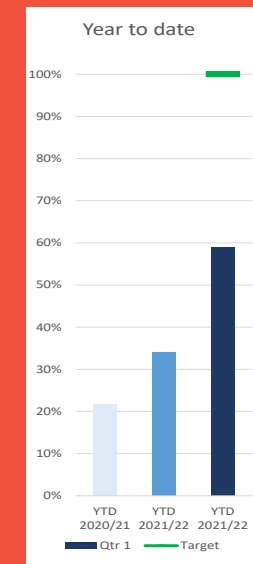
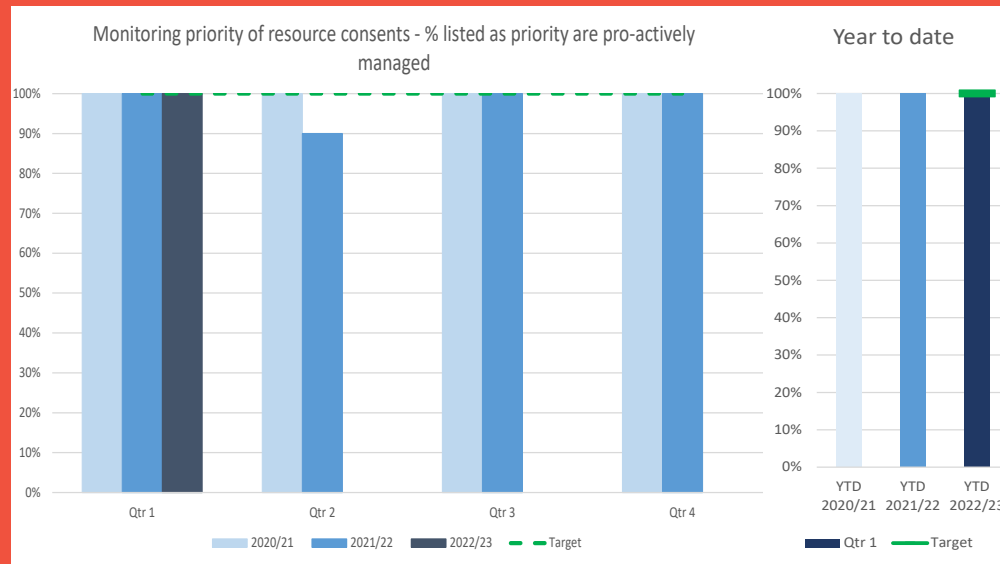
AGGREGATE RESULT

FREEDOM CAMPING RFS
of freedom camping RFS per month

TARGET	YTD RESULT
<10	4.7

The aggregate result for the year to date freedom camping requests for service is just under five, this is below the target set.

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 Prioritisation Strategy meeting the target set.

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%	59%

The percentage of food premises that were audited within statutory timeframes in the first quarter did not achieve the target set at 59% audited on time. This result reflects the increased workload with new businesses opening and there are ongoing issues related to operators struggling with staffing which has had the knock-on effect of late cancellation of appointments.

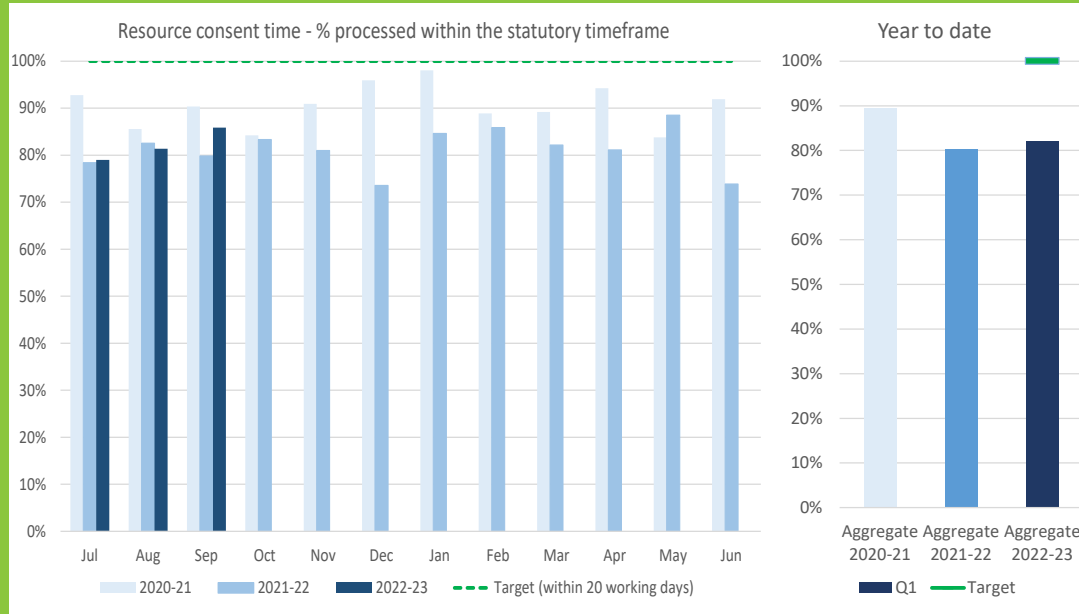
AGGREGATE RESULT

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

TARGET	YTD RESULT
100%	59%

The year to date result was 59% of food premises audited within the statutory timeframe. This did not meet the target.

Environment



MONTHLY RESULT

RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	85.87%

The target was not met. The percentage of consents issued on time continues to trend upwards, increasing to 85.87% from August's 81.37% and July's 78.99%. Average processing time has similarly improved with a drop to 18.63 working days from the previous 20.6, continuing a trend of gradual improvement for this year. There was a drop in the number of applications received to 107 for the month although the decrease is not significant.

