



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
Tuesday 19 February 2019 at 4.00 pm**

Sir T R Shadbolt, KNZM 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
2. APOLOGIES	
3. PUBLIC FORUM	
4. INTEREST REGISTER	4
5. COMMUNITY DEVELOPMENT REPORT	10
5.1 <i>Speakers for Waihopai Solutions to Care Scoping Project</i>	
5.1.1 <i>Appendix 1</i>	
6. MINUTES OF THE MEETING HELD ON 26 NOVEMBER 2018	14
7. MONITORING OF SERVICE PERFORMANCE	
7.1 LEVELS OF SERVICE	17
7.1.1 <i>Community Development</i>	18
7.1.2 <i>Libraries and Archives</i>	19
7.1.3 <i>Pools</i>	24
7.1.4 <i>Housing Care Service</i>	29
7.1.5 <i>Bus and Transport</i>	30
8. URGENT BUSINESS	

**INVERCARGILL 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 Ziff's Café Bar Ltd Buster Crabb Ltd Ziff's Tour Ltd Ziff's HR Ltd Ziff's Trust NZMCA Southland Aero Club Invercargill Club Invercargill East Rotary	Councillor Executive Director Executive Director Executive Director Executive Director Trustee Administrator Member Member Member Member	
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	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

ALEX HOLLY CRACKETT	Invercargill City Council Ride Southland Southland Youth Futures Advisory Board Venture Southland and Sub Committee Women in Sport Murihiku Sport Southland	Councillor Chair Chair Council Representative Trustee Trustee	High Street Invercargill
IRWIN LLOYD ESLER	Invercargill City Council Bluff Community Board Bluff Maritime Museum Otatara Landcare Group	Councillor Council Representative Council Representative Member	
GRAHAM DAVID LEWIS	Invercargill City Council Invercargill City Holdings Limited Southland Indoor Leisure Centre Charitable Trust Bluff 2024 Rejuvenation Invercargill Community Recreation & Sports Trust Hospice Southland Invercargill City Property	Councillor Director Trustee Officer Trustee Trustee Director	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

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 Invercargill City Property	Councillor Manager Director Director / Chairman Trustee Board Member Board Member Board Member Director	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	

**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 HWCP Management Limited	Councillor Director Director	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

EXECUTIVE STAFF			
NAME	ENTITY	INTERESTS	PROPERTY
PAMELA GARE	Invercargill City Council	Director of Environmental and Planning Services	
	DJ & PM Gare Family Trust	Trustee	
CLARE HADLEY	Invercargill City Council	Chief Executive	
CAMERON MCINTOSH	Invercargill City Council	Director of Works and Services	
DAVID FOSTER	Invercargill City Council	Acting Director of Finance and Corporate Services	
		Executive Director Foster and Associates Ltd	

TO: COMMUNITY SERVICES COMMITTEE
FROM: MARY NAPPER, COMMUNITY DEVELOPMENT MANAGER
MEETING DATE: TUESDAY 19 FEBRUARY 2019

COMMUNITY DEVELOPMENT REPORT

SUMMARY

Representatives from Oranga Tamariki and Barnardos NZ will be present to speak about a recently completed report regarding the care options for high needs young people in Waihopai (Invercargill).

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.

WAIHOPAI SOLUTIONS TO CARE SCOPING PROJECT 2018

The purpose of the project was to find solutions for how to provide care for high needs young people in Invercargill. The young people are in the care of Oranga Tamariki. The study explored the current care options for high needs young people aged 13 – 18 who are difficult to place within the care system.

The researcher heard from young people, caregivers, foster parents and professionals. Young people have said they would like stability, normality, a nurturing environment, genuine relationships, sense of belonging, support to develop life skills and support with contact with their birth whanau/family.

Megan Roskilley from Partnering for Outcomes, Oranga Tamariki and Michelle McElhinney from Barnardos New Zealand will present the outcomes of the research. Members of the project steering group will also be present: Judith McEnery: Director, Family Works, Presbyterian Support Southland, Carol McArthur: Service Leader, Adventure Development, Ros Harrington: Practice Manager, Open Home Foundation, Christine Simpson: Service Manager, PACT Group, Stacy Hughes: Operations Manager - Education Services, YMCA and Candace Bangura: Director, Number 10 One Stop Youth Shop.

CHILD YOUTH AND FAMILY FRIENDLY SUBCOMMITTEE

The minutes of the Child Youth and Family Friendly Sub-Committee meeting held on 28 January 2019 are attached (*refer to Appendix 1*).

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 28 JANUARY 2019 AT 4.00 PM

PRESENT: Cr D Ludlow
Cr A Crackett
R Amundsen
R Thwaites
P Ereckson
V Hughey (on behalf of B McDermott)

IN ATTENDANCE: Ms M Napper – Community Development Manager
Ms G Crawford – Community Development Officer
Ms L Kuresa – Governance Officer

1. **APOLOGIES**

A McSoriley, A Knowles and B McDermott.

Moved P Ereckson, seconded Cr Amundsen and **RESOLVED** that the apologies be accepted.

2. **INTRODUCTION**

Cr Ludlow welcomed everyone to the meeting.

3. **MINUTES OF THE MEETING HELD ON 3 DECEMBER 2018**

Moved Cr Ludlow, seconded P Ereckson and **RESOLVED** that the minutes be accepted as a true and correct record with the amendment that R Amundsen was an apology.

4. **MATTERS ARISING**

4.1 **Child and Youth Wellbeing Strategy**

The report had been circulated and Cr Ludlow thanked the Committee for the work carried out to complete the submission on time.

