



PERFORMANCE REPORT

As at 30 June 2023

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

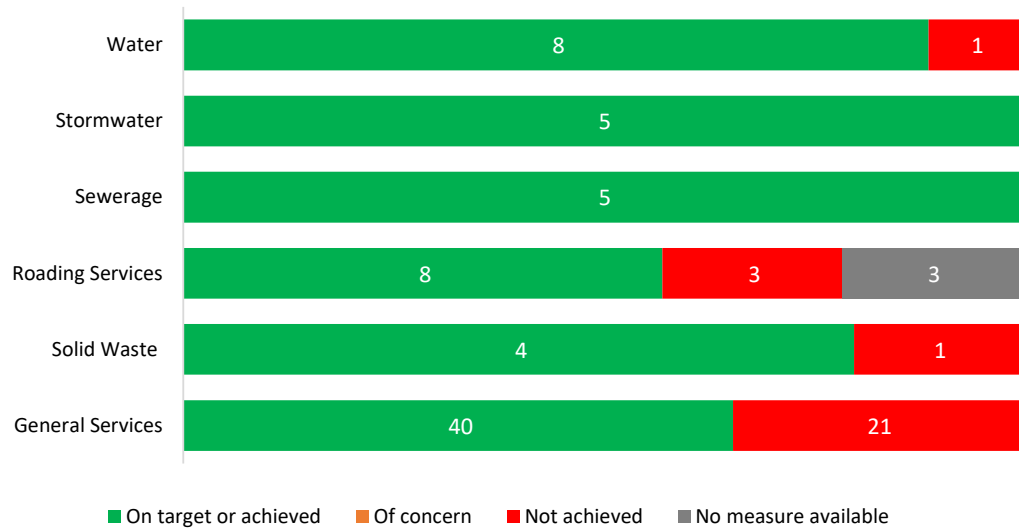
Net Operating surplus / (deficit)	
If Variance is positive	
If Variance is negative:	
Variance as % of forecast <6%	
Variance as % of forecast >6%	



Performance Summary

AS AT 30 June 2023

Level of service performance



Commentary - Level of service performance

The second year of the Long Term Plan (LTP) saw Council conducting its business in a more stable environment, with minimal COVID restrictions.

In total, 70 of the 99 performance measure have been met, compared to 63 out of 99 for the 2021/2022 financial year.

The Water, Stormwater and Sewerage activities have performed well. The only measure missed continues to be contractor response times to non-urgent enquiries, which has fluctuated slightly over the year. This is an area of focus for the contract manager.

Eight of fourteen Rooding KPIs have been achieved, with one of the remaining requiring further national data before it can be reported. Three of the missed measures relate to fatal and serious injury crashes. Council will continue to work with Waka Kotahi's Road to Zero programme, including through its funding of Road Safety Southland.

Solid waste has shown improvement in the 2022/2023 year with four of the five KPIs being achieved. While changes from 2021/2022 are small, it is nonetheless an important step towards improving the District's solid waste outcomes.

Visitor numbers across most Council services have performed well. Splash Palace and He Waka Tuia have not only exceeded the 2021/2022 levels, but they have significantly exceeded their targets. While not achieving this year's targets, the Library exceeded the 2021/2022 levels and visitors to parks were only slightly below target. Patronage levels on buses have also significantly increased from 2021/2022 levels.

Performance Summary

AS AT 30 June 2023

Commentary - Level of service performance

Results from the residents' survey showed continued high satisfaction with our parks and reserves and library satisfaction was only one percent off its target. Customer satisfaction across remaining areas has remained low. Target levels will be reviewed as part of the 2024-2034 LTP process.

Regulatory Services is legislatively required to maintain 100% targets for processing, which they have met in regards to the food and alcohol applications. Building and resource consents have remained steady or trending upwards during the year but are under target. This is being addressed internally, however, it is notable that the resource consent result of 96% is a significant improvement on last year's result.



Performance Summary

AS AT 30 June 2023

Financial performance YTD (\$000)

Net operating surplus / (Deficit)

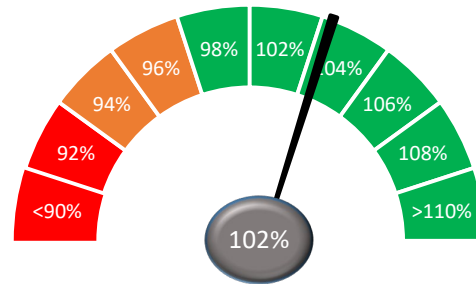
Actual: **(\$8,786)**

Forecast: (\$11,637)
Variance: \$2,851 favourable

Revenue

Actual: **\$119,536**

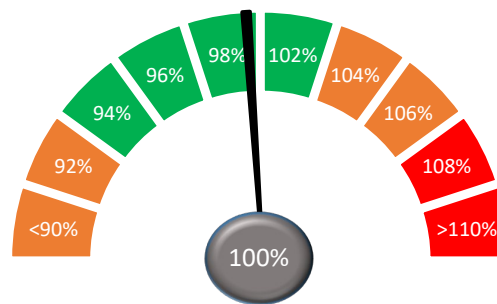
Forecast: \$117,308
Variance: \$2,228 favourable



Expenditure

Actual: **\$128,322**

Forecast: \$128,945
Variance: \$623 underspent



	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	66,548	66,481	+ 67		66,481	65,777
Subsidies and grants	16,616	16,148	+ 468		16,148	13,549
Income from activities	28,326	26,906	+ 1,420		26,906	28,325
Investment revenue	8,046	7,773	+ 273		7,773	5,781
Total revenue	119,536	117,308	+ 2,228		117,308	113,432
Employee expenses	31,182	31,979	+ 797		31,979	30,602
Other expenses	52,876	53,114	+ 238		53,114	51,377
Finance expenses	3,257	2,989	- 268		2,989	2,325
Depreciation	41,007	40,863	- 144		40,863	32,023
Total expenses	128,322	128,945	+ 623		128,945	116,327
Net operating surplus / (deficit)	(8,786)	(11,637)	+ 2,851		(11,637)	(2,895)

Performance Summary

AS AT 30 June 2023

Net operating surplus by activity group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Water	124	(119)	+ 243		(119)	1,756
Stormwater	575	189	+ 386		189	805
Sewerage	(2,868)	(3,332)	+ 464		(3,332)	368
Roading Services	(1,706)	(1,756)	+ 50		(1,756)	2,640
Solid Waste	(436)	(552)	+ 116		(552)	(953)
General Services	(4,477)	(6,068)	+ 1,591		(6,068)	(7,511)
Council	(8,788)	(11,638)	+ 2,850		(11,638)	(2,895)

Commentary

For the year to 30 June 2023, the Council had a net operating surplus excluding depreciation of \$32.2 million, higher than forecast the forecast of \$29.2 million by \$3.0 million. Including depreciation, Council had a deficit for the year of \$8.8 million, this is better than the \$11.6 million deficit forecast by \$2.8 million.

Subsidies and grant revenue has a \$0.5 million surplus which has been generated from extra subsidy revenue for capital projects. This funding includes government funding for the Tisbury Storage Facility project and Housing Care units build. This subsidy revenue will be reviewed as part of the annual report process to determine the amount Council can recognise as the conditions of the subsidy have been met.


Income from activities for the year was higher than forecast by \$1.4 million. Revenue that exceeded forecast came from increased bulk water sales due to drier summer, extra volumes of sewerage trade waste received, higher forestry harvested and funds received for insurance claims in the roading activity. These were partly offset by lower consents revenue, bus fare income and admissions fees to some council activities. Council's share of transactions from Wastenet has not been included in the actual figures at the time of publication.

Employee expenses have currently ended the year \$0.8 million lower than forecast. The current employment market continues to be challenging with low unemployment and a short supply of skilled people available to fulfil vacancies.

Performance Summary

AS AT 30 June 2023

Commentary



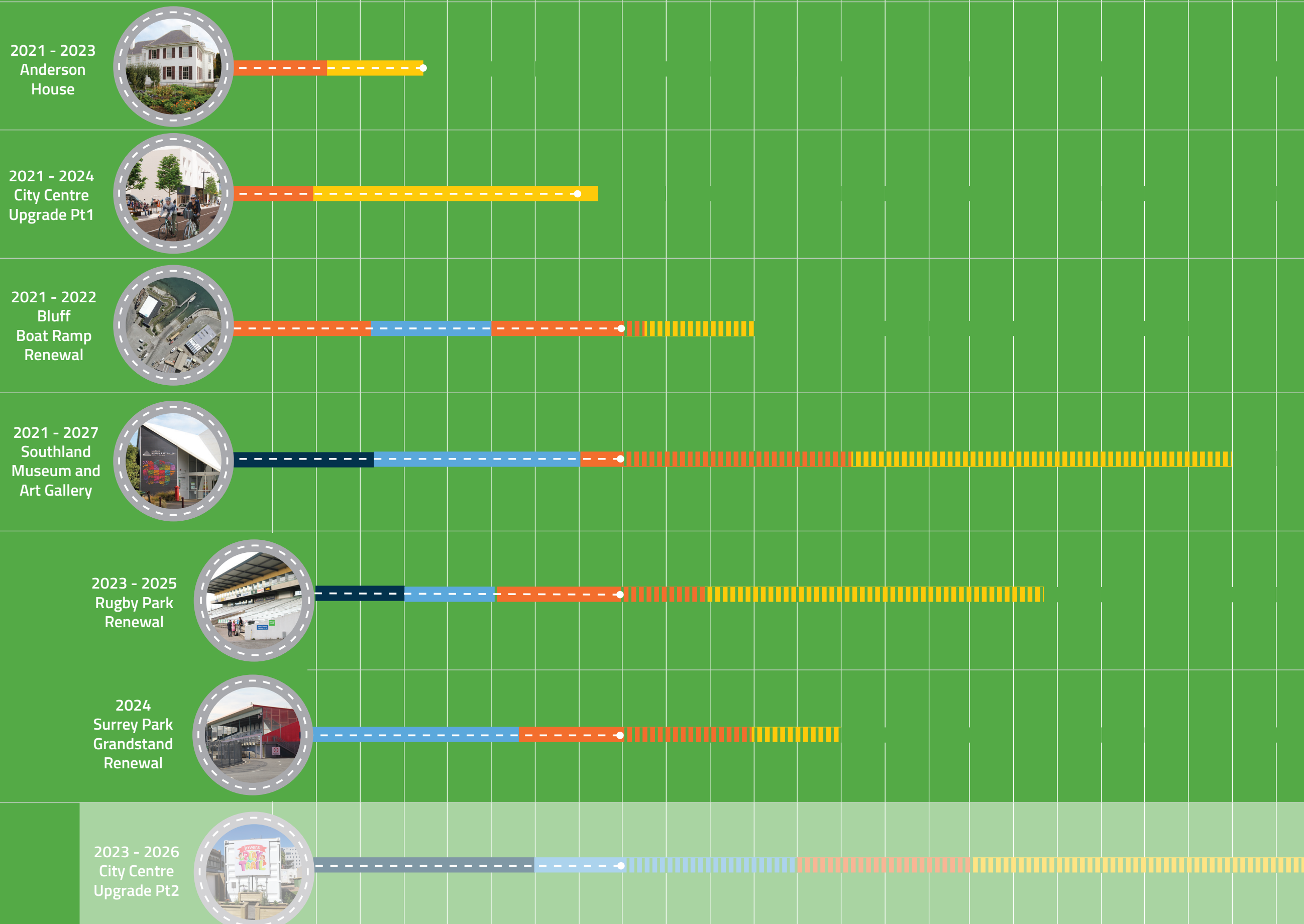
Increasing interest rates have made Finance expenses exceed forecast. Interest rates have been rising throughout the year and with the requirement for new borrowing to fund capital projects and existing lower interest borrowings maturing onto higher rates, additional costs have been incurred. Council still maintains one of the lowest average borrowing interest rate in the country at 2.88%. Investment interest rates have also been rising this year, producing better returns than previously forecast on any reinvested term deposit funds.

