

## Item 3: Monthly & Quarterly Reporting Improvements

**SESSION TYPE:** Briefing

### **PURPOSE/DESIRED OUTCOME:**

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Councillors will be updated on:

- Recent formatting and process changes in the Monthly Highlight and Quarterly Reports (Attachments A & B)
- Process enhancements for reporting on Key Priority projects

### **DATE/TIME:**

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Tuesday, 17 September at 11:00 AM

### **TIME BREAKDOWN:**

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Presentation: 20 minutes

Questions: 10 minutes

### **Prepared by:**



**Name:** Dan Crosby

**Title:** Organisation Performance Manager  
11 September 2024

### **Reviewed and Authorised by:**



**Name:** Meaghan Miller

**Title:** General Manager, Corporate Services  
11 September 2024

### **ATTACHMENTS:**

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A	July Monthly Highlight Report
B	Example Quarterly chart changes (to follow)

# Monthly Highlight Report

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

[Health & Safety Summary](#)

[Key Priorities Update](#)

July 2024

# Core Infrastructure and Services

## Key Performance Indicators

### WATER CONSUMPTION

Average consumption of water per person per day

TARGET	RESULT
<390L	360.75L

### WATER SUPPLY COMPLAINTS

# of complaints per 1,000 connections

TARGET <4 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0	0
Clarity	0.2	0.2
Taste	0	0
Pressure/flow	0.13	0.13
Continuity of supply	0.23	0.23

TARGET <2 per annum

TARGET	RESULT
QLDC response to issues	0

### WATER SUPPLY FAULTS

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

TARGETS	RESULT
<60 mins	32 mins
<1,440 mins	1,130 mins

### WATER SUPPLY FAULTS

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

TARGETS	RESULT
<1,440 mins	1,173 mins
<10,080 mins	4,276.5 mins

### STORMWATER COMPLAINTS

# of complaints per 1,000 connections

TARGET <5 per annum

MONTHLY RESULT	YTD RESULT
0.39	0.39

### STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	n/a

### STORMWATER FLOODING

# flooding events that occur in a territorial authority district

TARGET	RESULT
<7	0

### STORMWATER FLOODING

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

TARGET	RESULT
<2	0

### WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 MINS	12 mins

### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	109 mins

### WASTEWATER COMPLAINTS

# of complaints per 1,000 connections

TARGET <5 per annum

	MONTHLY RESULT	YTD RESULT
Odour	0.16	0.16
Faults	0.16	0.16
Blockages	0.07	0.07

TARGET <2 per annum

TARGET	RESULT
QLDC response to issues	0

### REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET >95%

	RESULT
3 Waters	83.2%
Solid Waste	99.5%
Roading	91.3%

### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>625t	680t

### WASTE DIVERTED FROM LANDFILL

Total waste placed at kerbside diverted from landfill

TARGET	RESULT
>28%	25%

### WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<4,083t	4,161t

### WASTE TO LANDFILL

% of MRF recycling contaminated

TARGET	RESULT
<20%	17.8%

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

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

TARGET	RESULT
80-110%	

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

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

Results in **GREEN**  
Target achieved

DIA measures



## Exceptions

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

### Percentage of RFS Resolved On Time/Median response time Water faults - Three Waters

Progress has been made with identifying the cause of the discrepancy between the performance as reported by the Contractor's management system and the Councils. Work is now being planned by the Council's Knowledge Management team to address this. The Contractor reports their performance at 88% of jobs resolved on time, which also does not meet the target set. Resourcing continues to be the key challenge and focus area to enable this target to be reliably achieved. 100% of internal requests were addressed on time.

### Percentage of RFS Resolved On Time - Roading

A contractor operator administrative error has contributed to the missed target, and this is being worked through with them and internal teams for solutions. Overall, the Roading performance reflects an improvement on previous months, and is tracking toward the target after additional internal resourcing has been assigned.

### Waste to Landfill

The total waste sent to landfill this month exceeded target by 1.9%. This is within the Amber rating tolerance of 5%. Higher contamination rates are impacting results. Education campaigns around recycling and waste minimisation are ongoing.

