



PERFORMANCE REPORT

For the year ending 31 December 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

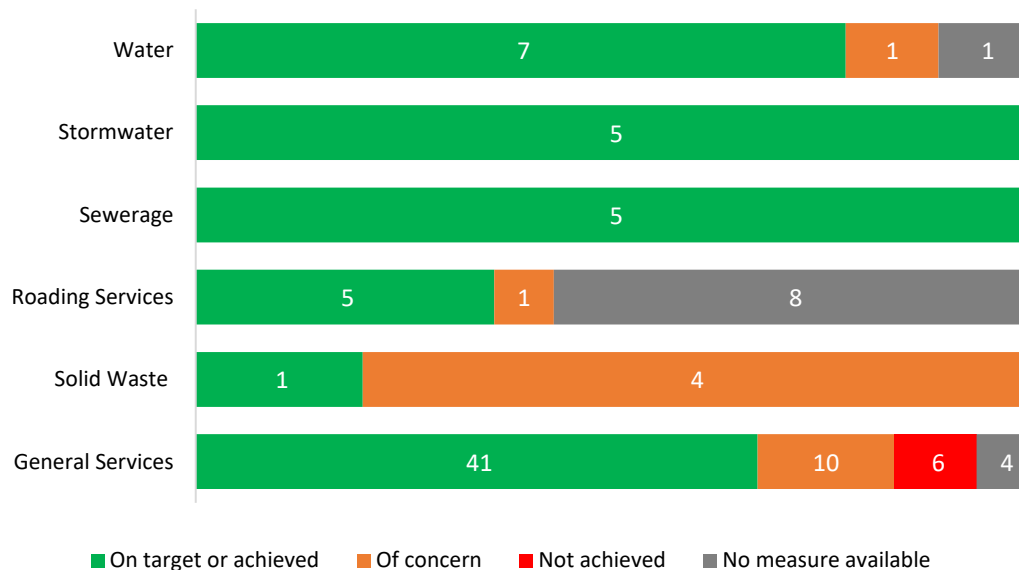
Net Operating surplus / (deficit)	
If Variance is positive	
If Variance is negative:	
Variance as % of forecast <6%	
Variance as % of forecast >6%	



Performance Summary

AS AT 31 December 2022

Level of service performance



Commentary - Level of service performance

As Council reaches the halfway point of this financial year, it is continuing to deliver on its core services and maintaining the improvements on visitor numbers across Council facilities. In total, 65 of the 99 performance measures are currently on target. There are 16 which are currently 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. There is no substantive change from the first quarter.


The Rooding Activity is currently performing well (while noting much data is only interim and final figures are not available until the end of year) with the exception of road traffic accidents which continues to be an issue, with one fatality experienced this year.

Solid Waste results continue to track below target in a number of areas, however, this is generally consistent with annual trends in this space. There is a concerning trend emerging around the high levels of contamination in the recycle stream and this is being monitored closely.

Performance Summary

AS AT 31 December 2022

Commentary - Level of service performance



As was in quarter one, Council in quarter two 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. Passenger transport numbers remain down – the residents survey will target this service next quarter which should give improved understanding of what might be done to lift numbers. The freight issues experienced by the Library in Quarter One have now been resolved, meaning that their collection is now meeting requirements to be current.

Regulatory Services is legislatively required to maintain 100% targets for processing, 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 internally, 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 over the last three quarters.

Performance Summary

AS AT 31 December 2022

Financial performance YTD (\$000)

Net operating surplus / (Deficit)

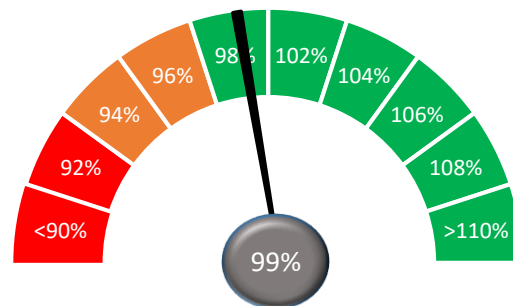
Actual: **(\$9,612)**

Forecast: (\$9,587)
Variance: (\$25) unfavourable

Revenue

Actual: **\$53,275**

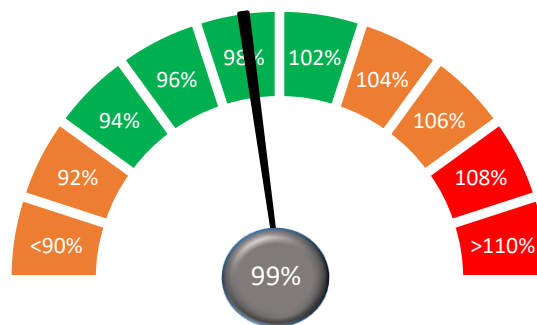
Forecast: \$53,888
Variance: (\$613) unfavourable



Expenditure

Actual: **\$62,887**

Forecast: \$63,475
Variance: \$588 underspent



	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	33,320	33,542	- 222		67,084	65,777
Subsidies and grants	5,885	6,313	- 428		12,173	13,549
Income from activities	13,059	13,021	+ 38		27,322	28,325
Investment revenue	1,011	1,012	- 1		7,562	5,781
Total revenue	53,275	53,888	- 613		114,141	113,432
Employee expenses	15,422	15,615	+ 193		30,602	30,602
Other expenses	25,643	26,159	+ 516		51,377	51,377
Finance expenses	1,498	1,346	- 152		3,225	2,325
Depreciation	20,324	20,355	+ 31		41,096	32,023
Total expenses	62,887	63,475	+ 588		126,300	116,327
Net operating surplus / (deficit)	(9,612)	(9,587)	- 25		(12,159)	(2,895)

Performance Summary

AS AT 31 December 2022

Net operating surplus by activity group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Water	(138)	(346)	+ 208		(455)	1,756
Stormwater	355	224	+ 131		775	805
Sewerage	(1,546)	(1,722)	+ 176		(2,997)	368
Roading Services	(701)	(1,079)	+ 378		(1,435)	2,640
Solid Waste	197	(306)	+ 503		(570)	(953)
General Services	(7,776)	(6,357)	- 1,419		(7,477)	(7,511)
Council	(9,609)	(9,586)	- 23		(12,159)	(2,895)

Commentary

For the six months to 31 December 2022, excluding depreciation the Council had a surplus of \$10.7 million. This is \$0.1 million lower than forecast (\$10.8 million). Including depreciation, Council had a deficit for the first half of the year of \$9.6 million, this is on par with the \$9.6 million deficit forecast.

Total revenue for the six months was \$53.3 million and is lower than forecast by \$0.6 million. The key variances include:

- No subsidy claim accrual included for Waka Kotahi for December. This is due to limited availability of key information and staff during early January. This has now been attended to.
- Timing of other subsidy revenue for Bluff recreation project and ILT Swim School was forecast for quarter two but are now expected in quarter three.

Total expenditure for the six months was \$62.9 million and is lower than forecast by \$0.6 million.

The key variances include:

- Lower repairs and maintenance expenses continued during the second quarter due to material and contractors availability. This has improved since last quarter and should continue to increase over the rest of the year with better weather conditions and availability to improve.
- Differences between projected staff movements and actuals. This includes timing of staff turnover and vacancy fulfilment.