5. **GENERAL BUSINESS**

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

5.1 **Brand Update**

G Crawford spoke to this item.

Ms Crawford informed the meeting that the Kiwiana Christmas Festival was a success with children being very excited about the event. She informed the meeting of other business that had been branded since the last Committee meeting.

M Napper reminded the Committee that it is election year and closer to that time, the Committee may need to discuss how the brand could be highlighted to prospective candidates.

5.2 2019 Meeting Dates

The report had been circulated for Committee Member information only.

5.3 Invercargill Licensing Trust – License Transfer

Note: Cr Ludlow informed the meeting that he and Cr Amundsen would not be taking part in the discussions, due to the fact that they could be involved in a hearing process on this matter. They left the table and sat in the public gallery.

Ms Hughey chaired this part of the meeting.

Chris Ramsay, Chief Executive at the ILT was in attendance to speak to this item. The ILT are planning to activate the Wachner Place space by installing a temporary “container bar”. It will be an inclusive space with shared food service and higher end products e.g. barista coffee and craft beers. It will not be a “booze barn” but a more European style facility, closing at 11.00 pm.

The Committee discussed this matter and agreed that it would be great to see the Wachner Place area better utilised. The Committee was not opposed to the proposal but would like see it being as family friendly as possible with healthy food options available, smokefree, the area well fenced so children cannot enter the road and other busy areas, toilets supervised and regularly cleaned.

M Napper reported that with regard to the Enrich School idea of a giant chess board, Council would be working with the school from mid-February on this idea. The young people were looking at the chess board being located at Queens Park.

6. URGENT BUSINESS

Nil.

7. NEXT MEETING

The next meeting is scheduled to be held 11 March 2019.

There being no further business the meeting closed at 4.54 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 26 NOVEMBER 2018 AT 4.00 PM

PRESENT: Cr R L Abbott (Chair)
Cr A J Arnold (Deputy Chair)
Cr G D Lewis
Cr L F Soper

IN ATTENDANCE: Mrs G Henderson – Bluff Community Board
Mr C McIntosh – Director of Works and Services
Mr R Pearson – Manager Roading
Mr P Thompson – Aquatic Services Manager
Mr S Ridden – Manager Corporate Services
Mrs M Foster – Manager Library and Archives
Ms M Napper – Community Development Manager
Ms L McCoy - Building Assets Administration
Ms L Kuresa – Governance Officer

1. **APOLOGIES**

Cr I L Esler, Cr T M Biddle, Cr R Currie and His Worship the Mayor, Mr T R Shadbolt.

Moved Cr Abbott, seconded Cr Soper and **RESOLVED** that the apologies be accepted.

2. **PUBLIC FORUM**

Nil.

3. **INTEREST REGISTER**

There were no changes to the Interest Register.

4. **COMMUNITY INITIATIVES REPORT**

3.1 **Age Concern**

Mrs Janette Turner and Mrs Chris Cunningham from Age Concern were in attendance to speak to this item. They took the meeting through a PowerPoint presentation.

In response to questions, the following answers were given:

- Elder abuse cases involve physical, financial, and emotional abuse and 70% of that is family members. We get a lot through Power of Attorney but there are all forms of elder abuse. We get five to six elder abuse referrals a week.

- In Southland 2,359 people reported some form of trouble they were in throughout the year. Once its investigated it either goes into Elder Abuse social workers or social workers are require to do community social work, which involves filling in subsidy forms for rest homes, sorting out their accounts and going to the bank with them.
- People have enduring Power of Attorney in all forms. Some banks mistakenly take the Power of Attorney documents without them being activated and they do need to be activated for it to be legal. A lot of what we deal with have not been activated or have been activated without the parent there.
- It's an issue that's happening nationwide. All Age Concerns have the same issues as we have.
- We usually get the cases overturned with lawyers and if it's really bad we leave it in the hands of the lawyers to deal with. There have been a few cases that may have gone through the Court and the people have been charged but our aim is to stop it. The important part is to do no more harm when we go in to investigate a case. If it is a son/daughter we have to try and preserve that relationship before it breaks up the family.
- A lot of people think they have to give the Power of Attorney to a family member but it can be someone they trust who is not family.
- We observe all rest homes in Southland and the managers of the rest homes as well as the families also call us in if an issue arises.

Cr A Arnold thanked Mrs Turner and Mrs Cunningham for taking the time to present to the Committee.

Moved Cr Abbott, seconded Cr Soper and **RESOLVED** that a motion of thanks be given to Mrs Turner, Mrs Cunningham and the team for the good work they do.

5. **MINUTES OF THE MEETING HELD ON 23 OCTOBER 2018**

Moved Cr Lewis, seconded Cr Soper and **RESOLVED** that the minutes be adopted.

6. **MONITORING OF SERVICE PERFORMANCE**

The report had been circulated.

In response to questions, the following answers were given:

- Library staff are coping well with the renovations. They are working out of their work areas and sharing spaces but that's only for a short time. Return shelves have just been installed and they are proving extremely popular.
- Special racking has been provided for the Art Society and they have moved a lot of their art work into that space.

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

7. **APPLICATION FOR GRANT FUNDING TOWARDS 2019 ILT LEARN TO SWIM PROGRAMME AT SPLASH PALACE**

The report had been circulated and Mr Thompson took the meeting through it.

Moved Cr Soper, seconded Cr Lewis that the report be received;

AND THAT

Council resolves that the Aquatic Services Manager is authorised to apply to the Invercargill Licensing Trust and the ILT Foundation for grant funding towards the 2019 ILT Learn to Swim Programme at Splash Palace.