AGGREGATE RESULT

RESOURCE CONSENT TIME
% processed within the statutory timeframe

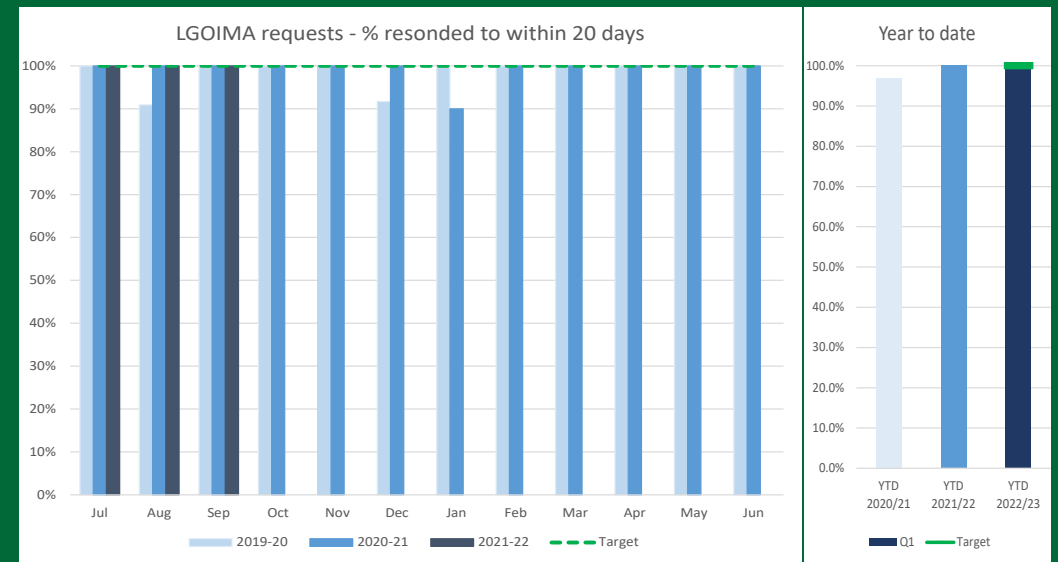
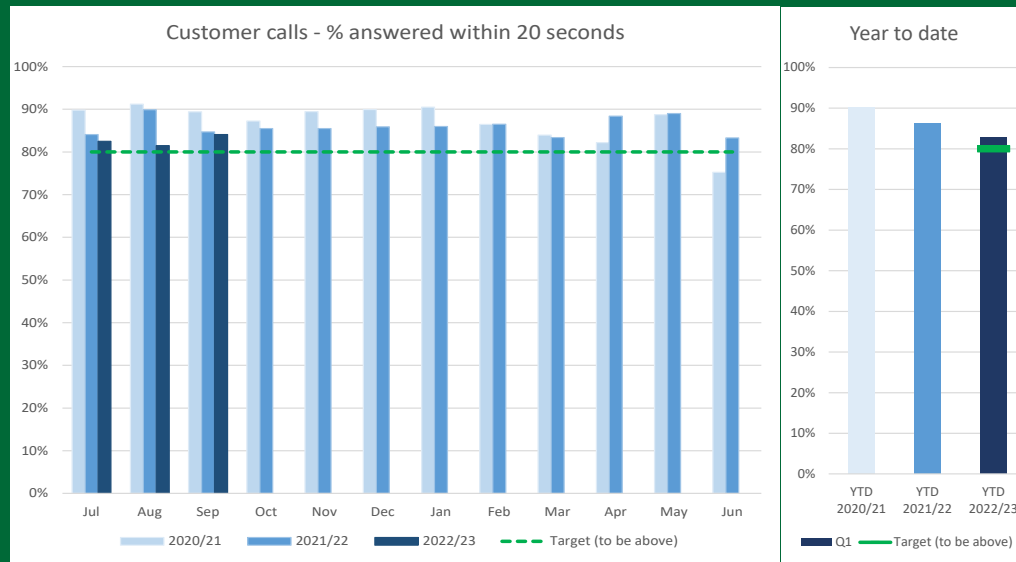
TARGET	YTD RESULT
100%	82%

The year to date target was not met due to performance across the past quarter.

Recruitment to fill vacancies continues and a number of roles have been filled but are yet to start. While the additional recruits will assist with meeting targets in the long term, pressures on the team's capacity may continue or worsen in the short term until the new recruits join the team and are brought up to speed.



Corporate Services



MONTHLY RESULT

CUSTOMER CALLS
% answered within 20 seconds

TARGET	MONTHLY RESULT
80%	84.1%

4,316 calls were made to Council in September 2022 with 84.1% answered within 20 seconds, thereby meeting the target set.

AGGREGATE RESULT

CUSTOMER CALLS
% answered within 20 seconds

TARGET	YTD RESULT
80%	82.7%

In the year to date, Queenstown Lakes District Council has answered 82.7% of calls received within 20 seconds, thereby meeting the target set.

MONTHLY RESULT

LGOIMA REQUESTS
% responded to within 20 days

TARGET	MONTHLY RESULT
100%	100%

Eleven decisions were due within September all of which were provided within the statutory timeframe, meeting the target set.

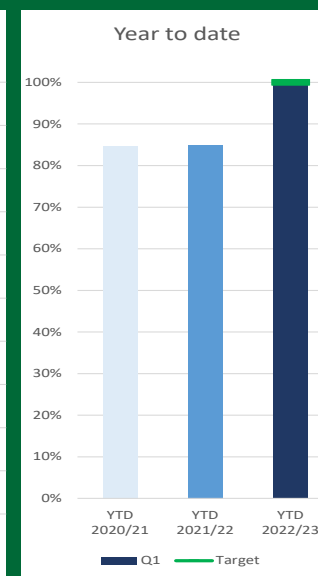
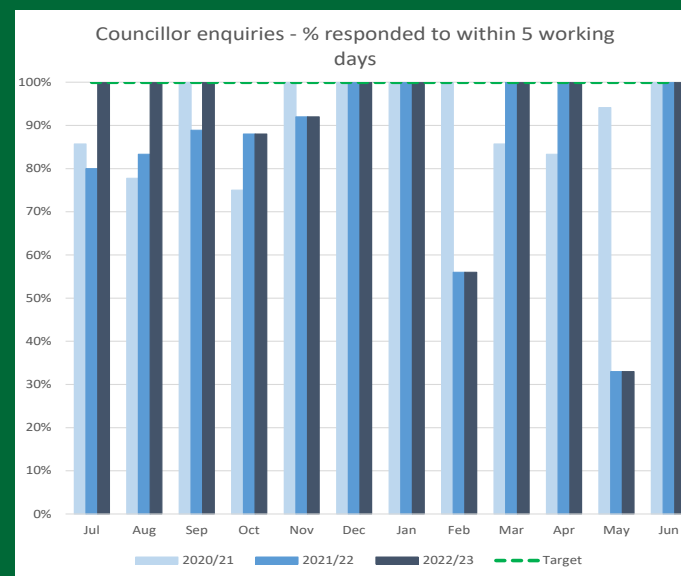
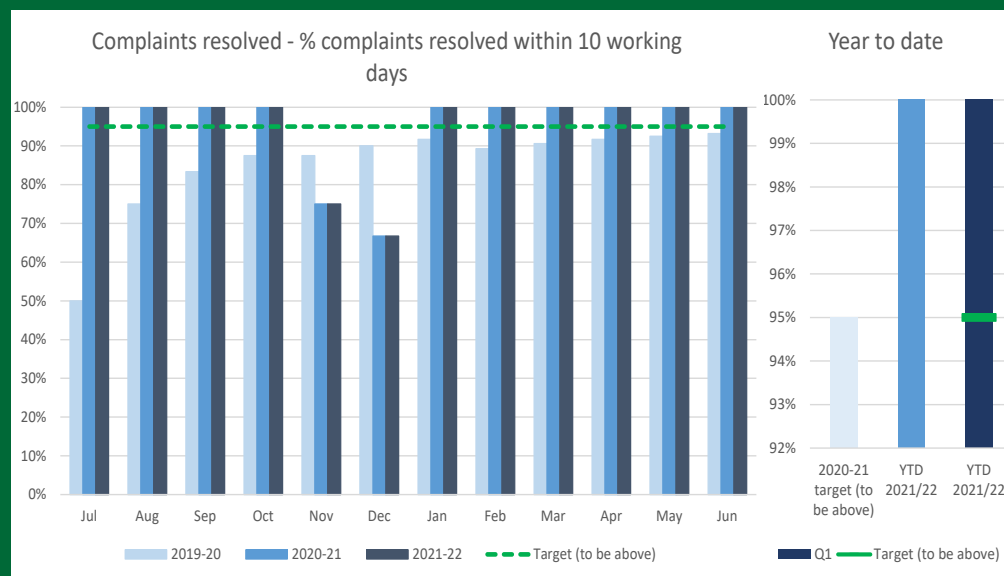
AGGREGATE RESULT

