



NOTICE OF MEETING

**Notice is hereby given of the Meeting of the
Community Services Committee
to be held in the Council Chamber,
First Floor, Civic Administration Building,
101 Esk Street, Invercargill on
Monday 17 September 2018 at 4.00 pm**

His Worship the Mayor Mr T R Shadbolt JP
Cr R L Abbott (Chair)
Cr A J Arnold (Deputy Chair)
Cr T M Biddle
Cr I L Esler
Cr G D Lewis
Cr L F Soper
Cr Rowly Currie (Environment Southland) (Total
Mobility and Passenger Transport)

EIRWEN HARRIS MITCHELL
MANAGER, SECRETARIAL SERVICES

Council's Values:

- Responsibility Take ownership of decisions and outcomes, both collectively and individually.
- We willingly share our knowledge.
 - We acknowledge our mistakes, work to resolve them and learn from them.
 - We give and receive feedback in a constructive manner to resolve issues.
 - We do our job with total commitment.
- Respect Everyone is important, as are their views.
- We support and care for each other.
 - We stop to listen, learn and understand.
 - We communicate in an honest, up-front and considerate manner.
 - We maintain confidences and avoid hurtful gossip.
- Positivity Always look on the bright side of life.
- We are approachable, interested and friendly.
 - We are open and receptive to change.
 - We acknowledge and praise the efforts of others.
 - We work together as a team to get the job done.
- Above and Beyond Take opportunities to go the extra mile.
- We take the initiative to improve our work practices to get the best results.
 - We challenge ourselves and each other to make it better.
 - We take pride in providing the best possible outcomes.
 - We are ambassadors for our Council at all times.

Council's Vision for the City:

Enhance our City and preserve its character, while embracing innovation and change.

Council's Vision:

We are an energised, fun and innovative team that makes it better for each other and our community.

Council's Mission:

Making it better by making it happen.

AGENDA

	Page
1. APOLOGIES	
2. PUBLIC FORUM	
3. INTEREST REGISTER	4
4. COMMUNITY INITIATIVES REPORT	
4.1 MURHIKU PASIFIKA AND MAORI CULTURAL TRUST SPEAKER	9
4.2 NGA KETE MATAURAGNA POUNAMU CHARITABLE TRUST SPEAKER	10
4.3 CHILD, YOUTH AND FAMILY FRIENDLY SUB-COMMITTEE	11
5. MINUTES OF MEETING HELD ON 13 AUGUST 2018	14
6. MONITORING OF SERVICE PERFORMANCE	
6.1 LEVELS OF SERVICE	19
6.1.1 <i>Community Development</i>	20
6.1.2 <i>Libraries and Archives</i>	22
6.1.3 <i>Pools</i>	25
6.1.4 <i>Housing Care Service</i>	27
6.1.5 <i>Bus and Transport</i>	28
7. URGENT BUSINESS	

**INVERCARGIL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

ELECTED MEMBERS			
NAME	ENTITY	INTERESTS	PROPERTY
RONALD LINDSAY ABBOTT	Invercargill City Council Kiwi-Pie Radio 88FM Invercargill Invercargill Art Gallery Invercargill Venues and Events Management	Councillor Director / Broadcaster Council Representative / Board Member Director	
REBECCA RAE AMUNDSEN	Invercargill City Council Arch Draught Ltd BP Orr Ltd Task Ltd Arts Murihiku Dan Davin Literary Foundation Heritage South Glengarry Community Action Group SMAG Board Venture Southland Southland Regional Heritage Committee	Councillor Director Director Director Trustee Trustee/Chair Contractor Events Co-ordinator (Volunteer) Council Representative Council Representative Council Representative	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

ALLAN JAMES ARNOLD	Invercargill City Council	Councillor	
KAREN FRANCES ARNOLD	Invercargill City Council Electricity Invercargill Ltd Powernet Ltd Pylon Ltd Invercargill Creative Communities Funding Scheme Southland Warm Homes Trust	Councillor Director Director Director Trustee/Chair Trustee	
TONI MARIE BIDDLE	Invercargill City Council Invercargill Venue and Events Management Limited Southland Museum and Art Gallery Trust Board McIntyre and Dick	Councillor Director Trustee Partner – Executive Team	
ALEX HOLLY CRACKETT	Invercargill City Council Ride Southland Southland Youth Futures Advisory Board Venture Southland and Sub Committee	Councillor Chair Chair Council Representative	High Street Invercargill

INVERCARGIL CITY COUNCIL ELECTED MEMBERS INTEREST REGISTER

IRWIN LLOYD ESLER	Invercargill City Council	Councillor	
GRAHAM DAVID LEWIS	Invercargill City Council Invercargill City Holdings Limited	Councillor Director	
DARREN JAMES LUDLOW	Invercargill City Council Radio Southland Invercargill City Holdings Limited Invercargill Venue and Events Management Southland Museum and Art Gallery Trust Board Healthy Families Invercargill Murihiku Maori Wardens Southland Community Law Centre	Councillor Manager Director Director / Chairman Trustee Board Member Board Member Board Member	770 Queens Drive Invercargill
IAN REAY POTTINGER	Invercargill City Council Southland Electronics Limited Santa Parade Organiser	Councillor Director Alice Pottinger (Wife)	171 Terrace Street Invercargill 9810
TIMOTHY RICHARD SHADBOLT	Invercargill City Council Invercargill Airport Limited Kiwi Speakers Limited Sit Ambassador	Mayor Director Director Contractor	

Community Services Agenda - INTEREST REGISTER

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

LESLEY FRANCES SOPER	Invercargill City Council Breathing Space Southland Trust (Emergency Housing) Omaui Tracks Trust National Council of Women (NCW) Active Communities Invercargill Public Art Gallery Citizens Advice Bureau Southland ACC Advocacy Trust	Councillor Chair Secretary/Treasurer Member Chair/Trustee Board Member Board Member Employee	137 Morton Street Strathern Invercargill 24 Margaret Street Richmond Invercargill
LINDSAY STEWART THOMAS	Invercargill City Council Invercargill City Holdings Limited Invercargill City Property Limited HWCP Management Limited	Councillor Director Director Director	

