



PERFORMANCE REPORT

As at 30 September 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

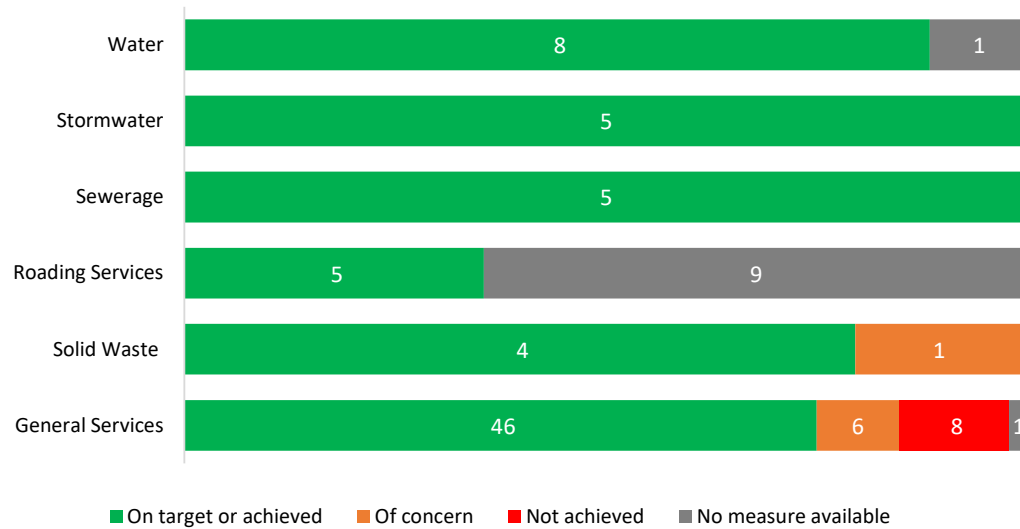
Net Operating surplus / (deficit)	
If Variance is positive	
If Variance is negative:	
Variance as % of forecast <6%	
Variance as % of forecast >6%	



Performance Summary

AS AT 30 September 2023

Level of service performance



Commentary - Level of service performance

Council has begun the third year of this Long-term Plan cycle continuing to deliver on its core water, stormwater, sewerage and rooding services, as well as seeing a strong rebound in visitor numbers across Council facilities.

In total, 73 of the 99 performance measures are on track to be met, a slight improvement on the position at the same point in 2022/2023.

There are seven which are currently of concern, and eight which cannot be met this year – two of these require 100 % delivery which has not been met in quarter one, and the remaining ones relate to customer satisfaction.

The remainder of the measures are annual, or do not have enough data to report on at this stage in the year. One Rooding KPI will not be measured in 2023/24.

The water, stormwater and sewerage activities are performing well, meeting all DIA performance measures.

Rooding is primarily reported on an annual basis, but is currently on target for those measures reported this quarter.

Solid Waste performance continues to improve on most of 2022/23 results, and is on track to meet the performance measures for discarded materials rate per person, decreasing the volume of rubbish and solid waste to landfill, and increasing the volume of material diverted from landfill.

Performance Summary

AS AT 30 September 2023

Commentary - Level of service performance

Across the general services, Council continues to see an improvement in visitation across most facilities, with visitation to Splash Palace and Council venues exceeding the annual target already. Public transport boardings continue to improve and usage levels for this quarter have significantly exceeded those of Quarter One in 2022/23.

Overall satisfaction levels with Council facilities and services are similar to the previous year. At the end of Quarter One, satisfaction with parks and reserves is at 84% and is on track to achieve its target of 80%, while libraries are slightly below target at 80% (target of 85%). Although still below target, satisfaction with venues is increasing, likely as a result of venues undergoing a refresh and improved service options. Satisfaction with Democratic Process, He Waka Tuia and Aquatic Services remains below target. It is important to note that the survey data is cumulative so it may move as more responses are obtained throughout the year.

Regulatory Services are legislatively required to maintain 100% targets for processing, which they have met target in regards to non-notified resource consents not requiring a hearing, food registrations and alcohol applications. Building consents performance continues to improve, reaching 99% at the end of Quarter One but missing the 100% target.

The Housing Care activity is maintaining an occupation rate of 99%, and has had no urgent requests for service this quarter. All non-urgent requests for service have been responded to and remedial action was in place within 5 working days.

Performance Summary

AS AT 30 September 2023

Financial performance YTD (\$000)

Net operating surplus / (Deficit)

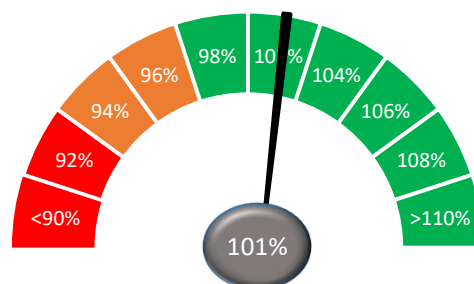
Actual: **(\$6,677)**

Forecast: (\$9,064)
Variance: \$2,387 favourable

Revenue

Actual: **\$26,629**

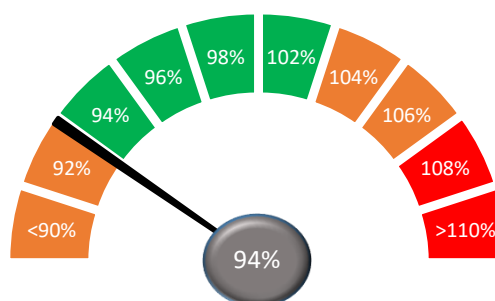
Forecast: \$26,458
Variance: \$171 favourable



