



PERFORMANCE REPORT

For the year ending 30 September 2022

He Ngākau Aroha - Our City with Heart





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Traffic Light Colour Key

Level of service performance

	On target or achieved
	Of concern
	Not achieved
	No measure currently available

Financial performance

Revenue

Positive variance (+) = Income higher than forecast
 Negative variance (-) = Income lower than forecast

Expenses

Positive variance (+) = Spend lower than forecast
 Negative variance (-) = Spend higher than forecast



Actual / Forecast	Revenue	Expenses
<= 92%		
92 < >=94%		
94 < >98%		
98=< >102%		
102 < > 106%		
>106%		
If variance is below \$10,000		

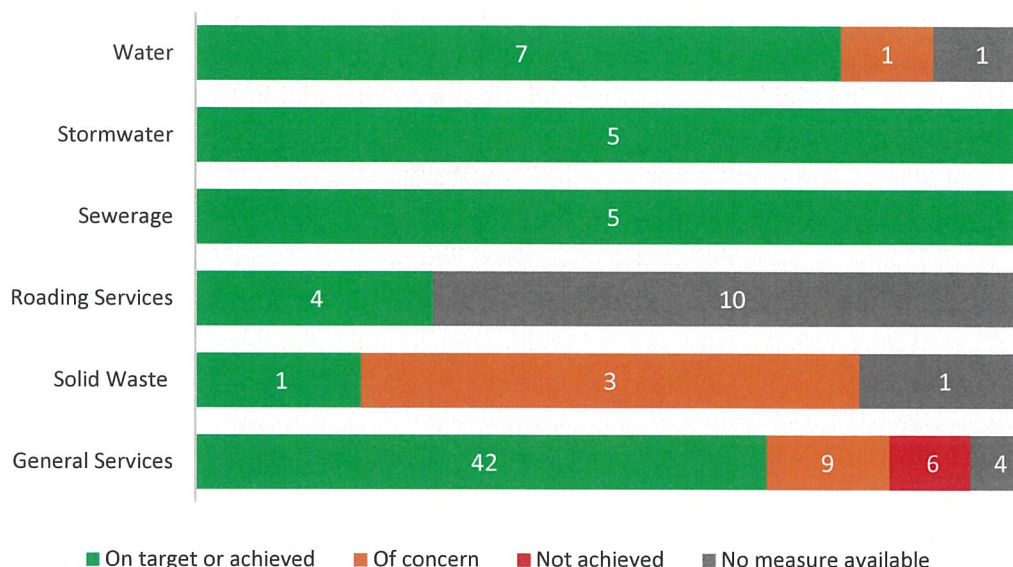
Note: If no forecast amount, the traffic light is green

Net Operating surplus / (deficit)	
If Variance is positive	
If Variance is negative:	
Variance as % of forecast <6%	
Variance as % of forecast >6%	

Performance Summary

AS AT 30 September 2022

Level of service performance



Commentary - Level of service performance

Council has begun the second year of this Long-term Plan cycle continuing to deliver on its core water, stormwater, sewerage and roading services, as well as seeing a rebound in visitor numbers across Council facilities. In total, 63 of the 99 performance measures are currently on target. There are 14 which are of concern, and six which cannot be met this year – these are primarily measures that require 100 % delivery which has not been met in quarter one. The remainder of the measures are annual, or do not have enough data to report on at this stage in the year.

The water, stormwater and sewerage activities are performing well, with the only measure of concern related to contractor response times to non-urgent enquiries. Rooding is primarily reported on an annual basis, but is currently on target for those measures reported this quarter.

Solid Waste Management continues to be an area of focus, with work focused on reducing volumes of waste going to landfill and increased rates of recycling.

Across the general services, Council has seen a return to more of a business as usual at Council facilities. With the end of government restrictions around Covid, all facilities are now reporting as on track to meet their visitor targets this year, which is a marked improvement from last year. The public transport activity, however, has not seen a return to pre-Covid numbers. Regulatory Services are legislatively required to maintain 100% performance for processing applications within the target timeframe, which they have met in regards to the food and alcohol applications, but were under target on the building and resource consents. This is being addressed, however, it is notable that the resource consent result of 94% is a significant improvement on last year's result and compliance has been trending upwards for the last two quarters.

The Housing Care activity is maintaining an occupation rate of 99%, and has had no urgent requests for service this quarter. There is a 100% target for requests for service, which means the non-urgent requests, although at 98%, will not meet the target for 2022/2023.

Performance Summary

AS AT 30 September 2022

Commentary - Level of service performance

This year, the resident survey has moved from an annual event to continuous monitoring which is allowing for an insight into how the satisfaction measures are tracking throughout the year. At the end of quarter one, parks and recreation are on track to achieve their target of 80%, while libraries are just below their target of 85%. The other satisfaction measures are reporting broadly comparable results to last year, with public transport not yet having enough responses to be able to report. As the new Council begins their term, the extent to which public satisfaction with opportunities to influence decision making changes will continue to be monitored.



Performance Summary

AS AT 30 September 2022

Financial performance YTD (\$000)

Net operating surplus / (Deficit)

Actual: **(\$4,315)**

Forecast: (\$4,573)

Variance: \$258 favourable

Revenue

Actual: **\$25,474**

Forecast: \$27,352

Variance: (\$1,878) unfavourable

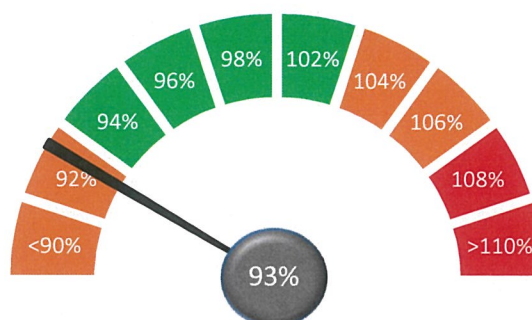


Expenditure

Actual: **\$29,789**

Forecast: \$31,925

Variance: \$2,136 underspent



	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	16,771	16,771	-	■	67,084	65,777
Subsidies and grants	2,198	3,387	- 1,189	■	13,549	13,549
Income from activities	6,265	7,021	- 756	■	28,325	28,325
Investment revenue	240	173	+ 67	■	5,781	5,781
Total revenue	25,474	27,352	- 1,878	■	114,739	113,432
Employee expenses	6,984	7,670	+ 686	■	30,602	30,602
Other expenses	12,122	13,710	+ 1,588	■	51,377	51,377
Finance expenses	661	523	- 138	■	2,325	2,325
Depreciation	10,022	10,022	-	■	40,322	32,023
Total expenses	29,789	31,925	+ 2,136	■	124,626	116,327
Net operating surplus / (deficit)	(4,315)	(4,573)	+ 258	■	(9,887)	(2,895)

Performance Summary

AS AT 30 September 2022

Net operating surplus by activity group

	Actual	Forecast	Variance		Full year	Annual Plan
	YTD	YTD			forecast	
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Water	135	(286)	+ 421		306	1,756
Stormwater	436	(376)	+ 812		693	805
Sewerage	(740)	(838)	+ 98		(2,804)	368
Roading Services	(969)	258	- 1,227		1,092	2,640
Solid Waste	229	(238)	+ 467		(890)	(953)
General Services	(3,405)	(3,092)	- 313		(8,285)	(7,511)
Council	(4,314)	(4,572)	+ 258		(9,888)	(2,895)

Commentary

For the three months to 30 September 2022, if we exclude depreciation the Council had a surplus of \$5.7 million this is \$0.3 million better than the \$5.4 million forecast. After depreciation, Council had a deficit for the quarter of \$4.3 million, this is \$0.3 million better than \$4.6 million deficit forecast.

Total revenue for the quarter was \$25.5 million and is lower than forecast by \$1.9 million. The key drivers of this change are:

- No subsidy claim had been lodged with Waka Kotahi for the quarter. This is due to minimal costs incurred in Rooding and Public Transport activities. The first claim for the year will occur in the next quarter.
- No forestry revenue generated in the first quarter of the year from the Sandy point forestry.
- Revenue gathered from users of Council services remain lower than forecast. This is expected to improve as the year progresses and user numbers continue to increase.

Total expenditure for the quarter was \$29.8 million and is lower than forecast by 2.1 million. The key drivers of this change are:

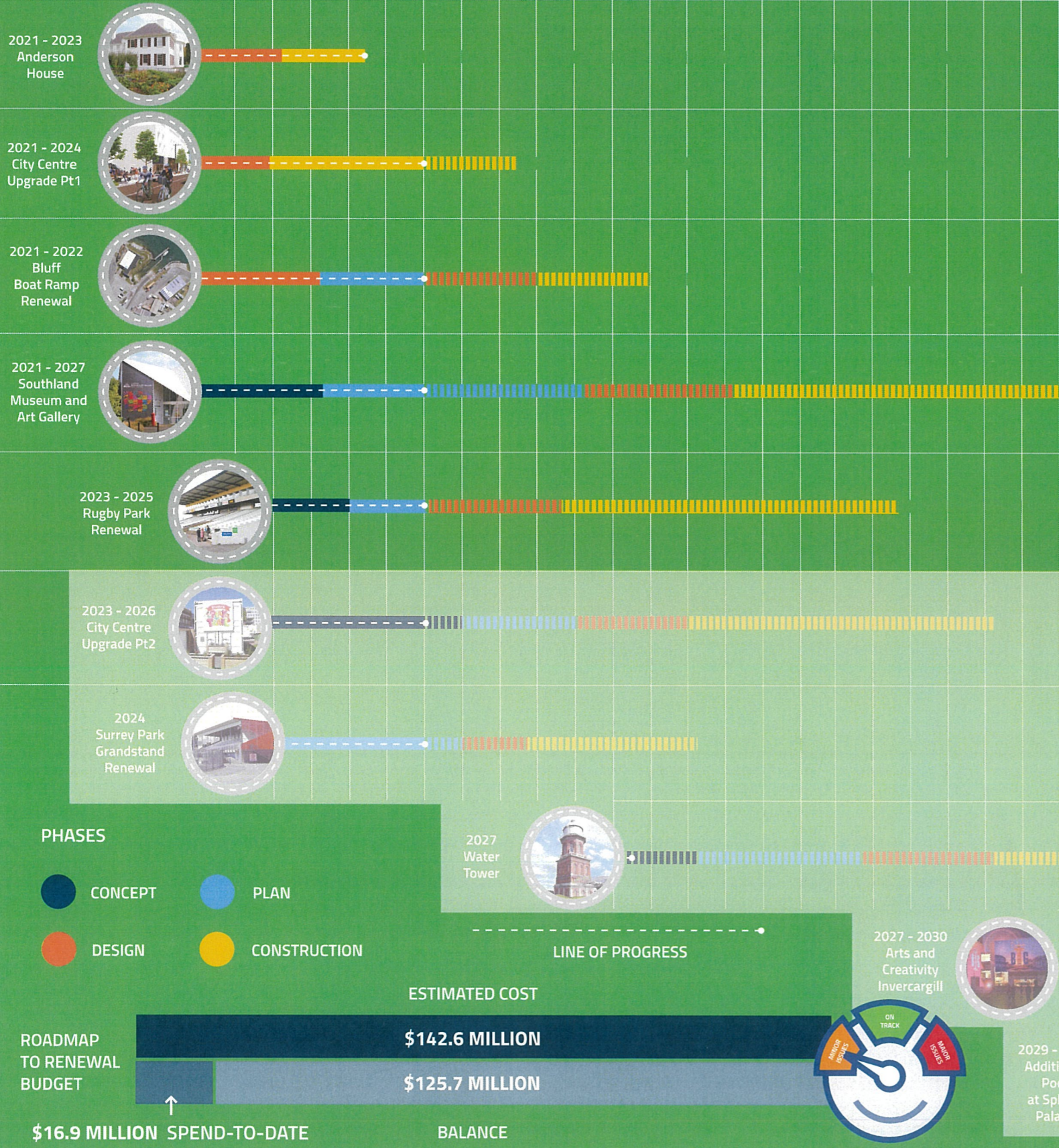
- Rising interest rates have contributed to additional interest expenses above forecast.
- Lower repairs and maintenance expenses incurred during the quarter due to material and contractors availability. This is expected to increase over the rest of the year with better weather conditions and availability to improve.
- Differing timing recognition of salaries and wages actuals against forecast phasing has led to an under spend within Employee expenses. This will be corrected within the next quarter.

Forecast Changes

A number of forecast changes have been identified during the preparation of the quarterly performance report. These are changes from the number that was budgeted in the 2022/23 Annual Plan. The changes are detailed in the Schedule of Forecast Changes section.

Roadmap to Renewal Delivery - Progress to date

July 2021, October 2021, January 2022, April 2022, July 2022, October 2022, January 2023, April 2023, July 2023, October 2023, January 2024, April 2024, July 2024, October 2024, January 2025, April 2025, July 2025, October 2025, January 2026, April 2026, July 2026, October 2026, January 2027, April 2027, July 2027, October 2027, January 2028, April 2028, July 2028, October 2028, January 2029, April 2029, July 2029, October 2029, January 2030, April 2030, July 2030, October 2030, January 2031, April 2031, June 2031



✓ Anderson House is complete – delivered on budget.

Delivery challenges to City Centre Streets Stage 1 have resulted in budget increases in some areas. The project is due to be complete in April 2023. City Street stage 2 will be paused while we go over the lessons learnt from stage 1.

Design work for the Bluff Boat Ramp has commenced, with underwater works starting in December.

Rugby Park Stage 1 is complete – The media tower now meets the required earthquake standards.

Design work for the Museum project storage facility is complete.



Capital Expenditure Summary

AS AT 30 September 2022

Commentary

While a few projects are running slightly slower than forecasted, there is high confidence spend for the whole capital programme for 2022/2023 will meet or exceed the forecast. One risk being tracked is the potential council strategy change; this could have a significant impact on spending and yearly forecasting.

Capital Expenditure by activity group

	Actual YTD	Forecast	Variance	% of	Full year	A/Plan
	YTD	YTD		Full year	forecast	Planned
	(\$000)	(\$000)	(\$000)	forecast	(\$000)	capital
						(\$000)
Water	3,590	4,510	- 919	20%	18,039	18,973
Stormwater	808	1,154	- 346	18%	4,614	5,692
Sewerage	850	892	- 42	24%	3,568	4,463
Roading Services	598	3,279	- 2,681	5%	13,116	13,191
Solid Waste	13	17	- 4	19%	70	100
General Services	4,366	9,052	- 4,686	12%	36,209	37,368
Council	10,226	18,904	- 8,678	14%	75,616	79,787

Road map to renewals projects

See Roadmap to renewals table for progress details on projects

Project		Actual	Forecast	% of	Amended
				forecast	LTP Planned
				spent	capital
		(\$000)	(\$000)	%	(\$000)
Anderson House	2022/23	92	204	45%	204
	LTP	1,358	1,400	97%	1,400
City Centre Masterplan Streetscape - Stage 1	2022/23	2,283	5,925	39%	5,925
	LTP	13,846	17,487	79%	17,487
City Centre Masterplan Streetscape - Stage 2	2022/23	-	2,300	0%	2,300
	LTP	108	13,724	1%	13,724
Southland Museum and Art Gallery	2022/23	468	10,090	5%	10,090
	LTP	1,167	65,460	2%	65,460
Bluff Boat Ramp renewal	2022/23	0	1,000	0%	1,000
	LTP	299	1,800	17%	1,800
Rugby Park renewal	2022/23	138	1,676	8%	1,676
	LTP	138	4,900	3%	4,900
Water Tower	LTP	3	4,100	0%	4,100
City Centre Masterplan Urban Play	LTP	-	6,500	0%	6,500
Surrey Park Grandstand renewal	LTP	-	1,500	0%	1,500
Arts and Creativity Invercargill	LTP	-	17,600	0%	17,600
Additional Pool at Splash Palace	LTP	-	8,200	0%	8,200
Total	2022/23	2,980	21,195	14%	21,195
	LTP	16,918	142,671	12%	142,671



Water

Wai

Commentary

The Water Activity has continued to ensure the delivery of a safe water supply to Invercargill properties. In the first quarter, the activity is on track to deliver all but one of their KPIs, with responses to non-urgent call-outs happening just outside the targeted five day window. Council is working on communicating with the contractor to ensure they are meeting the targeted timeframe.

The Branxholme pipeline is progressing to the programme at present; once stage 2 pipelay tender has been received the whole programme will be re-forecasted (still planned delivery end 2024).

Level of Service

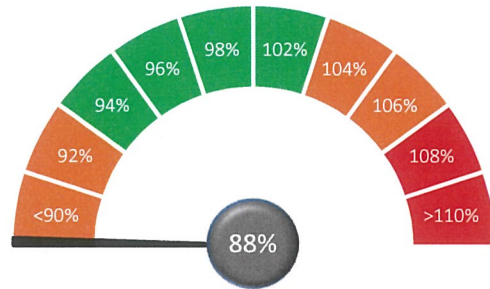
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

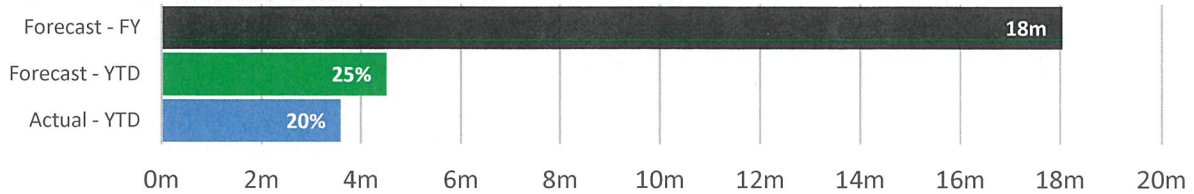
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 2,786,000	\$ 2,651,000	\$ 135,000
Forecast YTD:	\$ 2,724,000	\$ 3,010,000	(\$ 286,000)
Variance:	+ \$ 62,000 Favourable	+ \$ 359,000 Underspent	+ \$ 421,000 Favourable



Water

Wai

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The extent to which the Council's drinking water supply complies with part 4 of the drinking-water standards. (Bacteria compliance criteria)		100%	100%	Green	100%
The extent to which the local authority's drinking water complies with part 5 of the drinking-water standards (protozoal compliance criteria)		100%	100%	Green	100%
The percentage of real water loss from the Council's networked reticulation system. (Calculated according to the methodology outlined in Water NZ Water Loss Guidelines publication Feb 2010)		Less than 30%	Annual measure	Grey	Annual measure
The median response time for urgent callouts, (from the time the Council receives notification to the time that service personnel reach the site).		4 Hours	0h 56m	Green	0h 17m
The median time to resolve urgent callouts (from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption).		24 Hours	2h 17m	Green	1h 37m