EXECUTIVE STAFF			
NAME	ENTITY	INTERESTS	PROPERTY
PAMELA GARE	Invercargill City Council	Director of Environmental and Planning Services	
CLARE HADLEY	Invercargill City Council	Chief Executive	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

EXECUTIVE STAFF			
NAME	ENTITY	INTERESTS	PROPERTY
CAMERON MCINTOSH	Invercargill City Council	Director of Works and Services	
RACHEL REECE	Invercargill City Council Reece Property Limited	HR Manager Sole Director	

TO: COMMUNITY SERVICES COMMITTEE
FROM: MARY NAPPER - COMMUNITY DEVELOPMENT MANAGER
MEETING DATE: MONDAY 17 SEPTEMBER 2018

COMMUNITY INITIATIVES REPORT

SUMMARY

Representatives from the Murihiku Maori and Pasifika Cultural Trust, and Nga Kete Matauranga Pounamu Charitable Trust will be present to speak about the wide range of services provided by their Trusts in Invercargill and across the region.

RECOMMENDATIONS

That the report be received.

IMPLICATIONS

1.	<i>Has this been provided for in the Long Term Plan/Annual Plan?</i> N/A.
2.	<i>Is a budget amendment required?</i> N/A.
3.	<i>Is this matter significant in terms of Council's Policy on Significance?</i> N/A.
4.	<i>Implications in terms of other Council Strategic Documents or Council Policy?</i> N/A.
5.	<i>Have the views of affected or interested persons been obtained and is any further public consultation required?</i> N/A.
6.	<i>Have the Child, Youth and Family Friendly Policy be considered?</i> Yes.

FINANCIAL IMPLICATIONS

N/A.

MURIHIKU MAORI AND PASIFIKA CULTURAL TRUST

The Murihiku Māori and Pasifika Cultural Trust formed in 2010 after a successful inaugural Polyfest in 2009. The Trust is passionate about uplifting Māori and Pasifika cultures in Murihiku/Southland and contributing to a richer community; offering a full calendar of events which spans the year and supports youth, education, arts and culture.

The Trust brings leading artists and facilitators to the region to work alongside and mentor people of all ages in our community. The Murihiku Māori and Pasifika Cultural Trust also provide packages about Treaty of Waitangi and Culturally Responsive Practice, and offer cultural support and advice for a range of sectors and organisations.

Pauline Smith, Director, and Tania Carran, the Trust's Programme Development Manager, will be present to speak to the Community Services Committee.

NGA KETE MATAURANGA POUNAMU CHARITABLE TRUST

Nga Kete Matauranga Pounamu (Nga Kete) is a not-for-profit Charitable Trust established in September 2000 by the founder and current CE, Tracey Wright-Tawha. The agency has been designed to provide a hub of health and social services (free or low cost) for Southland families. Employing 60 staff, the agencies head office is based at 92 Spey Street with satellite offices in Dunedin. Services include a general practice, addiction counselling, stop smoking, community nursing, whanau ora social services, specialist facilitation and much more.

Tracey Wright-Tawha will be present to speak to the Community Services Committee.

CHILD YOUTH AND FAMILY FRIENDLY SUBCOMMITTEE

The minutes of the Child Youth and Family Friendly Sub-Committee meeting held on 30 July 2018 are attached (*refer to Appendix 1*).

**MINUTES OF A MEETING OF THE CHILD, YOUTH AND FAMILY FRIENDLY
SUB-COMMITTEE HELD IN THE COUNCIL CHAMBER, FIRST FLOOR, CIVIC
ADMINISTRATION BUILDING, 101 ESK STREET, INVERCARGILL ON MONDAY
30 JULY 2018 AT 4.00 PM**

PRESENT: Cr D Ludlow
Cr A Crackett
R Amundsen
P Ereckson
B McDermott
A McSoriley
R Thwaites
B McDermott

IN ATTENDANCE: Ms M Napper – Community Development Manager
Ms G Crawford – Community Development Officer
Ms K Graber – City Centre Coordinator
Ms H McLeod - Communications Advisor
Ms L Kuresa – Governance Officer

1. **APOLOGIES**

G Pope and A Knowles. Late apology from MA Sears.

Moved Cr Ludlow, seconded A McSoriley and **RESOLVED** that the apologies be accepted.

2. **INTRODUCTION**

Cr Ludlow welcomed members to the meeting.

3. **MINUTES OF THE MEETING HELD ON 7 MAY 2018**

Moved Cr Crackett, seconded B McDermott and **RESOLVED** that the minutes be accepted as a true and correct record.

4. **MATTERS ARISING**

Nil.

5. **GENERAL BUSINESS**

The report had been circulated.

5.1 **Brand Update**

The report had been circulated and G Crawford took the meeting through it.

G Crawford informed the meeting that Kidzone was a great success again this year.

Cr Ludlow said it was interesting to see that for the second year Kidzone was not sold out. It used to sell right out with maybe one day not sold out but this year it was only sold out for one day with the other days being reasonably full. It was good to see that they had the international theme this year, which tied in with the Welcoming Communities programme. He also noted that there was a good range of food options available.

5.2 **The Friendly Policy**

Cr Ludlow said he had spoken to Mr Cameron, Policy Analyst, about the Friendly Policy and he had suggested that we agree on a value proposition to hang the policy from. It would sit as a brand which people would cite back at Council during consultations and other communications with the Council. Amongst everything that the brand and the committee is trying to do we need to examine what can measure the success of the policy. Some of it could be identified with the branded organisations and the visibility of the brand at events. In measuring achievement a suggestion that was raised was to look what exists in the "Dream Big" brand and maybe the SoRDS brand. What aspects of the Family Friendly fed into the desire to increase Southland's population by 1,000 and then only part of that reflected on Invercargill. If they were looking at increasing the workforce, particularly in the construction industries, making sure that support structures were in place and awareness was in place for new people arriving in Southland. It had been discussed before but those people, who had lived in Southland for many years, understood what to do and where to go but it was making sure that information was received by the new people arriving in Southland. Also getting businesses that were catering for those people to think about ensuring that they were welcoming, not just the employees but the families, so that their workforce was settled.