From an activity view, three of the 19 activities' net operating financial performance were lower than forecast. These include:

- Regulatory Services – Planning and Building services have had higher use of contractors to deliver their services
- Aquatic Services – Whilst participation improved for the 2022/2023 financial year, the levels are not back to pre-Covid numbers. This slower rate of recovery has resulted in lower revenue received this year against the forecast returns.
- Arts, Culture and Heritage – Advance costs have been incurred to purchase minor equipment for the packing process of the collection ready for transportation.

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



The roof is on at the Museum storage facility, and progress is on track and budget for the build; the next milestone is fully closed in by the end of July.

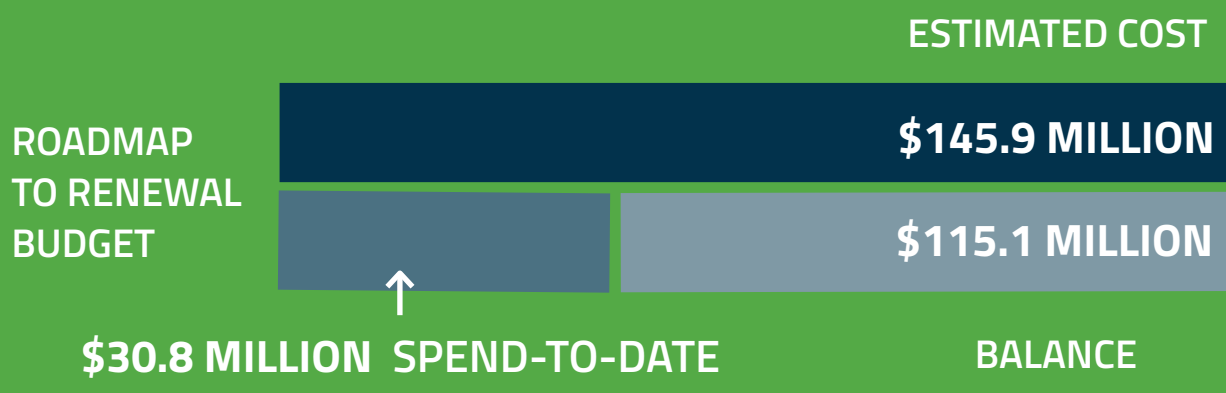
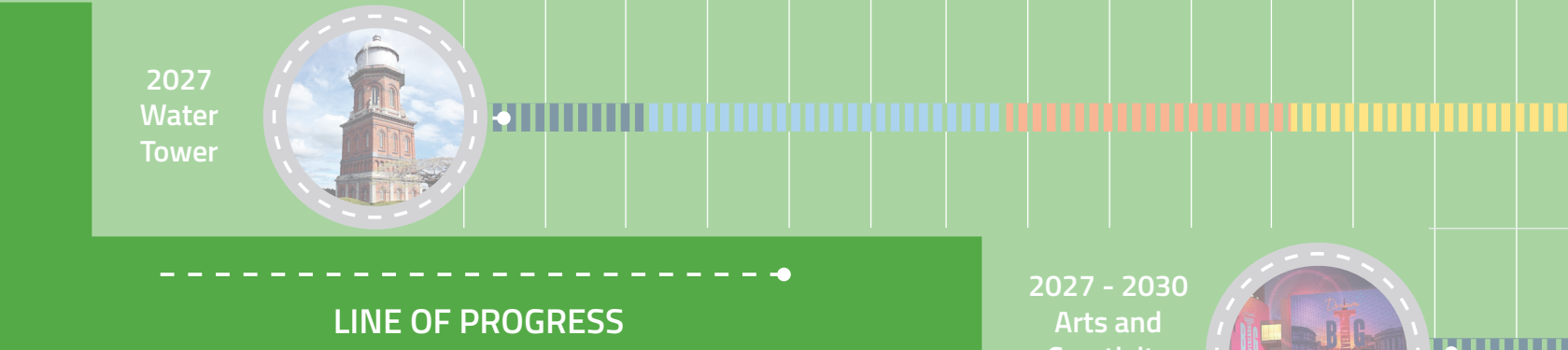
The concept design stage for both Museum Building and the Tuatara facility is on track for July 2023.

Stage 1 Branhholme is now fully complete, with physical works for stage 2 due to start at the end of August 2023.

Engineers and designers have started to look at stage 2 for Rugby Park; we will plan the work through this year and submit the consent documentation by November 2023. Physical works will start Jan 2024.



- PHASES**
- CONCEPT
 - PLAN
 - DESIGN
 - CONSTRUCTION



Capital Expenditure Summary

AS AT 30 June 2023

Commentary

Council has accomplished another large capital delivery year, with \$51.1 million spent this year, \$2.1 million below forecast and higher than last year's amount of \$49.5 million by \$1.6 million. 64% of the planned capital, included in the Annual plan for 2022/2023, was able to be delivered this year.

This year celebrated the completion of a number of key projects including Anderson House, City Centre Streetscapes Stage One and the Stead Street Stop Bank, all closely aligned to their forecasts. Other key projects took large steps forward in progression like the Tisbury Storage facility, Branhholme Supply line and property file digitalisation. These projects form over half of this year's capital spend. The three waters pipe capital renewal programmes were each underspent compared to forecast for the year due to contractor availability and other third party involvement delays. These will be managed within the future continuous programme.

The balance of \$28.7 million that was outlined in the Annual Plan and was not delivered this year has been reappropriated later in the life of the project or the project has been deferred to a later year. Key movements include:

- Project 1225 (\$5.2 million) reappropriated later in the life of the project.
- Branhholme Supply line renewal (\$8.4 million) reappropriated later in the life of the project.
- City Streets (\$2.9 million) reappropriated later in the life of the project.
- Bluff boat ramp (\$0.2 million) reappropriated later in the life of the project.
- Roading programme with Waka Kotahi (\$4.2 million) reappropriated later in the renewal programme.
- Rugby Park (\$1.2 million) deferred to 2024/2025.
- Housing innovation (\$1.1 million), Bluff Hill -Active Recreation Hub Carpark redevelopment (\$1.6 million) and various Council buildings renewals (\$1.9 million) deferred to 2023/2024.

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	10,930	10,987	- 57	99%	10,987	18,973
Stormwater	4,825	4,542	+ 283	106%	4,542	5,692
Sewerage	4,190	4,555	- 365	92%	4,555	4,463
Roading Services	8,957	8,947	+ 10	100%	8,947	13,191
Solid Waste	15	100	- 85	15%	100	100
General Services	22,194	24,052	- 1,858	92%	24,052	37,368
Council	51,109	53,183	- 2,074	96%	53,183	79,787

Capital Expenditure Summary

AS AT 30 June 2023

Road map to renewals projects

See Roadmap to renewals table for progress details on projects

Project		Actual	Forecast	% of forecast spent	Amended LTP Planned capital
		(\$000)	(\$000)	%	(\$000)
Anderson House	2022/23	141	143	99%	204
	LTP	1,407	1,400	101%	1,400
City Centre - Stage 1	2022/23	9,752	9,238	106%	5,925
	LTP	21,315	20,800	102%	20,800
City Centre - Stage 2	2022/23	5	-	100%	2,300
	LTP	113	13,600	1%	13,600
Museum redevelopment (Project 12 25)	2022/23	6,758	4,922	137%	10,090
	LTP	7,457	65,460	11%	65,460
Bluff Boat Ramp renewal	2022/23	182	346	53%	1,000
	LTP	481	1,800	27%	1,800
Rugby Park renewal	2022/23	63	491	13%	1,676
	LTP	63	4,900	1%	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	16,902	15,190	111%	21,195
	LTP	30,840	145,860	21%	145,860



Water

Wai

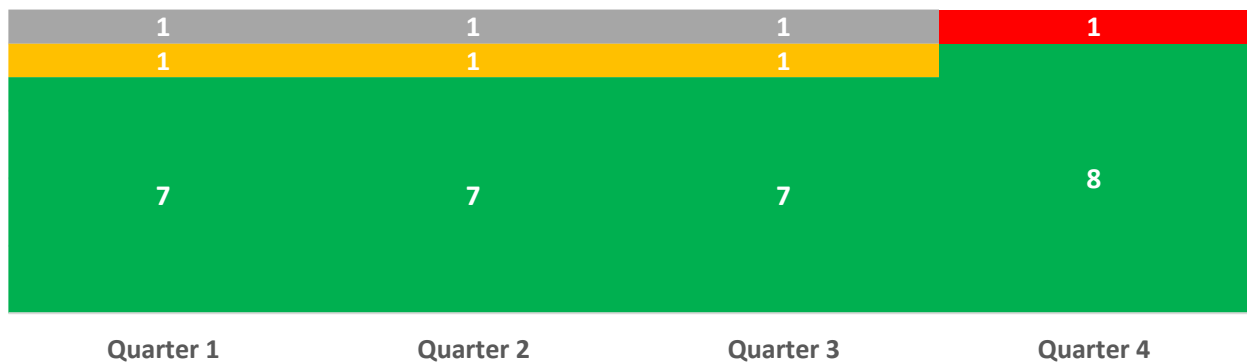
Commentary

The Water Activity has continued to ensure the delivery of a safe supply of water to Invercargill and Bluff properties in 22/23. The activity met most of its performance measure with the exception of response time to non-urgent call-outs. This is a significant area for improvement and Council continues to work closely with the contractor to improve communication, to ensure they are meeting the targeted timeframe

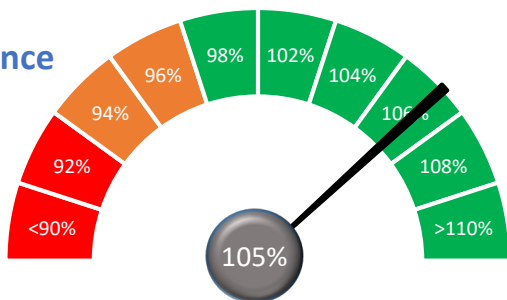
With the dry weather over summer month, there was additional requests for bulk water. This has generated additional water sales revenue above forecast.