LGOIMA REQUESTS
% responded to within 20 days

TARGET	YTD RESULT
100%	100%

The year to date result was met with all decisions released within 20 days.

Corporate Services



MONTHLY RESULT

COMPLAINTS RESOLVED
% complaints resolved within 10 working days

TARGET	MONTHLY RESULT
>95%	100%

Five formal complaints were recorded in September. Four were for Finance, Legal and Regulatory and one for Corporate Services. All were resolved within ten working days meeting the target set.

AGGREGATE RESULT

COMPLAINTS RESOLVED
% complaints resolved within 10 working days

TARGET	YTD RESULT
>95%	100%

The year to date result was met with all complaints resolved within ten working days.

MONTHLY RESULT

COUNCILLOR ENQUIRIES
% responded to within 5 working days

TARGET	MONTHLY RESULT
100%	100%

Four Councillor requests were raised in September. Two were for Planning and Development, one for Community Services and one for Finance, Legal and Regulatory. All were responded to within five working days, meeting the target set.

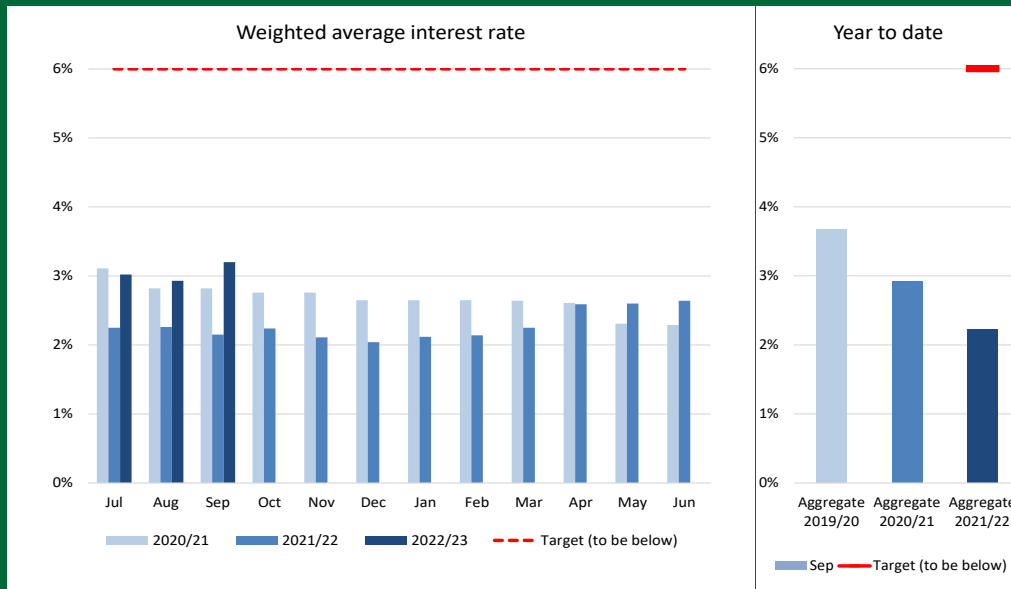
AGGREGATE RESULT

COUNCILLOR ENQUIRIES
% responded to within 5 working days

TARGET	YTD RESULT
100%	100%

The year to date result was met with all Councillor enquiries responded to within five working days.

Corporate Services



MONTHLY RESULT

INTEREST RATES

Weighted average interest rate per month

TARGET

<6%

MONTHLY RESULT

3.2%

With a weighted average interest rate of 3.2% for September, the monthly target has been met.

AGGREGATE RESULT

INTEREST RATES

Weighted average interest rate per month

TARGET

<6%

YTD RESULT

2.2%

Interest rates continue to remain below the target but are increasing as expected.



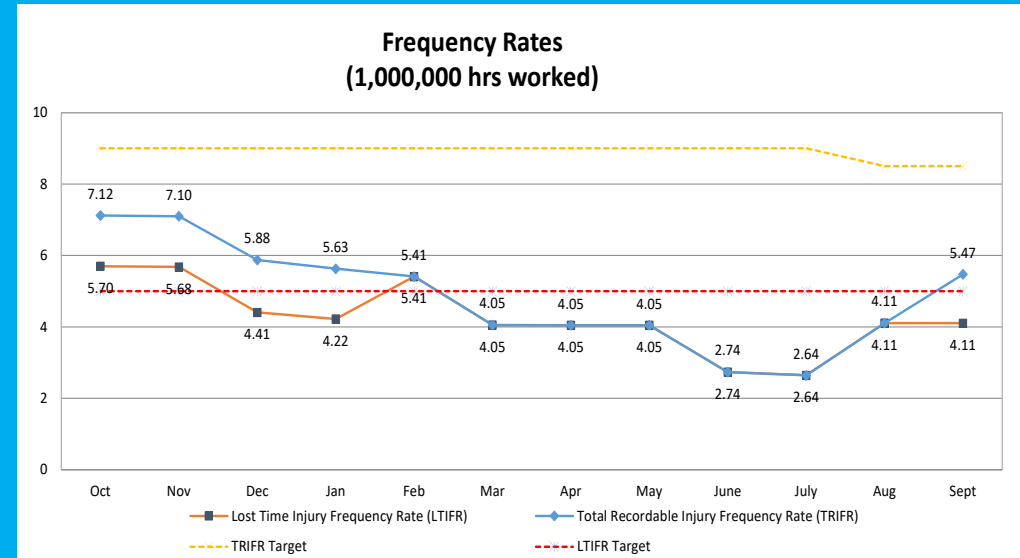
Health & Safety Summary



Health and Safety Committee

CHAIR'S SUMMARY

- September has seen the Total Recordable Injury Frequency Rate increase, but remains below target level.
- All incidents in the month of September were minor in nature and not notifiable to WorkSafe.
- No reportable speeding events recorded this month.