Expenditure

Actual: **\$33,306**

Forecast: \$35,522
Variance: \$2,216 underspent



	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	17,991	17,784	+ 207		71,137	71,137
Subsidies and grants	1,051	1,008	+ 43		16,621	16,621
Income from activities	7,150	7,435	- 285		29,905	29,905
Investment revenue	437	231	+ 206		8,345	8,345
Total revenue	26,629	26,458	+ 171		126,008	126,008
Employee expenses	7,470	8,181	+ 711		33,005	33,005
Other expenses	14,183	15,833	+ 1,650		55,383	55,383
Finance expenses	1,009	1,092	+ 83		4,368	4,368
Depreciation	10,644	10,416	- 228		41,663	41,663
Total expenses	33,306	35,522	+ 2,216		134,419	134,419
Net operating surplus / (deficit)	(6,677)	(9,064)	+ 2,387		(8,411)	(8,411)

Performance Summary

AS AT 30 September 2023

Net operating surplus by activity group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Water	129	97	+ 32		463	463
Stormwater	(647)	(597)	- 50		(675)	(675)
Sewerage	(958)	(1,006)	+ 48		(3,326)	(3,326)
Roading Services	(2,423)	(2,646)	+ 223		(1,936)	(1,937)
Solid Waste	(407)	(92)	- 315		(473)	(473)
General Services	(1,729)	(4,819)	+ 3,090		(2,464)	(2,463)
Council	(6,035)	(9,063)	+ 3,028		(8,411)	(8,411)

Commentary

For the three months to 30 September 2023, excluding depreciation the Council had a surplus of \$4.0 million. This is \$2.6 million better than forecast (\$1.4 million). Including depreciation, Council had a deficit for the quarter of \$6.7 million, this is \$2.4 million better than \$9.1 million deficit forecast.

Total revenue for the quarter was \$26.6 million and is greater than forecast by \$0.2 million and higher than last year by \$1.1m. Higher investment interest rates and cash balance levels during the first quarter has produced additional \$0.2 million of finance revenue for the first quarter. Rates penalties revenue is higher than forecast by \$0.2 million and \$50,000 higher than last year. Lower fees and charges compared to forecast have offset part of the surplus with the economic downturn leading to lower building services fees, down \$0.3 million compared to last year.

Total expenditure for the quarter was \$33.3 million and is lower than forecast by \$2.2 million. Lower other expenses are the main driver to the variance (\$1.7 million) with lower usage of contractors within the building services area; less material and inventory purchased; lower unplanned repairs and maintenance required to be carried out. It is expected the run rate of expenditure will pick up during the summer months.

Employee expenses remain lower than forecast due to the continuation of challenging market conditions affecting the supply of skilled people available to fulfil vacancies.

Performance Summary

AS AT 30 September 2023

Commentary

The full year operational forecast is projecting a deficit of \$8.4 million, which is unchanged compared to the Annual Plan. Additional forecast subsidy revenue for Projects 1225 of \$6 million which has been indicated to be required will be included in the forecast changes of the December report.

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

- Solid Waste – Contractor expenses are currently tracking higher due to contract cost adjustments for recycling, including transport and contamination waste costs.
- Stormwater, Aquatic Services & Public Toilets both have minor variances to forecast and will improve as the year progresses.

Capital Expenditure Summary

AS AT 30 September 2023

Commentary

Capital expenditure of \$6.6 million has been spent for the quarter which is lower than forecast by \$4.6 million and last year by \$4.0 million. While overall the programme is slower than forecast there is high confidence that delivery will increase and the forecast will be met, particularly with larger projects like Project 1225 and the Branxholme Pipeline Stage 2 stepping up in workload.

\$6.0 million has been added to the capital forecast for Project 1225 as previously approved by Council.

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	692	1,153	- 462	5%	14,000	14,000
Stormwater	1,321	788	+ 533	42%	3,151	3,151
Sewerage	209	751	- 542	7%	3,005	3,005
Roading Services	332	2,035	- 1,703	4%	8,142	10,684
Solid Waste	0	20	- 20	0%	82	109
General Services	4,066	6,513	- 2,447	17%	23,778	25,734
Council	6,621	11,262	- 4,641	13%	52,158	56,683

Capital Expenditure Summary

AS AT 30 September 2023

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	2023/24	31	-	100%	-
	LTP	1,438	1,400	103%	1,400
City Centre - Stage 1	2023/24	80	-	100%	-
	LTP	20,998	20,800	101%	20,800
City Centre - Stage 2	2023/24	-	91	0%	91
	LTP	113	13,600	1%	13,600
Museum redevelopment (Project 12 25)	2023/24	2,372	9,155	26%	9,155
	LTP	9,879	71,460	14%	71,460
Bluff Boat Ramp renewal	2023/24	38	770	5%	770
	LTP	519	1,800	29%	1,800
Rugby Park renewal	2023/24	6	985	1%	985
	LTP	69	4,900	1%	4,900
Water Tower	2023/24	-	-	100%	-
	LTP	3	4,100	0%	4,100
City Centre Masterplan Urban Play	2023/24	33	-	100%	-
	LTP	33	6,500	1%	6,500
Surrey Park Grandstand renewal	2023/24	-	301	0%	301
	LTP	-	1,500	0%	1,500
Arts and Creativity Invercargill	2023/24	-	-	100%	-
	LTP	-	17,600	0%	17,600
Additional Pool at Splash Palace	2023/24	-	-	100%	-
	LTP	-	8,200	0%	8,200
Total	2023/24	2,560	11,302	23%	11,302
	LTP	33,052	151,860	22%	151,860



Water

Wai

Commentary

The Water Activity continues to perform well, and most measures are on track to be achieved this financial year. Council continues to work on improving internal processes and communication, which has had a positive impact on the attendance and resolution times for non-urgent callouts.