Performance Summary

AS AT 31 December 2022

Commentary

Forecast Changes

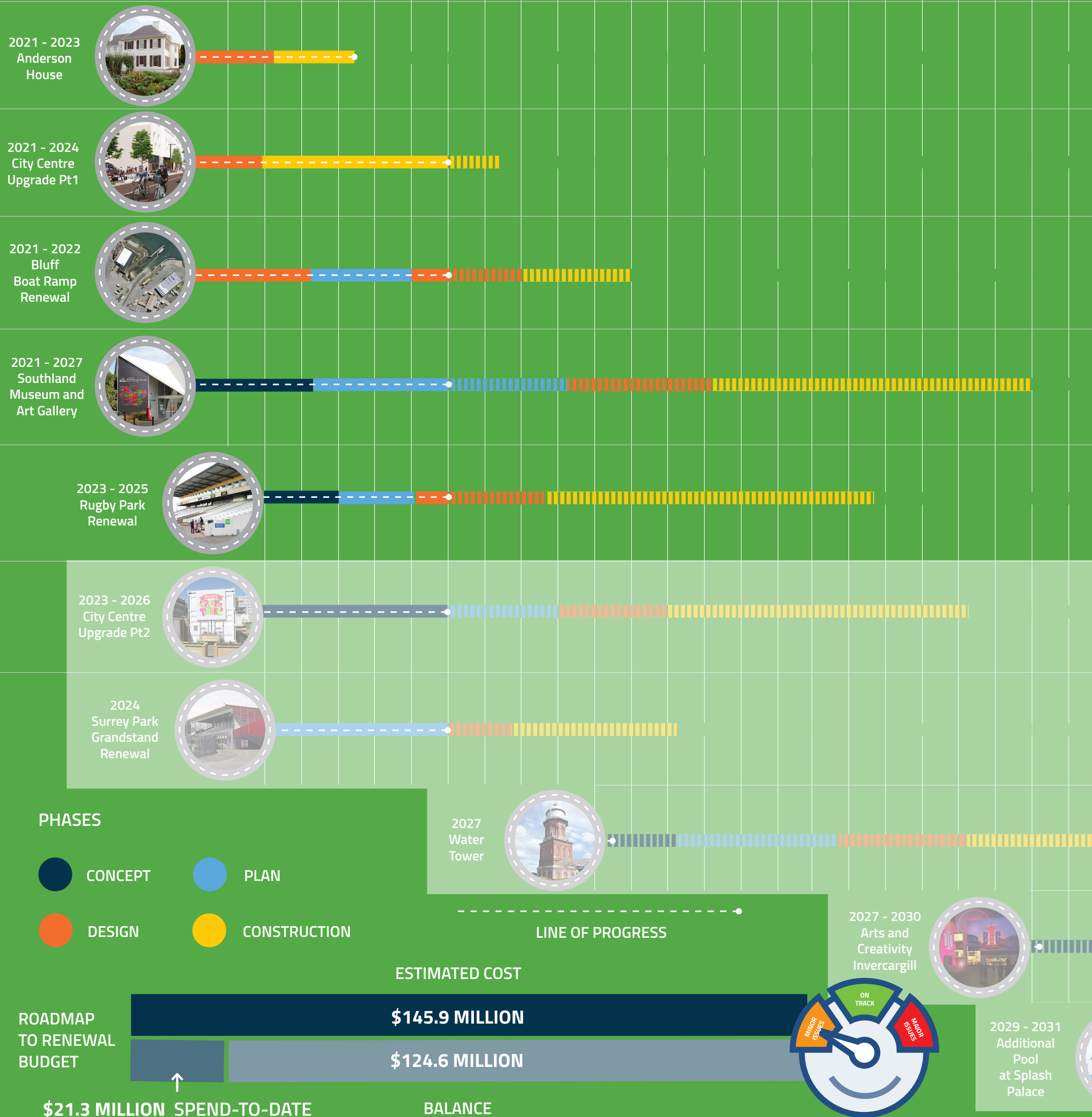
A number of forecast changes have been identified during the preparation of this quarterly performance report. These are changes from the numbers that were budgeted in the 2022/23 Annual Plan. The changes are detailed in the Schedule of Forecast Changes section of the Performance report attachment.

The key forecast changes that Council will be asked to approve are:

- A \$1.4 million decrease to subsidy revenue for 2022/23 to align with when subsidy income can be recognised for accounting purposes,
- A \$0.9 million increase in interest expense to reflect increasing interest rates in the borrowing market,
- A \$1.8 million increase in interest revenue to reflect increasing interest rates in the term deposit market and ICL advance investment return,
- \$0.8 million of additional depreciation expense as a result of revision of the revaluation of three waters, roading and operational building assets at 30 June 2022.
- A reduction of \$1.0 million in operating revenue to reflect trend changes.

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



City streets stage 1 is in the final stages for both Don and Esk streets, with completion planned for the end of April for all major works.

The warm weather has slowed planting on city streets and airport roads, as soon as we see more rain and cooler weather, we will resume these works.

Council is currently considering whether the scope of City Streets Stage 2 needs to be adapted.

The Museum Storage facility at Tisbury is progressing well, with the main building dig complete; all storage racking orders have been placed with suppliers, and design work is complete.

Rugby Park stage 1 is complete with work on the media tower currently being assessed to confirm it now meets Earthquake standards. The project is paused for Council to consider scope and timing for the rest of the project.

Sea bed work has been undertaken at Bluff for the boat ramp, and engineers are now working on final designs for piles and gangways. We're on track to see construction mid-year.

Surrey Park is paused for Council to consider further the scope and timing of this project.



Capital Expenditure Summary

AS AT 31 December 2022

Commentary








The capital forecast for 2022/2023 has reduced from \$79.8 million in the Annual Plan to \$59.2 million based on current expectations and discussions with Council.

Movements include:

- The reapportionment of project costs for Project 1225 (\$5.1 million) and Branxholme Supply line renewal (\$5.4 million) later into the timeline of the projects to align with expected spend.
- Deferring \$1.2 million for Rugby Park to 2024/2025, \$1.1 million for Housing innovation to 2023/2024, \$1.4 million for Library, Scottish Hall and Parks buildings to 2023/2024 and \$1.6 million Bluff Hill -Active Recreation Hub Carpark redevelopment to 2023/2024. These projects are still in initial stages and construction will not commence this year.
- The realignment of the Roothing programme with Waka Kotahi forecast has resulted in a reduction of the programme by \$4.4 million. The realignment was required as the finalised Waka Kotahi forecast was not available at time of approving the 2022/2023 Annual Plan.
- The realignment of the budget of City Centre – Stage 1 to the Long-term Plan capital figure of \$20.8 million. This is to correct an administration error that occurred in the Annual Plan 2022/2023.

Although a small number of capital projects are below YTD forecast, it is expected that they will meet their forecast by year end.

Capital Expenditure by activity group

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	A/Plan Planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Water	7,322	6,878	+ 444	 53%	13,757	18,973
Stormwater	1,162	2,171	- 1,009	 27%	4,342	5,692
Sewerage	2,475	2,124	+ 351	 58%	4,249	4,463
Roothing Services	4,896	4,993	- 97	 56%	8,685	13,191
Solid Waste	14	50	- 36	 14%	100	100
General Services	10,463	14,069	- 3,606	 37%	28,097	37,368
Council	26,332	30,286	- 3,954	 44%	59,230	79,787

Capital Expenditure Summary

AS AT 31 December 2022

Road map to renewals projects

See Roadmap to renewals table for progress details on projects

Project		Actual	Forecast	% of	Amended
		(\$000)	(\$000)	forecast spent %	LTP Planned capital (\$000)
Anderson House	2022/23	141	143	99%	204
	LTP	1,407	1,400	101%	1,400
City Centre - Stage 1	2022/23	5,858	12,005	49%	5,925
	LTP	17,421	20,800	84%	20,800
City Centre - Stage 2	2022/23	-	91	0%	2,300
	LTP	108	13,600	1%	13,600
Museum redevelopment (Project 12 25)	2022/23	1,059	5,058	21%	10,090
	LTP	1,758	65,460	3%	65,460
Bluff Boat Ramp renewal	2022/23	0	546	0%	1,000
	LTP	299	1,800	17%	1,800
Rugby Park renewal	2022/23	283	491	58%	1,676
	LTP	283	4,900	6%	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	0	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	7,343	18,384	40%	21,195
	LTP	21,281	145,860	15%	145,860



Water

Wai

Commentary

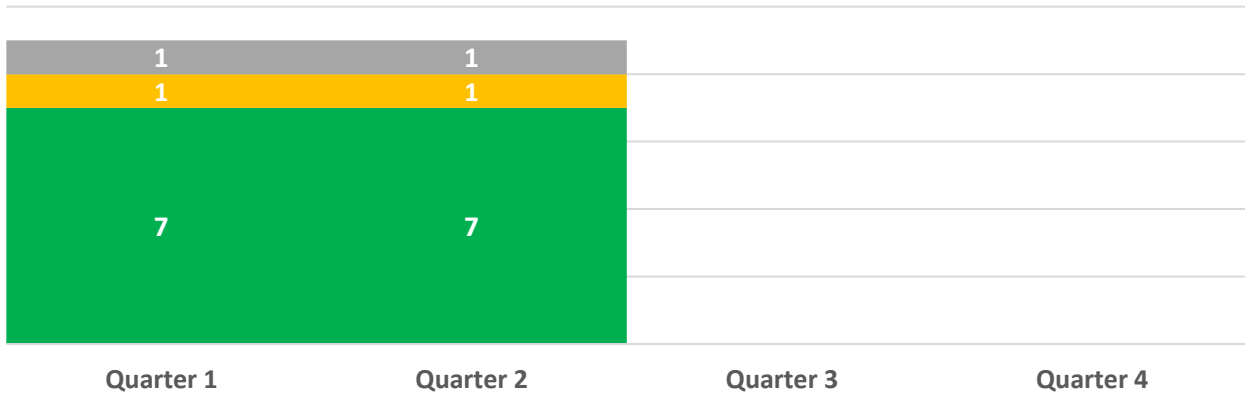
The Water Activity has continued to ensure the delivery of a safe water supply to Invercargill properties. In the second quarter, the activity is on track to deliver all but one of their KPIs, with responses to non-urgent call-outs happening just outside the targeted five day window. Council is working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

Other expenses remain under forecast but is anticipated to increase during the summer months subject to contractor availability.

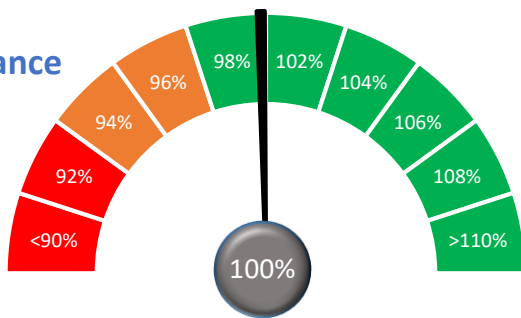
The Branxholme pipeline stage one is on track to see the last 900 metres laid in the ground by the end of the Feb; drill shots were completed on time and to budget.