### Total waste placed at kerbside diverted from landfill

This is a new KPI and its measurement over time will provide an understanding of our performance in this area. The next step change to increase kerbside diversion will be when an organic waste solution is implemented. This is currently planned for 2026/27. The Ministry for the Environment have signaled a requirement for 30% kerbside diversion to be achieved by 2026.

### CAPEX Percentage

No KPI result has been submitted for July reporting for this measure as budgets are rephased to align with carry forward adjustments from the 2023/24 financial year. This does not gain approval until 19 September 2024 when the Long-Term-Plan 2024-34 is being adopted.

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

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

Results in **GREEN**  
Target achieved

■ DIA measures

## Community Services

### ACTIVE PARTICIPANTS

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

TARGET	RESULT
>3,300	1,904.48

### LIBRARY CIRCULATION

# of items issued per month

TARGET	RESULT
>58,007	55,847

### PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>95%	97%

### FREEDOM CAMPING RFS

% RFS resolved within 20 days

TARGET	RESULT
<95%	96%

## Environment

### RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	96.70%

## Regulatory Functions & Services

### BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	98.82%

## Corporate Services

### CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>85%	76%

### COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	100%

### LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	83%

### COUNCILLOR ENQUIRIES

% responded to within 5 working days

TARGET	RESULT
100%	85%

### INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6%	5.18%

## Exceptions

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

### Active Participants

The number of visits per thousand of population were 42% down on target and 9% down on last July. The result was affected by the maintenance closures of the pools in Queenstown and Wānaka and court closures for works on basketball hoops installation at Paetara Aspiring Central. Participation at Frankton Golf Centre dropped by 8% which may be attributed to the disruption from the NZUP works, new entrance and reduced carpark. Communications are ongoing to educate the public on the changes and promote our service. Programmes, participation at external venues and gym visits continue to grow.

### Library

The library checkout total is 3.7% below this month's target, however, 12.9% above July 2023. Increased checkouts this month can be directly attributed to the introduction of the Fine Free model as of 1 July 2024. Demand for eResources is growing faster than physical copy checkout. Limited access to physical libraries due to people living further away from town centres have an impact on this as well as lack of space at the libraries, improved digital literacy, and seasonal factors.

### Resource Consents

The resource consents team formally received 115 applications and 91 decisions were issued. The average processing time this month was 16.5 days. Results continue to be within the 90-100% range and are within a five percent margin of the target.

### Building Consents

In July 146 building consent applications were received and 169 decisions issued. The result continues to improve and has been within a five percent margin of the target for the past four months.

### Customer Calls

3,313 calls were received in July with 96% of all calls answered and resolved. Call volumes increased by 18% from the previous month and 4% from previous year. Phone calls continue to be the main channel of contact from our community with 43% of requests for action raised in this way. The result was impacted by the onboarding of new staff members who only just have been able to start answering phones the last week of the month. Next month should see a rise in this performance with all team members answering phones.

### LGOIMA Requests

35 decision responses were due this month. Six of these did not receive a decision within the 20 working days or an agreed extension. This was due to a significant increase in the number of requests and shortages within the team to coordinate responses. A new officer has been onboarded and response times are improving. The average time to complete a response was 16 days.

### Councillor Enquiries

19 Elected Member enquiries were raised for July, twice the amount than the previous year with ten received in July 2023. Most enquiries related to Property and Infrastructure enquiries, enforcement activities and resource consent for the Wānaka McDonalds. The three enquiries that were overdue related to a delay in waiting on further information to provide a full response to the enquiry. In each instance the Councillors were made aware of the delays.