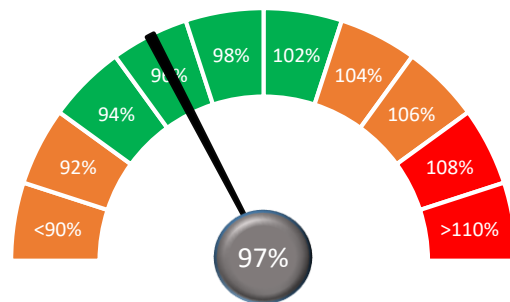
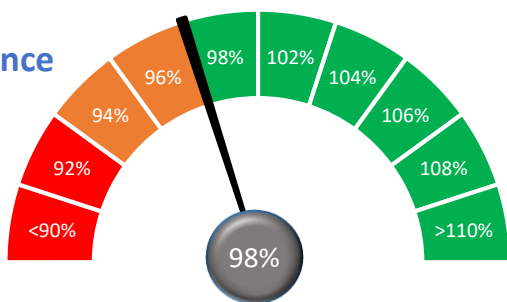
Operating expenses are running lower than forecast due to seasonality. The work programme continues to be finalised and will ramp up during the warmer months through to the end of the financial year. We expect to deliver the full forecast by year end.

Level of Service

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



Finance



Revenue YTD

Expenditure YTD

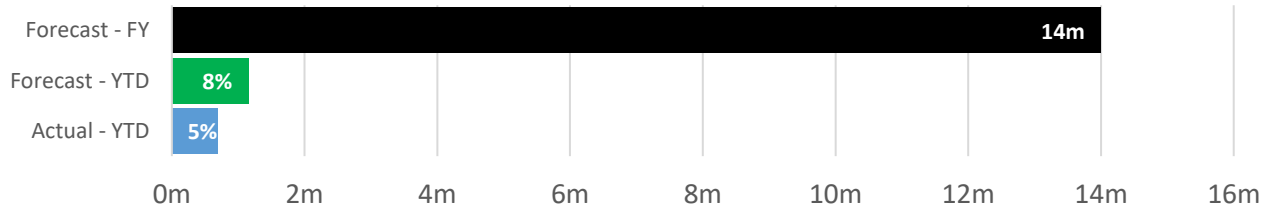
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 3,107,000	\$ 2,978,000	\$ 129,000
Forecast YTD:	\$ 3,171,000	\$ 3,074,000	\$ 97,000
Variance:	- \$ 64,000 Unfavourable	+ \$ 96,000 Underspent	+ \$ 32,000 Favourable



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%		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%		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		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	34m		0h 56m
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	1h 53m		2h 17m



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	3d 22h 30m		5d 9h
	The team continues to work on improving internal processes and communication, which has had a positive impact on the attendance and resolution times for non-urgent callouts.				
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	4d 15h 23m		5d 21m
	The team continues to work on improving internal processes and communication, which has had a positive impact on the attendance and resolution times for non-urgent callouts.				
The average consumption of drinking water per day per resident within the Invercargill City Council territorial district		Less than 300 litres/day	247		258
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 or flow - Continuity of supply - Council's response to any of these issues		<10 in total	0.32		0.68



Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
Rates and penalties	2,474	2,486	- 12		9,942	9,942
Subsidies and grants	-	-	-		-	-
Income from activity	633	685	- 52		2,738	2,738
Investment revenue	-	-	-		19	19
Total revenue	3,107	3,171	- 64		12,699	12,699
Employee expenses	-	-	-		-	-
Other expenses	1,255	1,378	+ 123		4,997	4,997
Finance expenses	-	-	-		457	457
Depreciation	1,723	1,696	- 27		6,782	6,782
Total expenses	2,978	3,074	+ 96		12,236	12,236
Net operating	129	97	+ 32		463	463

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)
Alternate water supply	-	75	- 75	0%	700	700
	Work on additional exploratory bore expected to be undertaken in second half of year.					
Pipe renewals	346	591	- 245	15%	2,364	2,364
	Design work is progressing, going to market in q2, expect to be fully delivered by year end.					
Branxholme pipeline	314	429	- 115	3%	10,704	10,704
	Stage 2 of the Branxholme line has started well despite some tricky weather and ground conditions; the project will pause at the Myers Reserve for the Christmas break.					



Sewerage

Waikeri

Commentary

Sewerage Activity covers the pipes, pumping stations and treatment plants for the collection, treatment and disposal of sewage in order to enhance the health and wellbeing of Invercargill residents.

The performance measures are set by the DIA, and have all been met in quarter one.

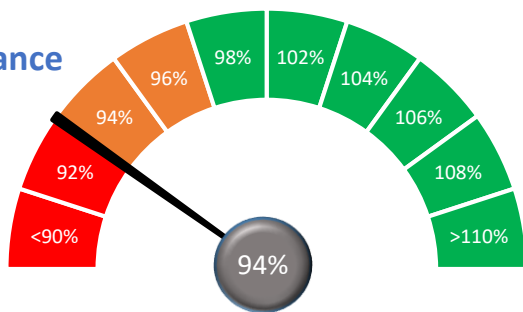
Operating expenses are running lower than forecast due to seasonality. The work programme continues to be finalised and will ramp up during the warmer months through to the end of the financial year. We expect to deliver the full forecast by year end.