UNSAFE EVENTS Frequency rates

	TARGET	RESULT
TRIFR	8.5	5.47
LTIFR	5	4.11

TRIFR = Total Recordable Injury Frequency Rate

LTIFR = Lost Time Injury Frequency Rate

The Total Recordable Injury Frequency Rate and the Lost Time Injury Frequency Rate targets were both met in September. Due to no injuries, the Lost Time Injury Frequency Rate calculation target has been met once more this year.

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 to Worksafe in September.

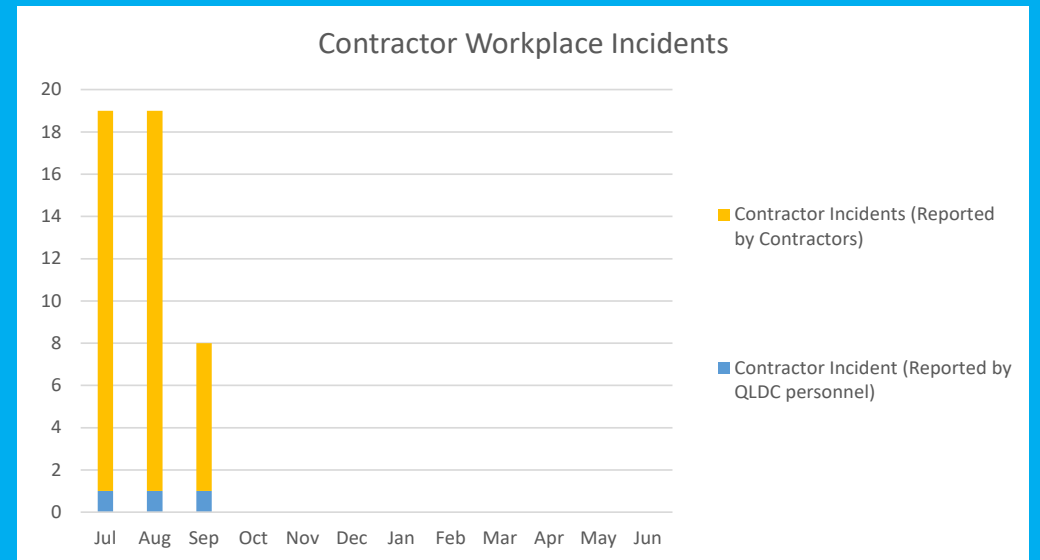
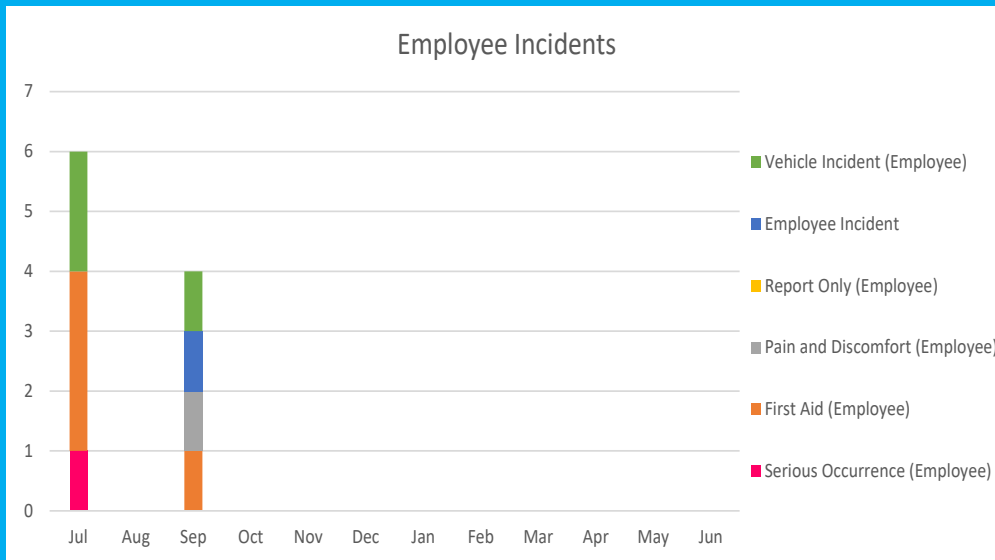
Health and Safety Committee

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.

2021/22	
Compliance	<ul style="list-style-type: none"> Health and Safety internal audit by each department to be conducted utilising the Workplace Safety Management Practices (WSMP) as standard
Unsafe Events	<ul style="list-style-type: none"> Total Recordable Injury Frequency Rate - <8.5 Lost Time Injury Frequency Rate - <5
Prevention	<ul style="list-style-type: none"> 90% of all incidents reported each month closed within allocated timeframe 100% of all Positive Actions Safety Statistics reported each month
Improvement	<ul style="list-style-type: none"> 90% of Health and Safety Committee actions completed on time
Behaviour	<ul style="list-style-type: none"> Behavioural self assessment - Twice the amount of A scores to be reported monthly compared to C scores
Wellbeing Engagement	<ul style="list-style-type: none"> At least 60% participation across wellbeing activities



Unsafe Events and Frequency Rates



UNSAFE EVENTS Incidents and accidents across all groups

	RESULT
Employees	5
Contractors	8
Volunteers	0
Public	4

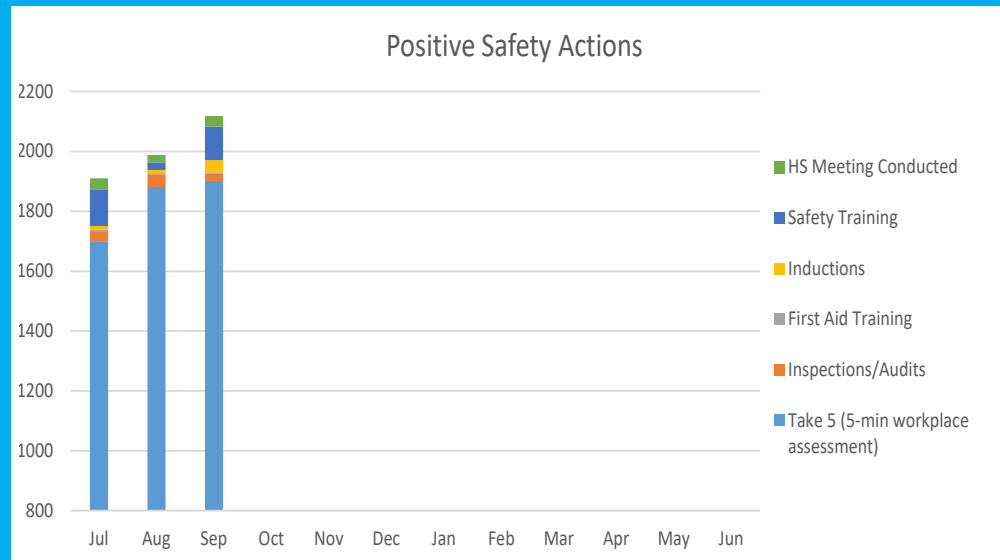
A few minor incidents were reported with regard to employees. None were significant or notifiable.