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

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

Results in **GREEN**  
Target achieved

## KPI Data Disclaimers

KPI	DATA DISCLAIMER
<b>CORE INFRASTRUCTURE AND SERVICES</b>	
Average consumption of water per person per day	Calculation is inclusive of visitor numbers to the district. Visitor numbers are extracted from the Ministry of Business, Innovation and Employment funded Accommodation Data Programme, which is not available in time of the reporting period, so the previous year's numbers are used.
Percentage of Material Recovery Facility (MRF) recycling contaminated	Does not include contamination of public litter bins.
Percentage of total household waste placed at kerbside diverted from landfill	Contaminated recycling and organic waste, which is subtracted from diverted household waste, is estimated.
Total waste diverted from landfill	Calculations of totals only include waste taken to QLDC landfills.
Total waste sent to landfill	Calculations of totals only include waste taken to QLDC landfills.
<b>COMMUNITY SERVICES</b>	
Total library borrowing (including books, e-books, e-audio and magazines)	The e-materials are shared between Queenstown Lakes District and Central Otago District. The result includes total checkouts of electronic items from all members across both districts.
Total number of Sport & Recreation participation visits per 1000 residents	a) Some figures are estimated where a precise count is not possible. b) A mixture of automated and manually collected data is used. For example, pool/gym entries recorded by the gates vs. casual (free) court play or pool spectators recorded by the reception team and gym programme attendance recorded by instructors.
<b>REGULATORY FUNCTIONS &amp; SERVICES</b>	
Percentage of building consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.
Percentage of resource consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.

# Health & Safety Summary

## PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	1,530
Inspections/Audits	47
Safety & Wellbeing	81
First Aid Training	11
H&S Meetings	92

## WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	8.28
LTIFR*	<7	8.28

\*Total Recordable Injury Frequency Rate

\*\*Lost Time Injury Frequency Rate

## DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A - Safety Improved	0
B - Safety Constant	12
C - Accident or Incident	0
Target Achieved	yes

## NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
Incident Type	0

### EVENT DETAILS

N/A

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

## QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	10
Contractors	22
Volunteers	0
Public	1

# QLDC Health and Safety Objectives for 2023/2024

## COMPLIANCE

No breaches of the Health and Safety at Work Act 2015

## PREVENTION

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

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

## IMPROVEMENT

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

Contractor Management is the focus for Health & Safety improvement.

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

## BEHAVIOUR

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

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

## WELLBEING

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

# Monthly Commentary

## QLDC Workplace Incidents

There were no notifiable events in July, and no workplace incidents were significant. No “lost time injuries” were recorded this month and the “total recordable injury frequency rate” has decreased. This is due to employees following the Injury Requiring Off-Site Treatment procedure and promptly receiving treatment from our preferred suppliers.

Inspections and audits continue as an important check on the workplace, both internally and with contractors. Take 5 pre-task risk assessment are at good levels as expected.




Health&Safety training has included, winter driving, emergency warden, manual handling, chainsaw safety, psychosocial risk management.

Employee incidents include four first aid, three pain and discomfort, one report only and one vehicle incident. Contractor incidents include one Notifiable Event to WorkSafe in relation to an unplanned release of pressure in a mains water pipe and two Serious Occurrences (Telecom cable strike and water lateral strike). A member of the public caused an incident by being intoxicated in a sports facility. No medical attention was required. They were collected by a friend and taken home.

With zero A scores, twelve B scores and no C scores the Department Safety Behaviours target was achieved.

## Key Priorities Updates

### Tracking of flow of projects in/out of reporting

- 
**New inclusion**  
 Include an overview of the project as an introduction.
- 
**Continued reporting**  
 Follow commentary guidelines.
- 
**Reporting ended**  
 Triggered by practical completion (capital projects), includes close out notes, referring to webpage where applicable.

### RAG Status

GREEN	AMBER	RED
The project is <b>being delivered in alignment with the Business Case</b> and within all set tolerances.	The project is <b>marginally out of tolerance</b> but there are control(s) in place to manage the project back within tolerance.	The project is <b>significantly out of tolerance</b> .
All project metrics* are green.	There is at least 1 amber project metric.	There is at least 1 red project metric <b>OR</b> There are more amber than green criteria.
*6 individual project criteria metrics and tolerances scored against <b>schedule, costs (3), scope and quality/benefits</b> .		