Water

Wai

Level of Service












Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Attendance for non-urgent call-outs: from the time that council receives notification to the time that service personnel reach the site		5 working days	5d 9h		6d 05h 47m
Council will continue to communicate with the contractor to ensure the delivery of service within the targeted timeframe.					
Resolution of non-urgent call-outs: from the time that the council receives notification to the time that service personnel confirm resolution of the fault or interruption		10 working days	5d 21m		7d 01h 13m
The average consumption of drinking water per day per resident within the Invercargill City Council territorial district		Less than 300 litres/day	258		273
The total number of complaints received by Council per 1,000 connections about any of the following: <ul style="list-style-type: none"> - Drinking water clarity - Drinking water taste - Drinking water odour - Drinking water pressure of flow - Continuity of supply - Council's response to any of these issues 		<10 in total	0.68		0.47







Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
Rates and penalties	2,325	2,309	+ 16		9,236	9,236
Subsidies and grants	-	-	-		-	-
Income from activity	461	415	+ 46		1,659	1,659
Investment revenue	-	-	-		-	-
Total revenue	2,786	2,724	+ 62		10,895	10,895
Employee expenses	-	-	-		-	-
Other expenses	1,159	1,518	+ 359		4,440	4,440
Finance expenses	-	-	-		182	182
Depreciation	1,492	1,492	-		5,967	4,517
Total expenses	2,651	3,010	+ 359		10,589	9,139
Net operating	135	(286)	+ 421		306	1,756

Key capital projects over \$250,000

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	A/Plan planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Treatment plant renewals	228	116	+ 113	 49%	462	660
Pumping stations renewals	152	202	- 50	 19%	808	1,154
Pipe renewals	456	228	+ 228	 50%	910	1,300
Branxholme pipeline	2,729	3,965	- 1,236	 17%	15,859	15,859
The spending tracking programme, and invoicing has been a little slow in the last month.						



Sewerage

Waikeri

Commentary

Sewerage Activity covers the pipes, pumping stations and treatment plants for the collection, treatment and disposal of sewage in order to enhance the health and wellbeing of Invercargill residents. The performance measures are set by the DIA, and have all been met in quarter one.

Level of Service

- On target or achieved
- Of concern
- Not achieved
- No measure available



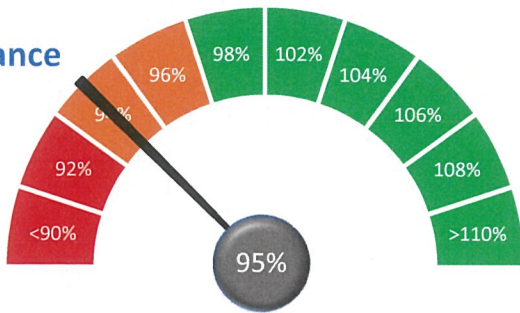
Quarter 1

Quarter 2

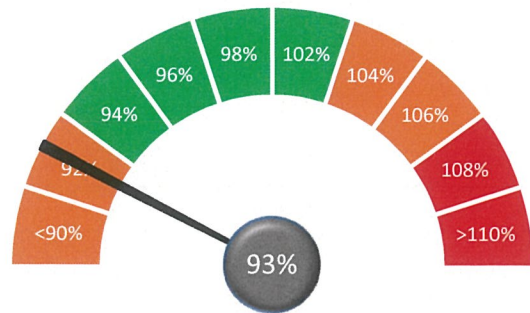
Quarter 3

Quarter 4

Finance



Revenue YTD



Expenditure YTD

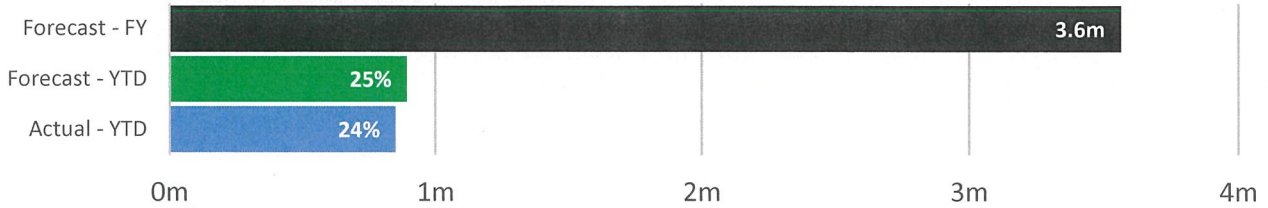
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 1,930,000	\$ 2,670,000	(\$ 740,000)
Forecast YTD:	\$ 2,034,000	\$ 2,872,000	(\$ 838,000)
Variance:	- \$ 104,000 Unfavourable	+ \$ 202,000 Underspent	+ \$ 98,000 Favourable



Sewerage

Waikeri

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of dry weather sewerage overflows per 1,000 properties - DIA Performance Measure 1 (system and adequacy)	DIA	Max 4	0.18	Green	0.22
Compliance with Council's resource consents for discharge from its sewerage system - DIA Performance measure 2 (discharge compliance)	DIA	Max 0	0	Green	0
DIA Performance Measure 3 (fault response times)					
(a) The median response time to attend emergency blockages	DIA	<1 hour	14m	Green	0.01
(b) The median response time to resolve emergency blockages	DIA	<6 hours	1h 8m	Green	0.06
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about:		Max 4	0.18	Green	0.85



Sewerage

Waikeri

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,791	1,787	+ 4		7,147	7,147
Subsidies and grants	-	-	-		-	-
Income from activity	139	247	- 108		988	988
Investment revenue	-	-	-		-	-
Total revenue	1,930	2,034	- 104		8,135	8,135
Employee expenses	2	3	+ 1		13	13
Other expenses	753	954	+ 201		3,268	3,268
Finance expenses	-	-	-		-	-
Depreciation	1,915	1,915	-		7,658	4,486
Total expenses	2,670	2,872	+ 202		10,939	7,767
Net operating	(740)	(838)	+ 98		(2,804)	368

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Treatment plant renewals	22	370	- 348	2%	1,480	1,480
Pipe renewals	693	479	+ 213	36%	1,918	2,740



Stormwater

Wai tupuhi

Commentary

The Stormwater Activity ensures that stormwater is appropriately managed Invercargill's rivers, streams and estuary are not adversely affected by contaminated discharges. The performance measures are set by the DIA, and have all been met in quarter one.

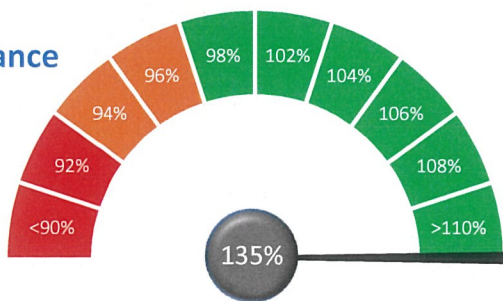
Stead Street Stop Bank will complete with an estimated \$500k return to the programme vs Budget. Final pricing is being worked through at present; confidence is high in the Estimate to Complete.

Level of Service

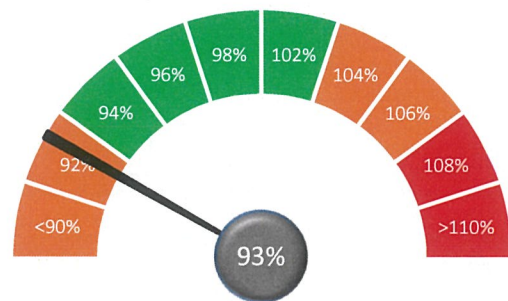
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

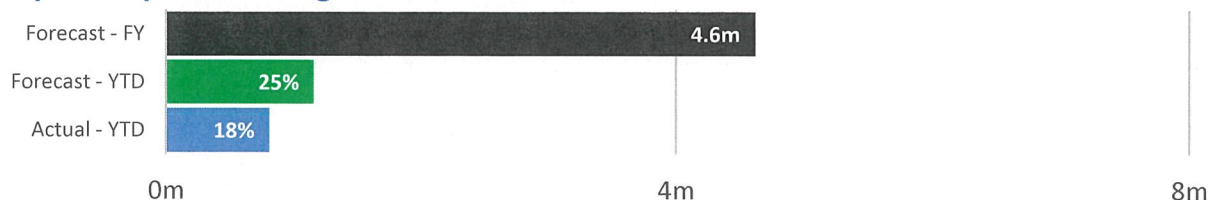
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 2,543,000	\$ 2,107,000	\$ 436,000
Forecast YTD:	\$ 1,885,000	\$ 2,261,000	(\$ 376,000)
Variance:	+ \$ 658,000 Favourable	+ \$ 154,000 Underspent	+ \$ 812,000 Favourable



Stormwater

Wai tupuhi

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
DIA Performance measure 1 (system adequacy) (a) The number of flooding events that occur in the Invercargill City district	DIA	0	0	Green	2
DIA Performance measure 1 (system adequacy) (b) For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council's stormwater system)	DIA	0	0	Green	0
DIA Performance measure 2 (discharge compliance) Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of: - Abatement notices - Infringement notices - Enforcement orders - Convictions	DIA	0	0	Green	0
DIA Performance measure 3 (response times) The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site	DIA	<1 hour	24m	Green	1
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about the performance of the stormwater system (expressed per 1,000 properties connected to the Council's stormwater system)	DIA	<4	0	Green	1



Stormwater

Wai tupuhi

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,493	1,471	+ 22	<div style="width: 100%; height: 15px; background-color: green;"></div>	5,884	5,884
Subsidies and grants	1,044	412	+ 632	<div style="width: 100%; height: 15px; background-color: green;"></div>	1,647	1,647
Income from activity	6	2	+ 4	<div style="width: 100%; height: 15px; background-color: green;"></div>	9	9
Investment revenue	-	-	-	<div style="width: 100%; height: 15px; background-color: green;"></div>	-	-
Total revenue	2,543	1,885	+ 658	<div style="width: 100%; height: 15px; background-color: green;"></div>	7,540	7,540
Employee expenses	-	-	-	<div style="width: 100%; height: 15px; background-color: green;"></div>	-	-
Other expenses	985	1,139	+ 154	<div style="width: 100%; height: 15px; background-color: orange;"></div>	2,360	2,360
Finance expenses	-	-	-	<div style="width: 100%; height: 15px; background-color: green;"></div>	-	-
Depreciation	1,122	1,122	-	<div style="width: 100%; height: 15px; background-color: green;"></div>	4,487	4,375
Total expenses	2,107	2,261	+ 154	<div style="width: 100%; height: 15px; background-color: orange;"></div>	6,847	6,735
Net operating	436	(376)	+ 812	<div style="width: 100%; height: 15px; background-color: green;"></div>	693	805

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Pipe renewals	89	576	- 487	<div style="width: 4%; height: 15px; background-color: blue;"></div> 4%	2,303	3,290
Stead Street stop bank	716	524	+ 192	<div style="width: 34%; height: 15px; background-color: blue;"></div> 34%	2,097	2,097
Estimate to complete \$500k lower than budget.						