Level of Service

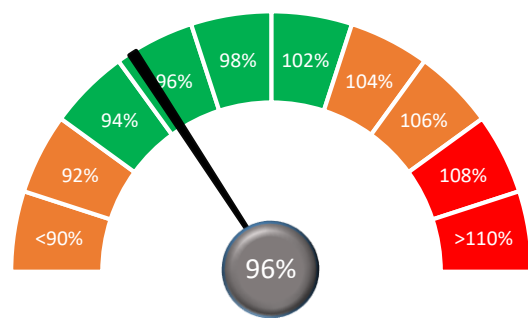
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

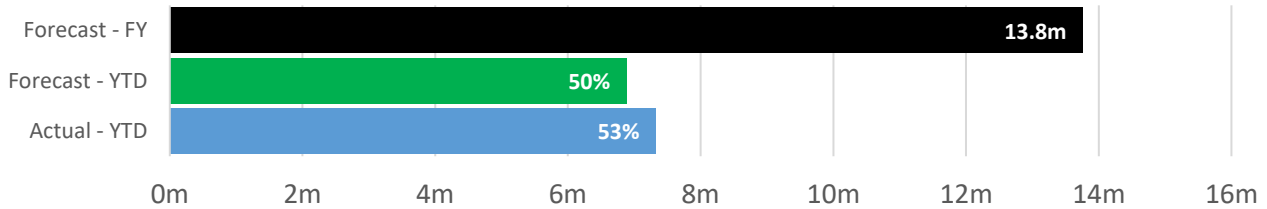
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 5,471,000	\$ 5,609,000	(\$ 138,000)
Forecast YTD:	\$ 5,481,000	\$ 5,827,000	(\$ 346,000)
Variance:	- \$ 10,000 Unfavourable	+ \$ 218,000 Underspent	+ \$ 208,000 Favourable



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 44m	Green	0h 16m
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 25m	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	6d 1m		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	6d 22m		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	242		318
The total number of complaints received by Council per 1,000 connections about any of the following: - 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	0.73		0.90



Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
Rates and penalties	4,651	4,651	-		9,302	9,236
Subsidies and grants	-	-	-		-	-
Income from activity	820	830	- 10		1,659	1,659
Investment revenue	-	-	-		-	-
Total revenue	5,471	5,481	- 10		10,961	10,895
Employee expenses	-	-	-		-	-
Other expenses	2,405	2,622	+ 217		4,440	4,440
Finance expenses	-	-	-		182	182
Depreciation	3,204	3,205	+ 1		6,794	4,517
Total expenses	5,609	5,827	+ 218		11,416	9,139
Net operating	(138)	(346)	+ 208		(455)	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	213	5	+ 208	2126%	10	660
	Unexpected replacement of UV tubes occurred in late quarter 2, after the forecast was reduced.					
Pumping stations renewals	548	614	- 66	45%	1,227	1,154
Pipe renewals	944	960	- 15	49%	1,919	1,300
Branxholme pipeline	5,461	5,237	+ 225	52%	10,473	15,859
	Branxholme pipeline stage one is on track to see the last 900 metre in the ground by the end of the Feb; drill shots were completed on time and to budget.					



Sewerage

Waikeri

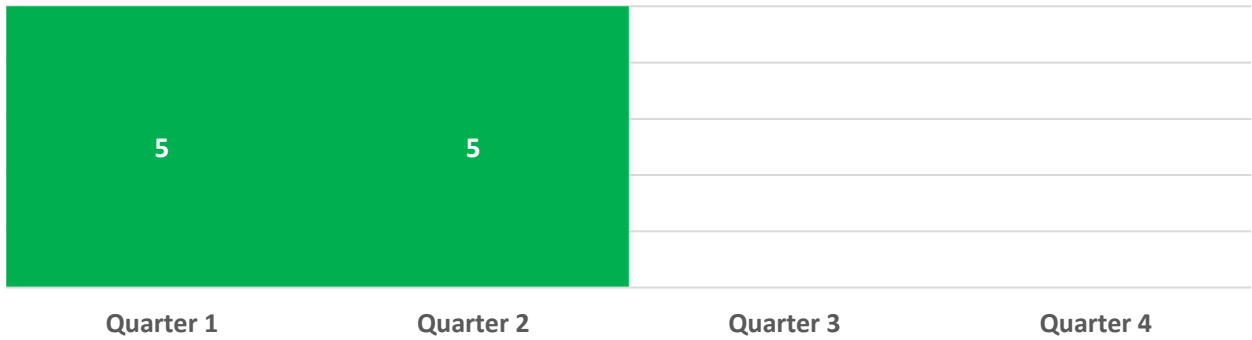
Commentary

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 two.

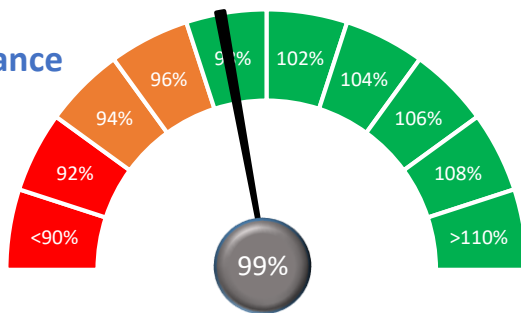
Revenue continues to recover with increased trade waste fees received during the summer periods. This will have a flow on effect onto operating expenses.

Level of Service

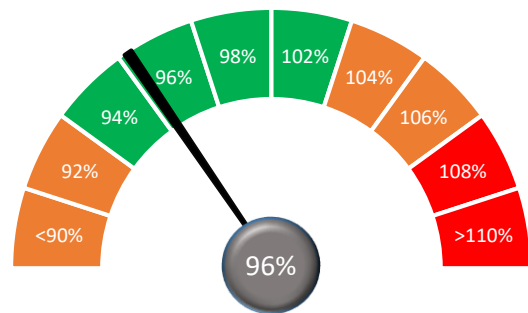
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

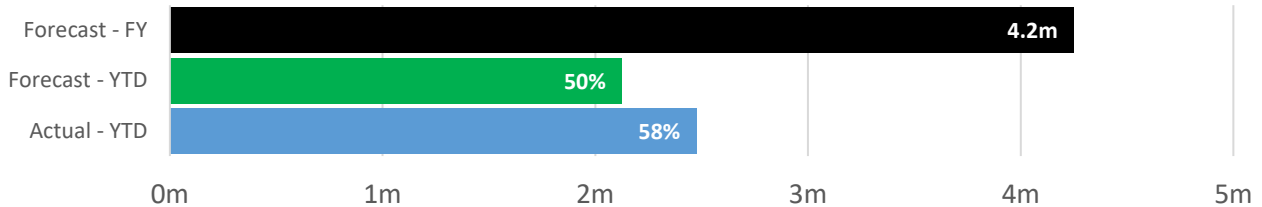
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 4,026,000	\$ 5,572,000	(\$ 1,546,000)
Forecast YTD:	\$ 4,075,000	\$ 5,797,000	(\$ 1,722,000)
Variance:	- \$ 49,000 Unfavourable	+ \$ 225,000 Underspent	+ \$ 176,000 Favourable



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	0.27	Green	0.17
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	18m	Green	0.01
(b) The median response time to resolve emergency blockages	DIA	<6 hours	1h 18m	Green	0.06
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about:		Max 4	0.35	Green	1.39



Sewerage

Waikeri

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	3,581	3,581	-		7,163	7,147
Subsidies and grants	-	-	-		-	-
Income from activity	445	494	- 49		988	988
Investment revenue	-	-	-		-	-
Total revenue	4,026	4,075	- 49		8,151	8,135
Employee expenses	9	6	- 3		13	13
Other expenses	1,666	1,894	+ 228		3,268	3,268
Finance expenses	-	-	-		-	-
Depreciation	3,897	3,897	-		7,867	4,486
Total expenses	5,572	5,797	+ 225		11,148	7,767
Net operating	(1,546)	(1,722)	+ 176		(2,997)	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	118	290	- 172	20%	580	1,480
	Programme slowed to allow funds to be reallocated to pipe renewal					
Pipe renewals	2,200	1,713	+ 486	64%	3,427	2,740
	Projects are at advanced stages including the Kennington pipe line renewal expected to be completed in quarter 3					



Stormwater

Wai tupuhi

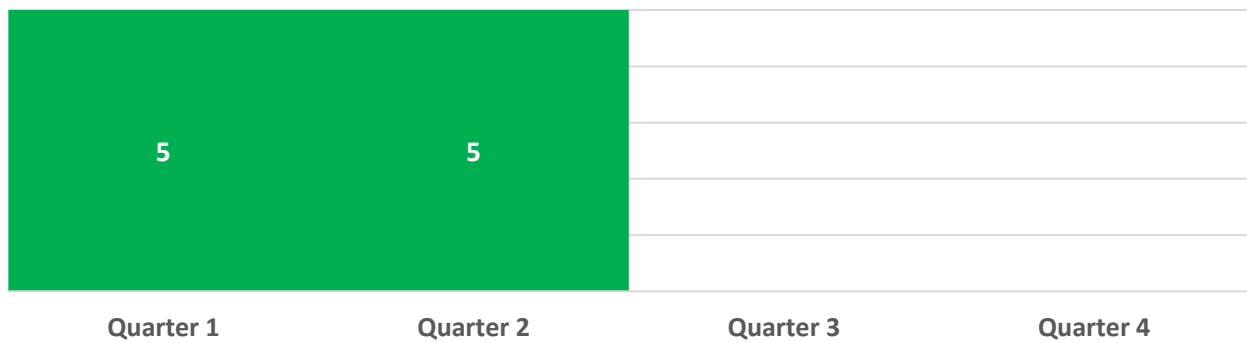
Commentary

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 two.