All but one of the contractor incidents were their own incidents not reported by Queenstown Lakes District Council.

There were four incidents involving a member of public in September, there were all minor in nature.



Prevention

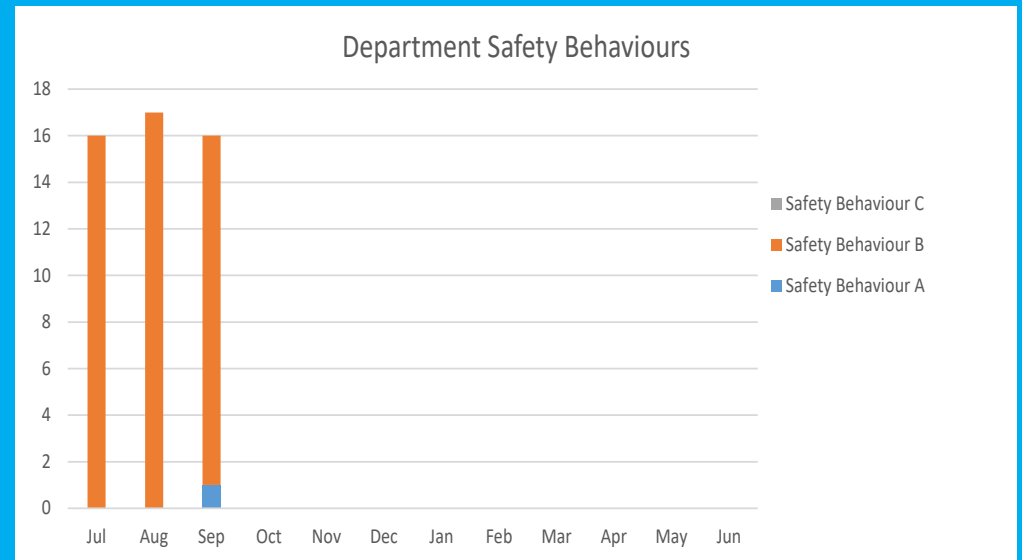


POSITIVE SAFETY ACTIONS

	RESULT
Take 5's	1,901
Inspection/Audits	25
Safety and Wellbeing Training	112
HS Meetings	35
First Aid	4

While high numbers of Take 5's and Inspection/Audits, Safety and Wellbeing Training and Meetings have been reported for September, First Aid Training has remained low. These results follow the trend across the year to date.

Behaviour – Self Assessment



DEPARTMENT SAFETY BEHAVIOURS

	RESULT
Type A	1
Type B	15
Type C	0
Target Achieved	Yes

QLDC departments are required to rate their monthly safety performance based on a simple question; have they improved safety (A score) or has it been business as usual (B score)? A C-score in response indicates a significant accident or incident, or performance generally in need of improvement. If one C is given, the organisation's overall score will be a C.

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

With one A score this month, 14 B scores and no C scores, the target was achieved.

Key Priorities Summary



High Profile Capital Projects

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

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Crown Infrastructure Partners (CIP) (Arterials and Street Upgrades) Street Upgrades:	<ul style="list-style-type: none"> Works are progressing well on Rees and Duke Streets with the completion of major concrete pours. The installation of street furniture has gone well on Beach Street. Night shifts are being undertaken to reduce disruption to adjacent businesses within the historic core streets and to keep the road open during the day in upper Brecon Street; there is however a corresponding negative impact on some accommodation providers. The number of tourists continue to grow, adding ongoing pedestrian and traffic management challenges. Positive feedback is being received on the high-quality finish to date. 	<ul style="list-style-type: none"> 21 October 2022 - Completion of concrete and paving to enable re-opening of Duke Street. 26 October 2022 - Completion of lighting installation on upper Beach Street. 27 October 2022 - Completion of paving on Camp Street to align with O'Connells Mall re-opening. 	Green
Arterial Stage One:	<ul style="list-style-type: none"> Construction works are progressing in all construction zones of the project. Construction continues to be focused on Three Waters pipework installation, retaining wall enabling earthworks, site clearance, and now piling and column installation. Subcontractor and material procurement is ongoing in line with staged receipt of construction drawings. Programme resequencing and budget re-forecasting, based on 100% design, is progressing with programme and cost certainty expected in late November 2022. The completion of the Ballarat Street acoustic mitigation works has been delayed due to an error in the window fabrication. 	<ul style="list-style-type: none"> 25 October 2022 - Closure of Gorge Road to enable Three Waters construction. 22 November 2022 - Completion of piling for the downslope retaining wall between Beetham and Ballarat Streets. 	Green
Wānaka Youth and Community Centre	<ul style="list-style-type: none"> Developed Design complete and updated cost estimate received. Forecast estimate at completion is \$4.51M and the approved budget is \$4.145M - a variance to budget of \$365K. 29 September 2022 - Despite minor design delays, the Developed Design was approved at the project control group meeting to progress to Detailed Design. This is subject to works undertaken in parallel to identify scope for deferral and /or scope for cost reduction. In addition, the project control group asked that the Sport and Recreation team investigate whether there is available budget to fund the early access to the building by Aspiring Gymsports. 	<ul style="list-style-type: none"> October 2022 - Completion of Detailed Design. Project team to report back to the project control group regarding options to defer scope and alternative solutions to reduce project cost. Sport and Recreation team to report on available funding to support the early access to the building by Aspiring Gymsports. Sport and Recreation team to explore alternative temporary tenancy options for this group. 	Red