Roving Services

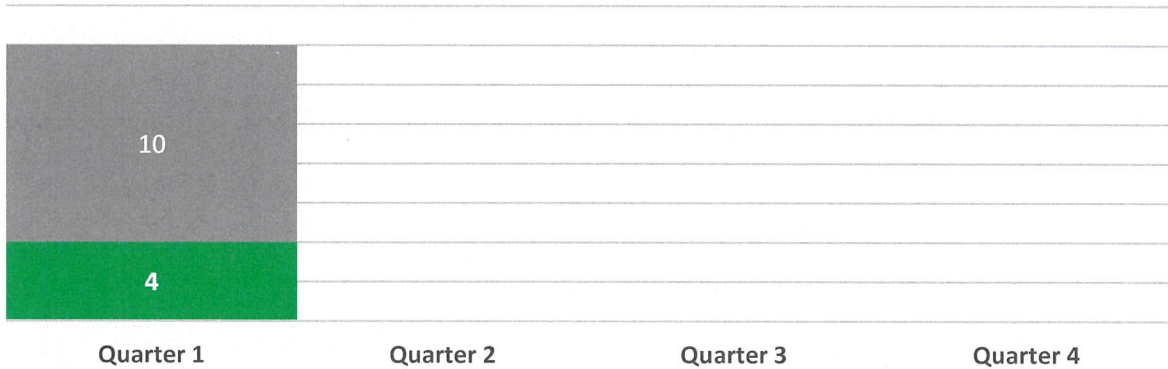
Ratonga rori

Commentary

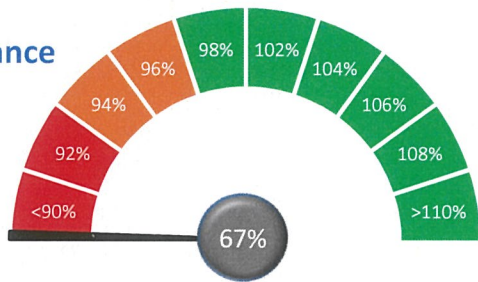
The Roving Activity is responsible for providing a safe, connected and accessible transport system within Invercargill city. Many of the performance measurements are set by the DIA and are unavailable at the end of quarter one as they are annual measures. Where data is available the activity is currently on target.

Level of Service

- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

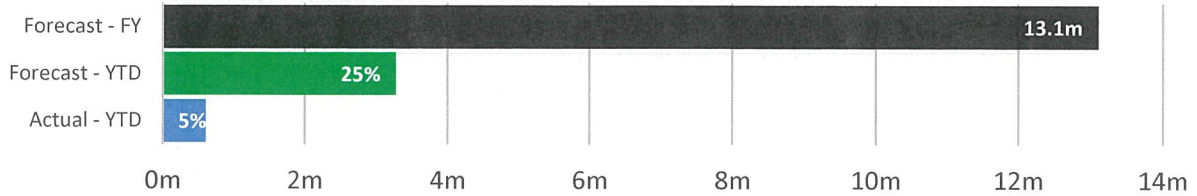
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 3,431,000	\$ 4,400,000	(\$ 969,000)
Forecast YTD:	\$ 5,126,000	\$ 4,868,000	\$ 258,000
Variance:	- \$ 1,695,000 Unfavourable	+ \$ 468,000 Underspent	- \$ 1,227,000 Unfavourable



Rongorongo Road Services

Ratonga rori

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The number of and change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	DIA & ONRC	Decreasing annually	Annual Assessment		Annual
Collective risk (crash density) – fatal and serious injury rate per km of road	ONRC	Decreasing annually	Annual Assessment		Annual
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	ONRC	Decreasing annually	Annual Assessment		Annual
The average quality of ride, on a sealed local road network, measured by smooth travel exposure	DIA & ONRC	Higher than national average	Annual Assessment		Annual
The percentage of the sealed local road network that is resurfaced	DIA	> 5.5%	Annual Assessment		Annual



Roading Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The percentage of footpaths within the district that fall within the level of service, or service standard for the condition of footpaths as set out in the	DIA	< 8% in very poor condition	Annual Assessment		Annual
On target					
The percentage of customer service requests relating to roads and footpaths, to which the territorial authority responds within the time frame specified in the Long-term Plan	DIA	75%	77%		88%
On target					
The number of unplanned road closures and the number of vehicles affected by closures annually	ONRC	< 8	Annual Assessment		Annual
On target					
Proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles	ONRC	Maintain / Increase proportion	No decrease in % of network		Annual
On target					
Mean travel times for private motor vehicles on key routes	ONRC	Maintain stable trend	0%		Annual
On target					
The overall cost per km and vkt of routine maintenance activities, and cost by work category on each road network for the financial year	ONRC	<= Peer Group Average	Annual Assessment		Annual
On target					



Roving Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
An Invercargill street lighting fault is responded to promptly	ICC	> 75%	0%		100%
Vandalised signs are promptly responded to and corrective actions commenced	ICC	> 85%	96%		80%
	On target				
Damaged traffic signals are attended to promptly	ICC	> 85%	100%		100%
	On target				

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	2,159	2,159	-		8,637	8,637
Subsidies and grants	863	2,468	- 1,605		9,871	9,871
Income from activity	409	499	- 90		1,996	1,996
Investment revenue	-	-	-		-	-
Total revenue	3,431	5,126	- 1,695		20,504	20,504
Employee expenses	-	-	-		-	-
Other expenses	1,313	1,781	+ 468		7,063	7,063
Finance expenses	-	-	-		-	-
Depreciation	3,087	3,087	-		12,349	10,801
Total expenses	4,400	4,868	+ 468		19,412	17,864
Net operating	(969)	258	- 1,227		1,092	2,640

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Resurfacing. Rehabilitation and drainage renewals	163	1,953	- 1,790	2%	7,814	7,775
Footpath renewals	215	215	+ 1	25%	858	858
Low cost, low risk capital renewals	4	1,042	- 1,038	0%	4,168	4,129



Solid Waste Management

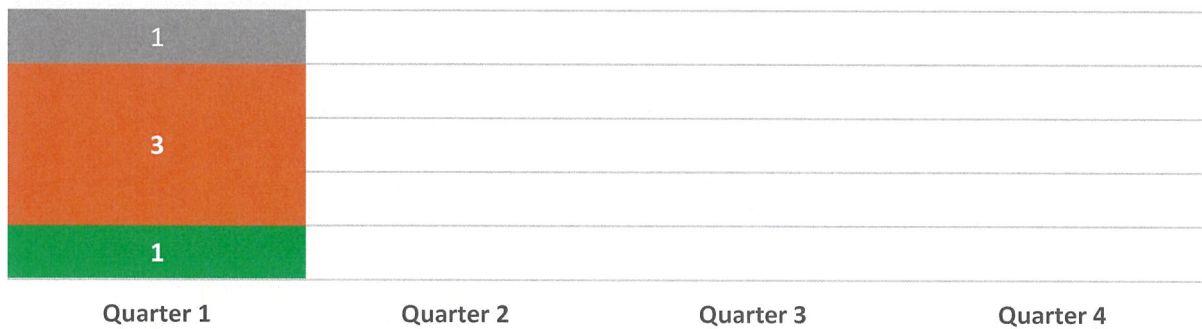
Para

Commentary

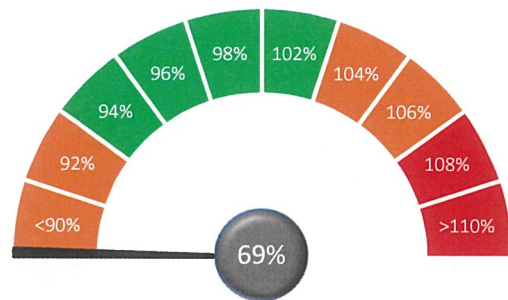
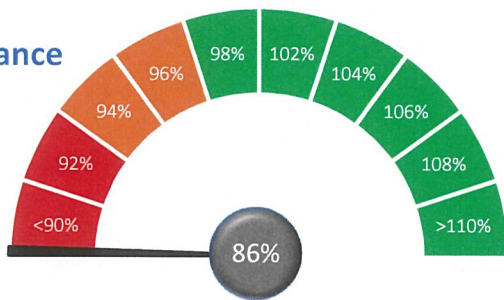
The Solid Waste Activity has three measures of performance which are flagging as of concern at the end of the first quarter, these are the trends in kerbside recycling, solid waste and diverted material to landfill. Currently, the decreasing trend of landfill rubbish to landfill is on target. Where measures are showing an increasing or decreasing trend, the baseline is the Long-term Plan. In comparison to last year, Solid Waste to landfill is currently tracking 2.56% above the same quarter this time last year. Waste is, however, 50% below the 6% forecast for the end of this financial year. Recycling is 11.29% up on this time last year.