Status improved



Status maintained





Status worsened



## Key Priorities - Capital Projects

July 2024

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>INFRASTRUCTURE – WATER SUPPLY   WASTEWATER   STORMWATER   TRANSPORT   WASTE MINIMISATION AND MANAGEMENT</b>			
<p><b>Arterial Stage One (TR)</b> <a href="#">Major Projects</a></p>	<ul style="list-style-type: none"> <li>Final kerb pour on Frankton Road successfully completed.</li> <li>Excavation of the existing surface and established levels to prepare for the new section of the arterial road from Beetham Street to Henry Street is progressing in addition to kerb, channel and footpath preparations.</li> <li>Installation of all panels on the upslope section of Henry Street wall is completed, as well as all anchors on the walls along the arterial road.</li> <li>The project is flagged as <b>Amber</b> as QLDC's end of sealing season has delayed asphaltting works to September 2024. Due to the scale and complexity of the Arterials project, it continues to face time and cost pressures.</li> </ul>	<ul style="list-style-type: none"> <li>September 2024 - Three Waters on Frankton Road to be completed.</li> <li>October 2024 - Lower Beetham Street Walls to be completed.</li> </ul>	<p style="text-align: center;"><b>Amber</b></p> <p style="text-align: center;"></p>
<p><b>Kingston Three Waters Scheme</b> <a href="#">Major Projects</a></p>	<ul style="list-style-type: none"> <li>Waste Water - Detailed design is progressing. Odour (air discharge) consent application drafted. Awaiting conclusion of Kingston Village Ltd review and acceptance of affects prior to lodgement with Otago Regional Council. Land agreements work is ongoing which represents the main constraint to construction programme. Applications lodged with LINZ for acquisition and easements on 12th July. Updated land head agreement returned to lessee on 8th July for signing.</li> <li>Water - Negotiations with contractor continuing. Several issues being addressed on Contractual clauses that they have pushed back on. Expected commencement onsite September 2024. Pricing remains within budget post tender adjustments. All consents obtained. Easement document awaited from lawyers.</li> <li>Storm Water (Oxford Street Services) - Oxford Street Services out to market July-24. Site visits held with prospective tenderers, good response from market. Construction monitoring proposal still under review with engineers.</li> <li>Projectwide - Kick-off/Introduction meeting held with the Kingston Community Association (KCA) Committee. Project Control Group meeting held with developer. General relationship with developer going well.</li> <li>The status remains <b>Amber</b> until the land transfer arrangement (including land agreement and land acquisition) is resolved for Waste Water as this is driving the programme.</li> </ul>	<ul style="list-style-type: none"> <li>Waste Water - August 2024: Lodge air discharge consent. Late 2024: Detailed design estimated completion. TBC: Signed land head agreement.</li> <li>Water - August 2024: Contract award anticipated. September 2024 - Commencement onsite. Works to advance onsite once easement document is provided.</li> <li>Storm Water - September 2024: Tender closes and evaluation to be completed. October 2024: Tender award anticipated following negotiations.</li> <li>Projectwide: Next meeting to be scheduled with Kingston Community Association Committee and contractor once appointed.</li> </ul>	<p style="text-align: center;"><b>Amber</b></p> <p style="text-align: center;"></p>



## Key Priorities - Capital Projects


July 2024




ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Lakeview Development and Ancillary Works	<ul style="list-style-type: none"> <li>2 July 2024 - Practical Completion issued at Programme Alliance Board Meeting as at 28 March 2024.</li> </ul>	<ul style="list-style-type: none"> <li><b>No further updates as the project has reached Practical Completion.</b></li> </ul>	Green	➔
Housing Infrastructure Fund Quail Rise Reservoir	<ul style="list-style-type: none"> <li>End of July 2024 - Internal closeout and hold documentation completed.</li> </ul>	<ul style="list-style-type: none"> <li><b>No further updates until the project commences.</b> This is planned for 2029/30.</li> </ul>	Green	➔
<b>COMMUNITY SERVICES – PARKS AND RESERVES, SPORT, RECREATION, COMMUNITY FACILITIES AND VENUES, LIBRARIES</b>				
Wānaka Lakefront Development Stage Five <a href="#">Major Projects</a>	<ul style="list-style-type: none"> <li>Mid-July 2024 - Construction commenced on site.</li> </ul>	<ul style="list-style-type: none"> <li>End October 2024 - Anticipated project completion.</li> </ul>	Green	➔
Coronet Harvest Reforestation Programme	<ul style="list-style-type: none"> <li>July 2024 - Construction of the site perimeter fence commenced.</li> </ul>	<ul style="list-style-type: none"> <li>August 2024 - Geotech assessment of the site to be completed.</li> <li>December 2024 - Fence construction to be completed.</li> </ul>	Green	➔
Paetara Aspiring Central	<ul style="list-style-type: none"> <li>Final works are being completed at Paetara Aspiring Central for the installation of basketball hoops.</li> <li>A minor works agreement is in place with the original contractor who completed the original Paetara Aspiring works.</li> <li>July 2024 - Steel fabrication and installation was completed. The project is on track for installation of the hoops in September/October 2024.</li> </ul>	<ul style="list-style-type: none"> <li>Late September/ Early October 2024 - Installation of Basketball hoops.</li> </ul>	Green	➔
Glenorchy Marina	<ul style="list-style-type: none"> <li>July 2024 – Tender contract awarded for physical works.</li> </ul>	<ul style="list-style-type: none"> <li>August 2024 – Construction delivery to commence.</li> <li>November 2024 – Project construction estimated for completion</li> </ul>	Green	➔