Level of Service

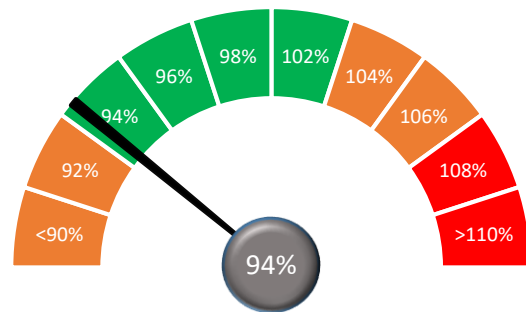
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

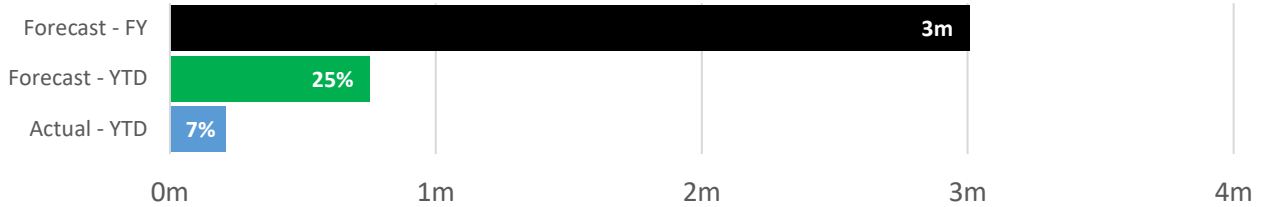
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 2,013,000	\$ 2,971,000	(\$ 958,000)
Forecast YTD:	\$ 2,145,000	\$ 3,151,000	(\$ 1,006,000)
Variance:	- \$ 132,000 Unfavourable	+ \$ 180,000 Underspent	+ \$ 48,000 Favourable



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	0.04	Green	0.18
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 from notification to arrival on-site to attend blockages or other faults in the sewerage system	DIA	<1 hour	26m	Green	14m
	More work orders (including planned ones) were issued in Q1 compared to Q1 in 2022/23. There was also significant rainfall in September which impacted on response time.				
(b) The median response time from notification to resolution of blockages or other faults in the sewerage system	DIA	<6 hours	46m	Green	1h 8m
	More work orders (including planned ones) were issued in Q1 compared to Q1 in 2022/23. There was also significant rainfall in September which impacted on response time.				
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about: 1. sewage odour 2. system faults 3. system blockages		Max 4	2.64	Green	0.18
	There has been a significant increase in the number of requests for service this quarter compared to the same period last year. A significant number of requests for services related to the September rainfall.				



Sewerage

Waikeri

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,905	1,888	+ 17		7,551	7,551
Subsidies and grants	-	-	-		-	-
Income from activity	108	257	- 149		1,029	1,029
Investment revenue	-	-	-		-	-
Total revenue	2,013	2,145	- 132		8,580	8,580
Employee expenses	1	4	+ 3		14	14
Other expenses	989	1,184	+ 195		4,040	4,040
Finance expenses	-	-	-		-	-
Depreciation	1,981	1,963	- 18		7,852	7,852
Total expenses	2,971	3,151	+ 180		11,906	11,906
Net operating	(958)	(1,006)	+ 48		(3,326)	(3,326)

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	125	250	- 125	13%	998	998
Clifton TP projects under design and/or procurement. Major costs will occur from q2.						
Pumping station	-	95	- 95	0%	378	378
Design and procurement underway, electrical switchboards expected to be completed by q3.						
Pipe renewals	84	407	- 323	5%	1,629	1,629
Design work underway, contracts to market in q2, expect full delivery by year end.						



Stormwater

Wai tupuhi

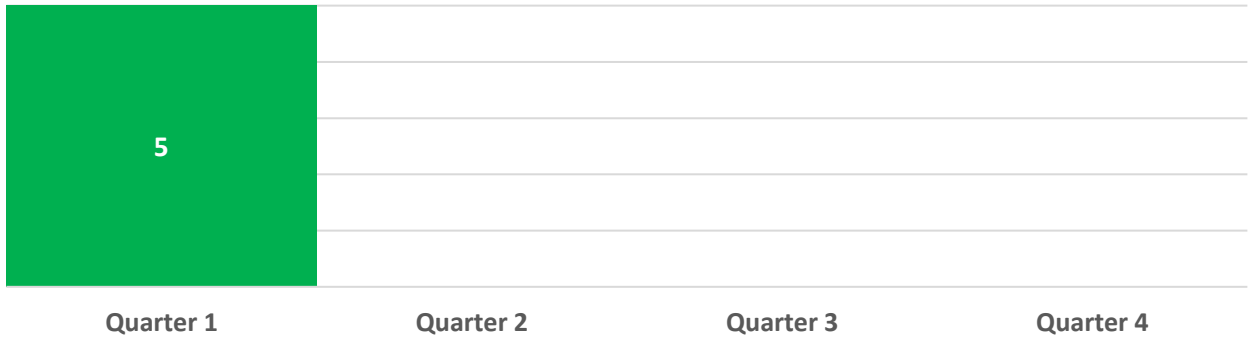
Commentary

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

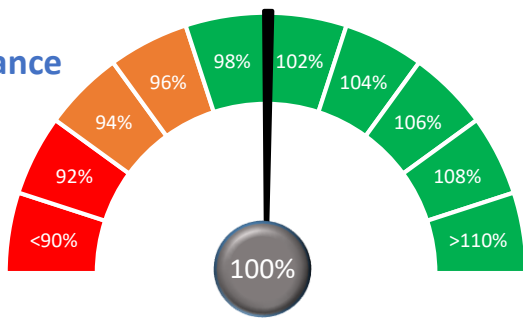
Operating expenses are running lower than forecast due to seasonality. The work programme continues to be finalised and will ramp up during the warmer months through to the end of the financial year. We expect to deliver the full forecast by year end.