Level of Service

- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD

Expenditure YTD

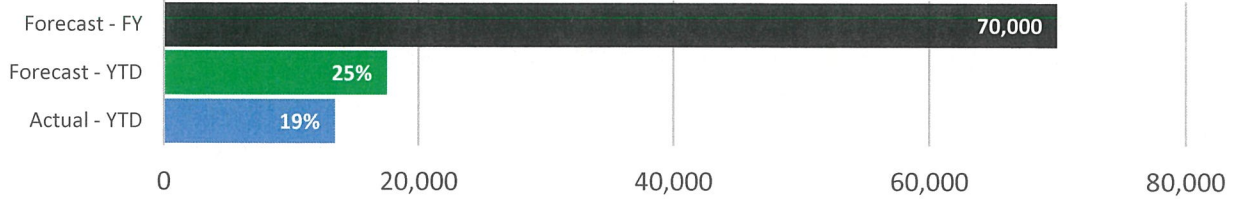
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 1,968,000	\$ 1,739,000	\$ 229,000
Forecast YTD:	\$ 2,280,000	\$ 2,518,000	(\$ 238,000)
Variance:	- \$ 312,000 Unfavourable	+ \$ 779,000 Underspent	+ \$ 467,000 Favourable



Solid Waste Management

Para

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD	
Discarded materials rate per person per annum (kgs)	ICC	Maintain a regional materials discarded rate of 650kg per person per annum.	NA		N/A	
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in kerbside recycling	ICC	Increasing trend	767		689
	1. Implementing education and community engagement initiatives 2. Investigating opportunities to separate glass and organics from other recyclables 3. Investigating sources of funding to support initiatives					
	Trend in landfill rubbish	ICC	Decreasing trend	2,645		2,873
	Continue to engage and communicate with the community.					
Trend in solid waste to landfill	ICC	Decreasing trend	5,670		5,528	
	Analysing the contribution of commercial waste to landfill to determine opportunities to divert commercial waste.					
Trend in diverted material	ICC	Increasing trend	1,550		1,118	
	SOL-1, 2 & 3 will support this					



Solid Waste Management

Para

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,334	1,254	+ 80		5,015	5,015
Subsidies and grants	-	-	-		-	-
Income from activity	634	1,026	- 392		5,903	5,903
Investment revenue	-	-	-		-	-
Total revenue	1,968	2,280	- 312		10,918	10,918
Employee expenses	-	-	-		1	1
Other expenses	1,617	2,396	+ 779		11,267	11,267
Finance expenses	-	-	-		52	52
Depreciation	122	122	-		488	551
Total expenses	1,739	2,518	+ 779		11,808	11,871
Net operating	229	(238)	+ 467		(890)	(953)



General Services

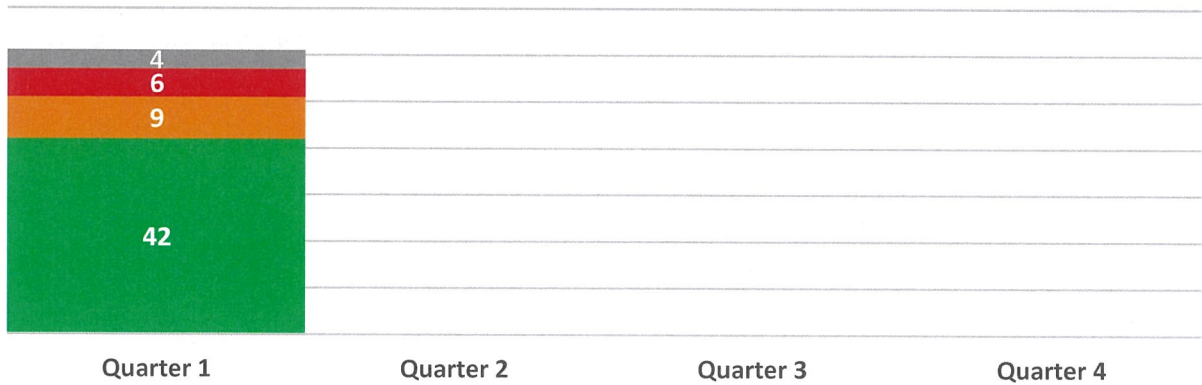
Ngā ratonga

Commentary

The General Services activity covers a range of activities of Council. Performance in each of these areas is reported individually.

Level of Service

■ On target or achieved ■ Of concern
■ Not achieved ■ No measure available



Finance



Revenue YTD



Expenditure YTD

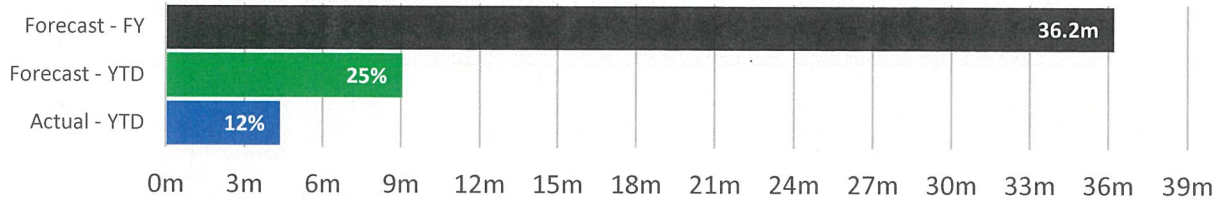
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 12,817,000	\$ 16,222,000	(\$ 3,405,000)
Forecast YTD:	\$ 13,305,000	\$ 16,397,000	(\$ 3,092,000)
Variance:	- \$ 488,000 Unfavourable	+ \$ 175,000 Underspent	- \$ 313,000 Unfavourable



General Services

Ngā ratonga

Capital expenditure against forecast



Financials - Group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	7,669	7,791	- 122		31,165	29,858
Subsidies and grants	292	508	- 216		2,031	2,031
Income from activity	4,616	4,833	- 217		17,770	17,770
Investment revenue	240	173	+ 67		5,781	5,781
Total revenue	12,817	13,305	- 488		56,747	55,440
Employee expenses	6,982	7,667	+ 685		30,588	30,588
Other expenses	6,294	5,922	- 372		22,979	22,979
Finance expenses	661	523	- 138		2,091	2,091
Depreciation	2,285	2,285	-		9,374	7,293
Total expenses	16,222	16,397	+ 175		65,032	62,951
Net operating	(3,405)	(3,092)	- 313		(8,285)	(7,511)

Financials - Net operating surplus / (deficit) by activity

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Democratic Process	217	(98)	+ 315		(349)	(230)
Regulatory Services	394	363	+ 31		49	-
Parks and Reserves	(76)	(16)	- 60		(9)	-
Libraries	142	73	+ 69		302	-
Aquatic Services	(291)	(12)	- 279		(11)	-
Arts, Culture and Heritage	79	(1)	+ 80		(1)	-
Venue and Events Services	(61)	(2)	- 59		(7)	-
Public Transport	(50)	(74)	+ 24		(297)	(361)
Public Toilets	38	4	+ 34		18	-
Housing Care	(563)	(506)	- 57		(2,022)	(914)
Investments	(290)	(291)	+ 1		4,515	4,512
Corporate Services	(3,038)	(2,314)	- 724		(9,462)	(10,518)
Property	(1)	(276)	+ 275		(1,010)	-
City Centre	92	59	+ 33		-	-
Net operating	(3,408)	(3,091)	- 317		(8,284)	(7,511)



General Services

Ngā ratonga

Key capital projects over \$250,000

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	A/Plan planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Museum building redevelopment	468	2,523	- 2,055	5%	10,090	10,090
	In contract for storage, spending will meet the Yearly forecast unless the project is stopped. Racking Procurement 1 month behind (circa 1million)					
City Centre Masterplan Streetscape - Stage 1	2,283	1,481	+ 801	39%	5,925	5,925
	The project forecast is over budget; this is work in progress. This highlighted by the increase spend YTD					
City Centre Masterplan Streetscape - Stage 2	-	575	- 575	0%	2,300	2,300
	Project Paused at present pending a full cost review.					
Housing Care building improvements	67	712	- 645	2%	2,847	2,847
	Appointment of lead designer behind 2 months, full year forecast will be achieved.					
Property file digitalisation	351	433	- 83	20%	1,733	1,733
	Has commenced and aligned with plan					
Business Enhancement Programme (technology)	2	375	- 373	0%	1,500	1,500
	Project planning has continued during first quarter with configuration workshops occurring in quarter 2.					
Rugby Park renewals	138	419	- 281	8%	1,676	1,676
	Media Tower work completed					
Bluff Boat Ramp renewal	0	250	- 250	0%	1,000	1,000
	Deign work has commenced, with underwater works starting in December.					
Public Toilets renewals	-	73	- 73	0%	291	416
Animal Care facility renewals	4	82	- 77	1%	326	326
Anderson House strengthening	92	51	+ 41	45%	204	204
	Project complete, final accounts underway. There will be a saving to the full year spend.					
Library building renewals	-	84	- 84	0%	335	335
Splash Palace building renewals	214	140	+ 73	38%	561	561
Civic building renewals	194	139	+ 56	35%	555	555