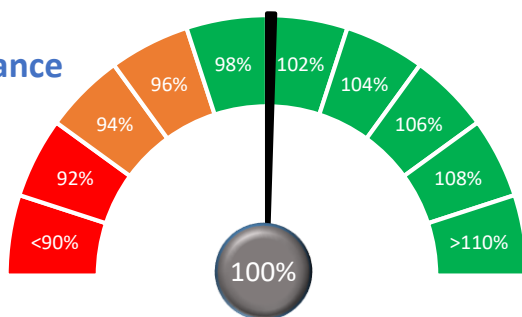
Other expenses remain under forecast but is anticipated to increase during the summer months subject to contractor availability.

Level of Service

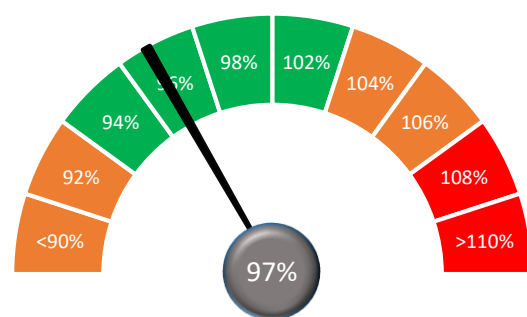
- On target or achieved
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Finance



Revenue YTD



Expenditure YTD

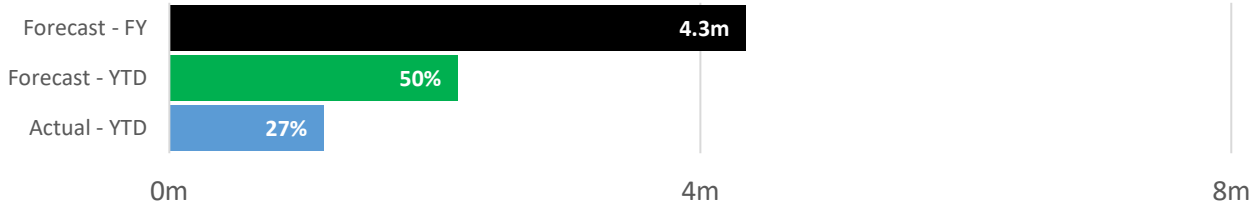
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 4,043,000	\$ 3,688,000	\$ 355,000
Forecast YTD:	\$ 4,041,000	\$ 3,817,000	\$ 224,000
Variance:	+ \$ 2,000 Favourable	+ \$ 129,000 Underspent	+ \$ 131,000 Favourable



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	25m	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	2



Stormwater

Wai tupuhi

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	2,986	2,986	-		5,972	5,884
Subsidies and grants	1,044	1,050	- 6		1,647	1,647
Income from activity	13	5	+ 8		9	9
Investment revenue	-	-	-		-	-
Total revenue	4,043	4,041	+ 2		7,628	7,540
Employee expenses	-	-	-		-	-
Other expenses	1,434	1,552	+ 118		2,360	2,360
Finance expenses	-	-	-		-	-
Depreciation	2,254	2,265	+ 11		4,493	4,375
Total expenses	3,688	3,817	+ 129		6,853	6,735
Net operating	355	224	+ 131		775	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	105	1,644	- 1,539	3%	3,289	3,290
Delays in getting designs completed and tendered. (Dee st & Deveron st)						
Stead Street stop bank	1,055	524	+ 530	101%	1,049	2,097
Majority of project completed with Art work still to be installed.						



Roading Services

Ratonga rori

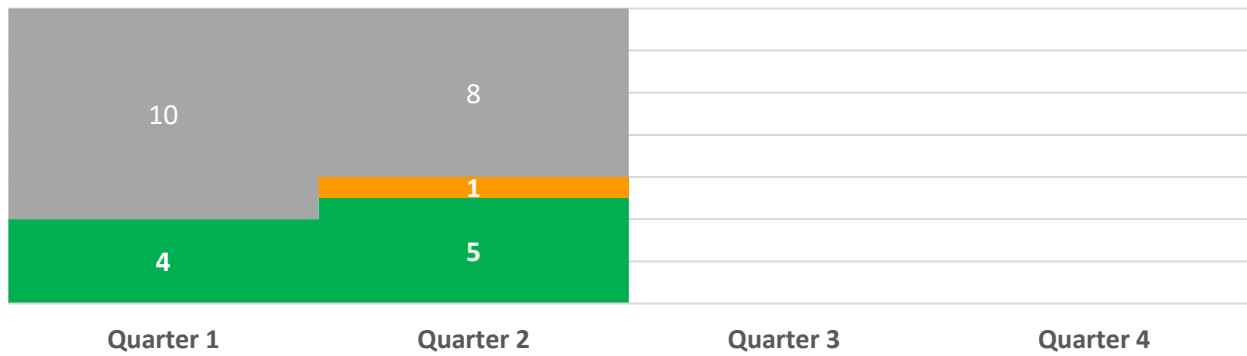
Commentary

The Roothing 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 two as they are annual measures. Where data is available the activity is currently on target.

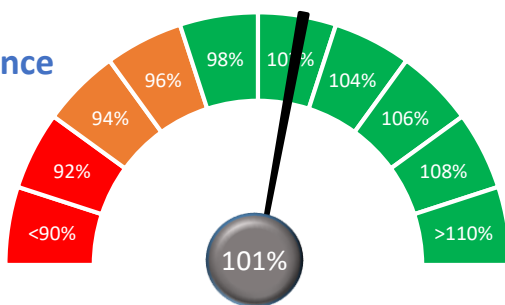
Other expenses remain under forecast but is anticipated to increase during the summer months subject to contractor availability.

Level of Service

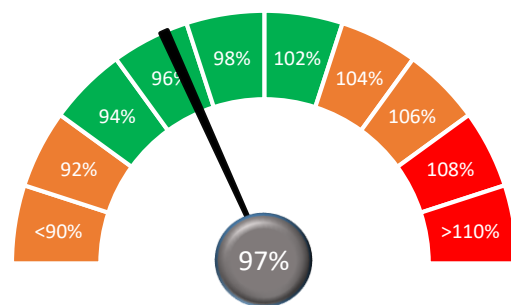
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

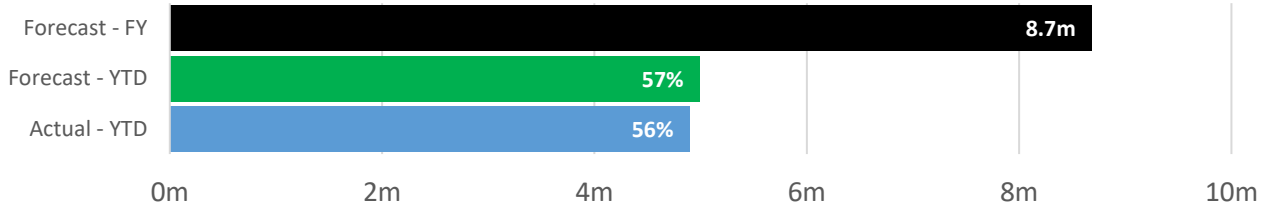
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 9,092,000	\$ 9,793,000	(\$ 701,000)
Forecast YTD:	\$ 8,992,000	\$ 10,071,000	(\$ 1,079,000)
Variance:	+ \$ 100,000 Favourable	+ \$ 278,000 Underspent	+ \$ 378,000 Favourable



Roading 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	10 crashes to date (1 Fatality) and (10 Serious Injuries)		Annual
	All crash data continues to be monitored and feeds into decision making around roading infrastructure.				
Collective risk (crash density) – fatal and serious injury rate per km of road	ONRC	Decreasing annually	Data available annually		Annual
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	ONRC	Decreasing annually	Data available annually		Annual
The average quality of ride, on a sealed local road network, measured by smooth travel exposure	DIA & ONRC	Higher than national average	Data available annually		Annual
The percentage of the sealed local road network that is resurfaced	DIA	> 5.5%	Data available annually		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	Data available annually		Annual
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%	80%		83%
On target					
The number of unplanned road closures and the number of vehicles affected by closures annually	ONRC	< 8	Data available annually		Annual
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
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	Data available annually		Annual



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%	94%	On target	100%
Vandalised signs are promptly responded to and corrective actions commenced	ICC	> 85%	95%	On target	90%
Damaged traffic signals are attended to promptly	ICC	> 85%	100%	On target	100%