Level of Service

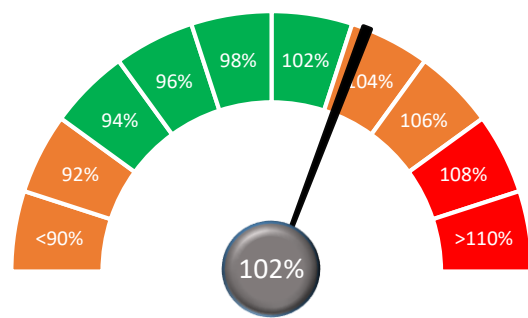
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

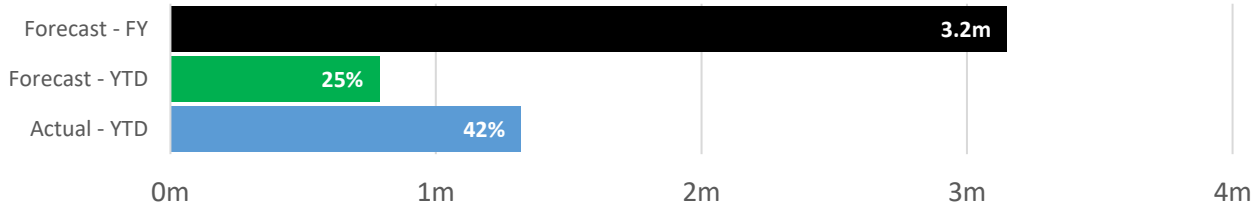
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 1,608,000	\$ 2,255,000	(\$ 647,000)
Forecast YTD:	\$ 1,608,000	\$ 2,205,000	(\$ 597,000)
Variance:	- Favourable	- \$ 50,000 Overspent	- \$ 50,000 Unfavourable



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	On Track	0
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	On Track	0
DIA Performance measure 2 (discharge compliance) Compliance with the Council's resource consents for discharge from its stormwater system, measured by the number of: - Abatement notices - Infringement notices - Enforcement orders - Successful prosecution	DIA	0	0	On Track	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	0	On Track	24m
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	2	On Track	0
There has been a significant increase in the number of requests for service in Q1 compared to the same period last year. This, along with improved internal monitoring and reporting processes, has resulted in an higher number of complaints compared to last financial year					



Stormwater

Wai tupuhi

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,605	1,606	- 1		6,424	6,424
Subsidies and grants	-	-	-		-	-
Income from activity	3	2	+ 1		9	9
Investment revenue	-	-	-		28	28
Total revenue	1,608	1,608	-		6,461	6,461
Employee expenses	-	-	-		-	-
Other expenses	1,096	1,034	- 62		2,451	2,451
Finance expenses	-	-	-		-	-
Depreciation	1,159	1,171	+ 12		4,685	4,685
Total expenses	2,255	2,205	- 50		7,136	7,136
Net operating	(647)	(597)	- 50		(675)	(675)

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	-	82	- 82	0%	328	328
	Stormwater designs progressing as per SRC discharge consent, treatment devices have yet to be evaluated.					
Pipe renewals	1,304	673	+ 631	48%	2,692	2,692
	Well advance in work programme, mainly to do with Dee and Herbet St's Stormwater upgrade, to complete in q2. Additional tenders out to market in q3 to be delivered by year end.					



Roding Services

Ratonga rori

Commentary

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

Where data is available, the activity is currently on target.

Operating expenses are running lower than forecast due to seasonality and transfer into the new Alliance contract. The work programme continues to be finalised and will ramp up during the warmer months. We expect to deliver the full forecast by year end.

Level of Service

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



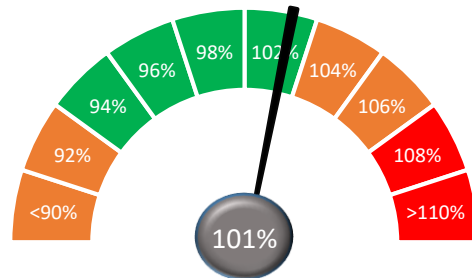
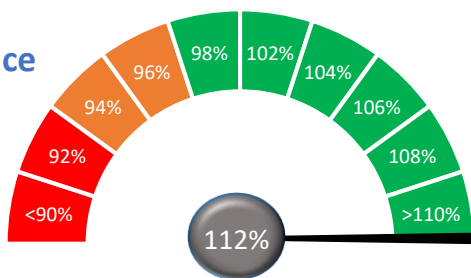
Quarter 1