Level of Service

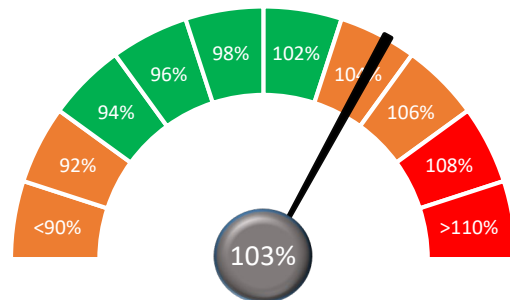
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

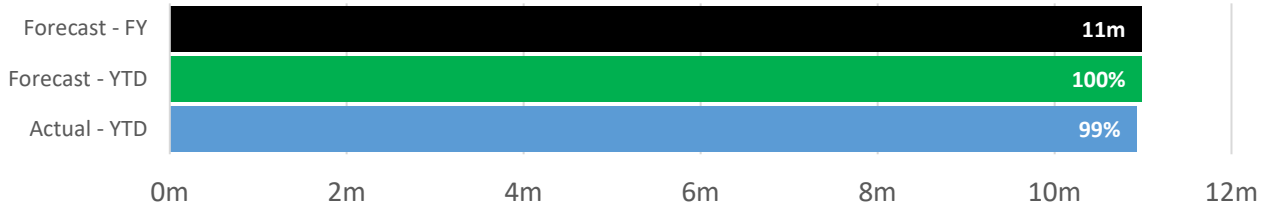
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 12,295,000	\$ 12,171,000	\$ 124,000
Forecast YTD:	\$ 11,680,000	\$ 11,799,000	(\$ 119,000)
Variance:	+ \$ 615,000 Favourable	- \$ 372,000 Overspent	+ \$ 243,000 Favourable



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%	19%	Green	10%
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	39m	Green	0h 25m
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 09m	Green	1h 26m



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 18h 08m		5d 22h 51m
In the last 6 months, the contractor lost two of their most experienced staff and had to recruit and train new team members, in addition to experiencing a large amount of urgent and emergency work. Council will work with the contractor's administration staff on the planning of work for the next quarter.					
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 2h 33m		6d 4h 14m
The average consumption of drinking water per day per resident within the Invercargill City Council territorial district		Less than 300 litres/day	231		271
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	8.32		1.38



Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
Rates and penalties	9,301	9,301	-		9,301	9,236
Subsidies and grants	700	700	-		700	-
Income from activity	2,271	1,659	+ 612		1,659	1,659
Investment revenue	23	20	+ 3		20	-
Total revenue	12,295	11,680	+ 615		11,680	10,895
Employee expenses	3	-	- 3		-	-
Other expenses	4,968	4,700	- 268		4,700	4,440
Finance expenses	391	317	- 74		317	182
Depreciation	6,809	6,782	- 27		6,782	4,517
Total expenses	12,171	11,799	- 372		11,799	9,139
Net operating	124	(119)	+ 243		(119)	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	218	240	- 22	91%	240	660
	Replacement of UV tubes occurred in late quarter 2					
Pumping stations renewals	30	1	+ 29	2999%	1	1,154
Pipe renewals	2,735	3,145	- 410	87%	3,145	1,300
Branxholme pipeline	7,734	7,473	+ 261	103%	7,473	15,859
	Branxholme pipeline stage one is completed.					



Sewerage

Waikeri

Commentary

The 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 for the year with no areas of concern.

Income from activities is higher than forecast with extra volume of trade waste was received. Other expenses are underspent due to the sludge removal delays.

Level of Service

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



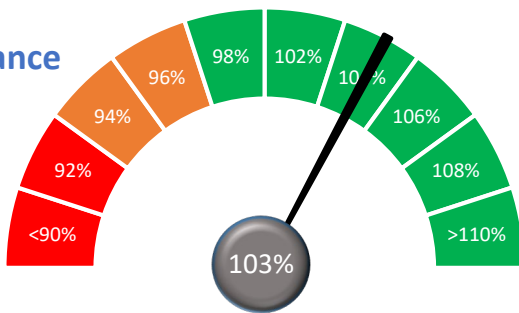
Quarter 1

Quarter 2

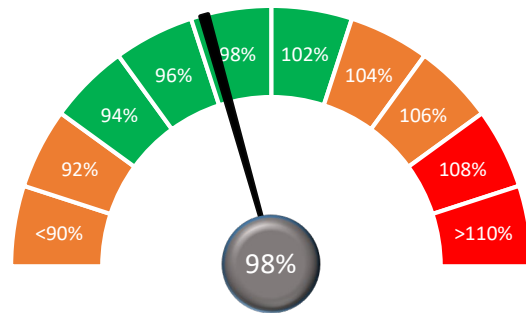
Quarter 3

Quarter 4

Finance



Revenue YTD



Expenditure YTD

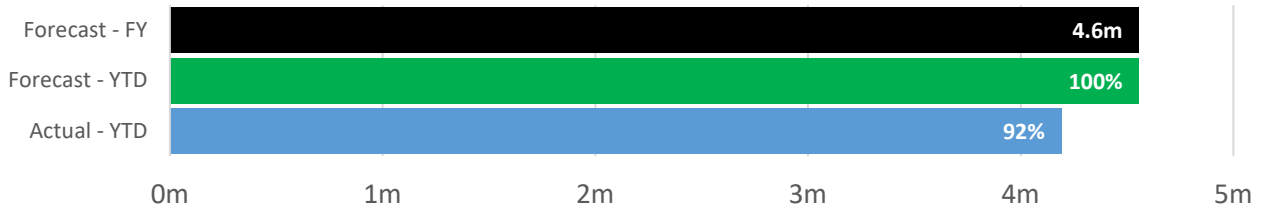
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 8,497,000	\$ 11,365,000	(\$ 2,868,000)
Forecast YTD:	\$ 8,242,000	\$ 11,574,000	(\$ 3,332,000)
Variance:	+ \$ 255,000 Favourable	+ \$ 209,000 Underspent	+ \$ 464,000 Favourable



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	0.66	Green	2.29
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	37m	Green	0h 16m
(b) The median response time to resolve emergency blockages	DIA	<6 hours	1h1m	Green	1h 15m
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about:		Max 4	0.93	Green	1.90



Sewerage

Waikeri

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	7,162	7,162	-		7,162	7,147
Subsidies and grants	89	89	-		89	-
Income from activity	1,242	988	+ 254		988	988
Investment revenue	4	3	+ 1		3	-
Total revenue	8,497	8,242	+ 255		8,242	8,135
Employee expenses	18	13	- 5		13	13
Other expenses	3,480	3,709	+ 229		3,709	3,268
Finance expenses	-	-	-		-	-
Depreciation	7,867	7,852	- 15		7,852	4,486
Total expenses	11,365	11,574	+ 209		11,574	7,767
Net operating	(2,868)	(3,332)	+ 464		(3,332)	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	602	886	- 284	68%	886	1,480
	Programme slowed to allow funds to be reallocated to pipe renewal.					
Pipe renewals	2,987	3,427	- 440	87%	3,427	2,740
	Kennington pipe line renewal has been delayed due Kiwi Rail application process time frames. Expecting completion early 2023/2024.					



Stormwater

Wai tupuhi

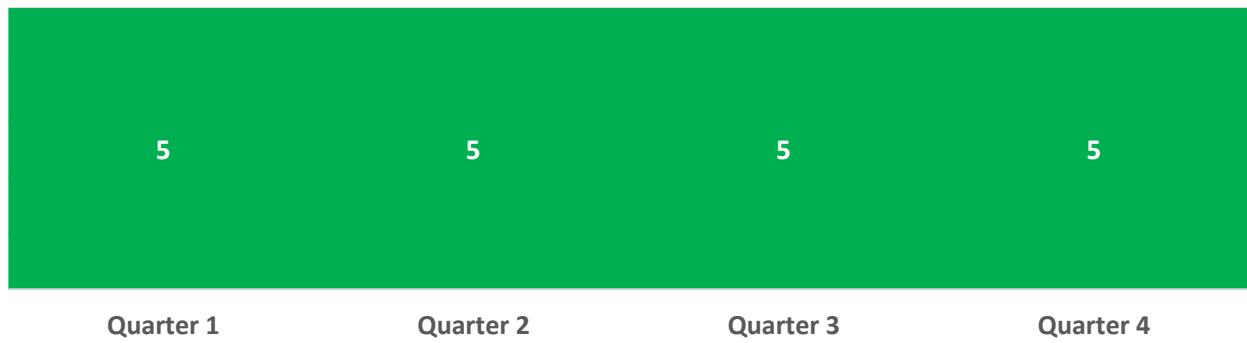
Commentary

Stormwater Activity covers the network to manage stormwater within the city. The performance measures are set by the DIA, and have all been met for this year with no areas of concern.

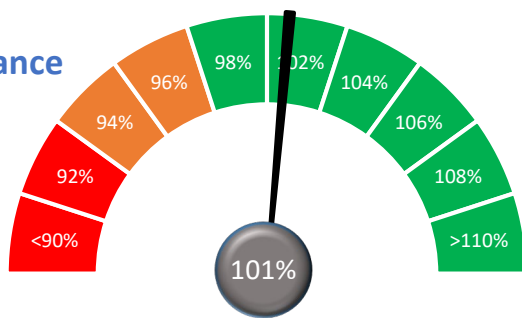
Other expenses remained under forecast due to limited contractor availability at stages of the year.