## Key Priorities -Strategies, Policies and Plans

July 2024






ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>ORGANISATION PERFORMANCE</b>			
<p><b>Long Term Plan 2024-2034</b> In development</p>	<p></p> <ul style="list-style-type: none"> <li>LTP public Consultation took place through the month, closing on 28 July. 939 submissions were received throughout the process. The focus of the project team throughout this time was on processing the public submissions, ensuring these were considered across Council.</li> <li>Plans were also set in place for the remainder of LTP project work to be conducted between the conclusion of public consultation, and the planned adoption of the final LTP on 19 September 2024.</li> </ul>	<ul style="list-style-type: none"> <li>26/27 August 2024 - Public hearings, for LTP submitters who indicated that they wish to speak to their submissions, will take place on 26 August at the QLDC Office, 10 Gorge Road, Queenstown, and on 27 August at the Lake Wānaka Centre, 89 Ardmore Street, Wānaka.</li> <li>A final audit of the LTP will be undertaken to ensure it meets required quality standards.</li> <li>19 September 2024 - The finalised LTP is planned to be presented to Council for adoption.</li> </ul>	<p><b>Green</b> </p>




ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
STRATEGIC GROWTH – SPATIAL PLAN			
<p><b>Spatial Plan 2021 - Implementation</b></p> <p><a href="#">Planning &amp; Strategy Committee   Queenstown Lakes District Council (qldc.govt.nz)</a></p> <p><b>Latest: <a href="#">The Queenstown Lakes Spatial Plan Monitoring Report May 2024</a></b> (presented at 30 July meeting)</p>	<p><b>Te Tapuae Southern Corridor structure plan:</b></p> <ul style="list-style-type: none"> <li>• 2 July 2024 - Te Tapuae Project Control Group meeting held.</li> <li>• 15 July 2024 - Monthly meeting held with wider project team, including QLDC partner organisations.</li> <li>• Fortnightly meeting held with QLDC project team.</li> <li>• Urban design, transport and landscape peer review has been completed.</li> <li>• 17 July 2024 - Commercial Area Roles and Future Needs Analysis draft report has been provided and feedback given back to consultant.</li> <li>• Fortnightly meeting held with consultants regarding natural hazards. Draft geotechnical/natural hazards report has been provided and project team are working to address the considerable information gaps identified, alongside ORC and developers.</li> <li>• Southern Corridor Social Infrastructure Framework is being developed. This is intertwined with the work that Community Service’s team is undertaking with Kai Tahu and this structure plan presents an opportunity to integrate these pieces of work.</li> <li>• Infrastructure consultants and are in the process of being onboarded.</li> <li>• 25 July 2024 - Aukaha, Te Ao Marama &amp; Strategic Growth team monthly meeting held.</li> <li>• 29 July 2024 - Meeting with RCL held.</li> <li>• 30 July 2024 - Reported to the Planning &amp; Strategy Committee.</li> </ul>	<ul style="list-style-type: none"> <li>• 5 August 2024 - Grow Well Whaiora Partnership Steering Group meeting</li> <li>• 7 August 2024 - Transport modelling workshop with consultants</li> <li>• 5 September 2024 – Planning &amp; Strategy Committee meeting</li> <li>• 9 September 2024 - All-consultants workshop</li> <li>• 20 September 2024 - Grow Well Whaiora Partnership Governance Group meeting</li> </ul>	<p style="background-color: #92d050; color: white; padding: 5px; display: inline-block;">Green</p> 