Quarter 2

Quarter 3

Quarter 4

Finance



Revenue YTD

Expenditure YTD

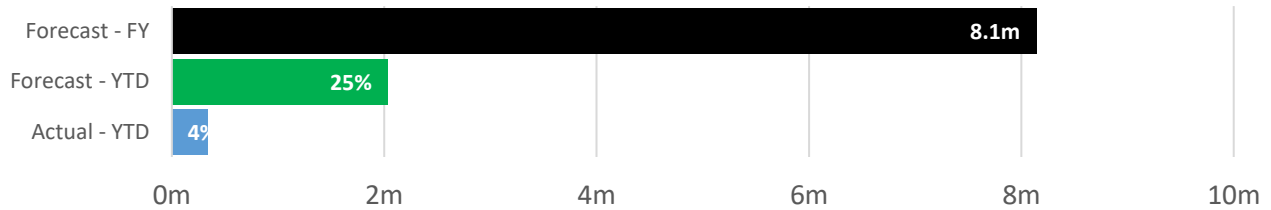
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 2,762,000	\$ 5,185,000	(\$ 2,423,000)
Forecast YTD:	\$ 2,477,000	\$ 5,123,000	(\$ 2,646,000)
Variance:	+ \$ 285,000 Favourable	- \$ 62,000 Overspent	+ \$ 223,000 Favourable



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	0%		Annual Assessment
Collective risk (crash density) – fatal and serious injury rate per km of road	ONRC	Decreasing annually	-		Annual Assessment
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	ONRC	Decreasing annually	-		Annual Assessment
The average quality of ride, on a sealed local road network, measured by smooth travel exposure	DIA & ONRC	Higher than national average Urban – 84.5% Rural – 95.1%	0%		Annual Assessment
The percentage of the sealed local road network that is resurfaced	DIA	> 5.5%	0%		Annual Assessment



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 Asset Management Plan	DIA	< 8% in very poor condition	0%		Annual Assessment
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% of requests are responded to in five or less business days	93%		77%
The number of unplanned road closures and the number of vehicles affected by closures annually	ONRC	Number of closures <=8 Affected vehicles	-		Annual Assessment
Proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles	ONRC	Maintain / Increase proportion	No change		No decrease in % of network
Mean travel times for private motor vehicles on key routes	ONRC	Maintain stable trend	-		-
	Not measured in 2023/24				
The overall cost per km and vkt of routine maintenance activities, and cost by work category on each road network for the financial year	ONRC	<= Peer Group Average	-		Annual Assessment



Roading 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% of requests within 2 business days	99%		0%
Vandalised signs are promptly responded to and corrective actions commenced	ICC	> 85% of requests within 2 business days.	98%		96%
Damaged traffic signals are attended to promptly	ICC	> 85% of emergency requests are responded to by attending the site within one hour	100%		100%



Rading Services

Ratonga rori

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	2,146	2,146	-		8,584	8,584
Subsidies and grants	-	-	-		8,923	8,923
Income from activity	616	331	+ 285		1,325	1,325
Investment revenue	-	-	-		141	141
Total revenue	2,762	2,477	+ 285		18,973	18,973
Employee expenses	3	-	- 3		-	-
Other expenses	1,764	2,040	+ 276		8,577	8,578
Finance expenses	-	-	-		-	-
Depreciation	3,418	3,083	- 335		12,332	12,332
Total expenses	5,185	5,123	- 62		20,909	20,910
Net operating	(2,423)	(2,646)	+ 223		(1,936)	(1,937)

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.	17	1,064	- 1,048	0%	4,258	5,881
Rehabilitation and drainage renewals	Seasonal work, physical works will start in December through to March/April, expect to fully deliver program.					
Footpath renewals	0	178	- 178	0%	711	911
	With the maintenance contract renewal the forward program is being detailed. Footpaths delivery will be on target by year end starting in q2.					
Low cost, low risk capital renewals	124	626	- 502	5%	2,506	3,044
	Most works are in the detailed design stage and will be delivered within the financial year starting q3.					



Solid Waste Management

Para

Commentary

The Solid Waste Activity is responsible for the management of solid waste services in the Invercargill District, working in collaborating with Southland District Council and Gore District Council as a shared service called WasteNet Southland.

The activity continues to build on the progress made during 2022/23, with four of the five performance measures on track to be achieved. The trend in kerbside recycling is of concern as the amount of kerbside has decreased slightly compared to the same period last year. This is likely due to lower recycling rates during the winter months, and we expect to see an increase in spring and early summer.

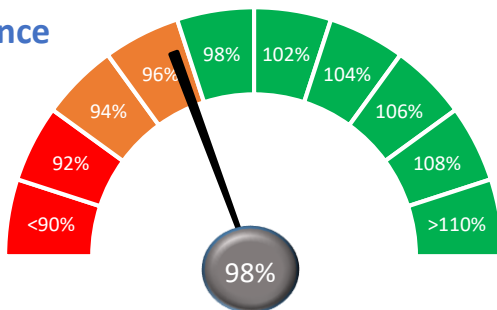
Revenue at the Transfer Station is lower than expected because of reduced waste volumes, expected to increase with better weather. Expenses are higher than expected in Recycling because of increases in contract cost, transport and contamination.