Level of Service

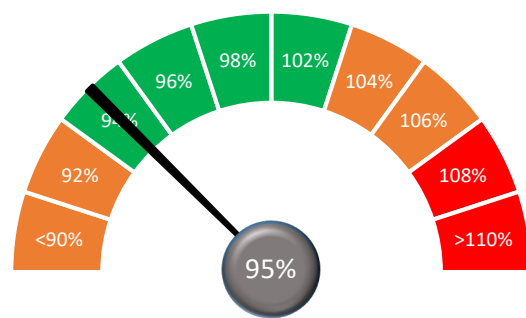
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

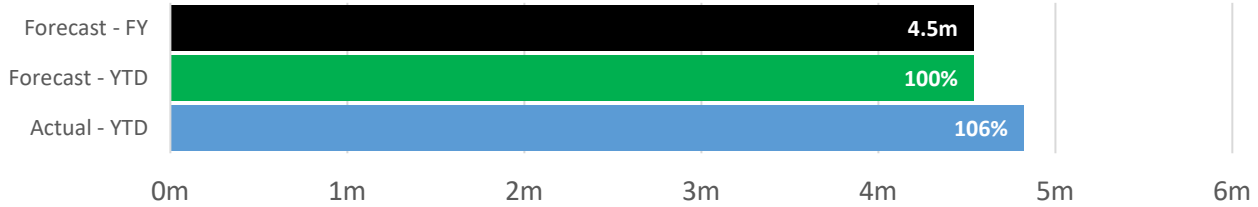
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 7,081,000	\$ 6,506,000	\$ 575,000
Forecast YTD:	\$ 7,045,000	\$ 6,856,000	\$ 189,000
Variance:	+ \$ 36,000 Favourable	+ \$ 350,000 Underspent	+ \$ 386,000 Favourable



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	19m	Green	21m
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	1	Green	4



Stormwater

Wai tupuhi

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	5,972	5,972	-		5,972	5,884
Subsidies and grants	1,044	1,044	-		1,044	1,647
Income from activity	41	9	+ 32		9	9
Investment revenue	24	20	+ 4		20	-
Total revenue	7,081	7,045	+ 36		7,045	7,540
Employee expenses	-	-	-		-	-
Other expenses	2,013	2,371	+ 358		2,371	2,360
Finance expenses	-	-	-		-	-
Depreciation	4,493	4,485	- 8		4,485	4,375
Total expenses	6,506	6,856	+ 350		6,856	6,735
Net operating	575	189	+ 386		189	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	2,739	3,289	- 550	83%	3,289	3,290
<p>Designs all completed, all programmed works underway. Deveron St has been delayed due to Covid related issues and contractor availability. Dee St delayed due to archaeological discovery.</p>						
Stead Street stop bank	2,081	1,249	+ 832	167%	1,249	2,097
<p>Project completed</p>						



Roading Services

Ratonga rori

Commentary

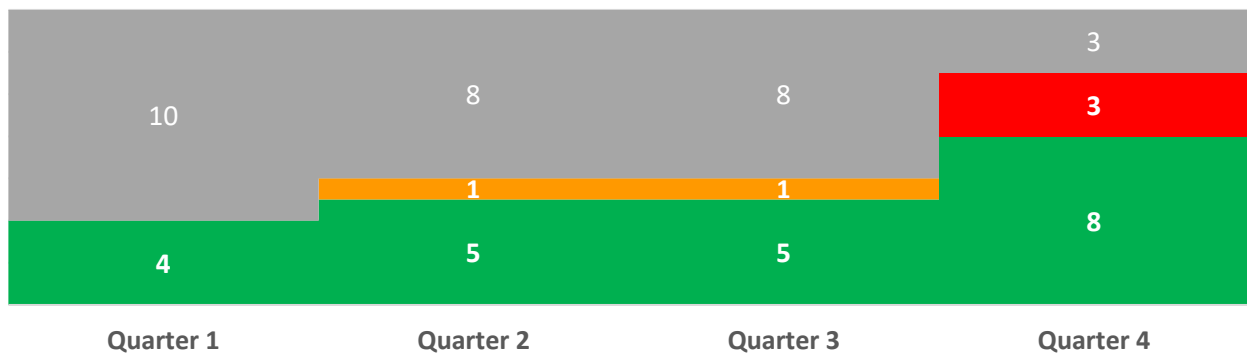
Many of the Roding performance measurements are set by the DIA. Eight of them have been achieved this financial year, and data for another measure will likely be available at the end of 2023 calendar year.

The number of fatalities and serious injury crashes continues to be of concern and Council staff are working alongside Waka Kotahi Road to Zero based on Vision Zero, a world-leading approach to a societal commitment to work towards zero harm on the road. All crash data continues to be monitored and feeds into decision-making around roading infrastructure. Safety on the Invercargill transport network is a key focus of the Roding 2024 Activity Management Plan.

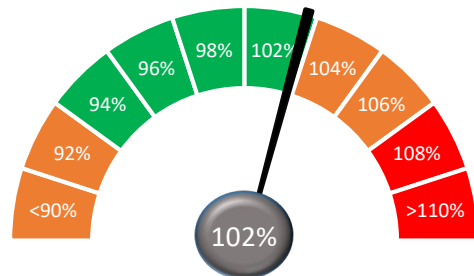
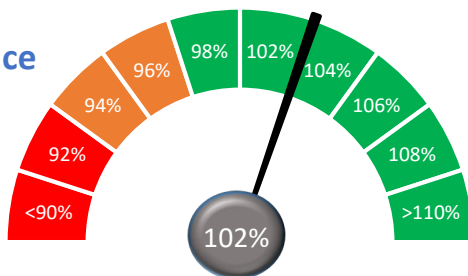
Operating expenses ended the year above forecast with conditions allowing additional maintenance on seal and cycleways to be carried out. Additional revenue has also been received from insurance claims for damaged property.

Level of Service

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



Finance



Revenue YTD

Expenditure YTD

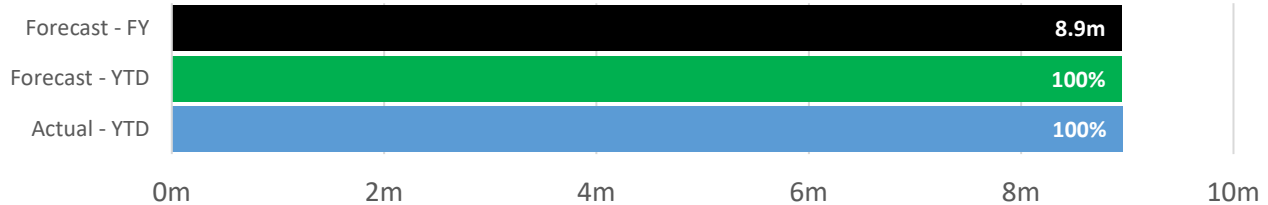
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 18,628,000	\$ 20,334,000	(\$ 1,706,000)
Forecast YTD:	\$ 18,250,000	\$ 20,006,000	(\$ 1,756,000)
Variance:	+ \$ 378,000 Favourable	- \$ 328,000 Overspent	+ \$ 50,000 Favourable



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	17 total number of crashes (1 Fatality, 17 Serious Injuries)	Red	15
	Council staff are working alongside Waka Kotahi Road to Zero based on Vision Zero, a world-leading approach that refers to a societal commitment to work towards zero harm on the road. All crash data continues to be monitored and feeds into decision-making around roading infrastructure. Safety on the Invercargill transport network is a key focus of the Roothing 2024 Activity Management Plan.				
Collective risk (crash density) – fatal and serious injury rate per km of road	ONRC	Decreasing annually	0.04	Red	Data unavailable
	Measure stayed the same as last year, as above.				
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	ONRC	Decreasing annually	6.42	Red	Data unavailable
	This is a provisional measure and will be confirmed towards the end of the calendar year.				
The average quality of ride, on a sealed local road network, measured by smooth travel exposure	DIA & ONRC	Higher than national average	Urban - 85% Rural - 98%	Green	Urban - 85% Rural - 98%



Roading Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The percentage of the sealed local road network that is resurfaced	DIA	> 5.5%	7%		> 5.5% (2021); > 3.4% (2022)
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 Asset Management Plan	DIA	< 8% in very poor condition	2%		0.5%
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%	83%		78%
Achieved					
The number of unplanned road closures and the number of vehicles affected by closures annually	ONRC	< 8	-		6
Not measured.					
Proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles	ONRC	Maintain / Increase proportion	No decrease in % of network		Maintained
On target					
Mean travel times for private motor vehicles on key routes	ONRC	Maintain stable trend	-		Data unavailable
Not measured.					
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 unavailable
This measure is provided by others and will not be available until towards the end of the calendar year.					



Rading 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%	99%		57%
	Achieved				
Vandalised signs are promptly responded to and corrective actions commenced	ICC	> 85%	96%		95%
	Achieved				
Damaged traffic signals are attended to promptly	ICC	> 85%	100%		100%
	Achieved				

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	8,637	8,637	-		8,637	8,637
Subsidies and grants	8,449	8,484	- 35		8,484	9,871
Income from activity	1,393	1,002	+ 391		1,002	1,996
Investment revenue	149	127	+ 22		127	-
Total revenue	18,628	18,250	+ 378		18,250	20,504
Employee expenses	4	-	- 4		-	-
Other expenses	7,951	7,674	- 277		7,674	7,063
Finance expenses	-	-	-		-	-
Depreciation	12,379	12,332	- 47		12,332	10,801
Total expenses	20,334	20,006	- 328		20,006	17,864
Net operating	(1,706)	(1,756)	+ 50		(1,756)	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	4,001	5,060	- 1,059	79%	5,060	7,775
	Undertook the works that have been prepared in the program.					
Footpath renewals	909	950	- 41	96%	950	858
Low cost, low risk capital renewals	3,659	4,200	- 541	87%	4,200	4,129
	Remaining work will be undertaken by speed management program.					



Solid Waste Management

Para

Commentary

Solid Waste has increased its efforts focusing on education programmes and engagement with the community, as well as investigating opportunities to separate glass and organics from other recyclables and identify opportunities to divert commercial waste.

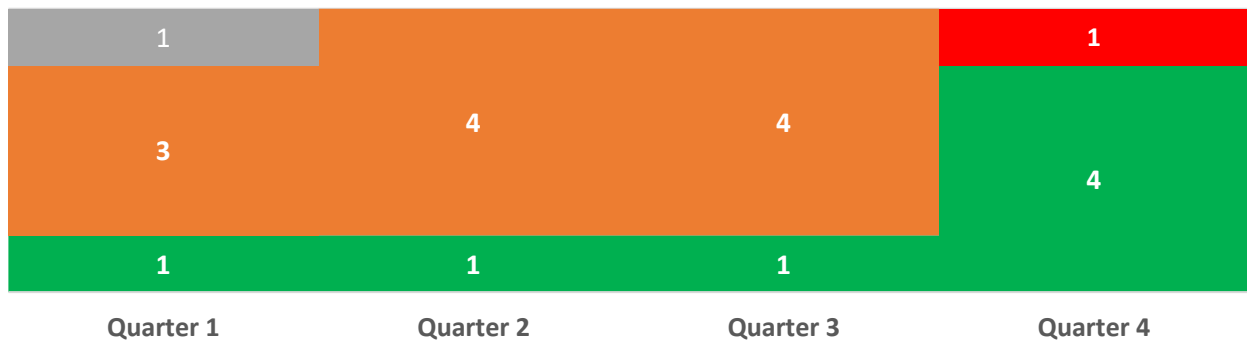
Four of the five performance measures have been met this financial year. For three, the change from 2021/2022 is minimal. However, the discarded materials rate per person, per annum is significantly below target. While there is an improvement for 2022/2023, it is important to highlight that performance is still below 2020/2021 levels.