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
<p><b>Joint Housing Action Plan (JHAP)</b></p> <p><a href="#">Joint Housing Action Plan 2023-2028</a></p> <p><b>Also reported through:</b> <a href="#">Planning &amp; Strategy Committee</a></p>	<p><b>Implementation of the 34 JHAP actions is underway, with key updates for July as follows:</b></p> <ul style="list-style-type: none"> <li>Ongoing Manaaki communications campaign: further website updates and media communications. (actions 6A, 6D)</li> <li>Ongoing conversations with two developers on compliance with stakeholder deeds. (action 4B)</li> <li>Central government announcement on the Going for Housing Growth work programme, with consultation expected in early 2025. (actions 3B, 3E)</li> </ul>	<p><b>Milestones for August include:</b></p> <ul style="list-style-type: none"> <li>Full Council decision in response to the Independent Hearings Panel report on the Inclusionary Housing Variation. (action 4A) [note at time of print, Council has withdrawn the Variation as described above]</li> <li>Grow Well Whaiora Partnership Steering Group consideration of the annual JHAP monitoring report. (actions 1A, 1B)</li> <li>Ongoing Manaaki communications campaign: further website updates and media communications. (actions 6A, 6D)</li> <li>Ongoing conversations with two developers on compliance with stakeholder deeds. (action 4B)</li> <li>Commission a peer review of Infometrics report on the impacts of short-term letting. (actions 1C, 6A)</li> </ul>	<p>Green</p>	
<p><b>DISTRICT PLAN – PLANNING POLICY</b></p>				
<p><b>Appeals</b></p>	<p><b>Stage 1</b></p> <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> <li>Scoping work underway with Simpson Grierson on a process to make parts of the Proposed District Plan Operative.</li> <li>A decision was issued by the Environment Court on the Bunker &amp; Rouse appeal (Sticky Forest). The Court has indicated several processes need to be confirmed before the District Plan is amended with the Decision.</li> </ul>	<ul style="list-style-type: none"> <li>Working to resolve any remaining Stage One appeal points.</li> </ul>	<p>Green</p>	
<p><b>Appeals</b></p>	<p><b>Stage 2</b></p> <ul style="list-style-type: none"> <li>86 appeals and 930 appeal points received challenging Council's decisions. Mediations completed; Environment Court hearings underway.</li> </ul>	<ul style="list-style-type: none"> <li>Awaiting confirmation of Hearing dates for remaining zoning appeals.</li> <li>23-25 September 2024 - Wakatipu Basin rezoning appeal Hearing in the Environment Court: Topic 31 – Wakatipu Equities and Strain appeals.</li> </ul>	<p>Green</p>	