In response to questions, the following answers were given:

- We are only able to determine the level of funding in December where the actual numbers for the previous year to be provided to the ILT. The grant could be as high as \$135,000, which is the norm.
- It depends largely on numbers. Increase or decrease in primary school rolls has a direct relationship of what we expect to see in terms of a grant funding application.
- The ILT is very committed to the programme. This is a partnership that gets us a lot of positive attention nationwide. We have seen examples of best practise and good practice working with our local community funders.

The motion, now being put, was **RESOLVED** in the **affirmative**.

8. **URGENT BUSINESS**

Nil.

There being no further business the meeting closed at 4.34 pm.

TO: COMMUNITY SERVICES COMMITTEE
FROM: MELISSA BROOK, MANAGER STRATEGY AND POLICY
MEETING DATE: TUESDAY 19 FEBRUARY 2019

MONITORING OF SERVICE PERFORMANCE
--

SUMMARY

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

RECOMMENDATIONS

It is recommended that the report be received.

IMPLICATIONS

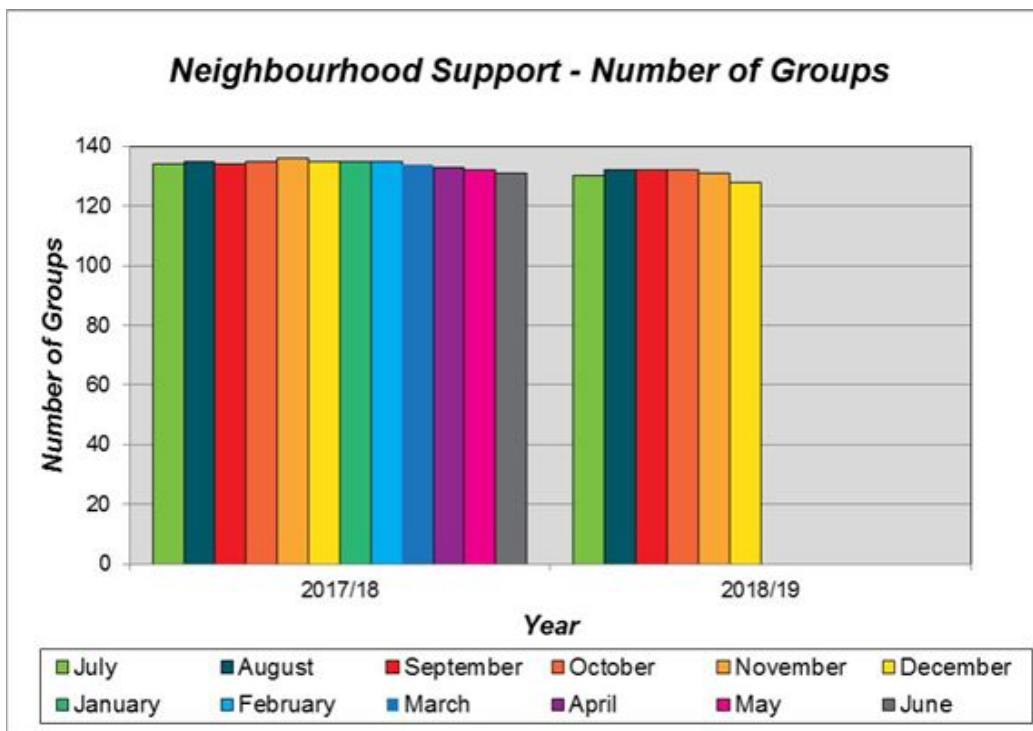
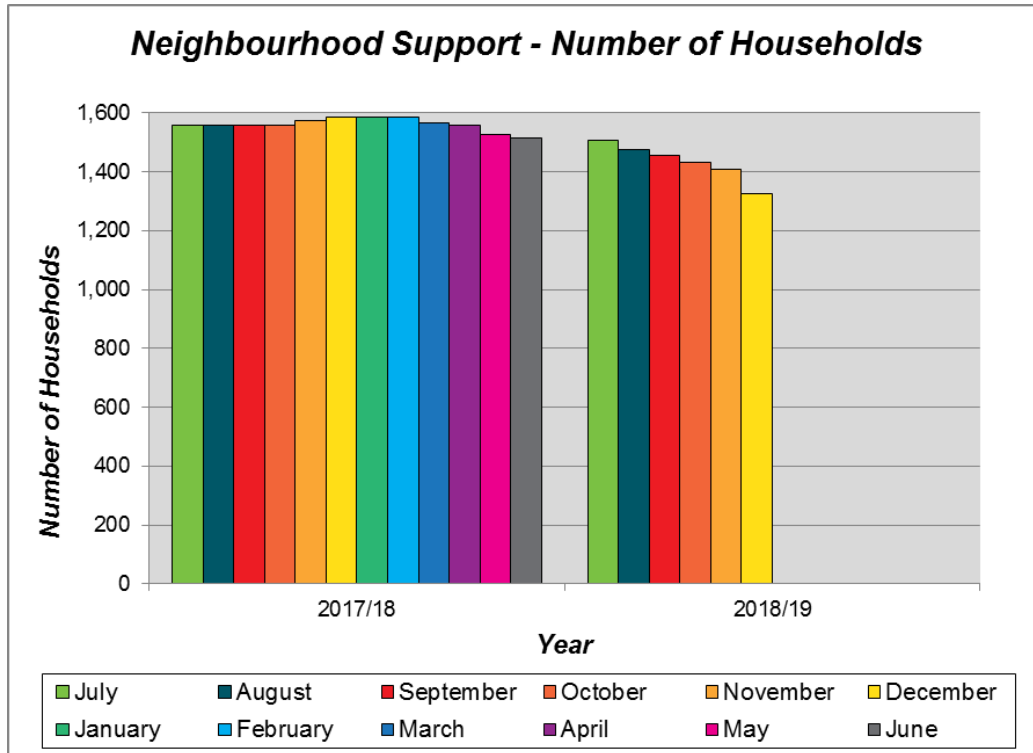
1.	<i>Has this been provided for in the Long Term Plan/Annual Plan?</i> The report monitors performance in relation to levels of service measures identified in the Long Term Plan and the Annual Plan.
2.	<i>Is a budget amendment required?</i> No.
3.	<i>Is this matter significant in terms of Council's 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 December 2018
Neighbourhood Support	
Number of households involved in Neighbourhood Support	1,327
Number of groups involved in Neighbourhood Support	128