While improving each quarter, the diverted material rate remained below trend.

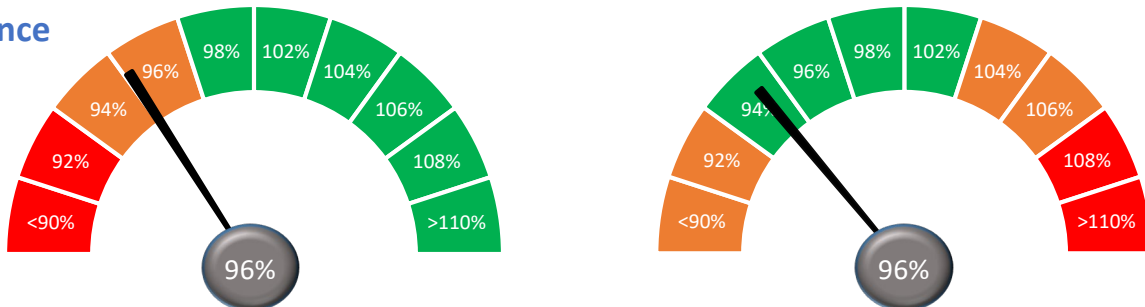
Additional revenue has been received due to increase in recycling reimbursement from MFE as well as from SDC for recovering their share of variable recycling costs. Also transfer station revenue is above forecast because of higher volumes than budgeted. Expenses are tracking higher than forecast due increasing CPI contract cost adjustments and higher than budget landfill volumes. Recycling costs have increased due to increased contamination volume.

Level of Service

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



Finance



Revenue YTD

Expenditure YTD

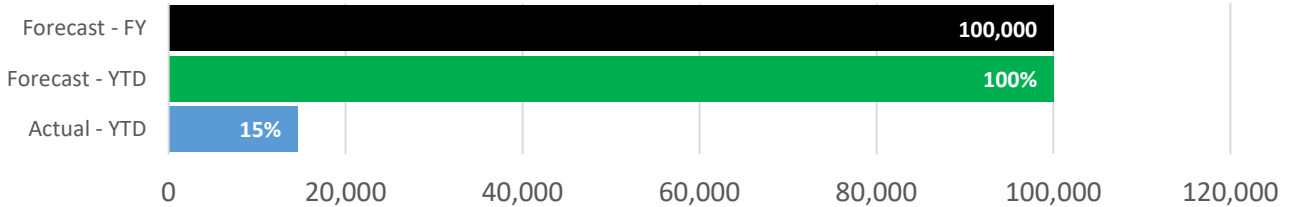
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 10,855,000	\$ 11,291,000	(\$ 436,000)
Forecast YTD:	\$ 11,270,000	\$ 11,822,000	(\$ 552,000)
Variance:	- \$ 415,000 Unfavourable	+ \$ 531,000 Underspent	+ \$ 116,000 Favourable



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.	425		726
<p>At the end of Q4 2023 we are 224.51 Kg per capita less district wise and 73.19 kg per capita less regional wise. COVID-19 has rapidly changed the consumer environment in New Zealand, resulting in changing consumer concerns, behaviours and experiences.</p> <p>There has been a minimal increase in the overall waste generation this financial year when compared to the last year. This, however, is a positive indication that despite the population growth, sustained employment growth and increased consumer spending in Southland post-COVID, the waste generation has remained relatively low.</p> <p>Distortions caused by the COVID-19 pandemic over the last few years highlighted that caution may be required with the numbers. Business growth was inhibited during that time, meaning we are in a catch-up mode as we stabilise.</p>					



Solid Waste Management

Para

Level of Service

Measure		Baseline	Target	Actual YTD	Status	Last yr YTD
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in kerbside recycling	ICC	Increasing trend	3,168		3,126
		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	10,811		11,143
		Continue to engage and communicate with the community.				
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in solid waste to landfill	ICC	Decreasing trend	23,063		23,320
		Analysing the contribution of commercial waste to landfill to determine opportunities to divert commercial waste.				
	Trend in diverted material	ICC	Increasing trend	8,078		9,147
		SOL-1, 2 & 3 will support this				

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	5,337	5,337	-		5,337	5,015
Subsidies and grants	-	-	-		-	-
Income from activity	5,503	5,903	- 400		5,903	5,903
Investment revenue	15	30	- 15		30	-
Total revenue	10,855	11,270	- 415		11,270	10,918
Employee expenses	-	-	-		-	1
Other expenses	10,875	11,268	+ 393		11,268	11,267
Finance expenses	78	62	- 16		62	52
Depreciation	338	492	+ 154		492	551
Total expenses	11,291	11,822	+ 531		11,822	11,871
Net operating	(436)	(552)	+ 116		(552)	(953)



General Services

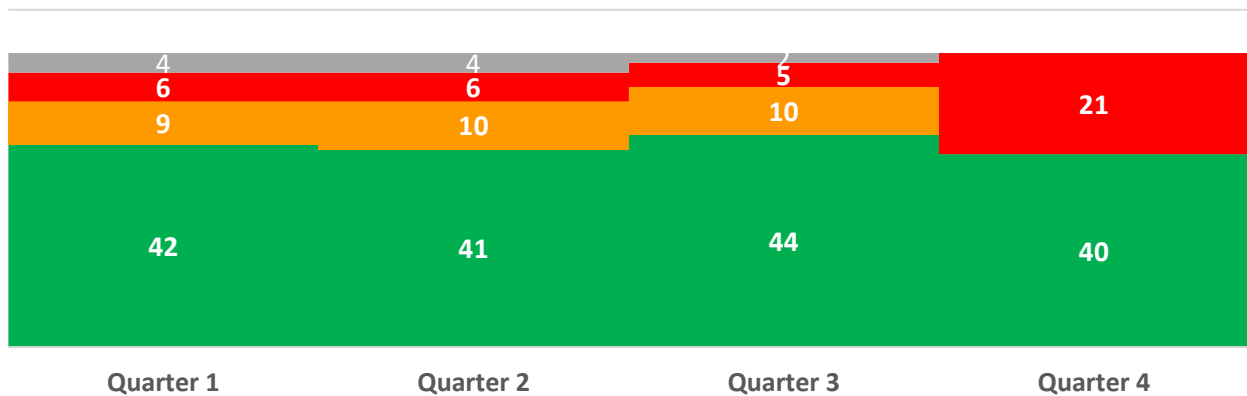
Ngā ratonga

Commentary

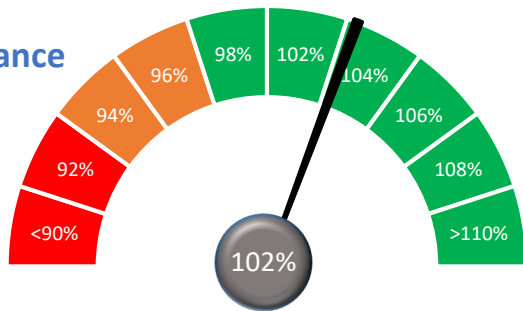
The General Services activity covers a range of activities of Council. Performance in each of these areas is reported individually.

Level of Service

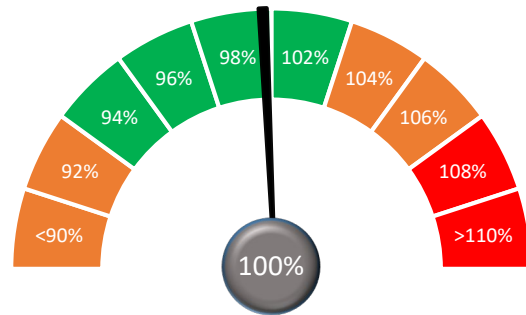
■ On target or achieved ■ Of concern
■ Not achieved ■ No measure available



Finance



Revenue YTD



Expenditure YTD

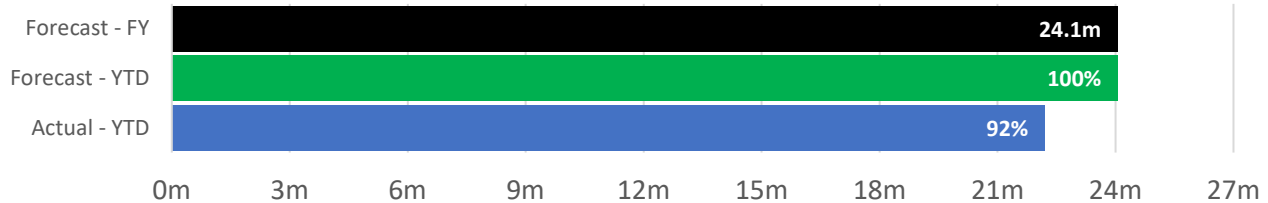
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 62,179,000	\$ 66,656,000	(\$ 4,477,000)
Forecast YTD:	\$ 60,820,000	\$ 66,888,000	(\$ 6,068,000)
Variance:	+ \$ 1,359,000 Favourable	+ \$ 232,000 Underspent	+ \$ 1,591,000 Favourable