## Key Priorities - Strategies, Policies and Plans

July 2024

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
<b>Appeals</b>	<p><b>Stage 3</b></p> <ul style="list-style-type: none"> <li>42 appeals (total) containing 445 separate appeal points lodged. Environment Court mediations are underway.</li> <li>Final Environment Court decision received on the Scaife Rural Visitor Zone appeal.</li> </ul>	<ul style="list-style-type: none"> <li>A date has been set for Cardrona Cattle Company Environment Court hearings (Industrial Zoning), 9-11 October 2024.</li> <li>A date has been set for Tussock Rise Environment Court hearings (Industrial Zoning), Evidence exchanged, set down for a hearing – potentially week of 9 December 2024.</li> </ul>	<span style="background-color: green; color: white; padding: 2px;">Green</span>	
<b>Variations</b>	<p><b>Inclusionary Housing</b></p> <ul style="list-style-type: none"> <li>Notified 13 October 2022. 181 original submissions and 20 further submissions were received.</li> <li>1 August 2024 - Independent Hearing Panel Recommendations report presented Council meeting.</li> </ul>	<ul style="list-style-type: none"> <li>August 2024 - Withdrawal of the Inclusionary Housing variation as per clause 8D of Schedule 1 of the Resource Management Act to be notified.</li> </ul>	<span style="background-color: green; color: white; padding: 2px;">Green</span>	
<b>Variations</b>	<p><b>Landscape Schedules</b></p> <p>Priority Areas</p> <ul style="list-style-type: none"> <li>Priority Areas were notified 30 June 2022. 208 original submissions and 38 further submissions were received. Incorrect and missed submission points were renotified and no further submissions were received. The hearing was held in 2023. Council ratified the commissioners recommendation on 6 June 2024 and the Decision was notified on 20 June 2024. 16 appeals were received.</li> </ul> <p>Upper Clutha Landscapes (RCLs)</p> <ul style="list-style-type: none"> <li>25 July 2024 - The Upper Clutha Landscape Variation was withdrawn.</li> </ul>	<p>Priority Areas</p> <ul style="list-style-type: none"> <li>People who wish to join appeals as section 274 parties are open until 26 August 2024.</li> </ul> <p>Upper Clutha Landscapes (RCLs)</p> <ul style="list-style-type: none"> <li>Feedback to be received on amendments to mapping related to the Landscape Schedules.</li> <li>Feedback to be received on the clause 34 consultation on Documents to be Incorporated by Reference.</li> </ul>	<span style="background-color: green; color: white; padding: 2px;">Green</span>	
<b>Variations</b>	<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 were received.</li> <li>The Independent Hearing Panel final Recommendation Report has been sent to the Minister for the Environment (Hon Penny Simmonds).</li> </ul>	<ul style="list-style-type: none"> <li>Awaiting the decision of the Minister.</li> </ul>	<span style="background-color: green; color: white; padding: 2px;">Green</span>	
<b>Variations</b>	<p><b>Urban Intensification</b></p> <ul style="list-style-type: none"> <li>24 August 2023 - Public notification of proposal. 1,258 submissions (5577 submission points) were received.</li> <li>Summary of Decisions requested were notified and further submissions were received.</li> </ul>	<ul style="list-style-type: none"> <li>Work on s42A report, evidence and evidence exchange timetable.</li> </ul>	<span style="background-color: green; color: white; padding: 2px;">Green</span>	

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
<b>ECONOMIC FUTURES</b>				
<p><b>Economic Diversification Plan</b></p> <p><a href="#">Planning &amp; Strategy Committee   Queenstown Lakes District Council (qldc.govt.nz)</a></p>	 <ul style="list-style-type: none"> <li>• Council report being written for 1 August 2024 council meeting.</li> <li>• Planning underway for Snapshots 2024, an annual event that will this year include updates on projects within the diversification and destination management plans.</li> <li>• The project is flagged <b>Amber</b> because scheduled completion of the Economic Diversification Plan was June 2024. Due to the council meeting for endorsement taking place on 1 August, completion has been delayed until August 2024.</li> </ul>	<ul style="list-style-type: none"> <li>• 1 August 2024 - Attend Full Council Meeting to present the recommended option of endorsing the draft Economic Diversification Plan.</li> <li>• Mid August 2024 - Invites for Snapshots 2024 to be sent.</li> </ul>	<p><b>Amber</b></p>	
<b>COMMUNITY PARTNERSHIPS</b>				
<p><b>Te Muka Toi, Te Muka Tākata   Creativity, Culture and Heritage Strategy (formerly Arts, Culture &amp; Heritage Strategy)</b></p> <p><a href="#">Creativity, Culture and Heritage Strategy   Queenstown Lakes District Council (qldc.govt.nz)</a></p>	 <ul style="list-style-type: none"> <li>• Scoping QLDC work programme for 2024-2025.</li> <li>• Planning delivery of key actions outlined in the Strategy Implementation Plan.</li> <li>• Tracking monitoring, evaluation and reporting of key actions for the overarching Strategy work programme for 2024-2025; this will be managed by Strategy partner Three Lakes Cultural Trust, the Regional Arts Organisation (RAO).</li> </ul>	<ul style="list-style-type: none"> <li>• Developing a communications partnership agreement between QLDC, Three Lakes Cultural Trust, the Regional Arts Organisation (RAO) and Lakes District Museum, including roles and responsibilities for Strategy communications.</li> <li>• RAO developing inaugural Strategy newsletter providing updates on key activities due out in late September 2024 (likely to be once every six to eight weeks); QLDC and other key partners will contribute to the newsletter.</li> </ul>	<p><b>Green</b></p>	