In response to a question by B McDermott as to whether there was anything obvious for the Policy to hang onto from a Council perspective, Cr Ludlow said that the population was the easiest aspect. If you looked at how the Policy was reflected in what Council achieved with reserves for example, it was looking at what statistics were saying and within the various organisations that could be reported back on to say what was happening. Sport Southland could offer some useful statistics around sports and recreation, for example. There were activities and services beyond that such as what the trends were around family numbers using the services and some of the house statistics around both children and elderly who could look at how some of the things that this Committee did that may have an impact on that. There were things going on out there that could assist the Committee to paint that picture as to what the family friendly city was.

P Ereckson said that their new brand was launched today from Barnardos, called One Barnardos which includes the early learning centre, so the whole brand had changed. It linked into what they were doing as a site and the current situation that was discussed now. They were busy, so whether the Family Friendly brand had any influence, he was not sure.

5.3 **CBD Redevelopment Presentation**

Kari Graber was in attendance to speak to this Item.

Ms Graber took the meeting through an online presentation.

Cr Ludlow said it would be beneficial to prepare a submission on the CBD Redevelopment and he would draft one up and circulate it to members for more feedback. He encouraged the other organisations and agencies do the same.

6. **URGENT BUSINESS**

Nil.

7. **NEXT MEETING**

The next meeting is scheduled to be held 3 September 2018.

There being no further business the meeting closed at 4.55 pm.

MINUTES OF A MEETING OF THE COMMUNITY SERVICES COMMITTEE HELD IN THE COUNCIL CHAMBER, FIRST FLOOR, CIVIC ADMINISTRATION BUILDING, 101 ESK STREET, INVERCARGILL ON MONDAY 13 AUGUST 2018 AT 4.00 PM

PRESENT: His Worship the Mayor Mr T R Shadbolt (from 4.03 pm)
Cr R L Abbott (Chair)
Cr T M Biddle
Cr I L Esler (from 4.25 pm)
Cr G D Lewis
Cr L F Soper
Cr R Currie – Environment Southland

IN ATTENDANCE: Cr R R Amundsen
Cr D J Ludlow
Cr K F Arnold
Cr A H Crackett
Cr L S Thomas (from 4.03 pm)
Cr I R Pottinger (from 4.54 pm)
Mr R Pearson – Manager Roading
Mrs C Hadley – Chief Executive
Mr P Thompson – Aquatic Services Manager
Mr S Ridden – Manager Corporate Services
Ms M Brook – Manager Strategy and Policy
Mrs M Foster – Manager Library and Archives
Ms H McLeod – Communications Advisor
Ms L McCoy – Building Assets Administration Officer
Ms L Kuresa – Committee Secretary

1. **APOLOGIES**

Cr A J Arnold, Cr I L Esler and His Worship the Mayor for lateness.

Moved Cr Soper, seconded Cr Biddle and **RESOLVED** that the apologies be received.

2. **PUBLIC FORUM**

Nil.

3. **INTEREST REGISTER**

Moved Cr Abbott, seconded Cr Lewis and **RESOLVED** that the report be received.

Note: His Worship the Mayor and Cr Thomas joined the meeting at 4.03 pm.

4. **COMMUNITY INITIATIVES REPORT**

The report had been circulated including a report by the Southland Community Housing Group (SCHG).

Margaret Cook (South Alive Trustee), Dave Hope (Salvation Army), Paul Serancke (General Manager for Humanity Invercargill) and Dave Kennedy (State Housing Action Group) were in attendance to speak to this Item. The Group took the meeting through a PowerPoint Presentation, a copy of which is available from Secretarial Services.

In response to questions, the following answers were given:

1. We have a shortage of staff and it's been getting shorter for a period of time, which makes it increasingly difficult for people such as ourselves to have a relationship where we can move forward altogether. When everybody is under pressure it stops becoming enabling and that's not just here but everywhere. People are under pressure, they are dealing with what they are seeing immediately and all you're getting is an instant result all the time, positive or not. I would like to think that we have an enabling process within Council, so that there is sufficient help in the systems. I struggle to see how an individual could fathom their way through the building consent process currently.
2. Habitat is currently building a subdivision in Glengarry in the next year as well, which is in the planning stage. We are currently converting over homes for families to move into by Christmas.
3. From what I can see there are not any real greenfield development type of housing that we are talking about. I'm not just talking about social housing, I'm talking about housing working families, so we need to be talking about something that's going to be somewhere between 300 and 425 and there's not a lot of that going on.

Note: Cr Esler joined the meeting at 4.25 pm.

In response to further questions, the following answers were given:

4. The community workers in Te Anau have been shedding families in that area, which will have a long term effect on that community. From personal experience, we have gone through a sales programme where first home owners brought housing out of rental stock but we just haven't been building any and that's the problem.
5. We are not an organisation that's going to spend lots of money because that's not what we're about. We don't set ourselves up to be developers as a group but if somebody could do the notes that I take, it would be wonderful. In terms of a volunteer person, Margaret is the volunteer.
6. Over time there wasn't a great housing need in Invercargill, so we were seen as a low growth area and therefore there was no need to keep building. There's been no state houses built in Invercargill since 1991/1992 and the stock that we do have has deteriorated. What we have at the moment is we've had an influx of students and families looking for housing and we also have a mix of housing. There's a lot of elderly people wanting to move out of three bedroom homes who can't find a two bedroom property to move to that's affordable for them. A lot of those houses are often lived in by elderly people that can't afford to maintain them or move out. We just need to build the right kind of houses to meet the demographics that people are looking for.
7. Some of the houses could be refurbished but we are looking at trying to subdivide quarter acre sections to try and increase the in-built to increase the housing stock. A lot of the pictures you've seen today, a lot of those houses are suitable for demolition but it's a difficult job that involves legal issues and having the home owners letting go of the family home because it's a real psychological issue.

Increasing the stock within the boundaries where the infrastructure is, to make it happen especially in the Ettrick / Bowmont area.

8. The other issue is that it's difficult for developers who build a house in the south part of the city to cover costs. You will find that it costs up to \$270,000 to build a three bedroom home and you'd be lucky to get that in the sale of a new home. There needs to be some way of looking at how the Council can support or cut costs in that area.
9. One of the things is the way that properties are valued, so from a developers point of view, to develop a large section and have multi-use units on it, trying to get the valuation based on what's going on around it to a level that's feasible to seek finance for it, is problematic here.