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	30,138	30,071	+ 67		30,071	29,858
Subsidies and grants	6,334	5,831	+ 503		5,831	2,031
Income from activity	17,876	17,345	+ 531		17,345	17,770
Investment revenue	7,831	7,573	+ 258		7,573	5,781
Total revenue	62,179	60,820	+ 1,359		60,820	55,440
Employee expenses	31,157	31,966	+ 809		31,966	30,588
Other expenses	23,590	23,392	- 198		23,392	22,979
Finance expenses	2,788	2,610	- 178		2,610	2,091
Depreciation	9,121	8,920	- 201		8,920	7,293
Total expenses	66,656	66,888	+ 232		66,888	62,951
Net operating	(4,477)	(6,068)	+ 1,591		(6,068)	(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	167	(295)	+ 462		(295)	(230)
Regulatory Services	(890)	(179)	- 711		(179)	-
Parks and Reserves	445	268	+ 177		268	-
Libraries	173	113	+ 60		113	-
Aquatic Services	(1,650)	(1,047)	- 603		(1,047)	-
Arts, Culture and Heritage	(13)	92	- 105		92	-
Venue and Events Services	(136)	(200)	+ 64		(200)	-
Public Transport	78	(409)	+ 487		(409)	(361)
Public Toilets	78	15	+ 63		15	-
Housing Care	(1,080)	(1,755)	+ 675		(1,755)	(914)
Investments	6,301	6,129	+ 172		6,129	4,512
Corporate Services	(10,950)	(10,971)	+ 21		(10,971)	(10,518)
Property	2,824	2,125	+ 699		2,125	-
City Centre	177	47	+ 130		47	-
Net operating	(4,476)	(6,067)	+ 1,591		(6,067)	(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)	6,758	4,922	+ 1,836	137%	4,922	10,090
	Storage facility underway and tracking to forecast. Base build team are evaluating contract ROI and the preferred supplier for Tutatara project selected. Museum Experience team are finalising contracts.					
City Centre - Stage 1	9,752	9,238	+ 514	106%	9,238	5,925
	Project completed.					
City Centre - Stage 2	5	-	+ 5	100%	-	2,300
	Project paused at present pending review.					
Housing Care building improvements	437	931	- 494	47%	931	2,847
	Lead designer appointment was delayed by 2 months. Resource and Building consents have been issued. Blessing for Stirrat Street site has been undertaken. Expecting to be back on track from August 2023.					
Property file digitalisation	1,589	1,650	- 61	96%	1,650	1,733
	Progressing as forecasted.					
Business Enhancement Programme (technology)	892	1,500	- 608	59%	1,500	1,500
Rugby Park renewals	63	491	- 428	13%	491	1,676
	Media Tower work completed. Stage 2 investigation completed with work to commence 2023/2024.					
Bluff Boat Ramp renewal	182	346	- 164	53%	346	1,000
	Design work completed and test pile has been installed, with work now expected to commence in December 2023. Consent has been submitted and contract work in market for tendering.					
Public Toilets renewals	83	100	- 17	83%	100	416
	Waikiwi Toilets completed.					
Animal Care facility renewals	14	125	- 111	11%	125	326
	Work still ongoing on internal exercise yard and installation of laundry facility.					
Anderson House strengthening	141	143	- 2	99%	143	204
	Project completed.					
Library building renewals	220	-	+ 220	100%	-	335
	This work has been deferred to 2023/2024.					
Splash Palace building renewals	306	311	- 5	99%	311	561
	Project completed and includes renewal of bulk head, flooring & painting.					
Civic building renewals	407	416	- 9	98%	416	555
	Report due to Council in April 2023.					



General Services

Democratic Process

Commentary

The Community Wellbeing Fund has had another successful year. From the 3rd round onwards, the fund was oversubscribed, providing strong support across many diverse community projects. The total number of activities and events supported includes 12 multiyear grants uplifted across the year.

Community satisfaction with opportunities for involvement in decision making was well below target at 18%. Further questions will be asked in Q1 of the 2023/2024 financial year to understand what is driving people's dissatisfaction.

Additional income has been received this year from recovering costs of mayoral forum shared services from the other councils in Southland.

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%	19%		18%
	Satisfaction levels through the survey remain consistently low. Further questions will be asked in the next financial year to find out more about what is driving people's dissatisfaction.				
Number of activities or events supported by the Community Wellbeing Fund		25	34		55
	The Community Wellbeing Fund has had a successful year. The year started off quiet but from the 3rd round onwards was oversubscribed, providing strong support across many diverse community projects across the 4 wellbeings. The EOY total is well on track for the target, and almost meets the baseline. It did not meet the baseline due to fewer allocations, however these were of greater value, bringing the allocations to within \$1,000 of the total funds available (\$565,000). The total in Q4 includes 12 multiyear grants uplifted across the year. No projects were cancelled in the 2022/2023 year.				



General Services

Democratic Process

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	7,592	7,592	-		7,592	7,357
Subsidies and grants	128	74	+ 54		74	74
Income from activity	328	141	+ 187		141	161
Investment revenue	7	6	+ 1		6	-
Total revenue	8,055	7,813	+ 242		7,813	7,592
Employee expenses	3,952	4,011	+ 59		4,011	3,554
Other expenses	3,916	4,076	+ 160		4,076	4,256
Finance expenses	-	-	-		-	-
Depreciation	20	21	+ 1		21	12
Total expenses	7,888	8,108	+ 220		8,108	7,822
Net operating surplus / (deficit)	167	(295)	+ 462		(295)	(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. While the legislative target of 100% has not been met, the trend has been upwards over the course of the year which is a marked improvement from the previous year and is well ahead of the national average. The team are confident they can maintain this upward trend with some refined improvement to achieve compliance with statutory timeframes.

The food and alcohol applications are continuing to meet their timeframes 100% of the time. The Regulatory Services Activity also worked to identify earthquake prone buildings. This work was completed by the legislative deadline.

Within the Planning and Building services, a net overspend of \$264,000 was driven by higher contracting costs but partially offset by savings from vacant staff positions and unused consulting forecast. An economic downturn has also led to a 14% or \$554,000 decline in revenue. Environment services were able to make a surplus to offset part of these losses with greater parking revenue generated.

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%
This work was completed by the legislative deadline and the KPI is to					
We promote incentives to owners of heritage buildings, especially when they undertake earthquake strengthening		Earthquake-prone buildings incentives are developed and implemented	Achieved		Achieved



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%		99%
	<p>Whilst noting that this KPI has not been achieved, taken as a whole over the course of the year the level of compliance is substantial and still exceeds the national average. The 2% of applications that are not processed within the statutory timeframe are attributable to human error in regard to stopping and starting the statutory clock rather than any systemic issue the BCA has with meeting timeframes.</p>				
		100% of non-notified	96%		85%
<p>Acknowledging that Planning have fallen short of the legislative KPI of 100%, the trend has been upwards over the course of the year which is a marked improvement from the previous year and is well ahead of the national average. The team are confident they can maintain this upward trend with some refined improvement to achieve compliance with statutory timeframes.</p>					



General Services

Regulatory Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,032	1,032	-		1,032	1,032
Subsidies and grants	-	-	-		-	-
Income from activity	5,364	5,381	- 17		5,381	5,519
Investment revenue	10	8	+ 2		8	-
Total revenue	6,406	6,421	- 15		6,421	6,551
Employee expenses	3,460	3,645	+ 185		3,645	3,508
Other expenses	3,770	2,908	- 862		2,908	3,021
Finance expenses	36	29	- 7		29	-
Depreciation	30	18	- 12		18	22
Total expenses	7,296	6,600	- 696		6,600	6,551
Net operating surplus / (deficit)	(890)	(179)	- 711		(179)	-



General Services

Parks and Reserves

Commentary

The Parks and Recreation Activity has been performing well this financial year, delivering across almost all of their performance measures. Satisfaction has been maintained at 80%, and Queens Park has retained its accreditation as a “Garden of National Significance”.

A higher number of health and safety complaints being completed outside of the Q1 reporting timeframe, coupled with a last minute complaint in Q4 saw the activity miss its target this year.

This is only the second year visitor numbers to target reserves and parks have been recorded. While slightly below the 2021/2022 figures, we continue to see strong use of these spaces.

4 blocks at the Sandy point forestry has been harvested this year with a combination of good timber prices, more hectares harvested and higher tonnage generating \$1.6 million of sales. This is partly offset by harvesting costs of \$1.1 million. The harvesting hectares were above the annual plan for harvesting, this will be detrimental to future income generated from harvesting. Subsidy revenue was lower than forecast due to delays in the Bluff boat ramp project.

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	80%		80%
		Satisfaction lifted back up to 80% in the third quarter and as a result this measure is now on target.			
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		24.4ha
	Including Premier Parks (i.e. Queens Park, Anderson House, Otepunui)	112ha	112ha		112ha
	Area of natural parkland (hectares per 1000 residents)	27.9ha	27.9ha		27.9ha
	Area of Sports Parks (hectares per 1000 residents)	2.5ha	2.5ha		2.5ha
	Grass fields (total)	105.6ha	105.6ha		105.6ha
	Non-grass sports surfaces (total)	2.1ha	2.1ha		2.1ha



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		7.2
	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 possible		100%	95%		100%
	All health and safety complaints have been completed. However, a number of complaints in quarters 1 and 4 were completed outside of the timeframe for reporting, therefore resulting in a missed target.					
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	939,291		Increasing use	
Although slightly lower than 2021/22 levels, visitation to parks and reserves remains strong. This was the second year visitation was measured and the team continues to work to improve data collection and accuracy.						



General Services

Parks and Reserves

Financials

	Actual YTD	Forecast YTD	Variance		Full year	Annual Plan
	(\$000)	(\$000)	(\$000)		forecast	(\$000)
					(\$000)	(\$000)
Rates and penalties	6,991	6,980	+ 11		6,980	6,980
Subsidies and grants	272	656	- 384		656	656
Income from activity	3,277	2,861	+ 416		2,861	2,711
Investment revenue	114	97	+ 17		97	-
Total revenue	10,654	10,594	+ 60		10,594	10,347
Employee expenses	4,990	4,938	- 52		4,938	5,067
Other expenses	4,545	4,759	+ 214		4,759	4,635
Finance expenses	5	4	- 1		4	-
Depreciation	669	625	- 44		625	645
Total expenses	10,209	10,326	+ 117		10,326	10,347
Net operating surplus / (deficit)	445	268	+ 177		268	-



General Services

Libraries

Commentary

The Library Activity is maintaining a current collection. While the target of 515,000 visitors to the libraries was not reached, Council saw a 4.9% increase on the previous year. This has been a nationwide trend reflecting a slow return to pre-Covid numbers. Factors include reduced use of library internet/ Wi-Fi and some people still having a fear of visiting crowded public spaces. Customer satisfaction remains strong, however this financial year it was 1% off target.

Income remains lower than forecast which reflects the lower recovery fees gathered. Other expenses have been minimalised during the year where possible including lower postage costs. Employee expenses variance will reduce as the year end salary leave adjustments are yet to be added.

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%	63%		61%
	Delays in freight deliveries now resolved.				
Percentage of library customers who rate the library collections as satisfactory or greater in annual residents' survey		>85%	84%		87%
	Satisfaction has increased slightly and is now only 1% off target.				
Number of visits per year		515,000	485,535		462,647
	Visitor numbers remain static with a 4.9% increase on the previous year. Target of 515,000 was not reached. This has been a nationwide trend reflecting a slow return to pre-Covid numbers. Factors include reduced use of library internet/ Wi-Fi and some people still having a fear of visiting crowded public spaces.				



General Services

Libraries

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	2,999	2,999	-		2,999	2,999
Subsidies and grants	-	5	- 5		5	5
Income from activity	65	116	- 51		116	116
Investment revenue	7	6	+ 1		6	-
Total revenue	3,071	3,126	- 55		3,126	3,120
Employee expenses	1,838	1,886	+ 48		1,886	1,874
Other expenses	413	494	+ 81		494	483
Finance expenses	26	21	- 5		21	-
Depreciation	621	612	- 9		612	763
Total expenses	2,898	3,013	+ 115		3,013	3,120
Net operating surplus / (deficit)	173	113	+ 60		113	-





General Services

Aquatic Services

Commentary

This financial year, Aquatic Services activity delivered a strong performance, meeting three of its four KPIs. Fewer interruptions to services saw the number of visitors exceeded last year and are on their way to reaching pre-COVID levels. The user satisfaction level was not achieved. Further questions will be asked in Q2 of 2023/24 to understand what is driving people's dissatisfaction.