COMMENTARY

Neighbourhood Support

The number of households involved continues to reduce. The number of groups is more stable as reestablishment meetings are held when at least one household remains interested. The newsletter which has been delivered to households in the past will be published in the Southland Express in February.

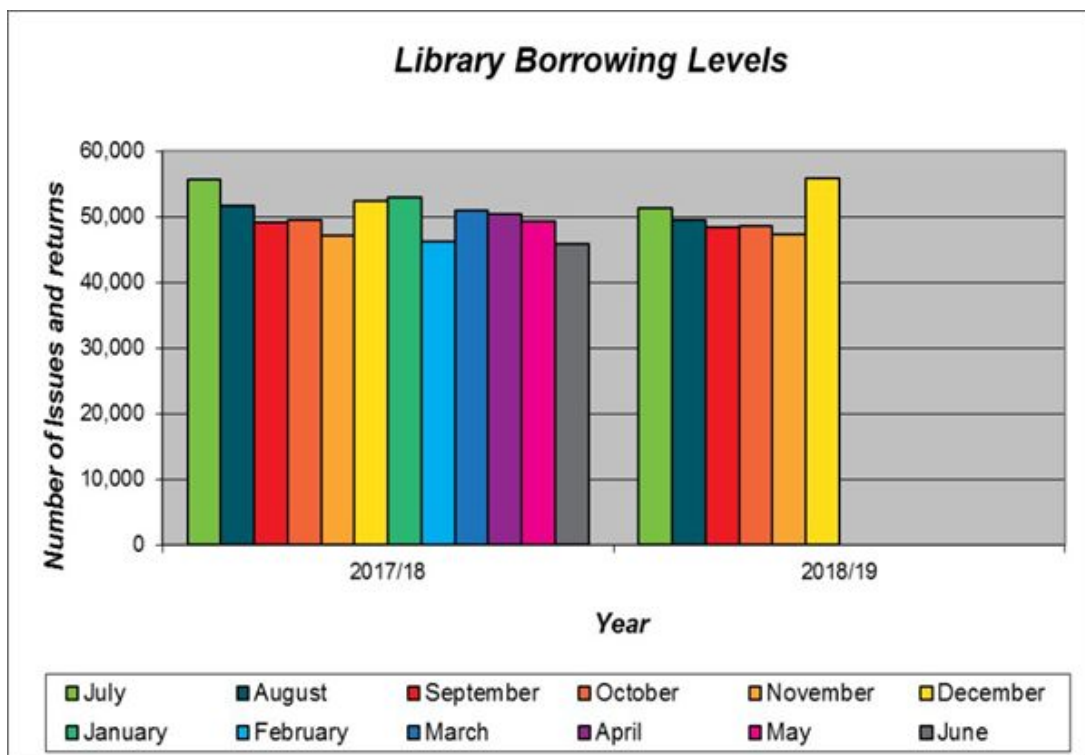
Community Funding

The Creative Communities Invercargill and Invercargill Active Communities allocated funding in December:

- Arts Murihiku Charitable Trust - singing workshops \$1,108; Matariki lantern workshops \$845.00
- The Southland Art Foundation - William Hodges Artist in Residency exhibition \$2,067.00
- Bluff Promotions - Summer Concert \$1,726.00
- Port Softball Club - Equipment \$769.00
- Southland BMX Club - Equipment \$500.00
- Invercargill Se Jong Tae Kwo Do - Equipment \$5,000.00
- Panthers Softball Club - Equipment \$3,373.00

Commentary provided by Mary Napper
Manager – Community Development

LIBRARIES AND ARCHIVES



Graph of Library Services Borrowing Levels

COMMENTARY**Total Circulation**

All Items	2017	2018
October	49,541	48,559
Total	49,541	48,559
Total Year to Date	207,692	197,915

All Items	2017	2018
November	47,213	47,314
Total	47,213	47,314
Total Year to Date	254,905	245,229

All Items	2017	2018
December	52,515	55,946
Total	52,515	55,946
Total Year to Date	307,420	301,175

Circulation has shown an improvement in December as the Library refurbishment project is nearing completion. Year to date circulation is down by 2%.

Visitor Numbers

	2017	2018
October	43,232	40,976
Total	43,232	40,976
Total Year to Date	173,519	159,643

	2017	2018
November	41,038	40,009
Total	41,038	40,009
Total Year to Date	214,557	199,652

	2017	2018
December	41,788	48,788
Total	41,788	48,788
Total Year to Date	256,345	248,440

Visitor numbers have shown an increase in December as the refurbishment project has not included the public areas. Holiday programmes also started in December with the Activity Space now available for use. Year to date visitor numbers are down 3%.