High Profile Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Housing Infrastructure Fund (Kingston and Quail Rise) Kingston:	<ul style="list-style-type: none"> WASTEWATER: Developed design approved. WATER: All consents obtained. Detailed design complete. Construction to market date delayed. This will include the water treatment plant, one reservoir, access road, falling main (Water Treatment Plant to the Kingston Village Limited development), and reticulation pipework within the existing Kingston Township (provisional). 	<ul style="list-style-type: none"> Water Scheme: Construction to market date delayed pending additional water quality testing at the bore source. Wastewater Scheme: August 2023 - construction to market date estimated. 	Amber
Quail Rise:	<ul style="list-style-type: none"> Notice of Requirement – Notice lodged and is being assessed by Queenstown Lakes District Council Planning. Detailed Design is complete – undergoing peer review. Review of scope for lot three remediation. 	<ul style="list-style-type: none"> Awaiting response from Queenstown Lakes District Council Planning in respect to Notice of Requirement Submission. 	Amber
Lakeview Development and Ancillary Works	<ul style="list-style-type: none"> Another good month of progress with favourable weather. The rock fall fence was completed, and the Temporary Carpark was opened to the public. The first phase of works from Hay Street to the Plaza area has been asphalted and the footpaths have concrete down ready for paving resources to establish. The second phase from the Plaza to Thompson Street has been the focus for rain garden and tree pit construction. The Man Street retaining wall is making good progress and work on the Brunswick Street soil nail wall continues. 	<ul style="list-style-type: none"> 20 October 2022 - Completion of Thompson Street Asbestos removal. 26 October 2022 - Large Stormwater 360 device completed. 10 November 2022 - Man Street retaining wall completion. 	Green



Selected Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Wānaka Lakefront Development Stage 2	<ul style="list-style-type: none"> Contractor re-established on site to continue with the second phase of works including soft landscaping, pouring asphalt for car parks etc. This project is on track for completion by late October. 	<ul style="list-style-type: none"> October 2022 - On track for project completion and for the site to open to the public. Tiles laid at a later date in conjunction with recent updates in order to resolve a new name for the pathway. 	Green
Coronet Harvest	<ul style="list-style-type: none"> The harvest is 90% complete. 01 September 2022 - The procurement plan with broader outcomes was adopted by Council. 	<ul style="list-style-type: none"> Late 2022 - A Registration of Interest for the tender will go out later in 2022. 	Green
Luggate Memorial Hall	<ul style="list-style-type: none"> Acoustic batten installation underway. Flooring in the bathrooms installed. Landscaping work has begun. Entrance canopy has been installed, painting to follow. Forming up of pathways round the building is continuing. Ceiling installation in meeting room, kitchens, and storage room has begun. 	<ul style="list-style-type: none"> October 2022 - Practical completion. 	Amber
516 Ladies Mile	<ul style="list-style-type: none"> Updated Cost estimate received as at 31st July = \$4.8M (Approved Budget \$3.66M). Significant Value Engineering workshops completed by project team and estimated Value Engineering circa \$700-800k saving but comes with significant risk items including cladding/windows, escalation costs, design fees and wastewater design/construction costs. Project team asked to stop works and to come back with a range of options in before December to move forward. Consultant team re-engaged to complete project options works including concept and estimates. Public media release regarding fresh approach to the Community Centre released. 	<ul style="list-style-type: none"> December 2022 - Options Matrix to be completed with preferred option moving forward i.e., Temporary building/New Building. 	Red

Strategy, Policy, and Planning Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Proposed District Plan (PDP) Stage One Appeals Progress	<ul style="list-style-type: none"> Decisions and consent notices for over 90% of appeal points (101 appeals and 1181 appeal points originally lodged) received and updated into the plan. 	<ul style="list-style-type: none"> Topic 17 Energy, Topics 1 and 2 (Regionally Significant Infrastructure) appeals minute issued by the Court with new directions required further work. 	Green
Stage Two Appeals Progress	<ul style="list-style-type: none"> 84 appeals and 930 appeal points received challenging Council's decisions. Mediations have been completed, Environment Court hearings are underway. 	<ul style="list-style-type: none"> Re-zoning appeal hearings on the Wakatipu Basin are underway and booked until Christmas. Arrowtown boundary hearings commence in September and will be completed in December (over two hearing times). Middleton hearing adjourned to evaluate against the recently released National Policy Statement - Highly Productive Land 31 October 2022 - Donaldson hearing to be held. 	Green
Stage Three Appeals Progress	<ul style="list-style-type: none"> 43 appeals (total) containing 445 separate appeal points lodged. Environment Court mediations underway. August 2022 - Stage Three mediations completed. Nearly all wording has been agreed for the General Industrial Zone, hearings will be required for the re-zoning appeals. 	<ul style="list-style-type: none"> Hearing timetables are being set for all Industrial rezonings in 2023 – at present there is no Environment Court hearing time available until June 2023 at the earliest. 	Green
Te Pūtahi - Ladies Mile Masterplan and Plan Variation	<ul style="list-style-type: none"> Streamlined Planning Process Application is with lawyers for review prior to sending to the Minister to request approval to use the Streamlined Planning Process for notification of the Plan Provisions. 12 October 2022 - Council comments to the Environmental Protection Authority on the Flints Park East Fast Track application sent. 	<ul style="list-style-type: none"> Send the Streamlined Planning Process Application to the Minister to request approval to use the Streamlined Planning Process for notification of the Plan Provisions. .Await outcome from the Environmental Protection Authority on the Flints Park East Fast Track Consent. 	Green



Strategy and Policy Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Economic Diversification Plan	<ul style="list-style-type: none"> The draft plan is complete and is being tested with advisory group. Procurement is complete with a contractor decided. 	<ul style="list-style-type: none"> December 2022 - Draft Plan to be completed. February 2023 - Strategy to be endorsed by public organisations, and communications tools/collateral to be complete (This may be delayed to ensure buy-in from mix of organisations and alignment with other strategies – e.g., Whakatipu Hangarau). 	Amber
Destination Management Plan	<ul style="list-style-type: none"> There were 33 submissions received. Officers are considering how best to respond and planning a potential visit from Destination Think consultants to finalise the Destination Management Plan. 	<ul style="list-style-type: none"> November 2022 - Destination Think to visit and finalise the submission feedback and changes to the Destination Management Plan. 	Amber
Climate and Biodiversity Plan	<ul style="list-style-type: none"> Delivery planning and execution for the adopted 2022-25 Climate and Biodiversity Plan is in progress. Key projects have been identified and project delivery planning is being coordinated with teams across Council as well as key external partners. A reforecast review of the Annual Plan budget for 2023-2024 is underway. 	<ul style="list-style-type: none"> Review of the Climate Reference Group structure and membership for the new triennium. Budget reforecast for the 2023-2024 Annual Plan. Multiple project delivery milestones are upcoming. 	Green