Cr Abbott thanked the representatives from the Southland Community Housing Group for taking the time to present to the Committee.

Moved Cr Abbott, seconded Cr Lewis and **RESOLVED** that the report be received.

5. **MONITORING OF SERVICE PERFORMANCE**

The report had been circulated.

5.1 **Levels of Service**

5.1.1 ***Community Development***

5.1.2 ***Libraries and Archives***

5.1.3 ***Pools***

5.1.4 ***Housing Care Services***

5.1.5 ***Bus and Transport***

Pools

In response to a question by Cr Biddle as to why there were no declined bookings during June. Mr Thompson said that staff managed to factor in all bookings for June.

Bus and Transport

In response to a question by Cr Thomas that with regard to the farebox recovery, in May there was quite a high number and in June there was decrease in the figures, and yet the farebox recovery was completely different. Mr Pearson said that part of that was to do with a slight aberration where Council paid the escalation every three months. That was possibly paid in May, which would have altered the figure but he would check and report back to the next Committee Meeting.

Moved Cr Soper, seconded Cr Esler and **RESOLVED** that the report be received.

6. **ACTION SHEET**

Nil.

7. **OTHER BUSINESS**

7.1 **Hydroslide Business Case**

The report had been circulated, Mr Thompson said that when the hydroslide project was first looked at it identified the opportunities that existed with moving the hydroslide and adding additional slides, there was an expectation of some interest from the wider community with the project. There was a small newspaper article in The Otago Daily Times over a week ago and the phenomenal feedback received via their Facebook page. He checked this morning and there were about 280 positive comments saying that Invercargill was overtaking Dunedin with the projects proposed for the city. This would be a project that the City could be proud of.

In response to questions, the following answers were given:

1. There have been three funding applications made. One to the Community Trust of Southland and one to each of the Invercargill Licensing Trust and ILT Foundation. The Community Trust of Southland has declined the grant application and the ILT has deferred its decision. The Business case is based on no grant available.
2. The Community Trust of Southland did not give a reason why it declined our application.
3. We investigated an option to go through the Lotteries Commission but the project didn't meet some of the requirements for our application and a decision was made not to proceed with the funding application.

Cr Thomas asked that if Council was paying Venture Southland to do the applications for Council, why an application not be sent to the Lotteries Commission? There was extra funding provided for the applications to be completed.

Note: Cr Pottinger joined the meeting at 4.54 pm.

Cr Ludlow said that staff had answered that by saying that it did not fit the Lotteries Commission criteria. He commended the endorsement of the recommendation. Mr Thompson had put forward the worst case scenario, which was getting no external funding. It still stacked up financially but operationally it improved how Splash Palace functioned. When looking at the project he remembered the Butterfly House at the Otago Museum that had the potential to become one of those attractions that drew people in.

Cr Biddle said she supported what Cr Ludlow said in relation to an attraction in our community. She remembered that as child, going to the Moana Pool in Dunedin to go on the hydroslide, so people would travel to go to something like this. The comment had already being made that Invercargill was well and truly going to beat Otago and become the next best thing in New Zealand. However, she was concerned that Council was not exhausting its options in relation to funding. She suggested that funding applications be continued and if that was considered, then she would be happy with the recommendation.

Cr Soper said Cr Thomas point was valid. Council should ask Venture Southland to look widely at funding applications and mechanics of doing them rather than staff spending lots of time exploring them. There was probably some ways in which Venture Southland could assist with exploring with other options for this project. She asked if the three-slide option had any encroachment effect on the walkway. Mr Thompson confirmed that it would not have any effect on the walkway.

In response to a question by Cr Soper as to what Appendix 5 showed, Mr Thompson said that was reference to the design standards that the hydroslide was designed to. He could not comment to the design standard that the existing hydroslide was designed and built to but the proposed slides were built and designed to meet national standard.

Mr McIntosh said that Appendix 5 was referring to a risk table, which had been in an early draft of the report but was not attached to this final report.

In response to a question by Cr Thomas as to how the new hydroslide would compare with the ropes climbing at the Stadium for example, because it was all comparable and unlimited value for \$6.00 was good value. Mr Thompson said that \$6.00 to use the hydroslide was on top of the admission fee as well.

Cr Crackett said that with regard to the hydroslide as a user-pay system, she spoke to the Youth Council about it and the consensus was that they were happy to pay the \$6.00 fee. Youth Council members were all exceptionally excited with the fee being well within their budgets.

Moved Cr Biddle, seconded Cr Soper and **RESOLVED** that the report be received;

AND THAT

It be **RECOMMENDED** to Council that Council approves Option 2, 'Three Slide, New Location' facility at Splash Palace.

8. **URGENT BUSINESS**

Nil.

There being no further business the meeting closed at 5.01 pm.

TO: COMMUNITY SERVICES COMMITTEE
FROM: MELISSA BROOK – MANAGER STRATEGY AND POLICY
MEETING DATE: MONDAY 17 SEPTEMBER 2018

MONITORING OF SERVICE PERFORMANCE
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SUMMARY

Reporting on the Community Services levels of service measures for the period comprising 1 July 2018 to 31 July 2018.

RECOMMENDATIONS

It is recommended that the report be received.