Membership

From	October 2017	October 2018
Invercargill	186	191
Bluff	4	2
Other	5	2
Total	195	195

From	November 2017	November 2018
Invercargill	145	173
Bluff	1	0
Other	5	4
Total	151	177

From	December 2017	December 2018
Invercargill	174	175
Bluff	5	5
Other	1	5
Total	180	185

Total Membership

From	2017/18	2018/19
Invercargill/Bluff	1142	1,475
Other	38	35
Total	1,180	1,510

Membership has also improved in December and is now back on target.

E-Book/E-Audio Circulation Statistics

	October 2017	October 2018
e-Books	1,285	1,545
e-Audio	423	482
Total	1,708	2,027
Total Year to Date	7,065	8,037

	November 2017	November 2018
e-Books	1,309	1,475
e-Audio	383	481
Total	1,692	1,956
Total Year to Date	8,757	9,993

	December 2017	December 2018
e-Books	1,376	1,516
e-Audio	383	447
Total	1,759	1,963
Total Year to Date	10,516	11,956

Total for Year

	2017/18	2018/19
e-Books	8,207	9,188
e-Audio	2,309	2,768
Total	10,516	11,956

Circulation of eBooks and eAudio shows a 14% increase for year to date.

Events/Programmes/Projects**Library Refurbishment Update - Stage 4 (and final stage)**

Stage 4 is nearing completion with staff moving back into workroom areas in January 2019. The Learning and Activity Spaces are now available for use with the Makerspace scheduled for completion in January 2019. The new Parent's Room is completed with facilities for baby changing and feeding. There are still some minor items to be completed such as replacing carpet tiles in the Meeting Room.



Public Libraries New Zealand Summer Reading Programme Adventure Awaits!

A marketing collaboration with Public Libraries of New Zealand and the Invercargill Public Library team have been working on an exciting project for the Public Libraries of New Zealand. As part of the nationwide summer reading promotion, the team was hired to plan an engaging social media campaign to encourage parents nationwide to enrol their children in reading programmes and events at their local libraries this summer. The campaign was called "Adventure Awaits" and featured local Southland children in a series of videos and photos showcasing the magic of reading, and the adventures it can take you on.

As of 24 January, the campaign has seen 21,699 children sign up and 158 libraries participate with over 13,000 books read. Updated information is available on their website <http://www.publiclibraries.org.nz/LibrariesToday/SummerHolidayProgrammes.aspx>.



Screenshot of one of the videos made for the campaign.



A photo from the photo series of the campaign.

Shared Services - Invercargill Public Art Gallery (temporarily)

In December the Library and Archive welcomed the staff of the Invercargill Public Art Gallery. Having had to vacate their Don Street premises, Invercargill Public Art Gallery staff have temporarily relocated to the Library until their collaborative venture with the Southland Museum and Art Gallery comes to fruition. Their framed art, works on paper and sculptures are also temporarily located with us in our temperature and humidity-controlled archive stacks. Both Library and Invercargill Public Art Gallery staff are excited about the collaboration opportunities this provides.



Home Services Party 2018

Home Services is a free library service for people within the Invercargill City Council rating area who find it difficult to visit their local library because of age or disability.

The annual Home Services party was held on 27 November 2018 at the Invercargill Workingmen's Club. This event is an opportunity for the library members receiving our housebound service and those volunteers who deliver to them to come together and enjoy an afternoon of entertainment and refreshments. Approximately 90 people attended the event.

Cindy Mulrooney organised a great programme with the theme being "The show must go on"; a celebration of the wonderful music from films and shows. Special guests performing were Buffy Edlin, Cassandra Robinson, and the St John's Girls' School choir, and as always everyone also

enjoyed the sing-along with the Lyrical Librarians. The Mayor made time to come and address the guests which was much appreciated.

We would not be able to host this event without sponsorship and are very grateful to our generous sponsors New Zealand Aluminium Smelters, Kaye's Bakery and Blue Star Taxis. The assistance given by library staff from all departments is appreciated – this event is a tradition which is looked forward to both by staff and guests alike.

Holiday Programme - The six days of Christmas

This was a new programme of events for the week leading up to Christmas to provide some fun activities for children and families who had finished school for the year. All of the library's regular clubs and programmes had ended by this time, so there was a gap in programming which was filled with a week of free Christmas events for all ages.

Every morning there was a Christmas story and craft, including decoration making, which the children could take home or use to help decorate the library Christmas tree. This was followed every afternoon by 'Boredom Busters' which included: Lego building, the quintessential crafts: Big games and Christmas card making. There was also the ever popular Colouring in competition with a Christmas theme. For the adults there was the annual Chatter Christmas Party and the traditional Christmas Carols in the library led by the Lyrical Librarians and the St John's Girls' School choir.

These events were well attended and added to the festive feel of the lead up to Christmas.



Meeting Spaces

	2017	2018
October	60	49
Total	60	49
Total Year to Date	221	201

	2017	2018
November	68	57
Total	68	57
Total Year to Date	289	258

	2017	2018
December	37	44
Total	37	44
Total Year to Date	326	302

Access to meeting spaces remains restricted with a decrease of 7.4% in their use for the year to date. Carpet is being laid in the Meeting Room in January 2019 with full access available from that date. It is expected usage will increase from that date.