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	4,319	4,319	-	On target	8,637	8,637
Subsidies and grants	4,086	4,052	+ 34	On target	8,103	9,871
Income from activity	687	621	+ 66	On target	1,242	1,996
Investment revenue	-	-	-	On target	-	-
Total revenue	9,092	8,992	+ 100		17,982	20,504
Employee expenses	-	-	-	On target	-	-
Other expenses	3,592	3,843	+ 251	On target	7,063	7,063
Finance expenses	-	-	-	On target	-	-
Depreciation	6,201	6,228	+ 27	On target	12,354	10,801
Total expenses	9,793	10,071	+ 278		19,417	17,864
Net operating	(701)	(1,079)	+ 378		(1,435)	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.	2,547	2,437	+ 109	52%	4,875	7,775
Rehabilitation and drainage renewals	On track with realigned Waka Kotahi reforecast					
Footpath renewals	498	429	+ 69	66%	758	858
Low cost, low risk capital renewals	2,261	2,050	+ 211	55%	4,100	4,129



Solid Waste Management

Para

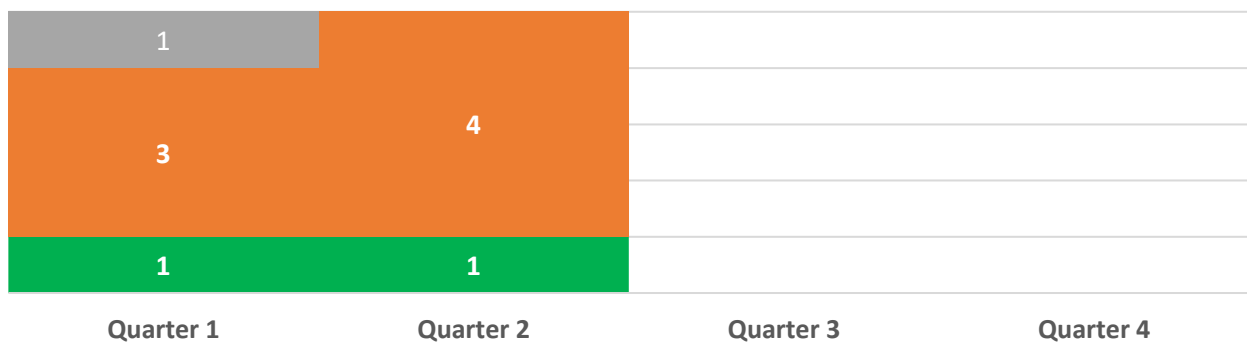
Commentary

Solid Waste results continue to track below target in a number of areas however this is generally consistent with annual trends in this space. There is a concerning trend emerging around the high levels of contamination in the recycle stream and this is being monitored closely. This is an area of ongoing focus, with education programmes sitting alongside investigations into the separation of recyclables as well as the contribution of commercial waste to landfill. More positively, currently the discarded materials rate per person, per annum is on track to meet its target.

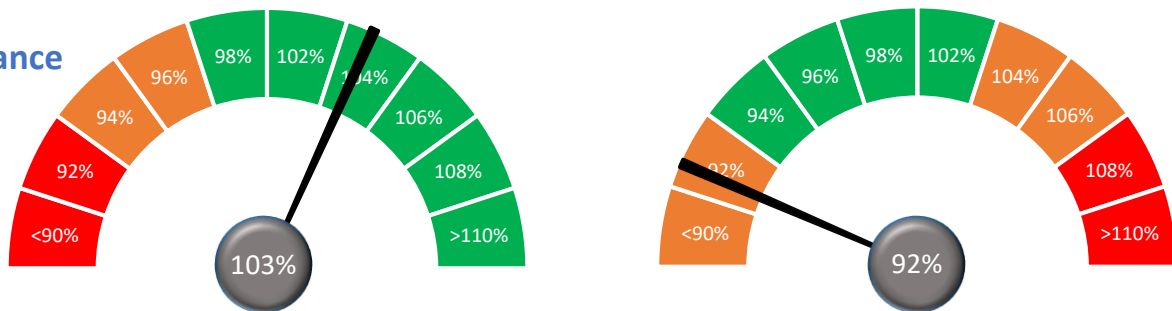
The transfer station expenses are lower than forecast due to timing of invoicing over the christmas period.

Level of Service

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



Finance



Revenue YTD

Expenditure YTD

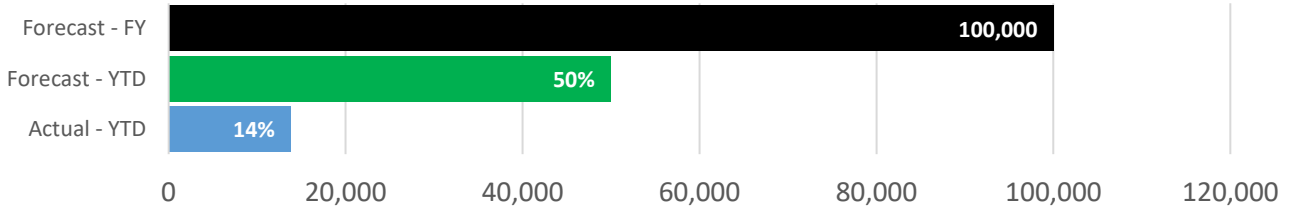
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 4,846,000	\$ 4,649,000	\$ 197,000
Forecast YTD:	\$ 4,720,000	\$ 5,026,000	(\$ 306,000)
Variance:	+ \$ 126,000 Favourable	+ \$ 377,000 Underspent	+ \$ 503,000 Favourable



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.	219		N/A	
At the end of Q2 2023 we are 218.6 Kg per capita						
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in kerbside recycling	ICC	Increasing trend	1,221		1,539
	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	5,407		5,747
	Continue to engage and communicate with the community.					
	Trend in solid waste to landfill	ICC	Decreasing trend	11,848		11,842
	Analysing the contribution of commercial waste to landfill to determine opportunities to divert commercial waste.					
	Trend in diverted material	ICC	Increasing trend	3,742		3,878
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	2,669	2,669	-		5,337	5,015
Subsidies and grants	-	-	-		-	-
Income from activity	2,177	2,051	+ 126		5,903	5,903
Investment revenue	-	-	-		-	-
Total revenue	4,846	4,720	+ 126		11,240	10,918
Employee expenses	-	-	-		1	1
Other expenses	4,403	4,781	+ 378		11,267	11,267
Finance expenses	-	-	-		52	52
Depreciation	246	245	- 1		490	551
Total expenses	4,649	5,026	+ 377		11,810	11,871
Net operating	197	(306)	+ 503		(570)	(953)



General Services

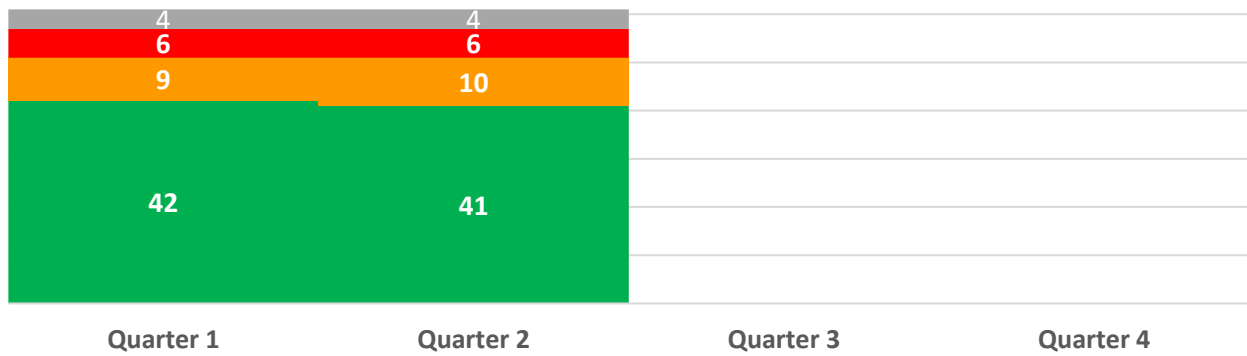
Ngā ratonga

Commentary

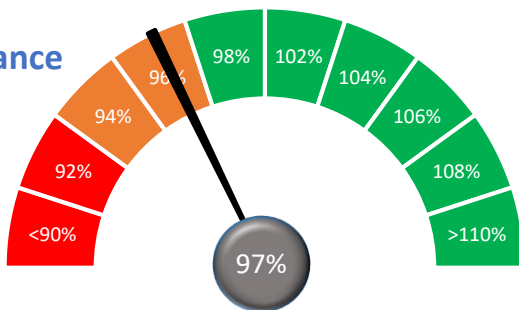
The General Services activity covers a range of activities of Council. Performance in each of these areas is reported individually.