IMPLICATIONS

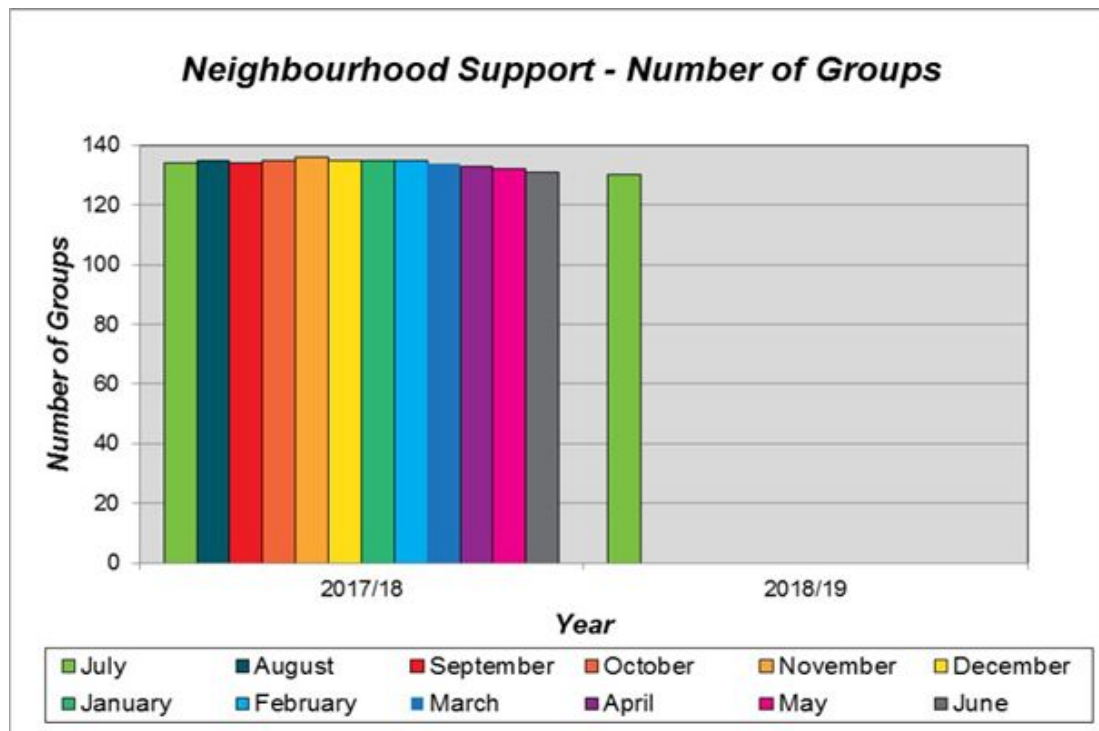
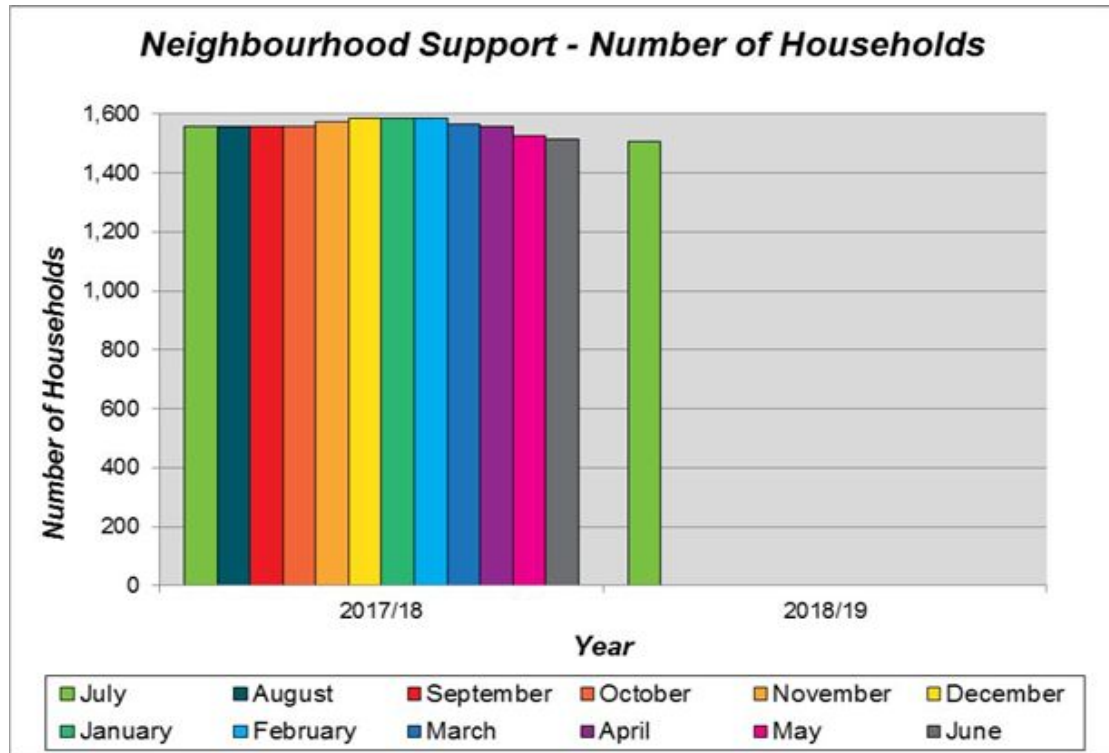
1.	<i>Has this been provided for in the Long Term Plan/Annual Plan?</i> The report monitors performance in relation to levels of service measures identified in the Long Term Plan and the Annual Plan.
2.	<i>Is a budget amendment required?</i> No.
3.	<i>Is this matter significant in terms of Council’s Policy on Significance?</i> No.
4.	<i>Implications in terms of other Council Strategic Documents or Council Policy?</i> No.
5.	<i>Have the views of affected or interested persons been obtained and is any further public consultation required?</i> No.
6.	<i>Has the Child, Youth and Family Friendly Policy been considered?</i> Yes.

FINANCIAL IMPLICATIONS

No financial implications arise from this report.

COMMUNITY DEVELOPMENT

	1 July 2018 to 31 July 2018
Neighbourhood Support	
Number of households involved in Neighbourhood Support	1,509
Number of groups involved in Neighbourhood Support	130