Level of Service

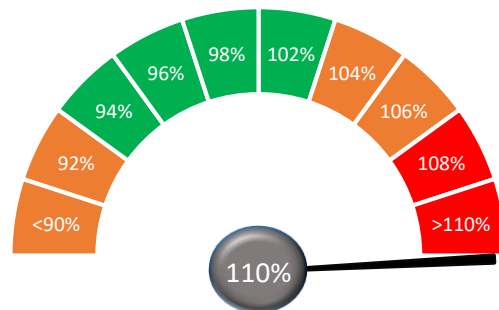
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

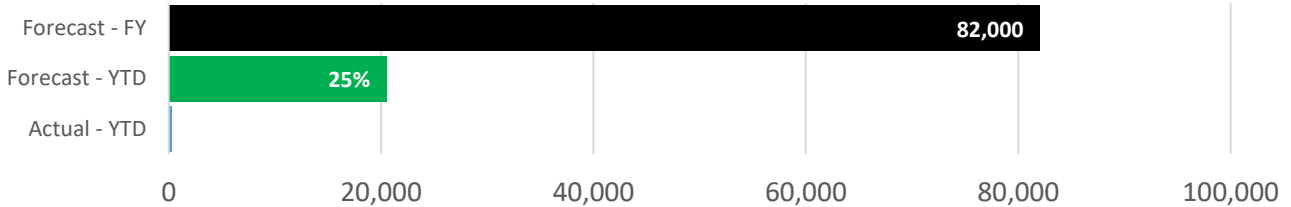
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 2,497,000	\$ 2,904,000	(\$ 407,000)
Forecast YTD:	\$ 2,556,000	\$ 2,648,000	(\$ 92,000)
Variance:	- \$ 59,000 Unfavourable	- \$ 256,000 Overspent	- \$ 315,000 Unfavourable



Solid Waste Management

Para

Capital expenditure against forecast



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	712		767
	There has been a decrease in recycling from the beginning of this financial year. However, decline in recycling can be attributed to the winter months, when waste disposal is at its lowest and increasing towards an annual peak in spring / early summer					
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in landfill rubbish	ICC	Decreasing trend	2,488		2,645
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in solid waste to landfill	ICC	Decreasing trend	5,124		5,670
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in diverted material	ICC	Increasing trend	1,600		1,550



Solid Waste Management

Para

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 (based on 2010/2011 figures, Ref WWMP).	124		NA

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,346	1,342	+ 4		5,369	5,369
Subsidies and grants	-	-	-		-	-
Income from activity	1,151	1,214	- 63		6,733	6,733
Investment revenue	-	-	-		30	30
Total revenue	2,497	2,556	- 59		12,132	12,132
Employee expenses	-	-	-		-	-
Other expenses	2,875	2,525	- 350		12,033	12,033
Finance expenses	-	-	-		80	80
Depreciation	29	123	+ 94		492	492
Total expenses	2,904	2,648	- 256		12,605	12,605
Net operating	(407)	(92)	- 315		(473)	(473)



General Services

Ngā ratonga

Commentary

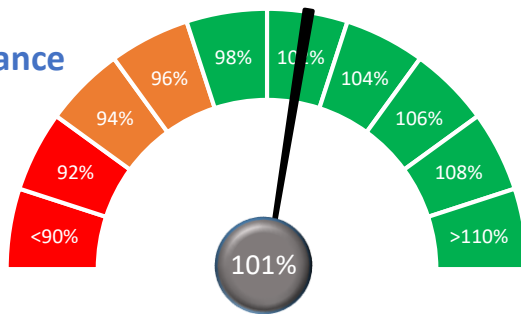
The General Services activity covers a range of activities of Council. Performance in each of these areas is reported individually.

Level of Service

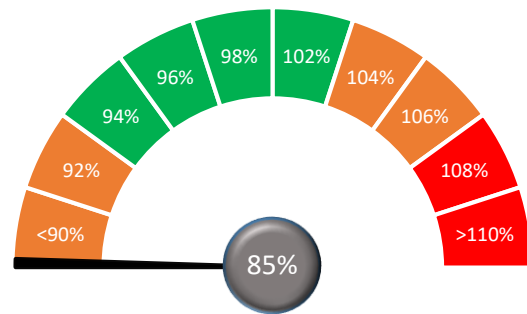
- On target or achieved
- Of concern
- Not achieved
- No measure available



Finance



Revenue YTD



Expenditure YTD

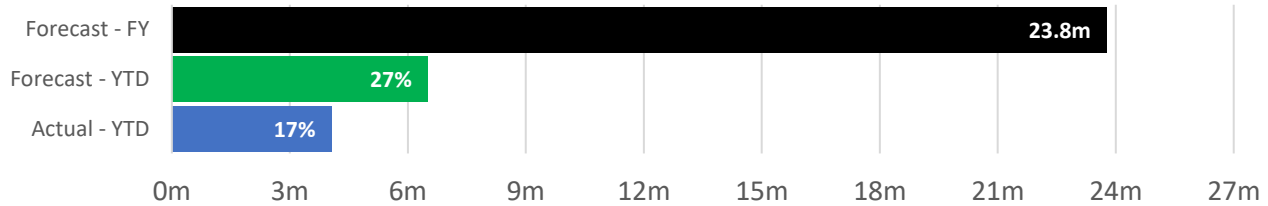
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 14,643,000	\$ 16,372,000	(\$ 1,729,000)
Forecast YTD:	\$ 14,502,000	\$ 19,321,000	(\$ 4,819,000)
Variance:	+ \$ 141,000 Favourable	+ \$ 2,949,000 Underspent	+ \$ 3,090,000 Favourable



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	8,516	8,317	+ 199		33,267	33,267
Subsidies and grants	1,051	1,008	+ 43		7,698	7,698
Income from activity	4,643	4,946	- 303		18,071	18,071
Investment revenue	433	231	+ 202		8,127	8,127
Total revenue	14,643	14,502	+ 141		67,163	67,163
Employee expenses	7,466	8,178	+ 712		32,991	32,991
Other expenses	5,564	7,671	+ 2,107		23,285	23,284
Finance expenses	1,009	1,092	+ 83		3,831	3,831
Depreciation	2,333	2,380	+ 47		9,520	9,520
Total expenses	16,372	19,321	+ 2,949		69,627	69,626
Net operating	(1,729)	(4,819)	+ 3,090		(2,464)	(2,463)