Level of Service

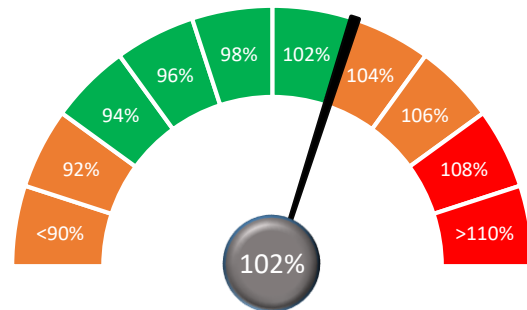
■ On target or achieved ■ Of concern
■ Not achieved ■ No measure available



Finance



Revenue YTD



Expenditure YTD

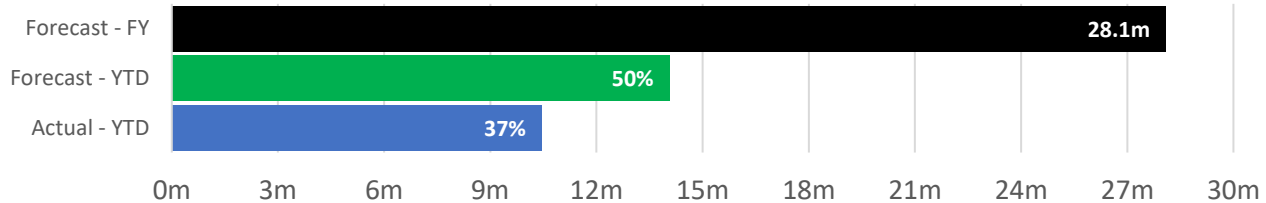
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 25,799,000	\$ 33,575,000	(\$ 7,776,000)
Forecast YTD:	\$ 26,581,000	\$ 32,938,000	(\$ 6,357,000)
Variance:	- \$ 782,000 Unfavourable	- \$ 637,000 Overspent	- \$ 1,419,000 Unfavourable



General Services

Ngā ratonga

Capital expenditure against forecast



Financials - General Services Group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	15,115	15,337	- 222		30,673	29,858
Subsidies and grants	756	1,211	- 455		2,423	2,031
Income from activity	8,917	9,021	- 104		17,521	17,770
Investment revenue	1,011	1,012	- 1		7,562	5,781
Total revenue	25,799	26,581	- 782		58,179	55,440
Employee expenses	15,413	15,609	+ 196		30,588	30,588
Other expenses	12,143	11,467	- 676		22,979	22,979
Finance expenses	1,498	1,346	- 152		2,991	2,091
Depreciation	4,521	4,516	- 5		9,098	7,293
Total expenses	33,575	32,938	- 637		65,656	62,951
Net operating	(7,776)	(6,357)	- 1,419		(7,477)	(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	208	136	+ 72		(25)	(230)
Regulatory Services	(294)	27	- 321		(135)	-
Parks and Reserves	59	43	+ 16		185	-
Libraries	113	134	- 21		150	-
Aquatic Services	(765)	(410)	- 355		(340)	-
Arts, Culture and Heritage	69	47	+ 22		2	-
Venue and Events Services	30	(74)	+ 104		(2)	-
Public Transport	(44)	(43)	- 1		141	(361)
Public Toilets	46	7	+ 39		(11)	-
Housing Care	(1,003)	(883)	- 120		(1,982)	(914)
Investments	(120)	(95)	- 25		5,252	4,512
Corporate Services	(6,076)	(5,042)	- 1,034		(9,756)	(10,518)
Property	(182)	(383)	+ 201		(956)	-
City Centre	183	183	-		-	-
Net operating	(7,776)	(6,353)	- 1,423		(7,477)	(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 redevelopment (Project 12 25)	1,059	2,529	- 1,470	 21%	5,058	10,090
	Storage facility underway and tracking to forecast. Racking Procurement is complete.					
City Centre - Stage 1	5,858	5,952	- 94	 49%	12,005	5,925
	The project forecast has been align to timing of cost projections.					
City Centre - Stage 2	-	45	- 45	0%	91	2,300
	Project paused at present pending review.					
Housing Care building improvements	185	465	- 281	 20%	931	2,847
	Lead designer appointment was delayed by 2 months. Full year forecast will be achieved. Resource and Building consents have been issued.					
Property file digitalisation	909	825	+ 84	 55%	1,650	1,733
	Progressing as forecasted					
Business Enhancement Programme (technology)	175	750	- 575	 12%	1,500	1,500
	Project planning has continued during first quarter with configuration workshops occurring in quarter 2.					
Rugby Park renewals	283	245	+ 37	 58%	491	1,676
	Media Tower work completed. Stage 2 investigation being carried out with report due May 2023.					
Bluff Boat Ramp renewal	0	273	- 273	0%	546	1,000
	Design work commenced with work expected to commence in Q4.					
Public Toilets renewals	78	50	+ 28	 78%	100	416
	Waikiwi Toilets installation underway					
Animal Care facility renewals	9	63	- 54	 7%	125	326
Anderson House strengthening	141	143	- 1	 99%	143	204
	Project complete					
Library building renewals	5	-	+ 5	 100%	-	335
	This work has been deferred to 2023/2024					
Splash Palace building renewals	298	281	+ 18	 53%	561	561
Civic building renewals	305	223	+ 82	 68%	446	555
	Report due to Council in April 2023					



General Services

Democratic Process

Commentary

The Community Wellbeing Fund has continued to perform well in the second quarter, and so far is on track to meet its targeted number of 25 activities and events supported in its second year of operation. Community satisfaction with opportunities for involvement in decision making continues to be an area of concern, and has now dropped back to a rating of 18% which remains well below the target of 50%.

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%	18%		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	16		22

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	3,796	3,796	-		7,591	7,357
Subsidies and grants	34	37	- 3		74	74
Income from activity	164	71	+ 93		141	161
Investment revenue	-	-	-		-	-
Total revenue	3,994	3,904	+ 90		7,806	7,592
Employee expenses	1,864	1,967	+ 103		3,554	3,554
Other expenses	1,910	1,791	- 119		4,256	4,256
Finance expenses	-	-	-		-	-
Depreciation	12	10	- 2		21	12
Total expenses	3,786	3,768	- 18		7,831	7,822
Net operating surplus / (deficit)	208	136	+ 72		(25)	(230)



General Services

Regulatory Services

Commentary

The Regulatory Services Activity is responsible for implementing national legislation in the Invercargill context, while focusing on community outcomes. There are 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. These trends are holding after trending upwards in recent quarters. The food and alcohol applications are continuing to meet their timeframes 100% 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 completed internal auditing in regard to the costs of service and have identified areas of improvement which are being addressed through fees and charges. This will not equate to being widespread charge increases across the board, rather it will be targeted towards ensuring a user-pays approach is applied that accurately captures the cost of delivering specific service types. Vacancies within the team mean we are still making use of contractor support and with the current timeframe for RMA reform in 2023 we envisage an increase in use of consultants noting it is currently indicating a surplus.

The court recovery revenue information was not available at time of reporting. Parking enforcement revenue has increased significantly in November and December, this is due to staffing levels increasing. Revenue across the Environmental Services business unit is on trend and will be monitored closely to ensure targets are met within each cost centre. Expenditure is slightly under budget.

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
Council has paid out \$1,377 in November – since the EQUIP funding was removed there is only the grants we pay out to assist building owners with EPB reports or façade enhancement. The speed is dictated entirely by external factors beyond our control I.E Engineers undertaking reports and tradesmen undertaking the work.					



General Services

Regulatory Services

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%		97%
	Minor procedural errors on approximately eight consents which are easily resolved but human nature being what it is makes it nigh on impossible to eliminate. However, as nationwide there is a lack of accredited staff and delays in the industry, this is a positive result.				
		100% of non-notified	93%		77%
	Compliance with statutory timeframes has held steady after trending upwards for previous last two quarters. Whilst this is falling short of the 100% it is still a significant improvement on previous year.				



General Services

Regulatory Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	516	516	-		1,032	1,032
Subsidies and grants	-	-	-		-	-
Income from activity	2,624	2,951	- 327		5,381	5,519
Investment revenue	-	-	-		-	-
Total revenue	3,140	3,467	- 327		6,413	6,551
Employee expenses	1,807	1,976	+ 169		3,508	3,508
Other expenses	1,618	1,454	- 164		3,021	3,021
Finance expenses	-	-	-		-	-
Depreciation	9	10	+ 1		19	22
Total expenses	3,434	3,440	+ 6		6,548	6,551
Net operating surplus / (deficit)	(294)	27	- 321		(135)	-



General Services

Parks and Reserves

Commentary

The Parks and Recreation Activity is maintaining their services again this quarter, and delivering across almost all of their performance measures. Currently sitting at 79% approval from the Resident Survey, they are very slightly below the target of 80% which is within the margin of statistical variation and may not indicate a specific change in sentiment, as is the number of visitors which to date is tracking under the target. The visitor numbers are likely to bump in quarter three as Invercargill residents make the most of summer.

Grants and Subsidies revenue is currently behind forecast with funding for the Bluff recreation Project was received January 2023.

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	79%		Annual
<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>					
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, Otepuni)	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		1.0
	Number of street trees (approximate number per 1000)		Maintain	109		109
	Gardens/ Horticultural planted beds (m ² per 1000)		4,701m ²	4,701m ²		4,701m ²
	Grass Mowing (hectares per 1000 residents)		8.1ha	8.1ha		8.1ha
	Trails (km per 1000 residents) note: assessed numbers		700.4m	700.4m		700.4m
	Percentage of health and safety complaints are investigated and mitigated where		100%	100%		100%
	Community groups are working with Council to implement pest control		Maintained or increasing	3		4
	Omai Landcare Group, BHMET, Otatara Landcare Group					
Number of visitors per head of Invercargill population identified through annual user surveys		Increasing use	407,638		Increasing use	
Currently visitor numbers are tracking at under half of last year's total, however, Q3 is likely to show a much higher increase due to the seasonal nature of park visitation.						