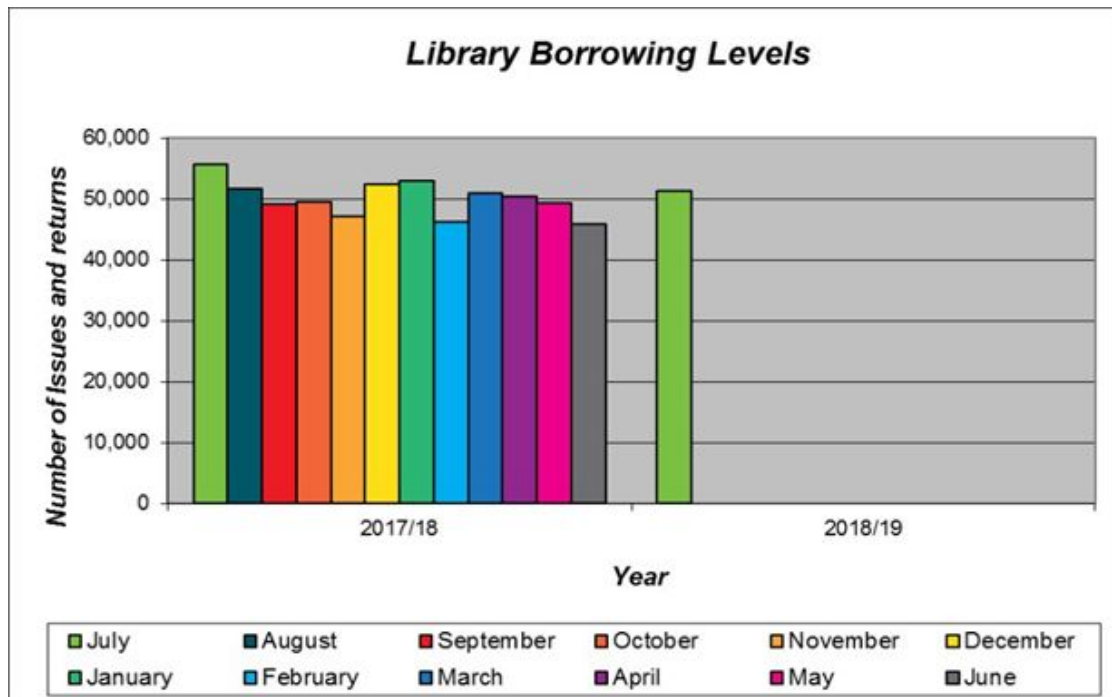


COMMENTARY

Two new groups have been established. The review of all groups means that while new households are joining groups, the numbers are outweighed by the households who have moved and left groups.

Commentary provided by Mary Napper
Manager – Community Development

LIBRARIES AND ARCHIVES



Graph of Library Services Borrowing Levels

COMMENTARY

Total Circulation

All Items	2017	2018
July	55,268	51,266
Total	55,268	51,266
Total Year to Date	55,268	51,266

Circulation has shown a 7% decrease for the same period last year. The Library refurbishment project continues to affect numbers. The expectation is for this to continue until the project is completed in December 2018.

Visitor Numbers

	2017	2018
July	46,368	39,454
Total	46,368	39,454
Total Year to Date	46,368	39,454

Visitor numbers show a 15% decrease for the same period last year. The Library refurbishment project continues to affect numbers. The expectation is for this to continue until the project is completed in December 2018.

Membership

From	Added July 2017	Added July 2018
Invercargill	250	215
Bluff	5	3
Other	12	15
Total	267	233

Membership added shows a 12% decrease on the previous year.

E-Book/E-Audio Circulation Statistics

	July 2017	July 2018
e-Books	1,315	1,501
e-Audio	351	411
Total	1,666	1,912
Total Year to Date	1,666	1,912

Total for Year

	2017/18	2018/19
e-Books	1,315	1,501
e-Audio	351	411
Total	1,666	1,912

Events/Programmes/Projects***Library refurbishment update - Stage 3: Children's Services***

Over four days staff moved all collections and services from the Children's area to the Adult's area. This has created much more space to allow people to browse and move around the library. Some collections, specifically the Children's collections, are not in their final place. Builders are now working in the Children's area and this is scheduled to be completed by 4 November 2018.

Staff have started to receive the following feedback regarding the changes:

- A regular user said they liked the new layout and brightness. Can see what is on the shelves right to the bottom, with plenty of space.
- User friendly adult fiction set up, spacious and easier to browse/navigate.
- Adult fiction: Likes that the crime/action/war/horror/general/historical/Christian books are all shelved together.
- Adult fiction: Space to stand back which makes it easier to view all the books on the shelf, especially the books on the bottom shelf.

- Likes the new carpet and finds that the yellow carpet makes it easier to see where you are going.
- Large print: Bottom shelves too low making it hard to read and reach titles.
- Carpet: Striped carpet a bit disorienting/hard on the eyes.
- One user stated she was not happy with Children's area being in the Adult's area. Explained this would move back after Stage 3 is completed.
- Fiction: Needs a place inside the fiction alcoves to place your books while browsing and selecting others from the shelves. Explained that there are baskets and trolleys to use if required.



Winter Reading Programme

The three libraries in the Southland Region (Gore, Southland District and Invercargill) once again collaborated with the School Library Association of New Zealand Aotearoa Te Puna Whare Mātauranga a Kura to promote the Winter Reading Challenge across the region. This year the challenge was extended to include all ages and a competition between secondary schools in the region was introduced. The school with the largest percentage of participants wins a specially designed 'book art' cup that was sponsored by the Southland Literacy Association.

To make it similar to but not the same as our Summer Reading Challenge, it was branded 'The Great Indoors - Winter Reading Challenge' and the same promotional poster was used by all participating libraries. The challenge began on 1 July 2018 and finished on 31 August 2018.

Every completed reading log has been entered into the draw at their 'home' library and one lucky winner from each library will receive a \$100 Paper Plus voucher. Winners to be announced on Friday, 7 September 2018.



South City Storytime

The South City Storytime and Book Exchange for under 5's takes place each Wednesday from 10.00 am - 10.30 am. This is held at 'The Pod', which is a venue behind the South City Mall. Up to 20 children from early childhood centres and the community attend on a regular basis. The children enjoy stories and songs, and also get the chance to exchange or take from our collection of donated and discarded books.

Meeting Spaces

	2017	2018
July	52	53
Total	52	53
Total Year to Date	52	53

Use of meeting spaces remains constant with great understanding shown by the public as regular programmes have had to move and sometimes with short notice. The Learning and Activity spaces in Children's Services are not available at present as they are being refurbished.