Income from activity remains behind forecast but is significantly improved on previous years and is expected to continue to improve as participation grows since Covid days. Other expenses remain above forecast with the main driver being inventory purchases due to the retail and cafe improved operations which has been generating more revenue. Additional revenue is still to be added as some May and June billing is still to be processed.

<p>Number of visits per head of (Invercargill City) population</p>		<p>>6.5</p>	<p>6.60</p>		<p>4.57</p>
<p>Participation improved for the 22/23 financial year due to fewer interruptions to services as a result of Covid and a planned maintenance closure in June 22. Although levels are not back to pre-covid numbers we are on our way to achieving this. Increases to our marketing and providing more recreational spaces at weekends have contributed to the overall performance of the facility as well as more confidence in the community in participating in our spaces.</p>					
<p>User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above</p>		<p>85%</p>	<p>67%</p>		<p>74%</p>
<p>Satisfaction levels are below target. While the users believe Splash Palace is a good asset to our community, admission cost was an issue. This is not surprising as the cost of living is high across all household groups. The need for more maintenance and upgrades was also highlighted in the feedback. Further questions will be asked in Q2 of 2023/24 to find out more about what is driving people's dissatisfaction.</p>					



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%	98%		88%
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	21	21	-		21	21
Subsidies and grants	180	173	+ 7		173	173
Income from activity	1,994	2,266	- 272		2,266	2,603
Investment revenue	5	8	- 3		8	-
Total revenue	2,200	2,468	- 268		2,468	2,797
Employee expenses	1,999	1,956	- 43		1,956	1,587
Other expenses	1,577	1,335	- 242		1,335	1,191
Finance expenses	251	202	- 49		202	-
Depreciation	23	22	- 1		22	19
Total expenses	3,850	3,515	- 335		3,515	2,797
Net operating surplus / (deficit)	(1,650)	(1,047)	- 603		(1,047)	-



General Services

Arts, Culture and Heritage

Commentary

2022/2023 has been a successful year for He Waka Tuia, with visitor numbers exceeding the target by 4,553. This is due to lifting COVID restrictions, as well as an increase in event and exhibitions. Similar to last year, satisfaction levels did not meet the target. A survey for visitors to He Waka Tuia will be developed in the future.

Subsidy revenue includes the return of unused museum development grant funds from the Southland Museum & Art Gallery Trust Board (\$52,000) and a donation towards the museum collection relocation. Additional other expenses was required for consultancy and the need for minor equipment purchases for the packing process of the collection ready for transportation.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Number of visits		14,000	18,553		7,875
The increase in numbers reflects lack of Covid (there were significant restrictions in 21/22). Exhibitions have also been a mixture to test the wider audience which has been relatively successful.					
Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Customer satisfaction rating is satisfactory or above		7-8 (70%-80%)	17%		19%

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,909	1,909	-		1,909	1,940
Subsidies and grants	98	-	+ 98		-	-
Income from activity	1,198	1,291	- 93		1,291	1,291
Investment revenue	3	2	+ 1		2	-
Total revenue	3,208	3,202	+ 6		3,202	3,231
Employee expenses	605	703	+ 98		703	795
Other expenses	2,442	2,251	- 191		2,251	2,285
Finance expenses	10	8	- 2		8	-
Depreciation	164	148	- 16		148	151
Total expenses	3,221	3,110	- 111		3,110	3,231
Net operating surplus / (deficit)	(13)	92	- 105		92	-



General Services

Venue and Events Services

Commentary

The Council venues delivered across most of their performance measures. The vaccination clinic booking for Victoria and Drawing Rooms concluded in Q2 and while Q3 and Q4 saw a significant increase in number of events, the target was not met for this financial year.

The lingering effects of COVID-19 has affected the Council venues the most. The community hesitation to stage events in the first two quarters and a reduced available footprint for community hires due to the vaccination clinic taking up the first floor of the Civic Theatre meant the community events target was not achieved.

The ongoing limitations with hiring out Rugby Park as well as its current state resulted in its KPIs not being achieved. While six points above last year's result. Customer satisfaction with venues and events services was well below target.

Other expenses is above forecast with Venues covering the costs of an unbudgeted event at Anderson Parks.

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	60	Green	71	
			>28% occupancy rate	211 1/2 Days 30%	Green	21% (72 days occupied)	
	Victoria and Drawing Rooms		>70 bookings	52	Red	1	
			>11% occupancy rate	434 1/2 Days 62%	Green	100%	
	Increasing public awareness and use of the Civic Theatre complex and its range of facilities			>10 regional events	36	Green	36
				>6 special interest events	13	Green	17
				>35 community events	28	Red	40



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		>40 bookings	115	Green	58	
	Expanding the use and awareness of the Scottish Hall as a venue for meetings and a range of social and cultural experiences		>18% occupancy rate	233 1/2 Days 33%	Green	19% (66 days occupied)
			>10 special interest events	46	Green	26
			>30 community events	52	Green	35
			>25 bookings	17	Red	23
	Expanding the use and awareness of the Rugby Park as a venue for meetings and a range of social, cultural and sporting experiences	Ongoing limitations due to condition and 'saleability' of hiring Rugby Park continue to constrain activity.				
			>8% occupancy	49 1/2 Days 7%	Red	7%
		Ongoing limitations due to condition and 'saleability' of hiring Rugby Park continue to constrain activity.				
			>13 regional events	9	Red	23
		While this KPI was not met, it's positive to see more regional events were hosted this year compared to last. Please note that 23 regional events were reported in 21/22, however this is incorrect, and the figure has been updated.				
		>12 community	5	Red	3	
Number of visits per head of Invercargill City population		40%	1.5 Vph 149% (80,648)	Green	1.6 Vph 158% (89,970)	
	The vaccination clinic ran for 12months the year before peaking at circa 500 per day. Last year only 6 months of vax clinic and at the tail end they were only attracting around 20 visits per day.					
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good		>80%	44%	Red	38%	



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	345	345	-		345	345
Subsidies and grants	-	-	-		-	-
Income from activity	526	438	+ 88		438	431
Investment revenue	-	-	-		-	-
Total revenue	871	783	+ 88		783	776
Employee expenses	589	640	+ 51		640	451
Other expenses	402	330	- 72		330	322
Finance expenses	-	-	-		-	-
Depreciation	16	13	- 3		13	3
Total expenses	1,007	983	- 24		983	776
Net operating surplus / (deficit)	(136)	(200)	+ 64		(200)	-



General Services

Public Transport

Commentary

While passenger numbers on buses are yet to reach pre-Covid levels, it is encouraging to see an increase of 32,000 this financial year.

Satisfaction on price is at 64% which is considerably higher than satisfaction on quality which is only 40%. Both are below target.

However, the Total Mobility Scheme continues to be operated, with usage increasing among the more vulnerable members of the community.

Revenue from the Governments public transport fares subsidy is been received during the quarter. Lower repairs and maintenance of bus shelters has been required during the year.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Total public transport boardings		Year on Year increase	141,837		109,471
	Passenger numbers have increased since last year but are down on pre-coivid numbers. Patrongae levels on buses remain a concern.				
Customer satisfaction rating for quality is satisfactory or above		70%	40%		55%
	* Note – In 2021-2022, a single question relating to bus services included cost and quality. The on-board survey taken in December 2022, 71.3% responded that a score of 7 (of 10) for overall satisfaction (Q14)..				
Customer satisfaction with price is satisfactory or above		80%	64%		23%
	* Note – In 2021-2022, a single question relating to bus services included cost and quality. The on-board survey taken in December 2022, 59.4% responded that a score of 7 (of 10) for overall satisfaction (Q3). Also, half price fares has been in place for the majority of the period..				
Council administers and supports the Total Mobility scheme.		Total Mobility Scheme is administered	Achieved		Achieved



General Services

Public Transport

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	963	963	-		963	954
Subsidies and grants	1,954	1,664	+ 290		1,664	1,123
Income from activity	149	295	- 146		295	425
Investment revenue	10	8	+ 2		8	-
Total revenue	3,076	2,930	+ 146		2,930	2,502
Employee expenses	-	-	-		-	-
Other expenses	2,904	3,245	+ 341		3,245	2,705
Finance expenses	-	-	-		-	-
Depreciation	94	94	-		94	158
Total expenses	2,998	3,339	+ 341		3,339	2,863
Net operating surplus / (deficit)	78	(409)	+ 487		(409)	(361)



General Services

Public Toilets

Commentary

The public toilets in the community have met their target of remaining operational 95 percent of the time. There have been no unplanned repairs required during the year.

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%	95%		95%
Q2 - 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	753	753	-		753	753
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	753	753	-		753	753
Employee expenses	-	-	-		-	-
Other expenses	537	590	+ 53		590	616
Finance expenses	-	-	-		-	-
Depreciation	138	148	+ 10		148	137
Total expenses	675	738	+ 63		738	753
Net operating surplus / (deficit)	78	15	+ 63		15	-



General Services

Housing Care

Commentary

Council's housing units continue to be occupied in excess of the 95% target, and to date there has been one urgent requests for service which was actioned within the 24 hour period. Of the non-urgent requests for service, 99% of Council remedial actions were in place within five days.