General Services

Parks and Reserves

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	3,490	3,490	-		6,980	6,980
Subsidies and grants	11	328	- 317		656	656
Income from activity	1,688	1,431	+ 257		2,861	2,711
Investment revenue	-	-	-		-	-
Total revenue	5,189	5,249	- 60		10,497	10,347
Employee expenses	2,454	2,521	+ 67		5,067	5,067
Other expenses	2,364	2,379	+ 15		4,635	4,635
Finance expenses	-	-	-		-	-
Depreciation	312	306	- 6		610	645
Total expenses	5,130	5,206	+ 76		10,312	10,347
Net operating surplus / (deficit)	59	43	+ 16		185	-



General Services

Libraries

Commentary

The Library Activity is maintaining a current collection, which has now seen the delays in freight deliveries experienced in quarter one, resolved moving forward. Visitor numbers continue to return to pre-Covid levels, which should help the library meet their target this year. Customer satisfaction is highlighted as an area of focus, as the library continues to sit just below the target of 85%, however, this is just a snapshot and may adjust as the data reaches a higher level of statistical confidence.

Income remains below target which reflects the removal of overdue fines in July 2022. A book sale is being held in January 2023 as a way to get closer to the target income level.

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%	62%		62%
	Delays in freight deliveries now resolved.				
Percentage of library customers who rate the library collections as satisfactory or greater in annual residents' survey		>85%	80%		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	251,172		231,489



General Services

Libraries

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,500	1,500	-		2,999	2,999
Subsidies and grants	-	3	- 3		5	5
Income from activity	27	58	- 31		116	116
Investment revenue	-	-	-		-	-
Total revenue	1,527	1,561	- 34		3,120	3,120
Employee expenses	888	911	+ 23		1,874	1,874
Other expenses	257	247	- 10		483	483
Finance expenses	-	-	-		-	-
Depreciation	269	269	-		613	763
Total expenses	1,414	1,427	+ 13		2,970	3,120
Net operating surplus / (deficit)	113	134	- 21		150	-



General Services

Aquatic Services

Commentary

In quarter two, the Aquatic Services activity has continued to deliver with a high number of visitors and safe, accessible pools available for use. The user satisfaction level continues to be of concern with Resident Survey result dropping slightly in quarter two. As more data is collected throughout the year, it is anticipated a more complete picture of this satisfaction will be available.

Revenue is behind forecast, however ILT grant funding has yet to be approved which we expect approval to be mid-February. Income from activity is behind forecasted but is significantly improved on previous years and is expected to continue to improve as participation grows. Employee expenses are being closely monitored, currently ahead of forecast. Other expenses has increased due the retail and cafe operations requiring increased inventory purchases.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of visits per head of (Invercargill City) population		>6.5	6.62		4.95
	Numbers coming back to pre-covid levels				
User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above		85%	67%		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.				
Time when a minimum of four 25 metre public lanes are available for swimming		95%	98%		91%
Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010		100%	100%		100%



General Services

Aquatic Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	11	11	-		21	21
Subsidies and grants	-	87	- 87		173	173
Income from activity	976	1,133	- 157		2,266	2,603
Investment revenue	-	-	-		-	-
Total revenue	987	1,231	- 244		2,460	2,797
Employee expenses	1,001	962	- 39		1,587	1,587
Other expenses	741	668	- 73		1,191	1,191
Finance expenses	-	-	-		-	-
Depreciation	10	11	+ 1		22	19
Total expenses	1,752	1,641	- 111		2,800	2,797
Net operating surplus / (deficit)	(765)	(410)	- 355		(340)	-



General Services

Arts, Culture and Heritage

Commentary

He Waka Tuia continues to meet its visitor number targets, with 9,594 visitors in total in the first two quarters – this is well on the way to meet the target of 14,000 visitors for the year. There continues to be a challenge in meeting the satisfaction rating, which at 17% is similar to last year. It is notable that this figure encapsulates all respondents to the Resident Survey, not just those who have actually visited He Waka Tuia.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Number of visits		14,000	9,594		3,782
Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Customer satisfaction rating is satisfactory or above		7-8 (70%-80%)	17%		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	954	970	- 16		1,940	1,940
Subsidies and grants	-	-	-		-	-
Income from activity	648	645	+ 3		1,291	1,291
Investment revenue	-	-	-		-	-
Total revenue	1,602	1,615	- 13		3,231	3,231
Employee expenses	307	345	+ 38		795	795
Other expenses	1,151	1,148	- 3		2,285	2,285
Finance expenses	-	-	-		-	-
Depreciation	75	75	-		149	151
Total expenses	1,533	1,568	+ 35		3,229	3,231
Net operating surplus / (deficit)	69	47	+ 22		2	-



General Services

Venue and Events Services

Commentary

The Council venues continue to deliver across most of their performance measures, with the outlier still the vaccination clinic which was counted as a single booking and as such significantly impacts the result for the Victoria and Drawing Rooms at the Civic Theatre. There is ongoing limitations with hiring out Rugby Park, which is also an area of concern, while the satisfaction measure has increased slightly but is still well short of the target of more than 80%.

Other expenses is higher than budgeted due to the opening of Andersons Park House, and community halls grants being fully paid in quarter one. With the closure of the vaccination clinic in December, revenue will start tracking back towards forecast as well as costs are expected to ease as useage of the Victoria rooms will reduce from a full time occupancy.

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	34	Green	31
		>28% occupancy rate	121 1/2 Days 17%	Green	18% (15 days occupied)
	Victoria and Drawing Rooms	>70 bookings	2	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	18	Green	NA
		>6 special interest events	6	Green	NA
		>35 community events	19	Green	6



General Services

Venue and Events Services

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	Expanding the use and awareness of the Scottish Hall as a venue for meetings and a range of social and cultural experiences	>40 bookings	42		17
		>18% occupancy rate	51 1/2 days 15%		17% (16 days occupied)
		>10 special interest events	27		NA
		>30 community events	16		8
	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	8		2
		>8% occupancy rate	20 1/2 Days 6%		2%
		>13 regional events	7		NA
		>12 community events	2		0
Number of visits per head of Inverclyde City population		40%	0.9 Vph 88% (47,671		39.2% (22,403 visits)
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good		>80%	46%		Not yet Measured
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

Venue and Events Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	173	173	-		345	345
Subsidies and grants	-	-	-		-	-
Income from activity	373	219	+ 154		438	431
Investment revenue	-	-	-		-	-
Total revenue	546	392	+ 154		783	776
Employee expenses	286	295	+ 9		451	451
Other expenses	224	165	- 59		322	322
Finance expenses	-	-	-		-	-
Depreciation	6	6	-		12	3
Total expenses	516	466	- 50		785	776
Net operating surplus / (deficit)	30	(74)	+ 104		(2)	-



General Services

Public Transport

Commentary

The Public Transport activity has four performance measures, three of which cannot be reported until year end. 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 were obtained via an onboard bus survey in December, these are still being collated.

Due to the lower passenger usage compared to pre-Covid levels, lower repairs and maintenance and administration costs have been incurred. This has been offset by lower fees revenue received. The Nov/Dec subsidy revenue claim with Waka Kotahi has yet to be processed at the time of this report. This includes the 50% subsidy for passenger fees.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Total public transport boardings		Year on Year increase	67,509		53,227
	Passenger numbers continue to be at similar levels as post covid and have not increased.				
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	482	477	+ 5		954	954
Subsidies and grants	684	757	- 73		1,515	1,123
Income from activity	43	236	- 193		471	425
Investment revenue	-	-	-		-	-
Total revenue	1,209	1,470	- 261		2,940	2,502
Employee expenses	-	-	-		-	-
Other expenses	1,206	1,465	+ 259		2,705	2,705
Finance expenses	-	-	-		-	-
Depreciation	47	48	+ 1		94	158
Total expenses	1,253	1,513	+ 260		2,799	2,863
Net operating surplus / (deficit)	(44)	(43)	- 1		141	(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 was repaired in quarter two and has reduced the variance from lower repairs & maintenance expenses costs 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%	94%		94%
One of the exeloo toilets required repairs to the door with extensive delays on receiving parts					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	377	377	-		753	753
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	377	377	-		753	753
Employee expenses	-	-	-		-	-
Other expenses	264	295	+ 31		616	616
Finance expenses	-	-	-		-	-
Depreciation	67	75	+ 8		148	137
Total expenses	331	370	+ 39		764	753
Net operating surplus / (deficit)	46	7	+ 39		(11)	-



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, 97% of Council remedial actions were in place within five days.