Displays

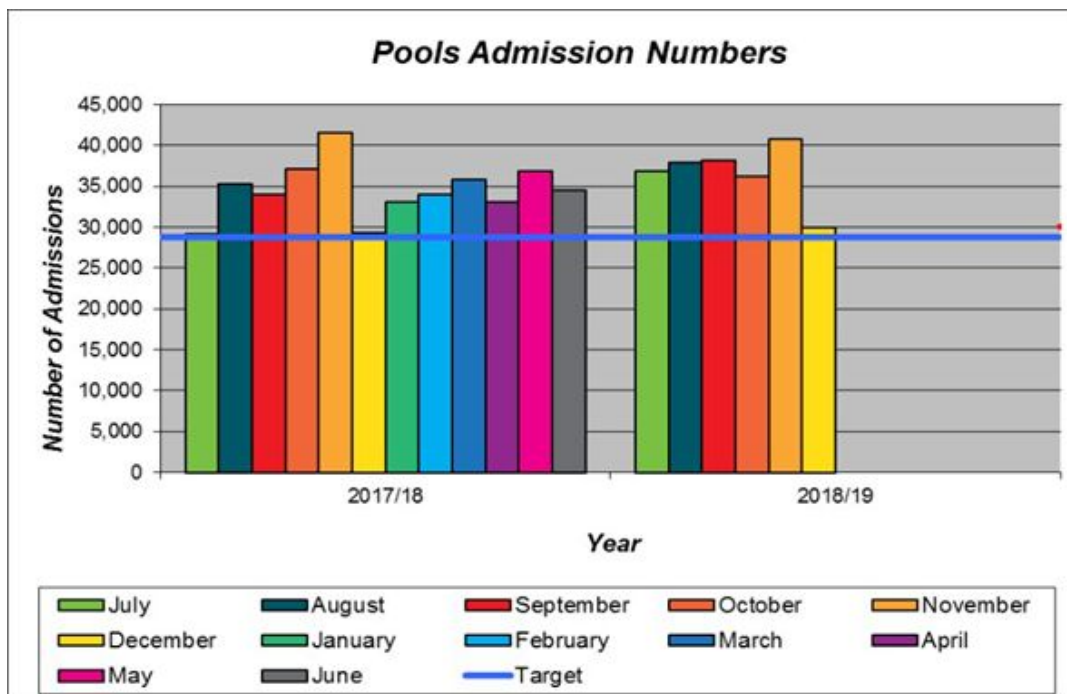
- Armistice Day
- Aviary 100 year celebrations
- Mental Health Awareness
- Inner Wheel Club of Invercargill North – Last Night of the Proms

Commentary provided by Marianne Foster
Manager – Libraries and Archives

POOLS

Use of Services

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



Graph of Pool Admission Numbers

EVENTS

October

- 1 - 12 School Holiday Programme

- 15 - 19 Swimming clubs start back
- Mon 22 Labour Day - Pool Open 11.00 am - 4.00 pm
- Fri 26 Waterpolo starts 3.30 pm - 6.00 pm and 7.30 pm - 9.00 pm
Limited lane swimming and aqua jogging space
- Sat 27 Orca Long Course Swim Meet
50m pool closed 7.30 am - 12.30 pm and 4.30 pm - 8.00 pm
No lane swimming, aqua jogging or hydroslide during these times
- Sun 28 Orca Long Course Swim Meet
50m pool closed 8.30 am - 12.00 pm and 2.30 pm - 6.00 pm
No lane swimming, aqua jogging or hydroslide during these times

November

- Sun 4 Fostering Kids Pool Party 10.00 am - 2.00 pm
- Sat 10 Murihiku Anniversary Meet
50m main pool closed 2.00 pm - 7.00 pm
No lane swimming, aqua jogging or hydroslide during these times
- Fri 23 Last day for Friday Waterpolo

December

- Thu 13 Southland Swimming Champs
50m main pool, hydroslide and learner's pool closed 6.00 pm - 9.00 pm
- Fri 14 Southland Swimming Champs
50m main pool, hydroslide and learner's pool closed 8.00 am - 11.00 am and 5.00 pm - 9.00 pm
- Sat 15 Southland Swimming Champs
50m main pool, hydroslide and learner's pool closed 8.00 am - 11.00 am and 4.00 pm - 8.00 pm
- Sun 16 Southland Swimming Champs
50m main pool, hydroslide and learner's pool closed 8.00 am - 12.00 pm and 2.00 pm - 7.00 pm
- Tue 18 Streets Christmas Pool Party 11.00 am - 3.00 pm
- Tue 25 Christmas Day - Closed

DECLINED BOOKINGS DUE TO SPACE LIMITATIONS

October

Canoe club unable to train due to competing events (1 session).
Synchronised swimming unable to train due to competing events (1 session).

November

Hydroslide closed due to swim meet.

December

Canoe club unable to train due to competing events (1 session).
Synchronised swimming unable to train due to competing events (4 sessions).

COMMENTARY

October

A surprise visit by the Auckland Rugby Team meant a couple of well-known faces were seen enjoying the pool and its other benefits in early October.

During the school holidays in October Splash Palace ran a School Holiday Programme with organised activities each week day between 11.00 am and 3.00 pm. This, like every other school holiday programme, was extremely popular with kids.

Friday night Flippaball and Waterpolo began for Term 4 and continued until 23 November. During these times, the carpark was unable to cope with the number of vehicles underlining the need for the carpark extension that was completed recently in January 2019.

The Orca Swimming club long course meet attracted over 100 swimmers from around the South Island, many of whom, including parents and coaches, commented very positively about the facility and staff.