Government funding has been received during this quarter as part of the subsidy revenue package for building new housing units. Other expenses are below forecast for the year due to the lower repairs & maintenance required.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Units are occupied 95% of the time		95%	98%		98%
Requests for service are responded to and remedial action in place: - Urgent		24 hours	100% within 24 hours		24
	1 received and actioned within 24 hours				
Requests for service are responded to and remedial action in place: - Non-Urgent		5 working days	99% within 5 working days		5
	To date this year, there have been 253 requests which were responded to within 1 day, 9 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	386	-	+ 386		-	-
Income from activity	1,617	1,598	+ 19		1,598	1,558
Investment revenue	11	9	+ 2		9	-
Total revenue	2,014	1,607	+ 407		1,607	1,558
Employee expenses	1	-	- 1		-	-
Other expenses	970	1,243	+ 273		1,243	1,457
Finance expenses	-	-	-		-	-
Depreciation	2,123	2,119	- 4		2,119	1,015
Total expenses	3,094	3,362	+ 268		3,362	2,472
Net operating surplus / (deficit)	(1,080)	(1,755)	+ 675		(1,755)	(914)



General Services

Investments

Commentary

Lease rates are below the market rate target as a result of community rates being provided from within the Investment portfolio. Investment revenue and finance expense variances are driven by a combination of the timing of when borrowings and investments movements are made, increasing interest rates and subvention revenue received.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
All properties, excluding those prepared, are leased		95%	95%		90%
	43 total leases from 27 Properties with 2 vacancies.				
Lease agreements are current at market rental levels		100%	93%		89%
	As per Council resolution, we have reconfigured the Investment Property portfolio removing 3-waters land and reducing the number of properties with leases available. 43 total leases with 3 leases at Community rate.				
Net rate of return		> Market interest rate (historic and current)	5%		6%
	90 day bank bill rate at 30 June 2023 = 5.71%				

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	1,932	1,760	+ 172		1,760	1,760
Investment revenue	7,145	7,143	+ 2		7,143	5,745
Total revenue	9,077	8,903	+ 174		8,903	7,505
Employee expenses	6	-	- 6		-	-
Other expenses	915	902	- 13		902	896
Finance expenses	1,851	1,868	+ 17		1,868	2,091
Depreciation	4	4	-		4	6
Total expenses	2,776	2,774	- 2		2,774	2,993
Net operating surplus / (deficit)	6,301	6,129	+ 172		6,129	4,512



General Services

Corporate Services

Commentary

Corporate services includes a range of support functions including finance, customer services, quality assurance and IT. Rate penalties have exceeded forecast by \$77,000 for the year which is in align with signs of spending tightening in the community. Salaries and Wages remains below forecast with vacancies across the activity taking longer to fill than expected due to reduced skilled market pool. This variance will reduce as the year end salary leave adjustments are yet to be added.

It should be noted that the Other expenses is negative as it includes the recovery of employee expenses to capital projects.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	695	639	+ 56		639	639
Subsidies and grants	557	444	+ 113		444	-
Income from activity	1,360	1,188	+ 172		1,188	1,185
Investment revenue	520	286	+ 234		286	36
Total revenue	3,132	2,557	+ 575		2,557	1,860
Employee expenses	13,714	14,183	+ 469		14,183	13,749
Other expenses	(733)	(1,560)	- 827		(1,560)	(1,965)
Finance expenses	376	292	- 84		292	-
Depreciation	725	613	- 112		613	594
Total expenses	14,082	13,528	- 554		13,528	12,378
Net operating surplus / (deficit)	(10,950)	(10,971)	+ 21		(10,971)	(10,518)



General Services

Property

Commentary

Repairs and maintenance remained lower than forecast for the year due to minimal unplanned maintenance required on buildings.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	6,472	6,472	-		6,472	6,472
Subsidies and grants	2,759	2,815	- 56		2,815	-
Income from activity	66	10	+ 56		10	10
Investment revenue	-	-	-		-	-
Total revenue	9,297	9,297	-		9,297	6,482
Employee expenses	2	3	+ 1		3	3
Other expenses	1,978	2,686	+ 708		2,686	2,944
Finance expenses	-	-	-		-	-
Depreciation	4,493	4,483	- 10		4,483	3,535
Total expenses	6,473	7,172	+ 699		7,172	6,482
Net operating surplus / (deficit)	2,824	2,125	+ 699		2,125	-



General Services

City Centre

Commentary

This activity's other expenses are for additional city centre activation, which was not required this year.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	366	366	-		366	366
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	366	366	-		366	366
Employee expenses	-	-	-		-	-
Other expenses	(44)	133	+ 177		133	133
Finance expenses	233	186	- 47		186	-
Depreciation	-	-	-		-	233
Total expenses	189	319	+ 130		319	366
Net operating surplus / (deficit)	177	47	+ 130		47	-

Support for external organisations

AS AT 30 June 2023

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	444	444	-	417
Great South (Council controlled organisation)	1,649	1,800	151	1,800
Invercargill Public Art Gallery	318	314	(4)	323
Saving Grace (IC2 Trust)	-	100	100	100
Southland Indoor Leisure Centre Trust	700	700	-	700
Southland Regional Heritage Committee	1,003	1,003	-	1,038
Southland One Stop Shop Trust	30	31	1	27
Te Ao Marama Inc.	108	152	44	152
	4,392	4,684	292	4,697
<u>Other grants funds:</u>				
Community Wellbeing fund	566	565	(1)	565
Rugby Park Maintenance	190	350	160	350
Heritage Building Strategy fund	140	120	(20)	120
Facilities Maintenance fund	-	100	100	100
	896	1,135	239	1,135

Schedule of Forecast Changes

AS AT 30 June 2023

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		(603)		704
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)	3,975		2,599
Direct charges revenue	Various Activities	Re-forecast to reflect current trends in revenue received		(987)	(416)		(1,403)
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	6		1,787
Finance revenue	Investments	Re-forecast to reflect subvention revenue for the year				205	205
Total Forecast Adjustments to Revenue			1,307	(598)	3,167	-	3,876
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	(233)		8,840
Finance expenses	Investments	Re-forecast of borrowings interest expenses based on borrowing levels and increasing interest rates		900	(236)		664
Employee expenses	Various Activities	Re-forecast to align with current staffing structure			1,377		1,377
Other expenses	Various Activities	Re-forecast of Insurance expenses to align with projections from renewals			37		37
Other expenses	Roading and Passenger Transport	Realignment with Waka Kotahi operating programme			600		600
Other expenses	Various Activities	Re-forecast of Electricity expenses to align with projections from contract renewals			300		300
Other expenses	Corporate services	Re-forecast of software licensing to align with projections from annual renewals			300		300
Other expenses	Sewerage	Re-forecast to align with increased operational costs including sludge removal			300		300
Other expenses	Water	Re-forecast to align with increased operational costs			200		200
Total Forecast Adjustments to Expenses			8,299	1,674	2,645	-	12,618
							-
							-
Total other comprehensive revenue and expense			-	-	-	-	-
Adjustments to Surplus / (Deficit) After Tax			(6,992)	(2,272)	522	-	(8,742)

Schedule of Forecast Changes

AS AT 30 June 2023

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
Cash and cash equivalents	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	5,933				5,933
Cash and cash equivalents	Investments	Funds from sale of investment property in 2021/22 used to repay borrowings	(10,000)				(10,000)
Cash and cash equivalents	Investments	Re-forecast cash position to reflect revised operating forecast		(407)	1,604		1,197
Trade and other receivables	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	1,777	188	(273)		1,692
Prepayments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	216		(26)		190
Inventories	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(252)	(1)	(18)		(271)
Property, plant and equipment	Various Activities	To reflect higher depreciation expenses forecast cause by higher asset revaluation in 2021/22	(8,299)	(774)	233		(8,840)
Property, plant and equipment	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	52,847				52,847
Property, plant and equipment	Various Activities	Re-forecast capital expenditure profiles to reflect revised programme		(15,289)	(10,523)		(25,812)
Intangible assets	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	424		2,743		3,167
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
Investment property	Investments	Re-forecast Investment property to include valuation increase			637		637
Investment in CCOs and similar entities	Investments	Redistribution of funds to be used for ICL shares towards an advance to ICL			(7,500)		(7,500)
Other financial assets - other investments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(2,251)		(792)		(3,043)
Other financial assets - other investments	Investments	Redistribution of funds to be used for ICL shares towards an advance to ICL			7,500		7,500
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	481				481
Total Forecast Adjustments to Assets			42,121	(16,283)	(6,415)	-	19,423
Liabilities							
Trade and other payables	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(4,955)	1,095	(2,324)		(6,184)
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		(82)		172
Borrowings	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	8,348				8,348
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)	(4,296)		(19,585)
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	(1,904)				(1,904)
Total Forecast Adjustments to Liabilities			(8,257)	(14,194)	(6,702)	-	(29,153)
Equity							
Retained earnings	Various Activities	Movements in operating surplus (deficit) and other reserves	(6,992)	(2,272)	522		(8,742)
Retained earnings	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	7,290	183	(47)		7,426
Other reserves	Various Activities	Re-alignment of opening balances with the Annual report 2021/22	50,080		(188)		49,892
Total Forecast Adjustments to Equity			50,378	(2,089)	287	-	48,576

Statement of Comprehensive Revenue and Expense

As at 30 June 2023

	YTD Actual Jun 2023 (\$000)	YTD Forecast Jun 2023 (\$000)	Full Year Forecast 2023 (\$000)	Annual Plan 2023 (\$000)
REVENUE				
Rates and penalties	66,548	66,481	66,481	65,777
Fines	812	563	563	605
Subsidies and grants	16,616	16,148	16,148	13,549
Direct charges revenue	24,350	22,947	22,947	24,350
Rental revenue	3,164	3,396	3,396	3,370
Finance revenue	2,752	2,479	2,479	692
Dividends & subvention revenue	5,294	5,294	5,294	5,089
Total revenue	119,536	117,308	117,308	113,432
EXPENSES				
Employee expenses	31,182	31,979	31,979	30,602
Depreciation and amortisation	41,007	40,863	40,863	32,023
Other expenses	52,876	53,114	53,114	51,377
Finance expenses	3,257	2,989	2,989	2,325
Total expenses	128,322	128,945	128,945	116,327
Net operating surplus (deficit)	(8,786)	(11,637)	(11,637)	(2,895)
Other gains/(losses)	399	742	742	742
Surplus / (deficit) before tax	(8,387)	(10,895)	(10,895)	(2,153)
Income tax expense	0	0	0	0
Surplus (deficit) after tax	(8,387)	(10,895)	(10,895)	(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	(8,387)	(10,895)	(10,895)	(2,153)

Statement of Financial Position

AS AT 30 June 2023

	YTD Actual Jun 2023 (\$000)	Full Year Forecast 2023 (\$000)	Annual Report 2022 (\$000)
ASSETS			
Cash and cash equivalents	13,338	11,100	18,596
Trade and other receivables	14,594	13,341	13,341
Prepayments	2,151	1,279	1,279
Inventories	602	480	480
Non-current assets held for resale	0	0	0
Property, plant and equipment	1,092,489	1,092,786	1,083,209
Intangible assets	2,889	5,922	3,179
Biological assets	3,848	3,953	3,848
Investment property	26,561	27,398	26,761
Investment in CCOs and similar entities	76,569	76,569	76,569
Other financial assets - other investments	46,616	47,721	40,237
Derivative financial instruments	481	481	481
TOTAL ASSETS	1,281,138	1,281,030	1,267,980
LIABILITIES			
Trade and other payables	14,308	14,076	15,309
Provisions	928	928	928
Employee benefit liabilities	3,811	3,707	3,707
Borrowings	124,499	127,240	102,062
Derivative financial instruments	0	0	0
Total liabilities	143,546	145,951	122,006
TOTAL EQUITY			
Retained earnings	360,731	384,486	398,173
Other reserves	776,861	750,593	747,801
Total equity	1,137,592	1,135,079	1,145,974
TOTAL LIABILITIES AND EQUITY	1,281,138	1,281,030	1,267,980