Rental revenue is below YTD forecast as rental increases are now applied at the tenancy anniversary date in accordance with the changes to the residential tenancies act. Other expenses are above YTD 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%	98%		99%
Requests for service are responded to and remedial action in place: - Urgent		24 hours	0 received		24
Requests for service are responded to and remedial action in place: - Non-Urgent		5 working days	97% within 5 days		5
To date this year, there have been 179 requests which were responded to within 1 day, 4 within 2-5 days, and 5 which were greater than 5 days. Staff on leave delayed response to non urgent information requests and contractor engagement delayed response on 1 service request					

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	751	799	- 48		1,598	1,558
Investment revenue	-	-	-		-	-
Total revenue	751	799	- 48		1,598	1,558
Employee expenses	-	-	-		-	-
Other expenses	688	621	- 67		1,457	1,457
Finance expenses	-	-	-		-	-
Depreciation	1,066	1,061	- 5		2,123	1,015
Total expenses	1,754	1,682	- 72		3,580	2,472
Net operating surplus / (deficit)	(1,003)	(883)	- 120		(1,982)	(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, and this is an area which continues to be reviewed.

The timing of when borrowing movements and investments made combined with higher interest rates has produced some variances within the YTD interest revenue and expenditure. The forecast has been adjusted to reflect current projections with continued increase in interest rates expected.

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	968	880	+ 88		1,760	1,760
Investment revenue	855	922	- 67		7,382	5,745
Total revenue	1,823	1,802	+ 21		9,142	7,505
Employee expenses	3	-	- 3		-	-
Other expenses	440	549	+ 109		896	896
Finance expenses	1,498	1,346	- 152		2,991	2,091
Depreciation	2	2	-		3	6
Total expenses	1,943	1,897	- 46		3,890	2,993
Net operating surplus / (deficit)	(120)	(95)	- 25		5,252	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 movements in rates income, change in training costs allocation and the movements to depreciation charge as a result of the asset revaluations at 30 June 2022.

It should be noted that the Other expenses forecast includes the recovery of employee expenses to capital projects. This is still to be applied to be processed for roadmap and infrastructure capital projects.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	399	610	- 211		1,220	639
Subsidies and grants	26	-	+ 26		-	-
Income from activity	622	594	+ 28		1,188	1,185
Investment revenue	156	90	+ 66		180	36
Total revenue	1,203	1,294	- 91		2,588	1,860
Employee expenses	6,802	6,631	- 171		13,749	13,749
Other expenses	98	(674)	- 772		(1,965)	(1,965)
Finance expenses	-	-	-		-	-
Depreciation	379	379	-		560	594
Total expenses	7,279	6,336	- 943		12,344	12,378
Net operating surplus / (deficit)	(6,076)	(5,042)	- 1,034		(9,756)	(10,518)



General Services

Property

Commentary

Repairs and maintenance expenses are running lower than forecast with work to continue 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	3,236	3,236	-		6,472	6,472
Subsidies and grants	-	-	-		-	-
Income from activity	33	5	+ 28		10	10
Investment revenue	-	-	-		-	-
Total revenue	3,269	3,241	+ 28		6,482	6,482
Employee expenses	1	2	+ 1		3	3
Other expenses	1,182	1,358	+ 176		2,944	2,944
Finance expenses	-	-	-		-	-
Depreciation	2,268	2,264	- 4		4,491	3,535
Total expenses	3,451	3,624	+ 173		7,438	6,482
Net operating surplus / (deficit)	(182)	(383)	+ 201		(956)	-



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	183	183	-		366	366
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	183	183	-		366	366
Employee expenses	-	-	-		-	-
Other expenses	-	-	-		133	133
Finance expenses	-	-	-		-	-
Depreciation	-	-	-		233	233
Total expenses	-	-	-		366	366
Net operating surplus / (deficit)	183	183	-		-	-

Support for external organisations

AS AT 31 December 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	221	417	196	417
Great South (Council controlled organisation)	825	1,800	975	1,800
Invercargill Public Art Gallery	157	323	166	323
Saving Grace (IC2 Trust)	-	100	100	100
Southland Indoor Leisure Centre Trust	525	700	175	700
Southland Regional Heritage Committee	501	1,038	537	1,038
Southland One Stop Shop Trust	30	27	(3)	27
Te Ao Marama Inc.	-	152	152	152
	2,279	4,697	2,418	4,697
<u>Other grants funds:</u>				
Community Wellbeing fund	164	565	401	565
Rugby Park Maintenance	-	350	350	350
Heritage Building Strategy fund	23	120	97	120
Facilities Maintenance fund	-	100	100	100
	187	1,135	948	1,135

Schedule of Forecast Changes

AS AT 31 December 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
Fines	Various Activities	Re-forecast to reflect current trends in revenue received		(42)			(42)
Subsidies and grants	Various Activities	Revised to align with timing of subsidies recognition based on when expenditure is forecasted		(1,376)			(1,376)
Direct charges revenue	Various Activities	Re-forecast to reflect current trends in revenue received		(987)			(987)
Rental revenue	Various Activities	Re-forecast to reflect current trends in revenue received		26			26
Finance revenue	Investments	Revised to reflect increasing interest rates in term deposits and ICL advance		1,781			1,781
Total Forecast Adjustments to Revenue			1,307	(598)	-	-	709
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	774			9,073
Finance expenses	Investments	Re-forecast of borrowings interest expenses based on borrowing levels and increasing interest rates		900			900
							-
							-
							-
Total Forecast Adjustments to Expenses			8,299	1,674	-	-	9,973
							-
							-
Total other comprehensive revenue and expense			-	-	-	-	-
Adjustments to Surplus / (Deficit) After Tax			(6,992)	(2,272)	-	-	(9,264)

Schedule of Forecast Changes

AS AT 31 December 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	188			1,965
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)	(1)			(253)
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)
Property, plant and equipment	Various Activities	Re-forecast capital expenditure profiles to reflect revised programme		(16,063)			(16,063)
Cash and cash equivalents	Investments	Re-forecast cash position to reflect revised operating forecast		(407)			(407)
Total Forecast Adjustments to Assets			42,121	(16,283)	-	-	25,838
Liabilities							
Trade and other payables	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(4,955)	1,095			(3,860)
Provisions	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	-				-
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)
Borrowings	Various Activities	Re-forecast borrowings profiles to reflect revised capital programme		(15,289)			(15,289)
Total Forecast Adjustments to Liabilities			(8,257)	(14,194)	-	-	(22,451)
Equity							
Retained earnings	Various Activities	Movements in operating surplus (deficit) and other reserves	(6,992)	(2,272)			(9,264)
Retained earnings	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	7,290	183			7,473
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	(2,089)	-	-	48,289

Statement of Comprehensive Revenue and Expense

For the year ending 31 December 2022

	YTD Actual Dec 2022 (\$000)	YTD Forecast Dec 2022 (\$000)	Full Year Forecast 2023 (\$000)	Annual Plan 2023 (\$000)
REVENUE				
Rates and penalties	33,320	33,542	67,084	65,777
Fines	217	281	563	605
Subsidies and grants	5,885	6,313	12,173	13,549
Direct charges revenue	11,319	11,042	23,363	24,350
Rental revenue	1,523	1,698	3,396	3,370
Finance revenue	1,011	1,012	2,473	692
Dividends & subvention revenue	0	0	5,089	5,089
Total revenue	53,275	53,888	114,141	113,432
EXPENSES				
Employee expenses	15,422	15,615	30,602	30,602
Depreciation and amortisation	20,324	20,355	41,096	32,023
Other expenses	25,643	26,159	51,377	51,377
Finance expenses	1,498	1,346	3,225	2,325
Total expenses	62,887	63,475	126,300	116,327
Net operating surplus (deficit)	(9,612)	(9,587)	(12,159)	(2,895)
Other gains/(losses)	26	0	742	742
Surplus / (deficit) before tax	(9,586)	(9,587)	(11,417)	(2,153)
Income tax expense	0	0	0	0
Surplus (deficit) after tax	(9,586)	(9,587)	(11,417)	(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	(9,586)	(9,587)	(11,417)	(2,153)

Statement of Financial Position

AS AT 31 December 2022

	YTD Actual	Full Year Forecast	Draft Annual Report
	Dec 2022	2023	2022
	(\$000)	(\$000)	(\$000)
ASSETS			
Cash and cash equivalents	4,368	9,496	18,596
Trade and other receivables	6,483	13,614	13,341
Prepayments	2,603	1,305	1,279
Inventories	482	498	480
Non-current assets held for resale	0	0	0
Property, plant and equipment	1,089,346	1,103,076	1,083,209
Intangible assets	3,037	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	43,641	41,013	40,237
Derivative financial instruments	0	481	481
TOTAL ASSETS	1,257,138	1,287,445	1,267,980
LIABILITIES			
Trade and other payables	10,983	16,400	15,074
Provisions	928	928	928
Employee benefit liabilities	3,678	3,789	3,707
Borrowings	105,108	131,536	102,062
Derivative financial instruments	0	0	0
Total liabilities	120,697	152,653	121,771
TOTAL EQUITY			
Retained earnings	359,815	384,011	398,220
Other reserves	776,626	750,781	747,989
Total equity	1,136,441	1,134,792	1,146,209
TOTAL LIABILITIES AND EQUITY	1,257,138	1,287,445	1,267,980