November

A number of events during November saw the facility record high admissions:

- Foster Kids Pool party held by Promotional Development Services had 300 children and caregivers attend.
- Murihiku Swimming Club held their Long Course Anniversary Swim meet.
- The Invercargill City Council Community Development team held an Orange Parade celebration for all school road patrol students around Invercargill with over 400 children attending this pool party.
- 'Little Fish'; a Dunedin photographer, held underwater photography sessions for the public.
- The NZ Synchro Team was also here for a National Training Camp.
- During the day of the teacher's strike, Splash Palace provided the hydroslide and inflatables to keep the many children that turned up on the day entertained.



The extension to the Splash Palace carpark began this month.

December

Stage One of the changing room and reception/foyer changes was completed in early December 2018 and has made a huge difference to the customer experience at Splash Palace; a number of people have deliberately sought staff out to congratulate them on the positive difference the changes have made and it is expected that this will be reflected even more so when Stage Two is completed in early February 2019.

The Southland Swimming Championships held over four days in December attracted 130 swimmers (excluding parents, coaches and support) from throughout the South Island. As the Stage One renovations had just been completed, competitors were able to enjoy the newly updated foyer and reception areas which drew a large number of positive comments from both locals and visitors to the city.



Just prior to schools finishing Splash Palace held a 'Streets Pool Party' in conjunction with Streets Ice cream. This was a fun and popular event with the Paddle Pop Lion making numerous appearances on the day. Splash Palace also saw 13 schools book space for their end of year 'treat' where the facility made the hydroslide and inflatables available for them.



The Swim School was busy during this final term; high numbers coupled with a bout of swim teachers being ill, saw the team pull together and deliver our programmes regardless. It should be noted that Marie McQueen (Swim School Supervisor) who has been with Aquatic Services for 22 years is retiring in early February 2019. This is after several decades of service to our Community teaching adults, children, babies (and in some cases the children of children she has taught) the essential life skills of swimming and water safety. Marie's replacement, Klavdiya Chernenko, started in early January 2019.

MAINTENANCE

The 14 x 2kW lights above the main pool continue to cause frustration by failing regularly. Investigations into alternatives have shown that changes in lighting technology means savings could be made in operational and maintenance costs with an appropriate replacement of a more modern alternative (e.g. LED). Investigations are still underway.

A small leak identified in the learner's pool required a camera investigation of suspected pipes. Cause of leak has not yet been identified.

HEALTH AND SAFETY

October

First Aid: 4
Rescues: 3

November

First Aid: 4
Rescues: 4

December

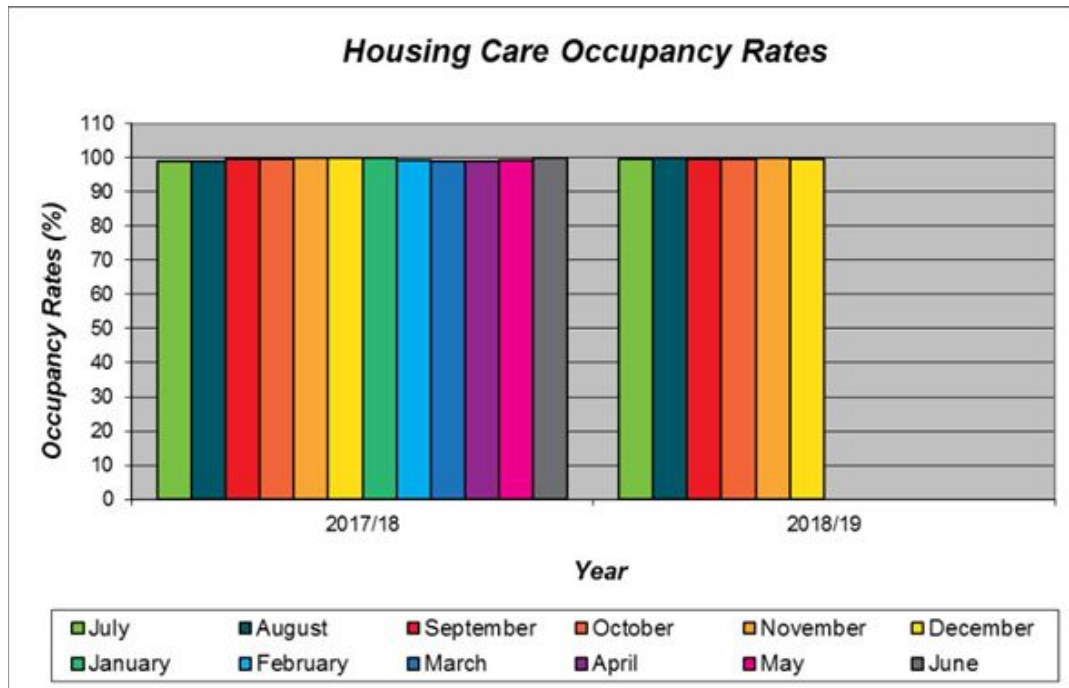
First Aid: 5
Rescues: 1

DOOR COUNTERS

Unavailable due to construction.

Commentary provided by Peter Thompson
Manager – Aquatic Service

HOUSING CARE SERVICE



Graph of Housing Care Occupancy Rates

Waiting List Activity

	December 2018	November 2018	October 2018
Invercargill	17	19	16
Bluff	1	1	1
Invercargill Supplementary	19	18	27
Bluff Supplementary	1	1	1
Totals	38	39	45

	December 2018	November 2018	October 2018
Applications received	1	4	2
Tenancy Exits	2	1	2
Vacant Units	1	0	0

COMMENTARY

Occupancy levels were 99.53% for October, 99.91% for November and 99.55% for December. Enquiry levels were strong in November, but fell away over the Christmas period and have now picked up again.