General Services

Democratic Process

Commentary

The Democratic Process activity includes Council's governance, strategy and community support functions. 23% of the community is satisfied with their ability to be involved with Council decision making, up from 18% for 2021/2022. This is still well below the target of 50%. The Community Wellbeing Fund is in its second year of operation and on track with its delivery of the targeted number of activities and events supported.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of residents' survey respondents who provide a rating of satisfied or greater with the opportunities Council provides for community involvement in decisionmaking.		50%	23%		N/A
	The resident survey is now administered throughout the year, providing a snapshot of how Council is performing. The results shown here are based on a smaller sample size, and cumulative results will be reported over subsequent quarters. It is important to be aware that there is a lower level of statistical confidence on the interim data than that from the full sample at the end of the year.				
Number of activities or events supported by the Community Wellbeing Fund		25	7		4

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,898	1,839	+ 59		7,357	7,357
Subsidies and grants	24	19	+ 5		74	74
Income from activity	161	40	+ 121		161	161
Investment revenue	-	-	-		-	-
Total revenue	2,083	1,898	+ 185		7,592	7,592
Employee expenses	827	893	+ 66		3,559	3,554
Other expenses	1,032	1,096	+ 64		4,356	4,256
Finance expenses	-	-	-		-	-
Depreciation	7	7	-		26	12
Total expenses	1,866	1,996	+ 130		7,941	7,822
Net operating surplus / (deficit)	217	(98)	+ 315		(349)	(230)



General Services

Regulatory Services

Commentary

The Regulatory Services Activity is responsible for implementing national legislation in the Invercargill context. They have legislatively required performance measures which have a target of 100% delivery within 20 working days. In two areas, building consents and non-notified resource consents not requiring a hearing, the activity was not able to meet this target in quarter one. However, in the national context, these results are positive given the challenge to recruit staff in competitive market in both of these activities. The food and alcohol applications are continuing to meet their timeframes 100 percent of the time. The Regulatory Services Activity is also working on earthquake prone buildings, and has now identified all of these within the priority area.

Planning and Building have significantly improved their service levels over the last three years with only minor increases in fees and charges, however, the cost of providing this service has increased ahead of revenue which has remained consistent in line with forecasts and the current financial climate.

Looking ahead it is clear that if revenue stays the same, or as is more likely declines, it will be important to ensure that fees and charges for providing services accurately captures the true cost of providing service to our customers.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
We process building, resource consent, food and alcohol applications in accordance with the quality manual and statutory timeframes		100% of food applications are issued within 20 working days of receipt	100%		100%
		100% alcohol applications not requiring a hearing are issued within 30 working days of receipt	100%		100%
		100% of building	98%		96%
	Significant compliance that has been let down by simple human errors in a very small number of consents. The team are working to resolve this.				
		100% of non-notified	94%		79%
	Compliance with statutory timeframes has been trending upwards for the last two quarters. Whilst this is falling short of the 100% it is still a significant improvement on previous quarters.				



General Services

Regulatory Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
We identify potentially earthquake-prone buildings		Potentially earthquake-prone buildings are all identified by 1 July 2022	100%		100%
We promote incentives to owners of heritage buildings, especially when they undertake earthquake strengthening		Earthquake-prone buildings incentives are developed and implemented	Achieved		Not Available
Under the Seismic Strengthening Fund– our reports show that Council paid out \$1320 between 1 July and 30 September 2022.					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	258	258	-		1,032	1,032
Subsidies and grants	-	-	-		-	-
Income from activity	1,800	1,771	+ 29		5,519	5,519
Investment revenue	-	-	-		-	-
Total revenue	2,058	2,029	+ 29		6,551	6,551
Employee expenses	823	932	+ 109		3,563	3,508
Other expenses	837	730	- 107		2,921	3,021
Finance expenses	-	-	-		-	-
Depreciation	4	4	-		18	22
Total expenses	1,664	1,666	+ 2		6,502	6,551
Net operating surplus / (deficit)	394	363	+ 31		49	-

An analysis of fees and charges across the Environmental Services department is being undertaken to ensure revenue is in line with services provided.



General Services

Parks and Reserves

Commentary

The Parks and Recreation team have met all of the performance targets in the first quarter. This includes a satisfaction rating of 81% from the resident survey, which highlights the positive view the community has towards its parks. The community partnerships are continuing to grow, with work being undertaken in partnership with Active Southland, Murihiku Kai Collective, South Alive, Southland Mountain Bike Club and many more. Minimal subsidy revenue has been applied during the first quarter of the year. Income from activity is lower due to no forestry revenue received in the first quarter and is partly offset by lower operational costs.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Queens Park is accredited as a "Garden of National Significance"		Retain accreditation	Achieved		Achieved
Percentage of customers satisfied with parks identified through annual user surveys		New measure	81%		Annual
	The resident survey is now administered throughout the year, providing a snapshot of how Council is performing. The results shown here are based on a smaller sample size, and cumulative results will be reported over subsequent quarters. It is important to be aware that there is a lower level of statistical confidence on the interim data than that from the full sample at the end of the year.				
Maintain the area of actively maintained parks and recreational land at or above the national median	Area of actively maintained parkland (hectares per 1000)	24.4ha	24.4ha		100%
	Including Premier Parks (i.e. Queens Park, Anderson House, Otepunu)	112ha	112ha		100%
	Area of natural parkland (hectares per 1000 residents)	27.9ha	27.9ha		100%
	Area of Sports Parks (hectares per 1000 residents)	2.5ha	2.5ha		100%
	Grass fields (total)	105.6ha	105.6ha		100%
	Non-grass sports surfaces (total)	2.1ha	2.1ha		100%



General Services

Parks and Reserves

Level of Service

Measure		Baseline	Target	Actual YTD	Status	Last yr YTD
Maintain the area of actively maintained parks and recreational land at or above the national median	Number of Playgrounds (per 1000 children)		6.8	6.8	On Target	1.0
	Number of street trees (approximate number per 1000)		Maintain	109	On Target	On Target
	Gardens/ Horticultural planted beds (m ² per 1000)		4,701m ²	4,701m ²	On Target	4,701m ²
	Grass Mowing (hectares per 1000 residents)		8.1ha	8.1ha	On Target	8.1ha
	Trails (km per 1000 residents) note: assessed numbers		700.4m	700.4m	On Target	700.4m
	Percentage of health and safety complaints are investigated and mitigated where appropriate		100%	100%	On Target	100%
	Community groups are working with Council to implement pest control		Maintained or increasing	3	On Target	4
	Omaui Landcare Group, BHMET, Otatara Landcare Group					
Number of visitors per head of Invercargill population identified through annual user surveys			Increasing use	Maintained (165,848)	On Target	Not Achieved



General Services

Parks and Reserves

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	1,745	1,745	-		6,980	6,980
Subsidies and grants	8	164	- 156		656	656
Income from activity	471	678	- 207		2,711	2,711
Investment revenue	-	-	-		-	-
Total revenue	2,224	2,587	- 363		10,347	10,347
Employee expenses	1,123	1,285	+ 162		5,085	5,067
Other expenses	1,018	1,159	+ 141		4,635	4,635
Finance expenses	-	-	-		-	-
Depreciation	159	159	-		636	645
Total expenses	2,300	2,603	+ 303		10,356	10,347
Net operating surplus / (deficit)	(76)	(16)	- 60		(9)	-



General Services

Libraries

Commentary

The start of the new financial year has seen visitor numbers to the library return to normal following challenges in recent years due to external restrictions. All programmes and events are now operating without Covid restrictions with the most recent Halloween event attended by over 800. Staff are also working on improving promotional material to reach non-users and as long as there are no major changes to facility requirements the visitor target will be reached. Currently, the performance indicators around the library collection and customer satisfaction are just outside of the targets for this year. Supply chain issues have now been resolved and expectations are for the collections target to be back on track by the next quarterly report. The YTD underspend in employee expenditure is due to a 2022 year end accrual adjustment which is not reflected in the forecast phasing. This will be resolved within the next quarter.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of collection published in the past 5 years (excludes heritage collections)		>60%	59%		62%
	There have been delays in freight deliveries which have impacted the result.				
Percentage of library customers who rate the library collections as satisfactory or greater in annual residents' survey		>85%	83%		Not Available
	The resident survey is now administered throughout the year, providing a snapshot of how Council is performing. The results shown here are based on a smaller sample size, and cumulative results will be reported over subsequent quarters. It is important to be aware that there is a lower level of statistical confidence on the interim data than that from the full sample at the end of the year.				
Number of visits per year		515,000	128,109		106,107



General Services

Libraries

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	750	750	-		2,999	2,999
Subsidies and grants	-	1	- 1		5	5
Income from activity	14	29	- 15		116	116
Investment revenue	-	-	-		-	-
Total revenue	764	780	- 16		3,120	3,120
Employee expenses	373	472	+ 99		1,877	1,874
Other expenses	135	121	- 14		483	483
Finance expenses	-	-	-		-	-
Depreciation	114	114	-		458	763
Total expenses	622	707	+ 85		2,818	3,120
Net operating surplus / (deficit)	142	73	+ 69		302	-



General Services

Aquatic Services

Commentary

Splash Palace has started to see an increase in participation in the first quarter compared to the same period in 2021/2022. The removal of the operating restrictions brought on by Covid-19 has enabled Splash Palace to provide more lane space for public lane swimming. The user satisfaction of 73% is currently lower than the desired 85%. Revenue is lower than forecast but is significantly improved on previous years and will continue to increase as participation grows, noting the ILT grant for the school swimming programme is yet to be received.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of visits per head of (Inverclyde City) population	>6.5	6.55		Numbers coming back to pre-covid levels	
User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above	85%	73%		The resident survey is now administered throughout the year, providing a snapshot of how Council is performing. The results shown here are based on a smaller sample size, and cumulative results will be reported over subsequent quarters. It is important to be aware that there is a lower level of statistical confidence on the interim data than that from the full sample at the end of the year.	