Strategy and Policy Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Joint Housing Action Plan	<ul style="list-style-type: none"> A consultant has been procured to aid in the development of the Joint Housing Action Plan, priority initiative five within the Spatial Plan. A select group from across the Whaiora partnership initiated dialogue on the Joint Housing Action Plan through Intervention Logic Mapping workshops. 	<ul style="list-style-type: none"> Intervention Logic Map workshops will continue. 14 December 2022 - Draft response options will go to the Executive Leadership Team meeting. January 2023 - Draft plan will go to Council. Action plan to be drafted throughout 2022 and into 2023. 	Green
Spatial Plan	<ul style="list-style-type: none"> Project team meets weekly to work through priority initiative workstreams. 06 September 2022 - Partnership Governance Group meeting was held. Progress updates on the Te Pūtahī-Ladies Mile taskforce, Priority Developing Areas, Destination Management Plan, Economic Diversification Plan and Joint Housing Action Plan were provided to the members for feedback. 23 September 2022 - Three Waters Better Off Fund application was submitted. The outcome of application is expected by mid-late November. 13 September 2022 - Integration Group (working group) meets monthly ensuring all partners are kept across workstream progress. Queenstown Lakes District Council and Otago Regional Council officers have been meeting regularly to start developing the Future Development Strategy. 	<ul style="list-style-type: none"> October 2022 - Future Development Strategy (Spatial Plan 2.0) work will go out for tender. November 2022 - Preferred tender bid to be awarded and work to commence immediately. 11 October, 9 November, and 06 December 2022 - Integration Group meetings scheduled. 15 November 2022 - Te Putahi-Ladies Mile Taskforce meeting scheduled. 28 November 2022 - Partnership Steering Group meeting scheduled. 	Green
Annual Report	<ul style="list-style-type: none"> The project team regularly convene to ensure all deadlines are met and content of the Annual Report is continuing to be developed. 22 August - 9 September 2022 - Audit period with auditors on-site. 29 September 2022 - Draft Annual Report was presented at Audit, Finance and Risk Committee for discussion. 	<ul style="list-style-type: none"> 06 October 2022 - Annual Report to be presented to Council for adoption. 	Green

Financial Management Report



Operating Expenditure and Revenue

Financial Management Report

% of the year completed 25%

DESCRIPTION	September Actual	September 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	*
REVENUE									
Operating Revenue									
Income - Rates	9,508,306	8,971,781	536,524	27,094,870	26,593,256	501,614	106,574,635	25%	1*
Income - Grants & Subsidies	888,752	520,927	367,825	2,051,955	1,805,373	246,582	8,450,936	24%	2*
Income - NZTA External Cost Recoveries	377,154	536,384	(159,230)	1,157,505	1,609,152	(451,647)	6,436,607	18%	3*
Income - Consents	1,286,023	1,263,859	22,164	3,881,208	3,780,623	100,584	14,351,938	27%	4*
Income - External Cost Recovery	77,336	80,522	(3,185)	284,966	241,565	43,401	966,261	29%	
Income - Regulatory	569,752	616,836	(47,085)	1,594,850	1,815,331	(220,481)	6,890,242	23%	5*
Income - Operational	2,471,965	2,156,090	315,875	8,512,062	7,375,564	1,136,498	27,571,913	26%	6*
Total Operating Revenue	15,179,287	14,146,399	1,032,888	44,577,416	43,220,864	1,356,552	171,242,531	26%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	3,642,839	3,640,211	(2,628)	10,117,402	10,734,265	616,863	43,720,151	23%	7*
Expenditure - Salaries and Wages Contract	577,834	314,340	(263,494)	1,706,455	950,719	(755,735)	3,606,715	47%	8*
Expenditure - Health Insurance	20,758	38,564	17,806	79,435	115,691	36,256	462,765	17%	
Total Personnel Expenditure	4,241,431	3,993,115	(248,316)	11,903,292	11,800,675	(102,616)	47,789,631	25%	
Operating Expenditure									
Expenditure - Professional Services	226,524	524,900	298,376	861,349	1,373,009	511,661	7,607,038	11%	9*
Expenditure - Legal	343,956	563,344	219,387	896,701	1,690,031	793,330	6,760,125	13%	10*
Expenditure - Stationery	29,839	34,343	4,504	79,914	103,029	23,115	412,120	19%	
Expenditure - IT & Phones	50,596	76,868	26,271	138,223	245,949	107,726	955,928	14%	11*
Expenditure - Commercial Rent	375,832	311,751	(64,082)	1,134,180	935,252	(198,928)	3,741,003	30%	12*
Expenditure - Vehicle	100,394	69,452	(30,942)	263,184	208,355	(54,828)	833,422	32%	
Expenditure - Power	266,648	307,600	40,953	999,563	1,016,198	16,636	3,975,113	25%	
Expenditure - Insurance	179,152	179,152	0	549,893	537,456	(12,437)	2,149,823	26%	

Operating Expenditure and Revenue

Financial Management Report

% of the year completed 25%

DESCRIPTION	September Actual	September 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	*
EXPENDITURE									
Operating Expenditure continued									
Expenditure - Infrastructure Maintenance	3,422,522	3,266,583	(155,938)	9,779,837	10,016,749	236,913	38,661,720	25%	13*
Expenditure - Parks & Reserves Maintenance	1,378,342	804,299	(574,043)	2,849,050	2,106,680	(742,370)	9,771,160	29%	14*
Expense - External Cost On Chargeable	67,794	78,766	10,972	285,941	236,299	(49,642)	945,195	30%	
Expenditure - Grants	757,931	766,264	8,333	2,422,442	2,447,441	24,999	8,886,722	27%	
Expenditure - Other	2,021,995	2,009,731	(12,264)	4,023,985	4,811,040	787,055	19,329,291	20%	15*
Total Operating Expenditure	9,221,526	8,993,053	(228,473)	24,284,262	25,727,490	1,443,228	104,028,659	23%	
Interest and Depreciation									
Expenditure - Interest	1,023,186	921,661	(101,525)	2,503,104	2,764,983	261,879	11,059,932	23%	16*
Expenditure - Depreciation	3,829,519	3,829,519	0	11,488,558	11,488,558	0	45,954,233	25%	
Total Interest and Depreciation	4,852,706	4,751,180	(101,525)	13,991,663	14,253,541	261,879	57,014,165	25%	
TOTAL EXPENDITURE	18,315,663	17,737,349	(578,314)	50,179,216	51,781,706	1,602,490	208,832,456	24%	
NET OPERATING SURPLUS (DEFECIT)	(3,136,376)	(3,590,950)	454,574	(5,601,800)	(8,560,842)	2,959,042	(37,589,925)		

* Commentary

*1 Income - Rates - \$502k favourable variance. Assurance, Finance & Risk up due to penalties raised in September favourable to budget by \$540k for arrears relating to the previous financial year.

*2 Income - Grants & Subsidies - \$247k favourable variance. Planning & Development \$153k favourable due to third community housing contribution to the Queenstown Lakes Community Housing Trust as part of its Special Housing Area agreement received \$178k. Property & Infrastructure \$55k favourable due to the timing of NZTA subsidy roading maintenance income. Strategy & Policy \$45k favourable due to grants received from Ministry of Housing and Urban Development.

*3 Income - NZTA External Cost Recoveries - \$452k unfavourable variance is mainly within Infrastructure and is due mainly to lower internal time allocations to CAPEX projects of \$368k, due in part to staff vacancies and lower than assumed internal time allocations.