Currently we have 222 tenants including seven couples, with 73.4% being over 65 and a further 14.9% aged 60-65. This leaves a balance of 25 tenants who are a mixture of ages and disabilities. A number of private sector tenants are receiving 90 day notices because of units being sold/refurbished. Enquiries are coming in from other South Island Council tenants who want to move to be close to family.

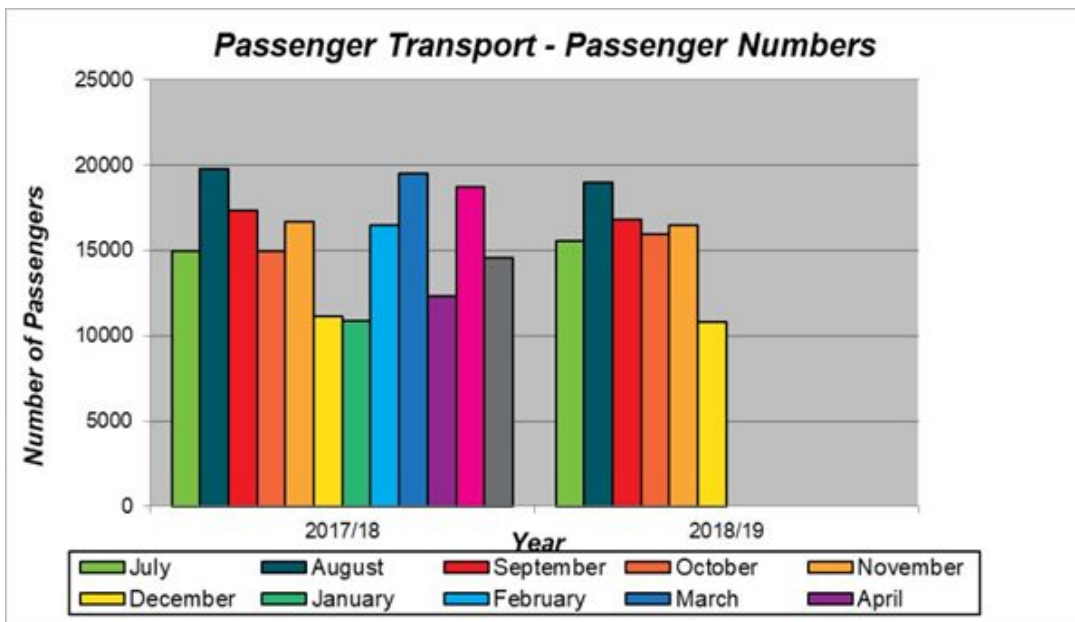
Complex visits/maintenance

There was one new inspection and 161 visits to complexes/tenants in the lead up to Christmas.

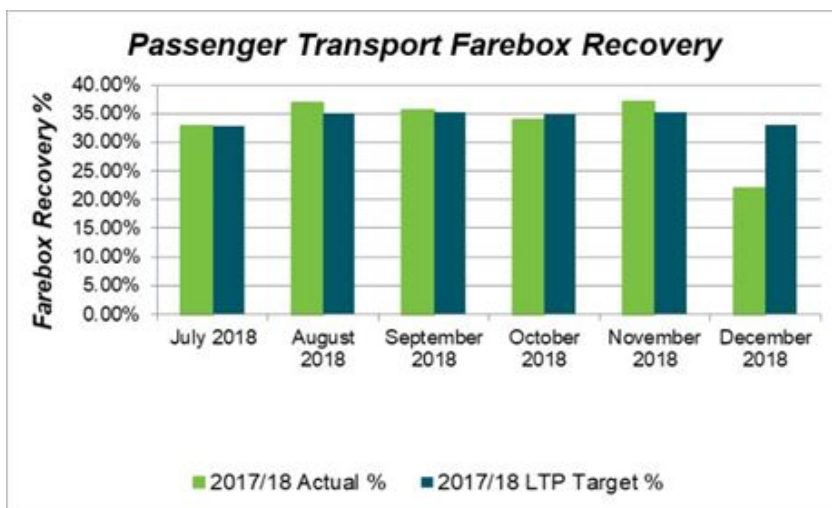
The Niven Place/Earn Street complex has received a new roof and the Miller Street roof has been moss proofed. Carpet has been replaced in units at Stirrat, Murphy and Selwyn Streets with some new vinyl being laid at another Stirrat Street unit. A washing machine, a hot water cylinder, three ovens and a rangette have been replaced. Three units were also refurbished. In some cases we are able to carry out replacements without too much disruption to tenants.

Commentary provided by Stephen Ridden
Corporate Services Manager

BUS AND TRANSPORT



Graph of Passenger Transport Farebox Recovery



COMMENTARY

The new fare structure was introduced in November 2018 with a fixed flat fare for passengers being \$2.00 with payment by Bus Smart card and \$3.00 if paid by cash. During this transition, the fee for obtaining the Bus Smart card has been waived. The transition has been very smooth with few customers commenting.

What has been seen in the data collected (from the ticketing system), is an increase in the number of customers now utilising the Bus Smart card to access the \$2.00 fares. The percentages of customers using the card system has increased from 60% to 80%. This change also assists with the speed of transactions as people get onto the bus. A further impact is a stronger farebox recovery with the fixed fare now providing more income as was predicted by the modelling of the change.

The annual customer survey has been undertaken in December by student ambassadors and the results are being collated.

The new total mobility scheme is operating well and the efficiencies expected are being seen with faster and easier processing of claims. The customers also appear to have found the transition easy to manage with limited disruptions occurring. The Gore service issue has yet to be resolved.

Provided by Russell Pearson
Manager - Roading