General Services

Aquatic Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Time when a minimum of four 25 metre public lanes are available for swimming		95%	99%		76%
Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010		100%	100%		100%

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	5	5	-		21	21
Subsidies and grants	-	43	- 43		173	173
Income from activity	508	651	- 143		2,603	2,603
Investment revenue	-	-	-		-	-
Total revenue	513	699	- 186		2,797	2,797
Employee expenses	471	408	- 63		1,598	1,587
Other expenses	328	298	- 30		1,191	1,191
Finance expenses	-	-	-		-	-
Depreciation	5	5	-		19	19
Total expenses	804	711	- 93		2,808	2,797
Net operating surplus / (deficit)	(291)	(12)	- 279		(11)	-



General Services

Arts, Culture and Heritage

Commentary

Visitor numbers to He Waka Tuia have begun to normalise as Covid restrictions are removed, and in quarter one with 5,027 visitors, is on track to exceed the target of 14,000 for the year. The satisfaction result has remained the same as last year's with 19% of all respondents to the Council's Resident Survey rating the venue satisfactory or above. The ongoing challenge for the venue is wider engagement with the community both onsite at HWT as well as through a number of off-site exhibitions. Repeat visitors numbers are positive and through a varied exhibition programme the aim is to continue to attract a "new" audience. Employee expenses for the quarter are down on forecast due to timing of filling vacancies.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Number of visits		14,000	5,027		1,918
Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Customer satisfaction rating is satisfactory or above		7-8	19%		N/A
<p>The resident survey is now administered throughout the year, providing a snapshot of how Council is performing. The results shown here are based on a smaller sample size, and cumulative results will be reported over subsequent quarters. It is important to be aware that there is a lower level of statistical confidence on the interim data than that from the full sample at the end of the year.</p>					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	477	485	- 8		1,940	1,940
Subsidies and grants	-	-	-		-	-
Income from activity	305	323	- 18		1,291	1,291
Investment revenue	-	-	-		-	-
Total revenue	782	808	- 26		3,231	3,231
Employee expenses	124	201	+ 77		798	795
Other expenses	542	571	+ 29		2,285	2,285
Finance expenses	-	-	-		-	-
Depreciation	37	37	-		149	151
Total expenses	703	809	+ 106		3,232	3,231
Net operating surplus / (deficit)	79	(1)	+ 80		(1)	-



General Services

Venue and Events Services

Commentary

Council venues are on track to deliver the targeted number of events over the coming year after a positive result in quarter one. The vaccination clinic at the Civic Theatre continues to provide an outlier result, as the venue is fully booked by a single booking. The satisfaction measure has improved slightly from last year, but is still short of its 80% target. Other expenses are high than YTD forecast due to Community Hall grants being paid in the first quarter.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Increase public use of venue services through the attraction and support for a range of community events through to touring shows and performances	Auditorium	>55 bookings	11	Green	13
		>28% occupancy rate	66 1/2 Days 9.5%	Green	32% (30 days occupied)
	Victoria and Drawing Rooms	>70 bookings	1	Red	1
		>11% occupancy rate	1	Green	1
	Increasing public awareness and use of the Civic Theatre complex and its range of facilities	>10 regional events	11	Green	NA
		>6 special interest events	3	Green	NA
		>35 community events	8	Green	12
	Expanding the use and awareness of the Scottish Hall as a venue for meetings and a range of social and cultural experiences	>40 bookings	15	Green	10
		>18% occupancy rate	29.5 1/2 days 8.5%	Green	10% (11 days occupied)
		>10 special interest events	7	Green	NA
		>30 community events	9	Green	11



General Services

Venue and Events Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Expanding the use and awareness of the Rugby Park as a venue for meetings and a range of social, cultural and sporting experiences		>25 bookings	6	Green	7
		>8% occupancy	12 1/2 Days 1%	Green	6%
		>13 regional events	6	Green	NA
		>12 community events	1	Yellow	2
Number of visits per head of Invercargill City population		40%	0.5 Vph 50% (27,160)	Green	70% (39,968 visits)
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good		>80%	44%	Yellow	Not yet Measured
<p>The resident survey is now administered throughout the year, providing a snapshot of how Council is performing. The results shown here are based on a smaller sample size, and cumulative results will be reported over subsequent quarters. It is important to be aware that there is a lower level of statistical confidence on the interim data than that from the full sample at the end of the year.</p>					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	86	86	-	Green	345	345
Subsidies and grants	-	-	-	Green	-	-
Income from activity	134	108	+ 26	Green	431	431
Investment revenue	-	-	-	Green	-	-
Total revenue	220	194	+ 26	Green	776	776
Employee expenses	134	113	- 21	Red	451	451
Other expenses	144	80	- 64	Red	322	322
Finance expenses	-	-	-	Green	-	-
Depreciation	3	3	-	Green	10	3
Total expenses	281	196	- 85	Red	783	776
Net operating surplus / (deficit)	(61)	(2)	- 59	Red	(7)	-



General Services

Public Transport

Commentary

The public transport activity has four performance measures, three of which cannot be reported on in quarter one. Passenger numbers are a concern at this stage as they have not returned to their pre-Covid levels and continues to have a financial impact with lower passenger revenue received. The customer satisfaction measures are normally obtained via an onboard bus survey in December.

Due to the lower passenger usage, lower repairs and maintenance and administration costs have been incurred. Subsidy revenue has yet to be received as a claim was made outside the current period.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Total public transport boardings		Year on Year increase	36,642		26,132
Passenger numbers have been impacted by Covid.					
Customer satisfaction rating for quality is satisfactory or above		70%	Annual		Annual
Customer satisfaction with price is satisfactory or above		80%	Annual		Annual
Council administers and supports the Total Mobility scheme.		Total Mobility Scheme is administered	Annual		Annual



General Services

Public Transport

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	241	239	+ 2		954	954
Subsidies and grants	260	281	- 21		1,123	1,123
Income from activity	38	106	- 68		425	425
Investment revenue	-	-	-		-	-
Total revenue	539	626	- 87		2,502	2,502
Employee expenses	-	-	-		-	-
Other expenses	565	676	+ 111		2,705	2,705
Finance expenses	-	-	-		-	-
Depreciation	24	24	-		94	158
Total expenses	589	700	+ 111		2,799	2,863
Net operating surplus / (deficit)	(50)	(74)	+ 24		(297)	(361)



General Services

Public Toilets

Commentary

The public toilets have fallen just short of their targeted 95% operational timing due to delays on receiving a part needed for required repairs. This has also contributed to lower repairs & maintenance expenses cost to date.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Public toilets are operational 95% of open hours (which is 24 hours per day)		95%	92%		98%
One of the exeloo toilets required repairs to the door with a delay on receiving parts					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	188	188	-		753	753
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	188	188	-		753	753
Employee expenses	-	-	-		-	-
Other expenses	120	154	+ 34		616	616
Finance expenses	-	-	-		-	-
Depreciation	30	30	-		119	137
Total expenses	150	184	+ 34		735	753
Net operating surplus / (deficit)	38	4	+ 34		18	-



General Services

Housing Care

Commentary

Council's housing units continue to be occupied in excess of the 95% target, and to date there have been no urgent requests for service. Of the non-urgent requests for service, 98% of the time Council remedial action was in place within five days. For three of 121 requests, staff absence hampered the response times. Other expenses are higher than forecast due to the full payment of ICC property rates for the year in the first quarter.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Units are occupied 95% of the time		95%	99%		99%
Requests for service are responded to and remedial action in place: - Urgent		24 hours	0 received		2400%
Requests for service are responded to and remedial action in place: - Non-Urgent		5 working days	98%		500%
	116 were responded to within 1 day, 2 within 2-4 days, 3 within 6-8 days Staff on leave delayed response to non urgent information requests				

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	-	-	-		-	-
Income from activity	394	389	+ 5		1,558	1,558
Investment revenue	-	-	-		-	-
Total revenue	394	389	+ 5		1,558	1,558
Employee expenses	-	-	-		-	-
Other expenses	426	364	- 62		1,457	1,457
Finance expenses	-	-	-		-	-
Depreciation	531	531	-		2,123	1,015
Total expenses	957	895	- 62		3,580	2,472
Net operating surplus / (deficit)	(563)	(506)	- 57		(2,022)	(914)



General Services

Investments

Commentary

The investment performance measures are taken as an annual result, but as an update they are currently not on target. This is due to leases being under negotiation or administered at a community rate. Higher interest rates from renewed and new borrowings has lifted the Finance expenses above YTD forecast (weighted borrowing rate is 2.51%). This has be partly offset by greater interest revenue generated from investments.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
All properties, excluding those prepared, are leased		95%	90%		N/A
46 total leases from 16 Properties with 5 leases under negotiation					
Lease agreements are current at market rental levels		100%	85%		N/A
5 Leases under negotiation and 2 leases at Community rate					
Net rate of return		> Market interest rate (historic and current)	Not assessed		N/A

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	-	-	-		-	-
Income from activity	498	440	+ 58		1,760	1,760
Investment revenue	162	164	- 2		5,745	5,745
Total revenue	660	604	+ 56		7,505	7,505
Employee expenses	2	-	- 2		-	-
Other expenses	286	371	+ 85		896	896
Finance expenses	661	523	- 138		2,091	2,091
Depreciation	1	1	-		3	6
Total expenses	950	895	- 55		2,990	2,993
Net operating surplus / (deficit)	(290)	(291)	+ 1		4,515	4,512



General Services

Corporate Services

Commentary

Corporate services includes a range of support functions including finance, customer services, quality assurance and IT. Forecast changes have been made to reflect additional rates income, change in training costs allocation and the increased depreciation charge as a result of the asset revaluations at 30 June 2022.