Displays

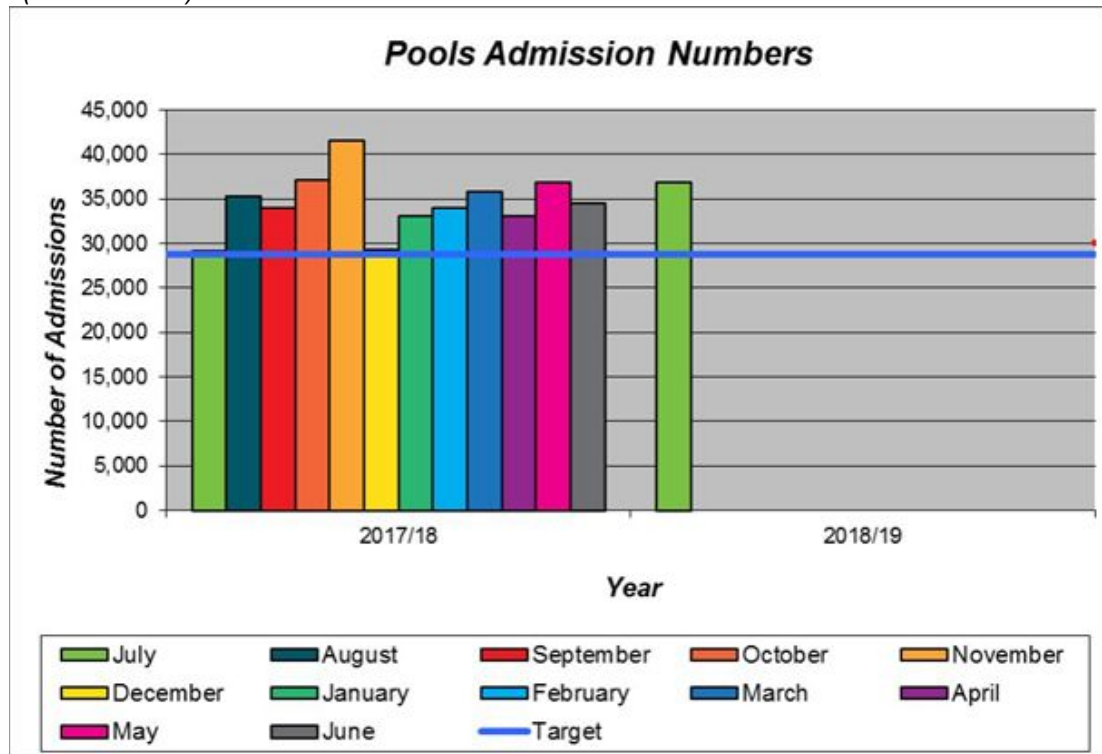
Awarua Communication Museum
Matariki
125 years of Suffrage

Commentary provided by Marianne Foster
Manager – Libraries and Archives

POOLS

Use of Services

Annual pool usage maintained at a minimum of 6.5 visits per head of population. (LTP measure)



Graph of Pool Admission Numbers

EVENTS

July

- 7 - 17 New Zealand Synchro Team Training Camp
- 9 - 20 School Holiday Programme
- 20 - 22 Phoenix Synchro Training Camp
- 22 SBS Wayne Evens Memorial Series Swim Meet #2
Deep end of the main pool closed and hydroslide closed 2.00 pm - 6.00 pm
- 23 - 27 Term 3 swimming lessons start and Swimming Clubs start 6.00 pm - 7.30 pm
- 28 Southland Water Polo Tri Series with Otago and Canterbury
Deep end of the main pool closed 10.00 am - 8.00 pm
- 29 Southland Water Polo Tri Series with Otago and Canterbury
Deep end of the main pool closed 8.00 am - 2.45 pm

DECLINED BOOKINGS DUE TO SPACE LIMITATIONS

Southland Canoe Club

Requested additional time in the pool for competition. No extra time on Tuesday was available and the alternative Sunday morning was not suitable.

Oreti Surf Lifesaving Club

Requested additional lanes on a Thursday night. This has been declined due to no available space.

COMMENTARY

July was especially busy with the New Zealand Synchro team here for a training camp, which took place at the same time as the School Holiday Programme. However, the Splash Palace team still managed to put on a range of activities for the public including Learn to Dive, and boating and lifesaving skills courses which proved to be very popular. In July, Southland Waterpolo held a two day competition with Otago Waterpolo and Swim Southland held a Winter Swim Meet. Also, with swimming clubs starting back up this meant that July was much busier than normal.

A new timetable and memberships for aqua classes started in July. Despite limited space the retail area of the temporary reception area has been stocked with the latest in styles of swimwear. The swim school lessons are popular with all swim lesson classes, including 1:1 Learn to Swim classes being full.

Recently there have been a few issues with the domestic hot water system not heating water adequately. This was due to a combination of problems, including the heating valve failing, compounded by recent heavy use. A new valve was sourced and installed which has remedied the problem. Minor maintenance and repairs have also been undertaken around the facility. The changing room and foyer upgrade is progressing well with the project currently two weeks ahead of schedule.

HEALTH AND SAFETY

July

First Aid:	8
Rescues:	4

The four rescues in July were children aged 8-9.