*4 Income - Income - Consents - \$101k favourable. Planning & Development \$78k up due to favourable labour recoveries in Engineering Consents \$134k and Building Services \$61k, offset by unfavourable labour recoveries in Resource Consents (\$152k).



* Commentary

Financial Management Report

Operating Expenditure and Revenue

- *5 Income - Regulatory - \$220k unfavourable variance. Regulatory & Enforcement \$136k unfavourable due to lower traffic and parking infringements \$282k. Property and Infrastructure \$101k unfavourable due to lower parking fees \$98k.
- *6 Income - Operational - \$1.1m favourable variance. Community Services \$1.2m favourable due to forestry proceeds of \$1.1m (which is offset by forestry maintenance expenses of \$1.0m as per the Expenditure - Parks & Reserves Maintenance commentary below). Property & Infrastructure \$467k unfavourable due to lower transfer station receipts in Queenstown \$250k and Wanaka \$88k. Corporate Services \$319k favourable due to higher dividends received from QAC \$213k.
- *7 Expenditure - Salaries & Wages - \$617k lower with favourable variances in Property & Infrastructure \$328k and Planning & Development \$201k. Favourable variances driven by 73 (last month: 83) vacancies across all directorates. Favourable variances offset by unfavourable variance in contractor salary & wages, see Expenditure - Salaries & Wages Contract below.
- *8 Expenditure - Salaries & Wages Contract - \$756k unfavourable variance. Planning & Development \$460k over due to unfavourable variances in Resource Consents \$182k, Engineering Consents \$157k and Building Services \$122k departments. Property & Infrastructure \$226k over due to unfavourable variance in the Infrastructure \$232k cost centre. Unfavourable variances driven by increase utilisation of contractors due to permanent staff vacancies as details in Expenditure - Salaries & Wages above.
- *9 Expenditure - Professional Services - \$512k favourable variance. Property & Infrastructure \$228k under due to favourable variance in Roothing \$147k due to timing. Strategy & Policy \$132k under due to favourable Other Consultants variance of \$127k in the Strategy cost centre due to timing with the better off funding expenditure.
- *10 Expenditure - Legal - \$793k favourable variance. Planning & Development \$819k under due to favourable weather tightness variance of \$622k in Building Services due to timing of leaky related expenditure which will ramp up during the year as evidence is submitted ahead of the Oaks Shores trial in February.
- *11 Expenditure - IT & Phones - \$108k favourable variance. Corporate Services \$77k under due to favourable System Support variance of \$46k in Knowledge Management. System Support for cloud consultancy not required as expected.
- *12 Expenditure - Commercial Rent - \$199k unfavourable variance. Corporate Services \$104k over due to unfavourable variance in Knowledge Management due to operating lease expenses of \$104k for last quarter of 2021/22 processed in 2022/23.
- *13 Expenditure - Infrastructure Maintenance - \$129k favourable variance. Property & Infrastructure \$120k under due to favourable variances due to timing in wastewater \$133k and storm water maintenance \$191k which is offset by an unfavourable variance in water supply maintenance \$197k.
- *14 Expenditure - Parks & Reserves Maintenance - \$742k unfavourable variance. Community Services \$719k over due to an unfavourable variance of \$1.0m in forestry maintenance (which is offset by forestry proceeds of \$1.1m as per the Income - Operational commentary above), and favourable variance of \$168k in Parks & Reserves Wakatipu maintenance due to phasing of the contract payment.
- *15 Expenditure - Other - \$787k favourable variance. Planning & Development \$410k under due to a favourable District Plan Commissioner Fees variance of \$340k due to timing of matters. Strategy & Policy \$230k under due to a favourable Climate Action variance of \$168k due to timing of expenses.
- *16 Expenditure - Interest - \$262k favourable variance. Property & Infrastructure \$233k under due to favourable variances in Roothing \$139k and Water Supplies \$142k departments due to interest expense phasing.

Capital Expenditure and Revenue

Financial Management Report

DESCRIPTION	September Actual	September 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	*
Capital Revenue									
Income - Development Contributions	1,315,199	1,767,256	(452,058)	5,409,551	5,301,769	107,782	21,207,075	26%	17*
Income - Vested Assets	0	0	0	0	0	0	20,238,850	0%	
Income - Grants & Subsidies Capex	3,732,205	3,191,706	540,499	10,958,599	9,575,117	1,383,482	45,375,184	24%	18*
Income - Gain/(loss) on diposal of PP&E	0	0	0	2,206,000	0	2,206,000	0	0%	19*
Income - Gain/(Loss) on disposal of dev. prop.	0	0	0	0	0	0	23,393,284	0%	
Total Capital Revenue	5,047,404	4,958,962	88,442	18,574,150	14,876,886	3,697,265	110,214,394	17%	
Capital Expenditure									
Projects/Asset Purchases	16,337,058	19,035,489	2,698,432	43,218,852	49,694,608	6,475,756	265,939,171	16%	20*
Debt Repayment	0	0	0	0	0	0	17,386,000		
Total Capital Expenditure	16,337,058	19,035,489	2,698,432	43,218,852	49,694,608	6,475,756	283,325,171		
NET CAPITAL FUNDING REQUIRED	11,289,654	14,076,527	2,609,990	24,644,701	34,817,722	2,778,491	173,110,777		
External Borrowing									
Loans				363,023,000			479,458,000		
TOTAL BORROWING				363,023,000			479,458,000		

* Commentary

*17 Income - Development Contributions - \$108k favourable variance. Community Services \$598k up with favourable \$431k Development Contributions variance in Parks & Reserves. Property & Infrastructure \$490k down with unfavourable variance of \$529k in Stormwater department.

*18 Income - Grants & Subsidies Capex - \$1.4m favourable variance includes \$1.7m for CIP projects (Crown Infrastructure Partners) funding for Queenstown Arterials and Street Upgrades, \$470k within Community Services capital grants income (total received from MBIE includes \$620k for Marine Parade Development Queenstown, \$197k for Wanaka Lakefront Development Plan & \$144k for Stoney Creek Carpark). Offset with \$815k unfavourable for NZTA CAPEX Subsidy income due to timing of renewals and improvements programme.

*19 Income - Gain/(loss) on diposal of PP&E - \$2.2m favourable variance. Proceeds from disposal of property - Old Wanaka swimming pool.

*20 Projects/Asset Purchases - \$43.2m year to date spend vs budget of \$49.7m. Main project spend this month includes \$3.2m Queenstown Street Upgrades CIP, \$2.6m Qtn Town Centre Arterials - Stage, \$1.5m Project Pure WWTP upgrade, \$1.0m Shotover Country WS new WTP, \$0.7m Western Wanaka Level of Service & \$0.7m Lakeview Thompson St upgrade.