It should be noted that the Other expenses forecast YTD amount includes the recovery of employee expenses to capital projects. The Actual YTD amount does not include this recovery at present as this is still being processed. Employee expenses remain lower than YTD forecast due to timing of filling positions compared to forecast phasing.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	311	487	- 176		1,946	639
Subsidies and grants	-	-	-		-	-
Income from activity	289	296	- 7		1,185	1,185
Investment revenue	78	9	+ 69		36	36
Total revenue	678	792	- 114		3,167	1,860
Employee expenses	3,104	3,362	+ 258		13,654	13,749
Other expenses	377	(491)	- 868		(1,965)	(1,965)
Finance expenses	-	-	-		-	-
Depreciation	235	235	-		940	594
Total expenses	3,716	3,106	- 610		12,629	12,378
Net operating surplus / (deficit)	(3,038)	(2,314)	- 724		(9,462)	(10,518)



General Services

Property

Commentary

Repairs and maintenance expenses are running lower than forecast with work expected to pick up over the summer months.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,618	1,618	-		6,472	6,472
Subsidies and grants	-	-	-		-	-
Income from activity	1	2	- 1		10	10
Investment revenue	-	-	-		-	-
Total revenue	1,619	1,620	- 1		6,482	6,482
Employee expenses	-	1	+ 1		3	3
Other expenses	484	759	+ 275		2,944	2,944
Finance expenses	-	-	-		-	-
Depreciation	1,136	1,136	-		4,545	3,535
Total expenses	1,620	1,896	+ 276		7,492	6,482
Net operating surplus / (deficit)	(1)	(276)	+ 275		(1,010)	-



General Services

City Centre

Commentary

This activity's other expenses are for city centre activation. The forecast for depreciation relates to capital of the City Centre Masterplan Streetscape projects and will be allocated out to the other activities once the projects are completed.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	92	92	-		366	366
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	92	92	-		366	366
Employee expenses	-	-	-		-	-
Other expenses	-	33	+ 33		133	133
Finance expenses	-	-	-		-	-
Depreciation	-	-	-		233	233
Total expenses	-	33	+ 33		366	366
Net operating surplus / (deficit)	92	59	+ 33		-	-

Support for external organisations

AS AT 30 September 2022

Organisation / Fund	Actual YTD (\$000)	Full year forecast (\$000)	Funds remaining (\$000)	Long-term Plan (\$000)
Bluff Indoor Pool Trust	-	120	120	120
Bluff Maritime Museum Trust (Council Controlled Organisation)	20	20	-	20
Emergency Management Southland	-	417	417	417
Great South (Council controlled organisation)	412	1,800	1,388	1,800
Invercargill Public Art Gallery	79	323	244	323
Saving Grace (IC2 Trust)	-	100	100	100
Southland Indoor Leisure Centre Trust	350	700	350	700
Southland Regional Heritage Committee	251	1,038	787	1,038
Southland One Stop Shop Trust	30	27	(3)	27
Te Ao Marama Inc.	-	152	152	152
	1,142	4,697	3,555	4,697
<u>Other grants funds:</u>				
Community Wellbeing fund	67	565	498	565
Rugby Park Maintenance	-	350	350	350
Heritage Building Strategy fund	17	120	103	120
Facilities Maintenance fund	-	100	100	100
	84	1,135	1,051	1,135

Schedule of Forecast Changes

AS AT 30 September 2022

Item Name	Activities	Nature Of Change	Quarter 1 (\$000)	Quarter 2 (\$000)	Quarter 3 (\$000)	Quarter 4 (\$000)	Total Change (\$000)
STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES							
Revenue							
Rates Revenue	Various Activities	Revised to align with rates set amount for 2022/23 year due to growth in rates base above annual plan estimate	1,307				1,307
							0
Total Forecast Adjustments to Revenue			1,307	0	0	0	1,307
Expenses							
Depreciation and amortisation	Various Activities	Revised to reflect the increase in replacement cost value of fixed assets during the revaluation in 2021/22	8,299				8,299
Employee expenses	Various Activities	Staff training forecast allocated out to activities from pool based on actual spend	0				0
Total Forecast Adjustments to Expenses			8,299	0	0	0	8,299
							0
							0
Total other comprehensive revenue and expense			-	0	0	0	0
Adjustments to Surplus / (Deficit) After Tax			(6,992)	0	0	0	-6,992

Schedule of Forecast Changes

AS AT 30 September 2022

Item Name	Activities	Nature Of Change	Quarter 1 (\$000)	Quarter 2 (\$000)	Quarter 3 (\$000)	Quarter 4 (\$000)	Total Change (\$000)
STATEMENT OF FINANCIAL POSITION							
Assets							
Cash and cash equivalents	Various Activities	To reflect additional funds raised from higher rates revenue forecast	1,307				1,307
Property, plant and equipment	Various Activities	To reflect higher depreciation expenses forecast cause by higher asset revaluation in 2021/22	-8,299				-8,299
Cash and cash equivalents	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	5,933				5,933
Trade and other receivables	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	1,777				1,777
Prepayments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	216				216
Inventories	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	-252				-252
Property, plant and equipment	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	52,847				52,847
Intangible assets	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	424				424
Biological assets	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	-293				-293
Investment property	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	231				231
Other financial assets - other investments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	-2,251				-2,251
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	481				481
Cash and cash equivalents	Investments	Funds from sale of investment property in 2021/22 used to repay borrowings	-10,000				-10,000
Total Forecast Adjustments to Assets			42,121	0	0	0	42,121
Liabilities							
Trade and other payables	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	-4,955				-4,955
Provisions	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	0				0
Employee benefit liabilities	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	254				254
Borrowings	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	8,348				8,348
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	-1,904				-1,904
Borrowings	Investments	Funds from sale of investment property in 2021/22 used to repay borrowings	-10,000				-10,000
Total Forecast Adjustments to Liabilities			-8,257	0	0	0	-8,257
Equity							
Retained earnings	Various Activities	Movements in operating surplus (deficit) and other reserves	-6,992				-6,992
Retained earnings	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	7,290				7,290
Other reserves	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	50,080				50,080
Total Forecast Adjustments to Equity			50,378	0	0	0	50,378

Statement of Comprehensive Revenue and Expense

For the year ending 30 September 2022

	YTD Actual Sep 2022 (\$000)	YTD Forecast Sep 2022 (\$000)	Full Year Forecast 2023 (\$000)	Annual Plan 2023 (\$000)
REVENUE				
Rates and penalties	16,771	16,771	67,084	65,777
Fines	93	151	605	605
Subsidies and grants	2,198	3,387	13,549	13,549
Direct charges revenue	5,366	6,028	24,350	24,350
Rental revenue	806	842	3,370	3,370
Finance revenue	240	173	692	692
Dividends & subvention revenue	0	0	5,089	5,089
Total revenue	25,474	27,352	114,739	113,432
EXPENSES				
Employee expenses	6,984	7,670	30,602	30,602
Depreciation and amortisation	10,022	10,022	40,322	32,023
Other expenses	12,122	13,710	51,377	51,377
Finance expenses	661	523	2,325	2,325
Total expenses	29,789	31,925	124,626	116,327
Net operating surplus (deficit)	(4,315)	(4,573)	(9,887)	(2,895)
Other gains/(losses)	0	185	742	742
Surplus / (deficit) before tax	(4,315)	(4,388)	(9,145)	(2,153)
Income tax expense	0	0	0	0
Surplus (deficit) after tax	(4,315)	(4,388)	(9,145)	(2,153)
OTHER COMPREHENSIVE REVENUE AND EXPENSE				
Property, plant and equipment revaluation gain (loss)	0	0	0	0
Carbon credit revaluation gains/(losses)	0	0	0	0
Cash flow hedges	0	0	0	0
Total other comprehensive revenue and expense	0	0	0	0
TOTAL COMPREHENSIVE REVENUE AND EXPENSE	(4,315)	(4,388)	(9,145)	(2,153)

Statement of Financial Position

AS AT 30 September 2022

	YTD Actual	Full Year Forecast	Draft Annual Report
	Sep 2022	2023	2022
	(\$000)	(\$000)	(\$000)
ASSETS			
Cash and cash equivalents	10,457	9,903	18,596
Trade and other receivables	2,296	13,426	13,153
Prepayments	1,660	1,305	1,279
Inventories	482	499	481
Non-current assets held for resale	0	0	0
Property, plant and equipment	1,083,638	1,119,139	1,083,209
Intangible assets	3,110	3,179	3,179
Biological assets	3,848	3,953	3,848
Investment property	26,761	26,761	26,761
Investment in CCOs and similar entities	76,569	84,069	76,569
Other financial assets - other investments	48,892	41,013	40,237
Derivative financial instruments	0	481	481
TOTAL ASSETS	1,257,713	1,303,728	1,267,793
LIABILITIES			
Trade and other payables	9,178	15,305	15,070
Provisions	928	928	928
Employee benefit liabilities	3,587	3,789	3,707
Borrowings	102,308	146,825	102,062
Derivative financial instruments	0	0	0
Total liabilities	116,001	166,847	121,767
TOTAL EQUITY			
Retained earnings	365,086	542,500	398,037
Other reserves	776,626	594,381	747,989
Total equity	1,141,712	1,136,881	1,146,026
TOTAL LIABILITIES AND EQUITY	1,257,713	1,303,728	1,267,793