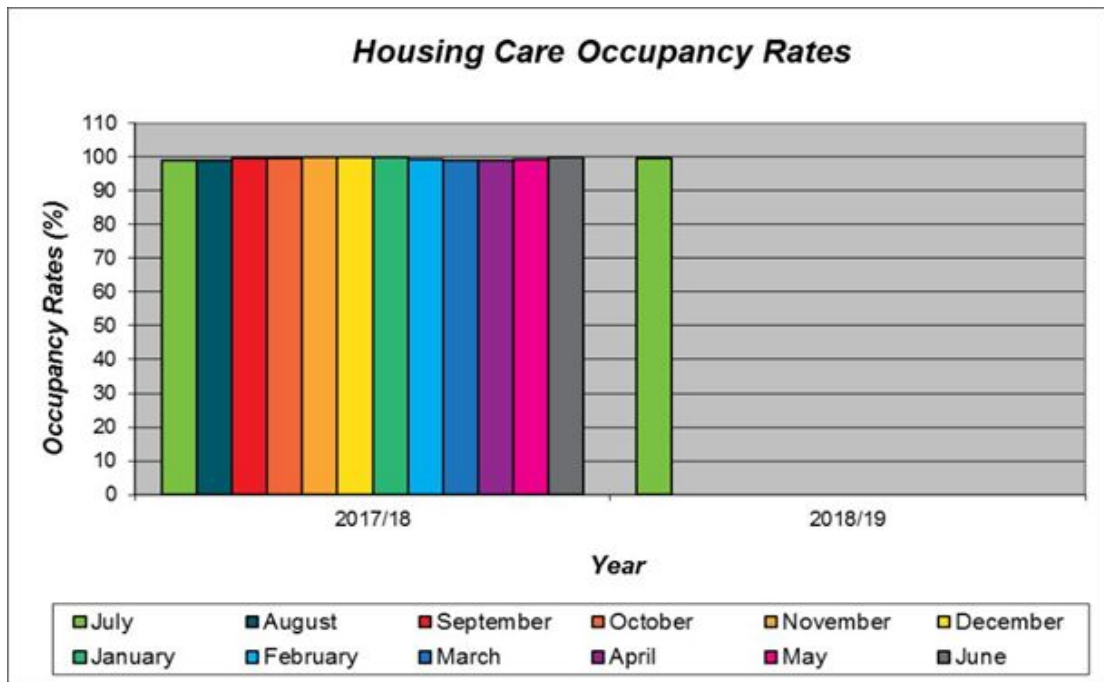
DOOR COUNTERS

July

Entries:	Counter not in use due to construction
Change rooms:	49,371
Hydroslide:	64,234

Commentary provided by Peter Thompson
Manager – Aquatic Service

HOUSING CARE SERVICE



Graph of Housing Care Occupancy Rates

Waiting List Activity

	July 2018
Invercargill	11
Bluff	2
Invercargill Supplementary	34
Bluff Supplementary	2
Total	49

	July 2018
Applications received	3
Tenancy Exits	3
Vacant Units	-

Complex visits / maintenance

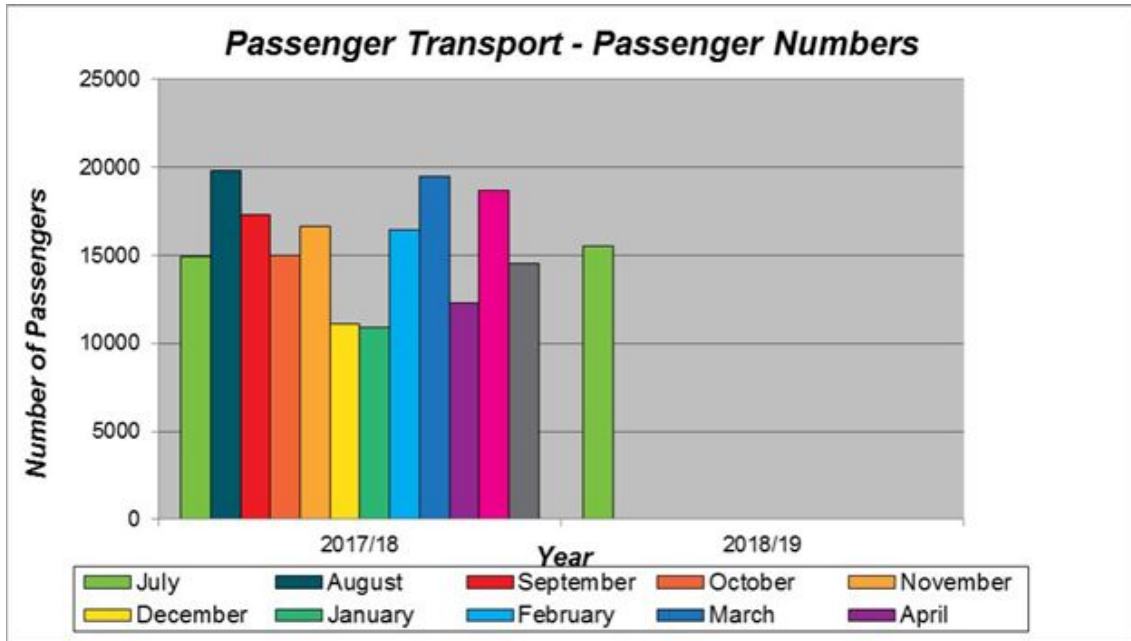
There were 18 annual inspections and one new inspection for the month. The new car park at Otarewa is now completed and the letter boxes have been moved. New carpet has been laid in a unit at Elston Lea and Strathpine. There have also been three washing machines and three ovens replaced. The driveway at Lithgow Street has been repaired.

COMMENTARY

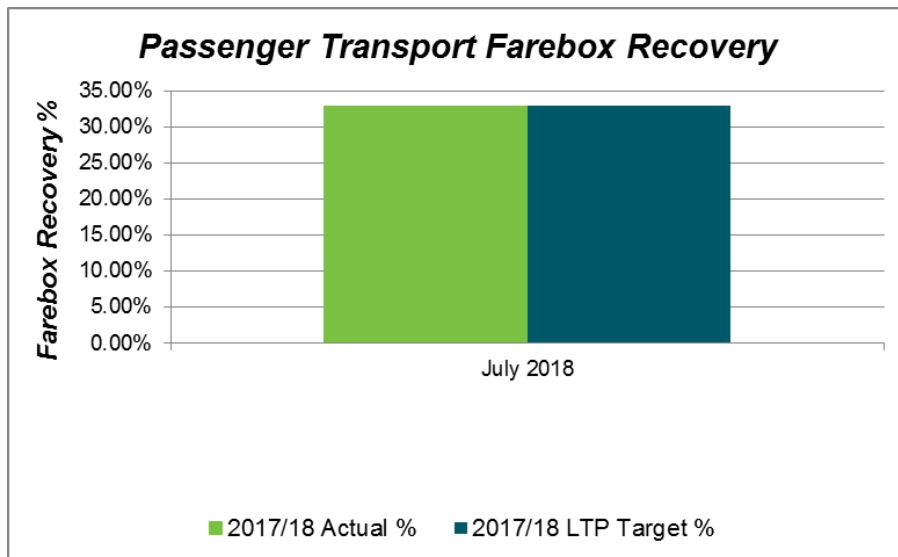
The occupancy level for July was 99.59% with three tenants having changed circumstances. The rent increase caused issues for 31 tenants who didn't amend their deductions with a further four being in arrears. These are being worked on with all but eight tenants now caught up.

Commentary provided by Stephen Ridden
Corporate Services Manager

BUS AND TRANSPORT



Graph of Passenger Transport Farebox Recovery



Provided by Russell Pearson
Manager – Roading