Financials - Net operating surplus / (deficit) by activity

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Democratic Process	(55)	(72)	+ 17		(161)	(145)
Regulatory Services	891	465	+ 426		134	145
Parks and Reserves	531	(87)	+ 618		1,362	1,385
Libraries	79	(3)	+ 82		(4)	-
Aquatic Services	(44)	5	- 49		(10)	-
Arts, Culture and Heritage	327	(11)	+ 338		-	-
Venue and Events Services	(7)	(4)	- 3		(3)	-
Public Transport	(283)	(350)	+ 67		198	198
Public Toilets	(4)	9	- 13		-	-
Housing Care	(493)	(576)	+ 83		(1,680)	(1,680)
Investments	(376)	(821)	+ 445		5,930	5,930
Corporate Services	(3,954)	(4,424)	+ 470		(12,239)	(12,306)
Property	1,356	947	+ 409		4,010	4,010
City Centre	300	101	+ 199		-	-
Net operating	(1,732)	(4,821)	+ 3,089		(2,463)	(2,463)



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)	2,372	3,800	- 1,428	26%	9,155	9,155
	The Storage facility will be handed over in December on programme and budget, the first of three new builds that bring together Project 1225.					
Housing Care building improvements	401	428	- 26	23%	1,765	1,793
	Project progressing well, construction started in Q1 due to complete in Q4, expected to come in on budget					
Our Council property records digitalisation	486	114	+ 371	106%	458	610
	On track to be completed in April 2024 with previously approved additional contingency spend to cover technical support requirements					
Our Council programme	637	410	+ 226	39%	1,642	1,642
	Recreational bookable system - in delivery phase with completion due before christmas Human Resources Information System (HRIS) - Design workshops are nearly finished and the design document is being developed for approval in December					
Rugby Park renewals	6	8	- 2	1%	985	985
	In the design phase, and physical works will start on both sites in the new year.					
Bluff Boat Ramp renewal	38	72	- 33	5%	770	770
	Physical works are underway in Bluff for the new Jetties. Teams working below the water and above are busy making ready for the pontoon structures (due to land next year)					
Parks capital renewals	35	526	- 491	2%	2,105	2,745
	Bluff Precinct Project has contracts in place and expected to be spent by the end of the financial year.					
Surrey Park Grandstand	-	75	- 75	0%	301	301
	In the design phase, and physical works will start on both sites in the new year.					
Library building renewals	-	66	- 66	0%	262	350
	Assessment work is being done on the roof and temporary repairs.					
Splash Palace building renewals	-	107	- 107	0%	426	567
	Review of the delivery for the year has been undertaken, the only programmed work for this year is the carpark renewal, to be tendered in q2.					
Parks building renewals	78	190	- 112	10%	758	837
	Crematorium is at early scoping, should be tendered in q3/4 with the main delivery being in 2024/25. Nothing scheduled for other parks buildings at this stage, most of the other parks property work has moved into the masterplans.					



General Services

Democratic Process

Commentary

Now in its third year of operation, the Community Wellbeing Fund is on track with its delivery of the targeted number of activities and events supported. Satisfaction with the opportunities Council provides for community involvement in decision-making continues to be well below target at 21%.

Election expenses in the first quarter and a change of classification of elected members have resulted in variances within the employee and other expenses groupings.

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%	21%		23%
Number of activities or events supported by the Community Wellbeing Fund		25	18		7

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,797	1,758	+ 39		7,033	7,033
Subsidies and grants	-	-	-		77	77
Income from activity	40	1	+ 39		3	3
Investment revenue	-	-	-		5	5
Total revenue	1,837	1,759	+ 78		7,118	7,118
Employee expenses	742	844	+ 102		3,328	3,312
Other expenses	1,146	982	- 164		3,930	3,930
Finance expenses	-	-	-		-	-
Depreciation	4	5	+ 1		21	21
Total expenses	1,892	1,831	- 61		7,279	7,263
Net operating surplus / (deficit)	(55)	(72)	+ 17		(161)	(145)



General Services

Regulatory Services

Commentary

The Regulatory Services Activity is responsible for implementing national legislation in the Invercargill context, while focusing on community outcomes. They have legislative performance measures which have a target of 100% delivery within 20 working days.

At the end of Quarter One, the activity met its target for non-notified resource consents not requiring a hearing, food registrations and alcohol applications. While the target for building consents has not been met, the performance measure has been trending upwards, reaching 99% at the end of Quarter One.

Within the Planning and Building services, a net overspend of \$49,000 was driven by lower building consent numbers as a result of the economic downturn and election uncertainty, and more regional heritage grants being distributed. The decline in consent revenue was offset by savings in contractor costs, consultancy expenses and salary and wages. Environmental Services had a net underspend of \$475,000 with greater parking revenue being received as a result of infringement numbers returning to pre-Covid levels and the introduction of parking kiosks enabling the distinction between expired and not activated parking fees.

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	0%		100%
This work was completed by the legislative deadline and the KPI is to be withdrawn at the next LTP					
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 registrations issued within the statutory timeframe	100%		100%
		100% alcohol applications not requiring a hearing are issued within 30 working days of receipt	100%		100%
		100% of building	99%		98%
	This is a legislative measure. The achievement trend for the KPI has been continuously improving over the last few years and the team continues to work on improving processes and communication to provide an excellent level of service for building consents.				
		100% of non-notified	100%		94%

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	270	306	- 36		1,225	1,225
Subsidies and grants	-	-	-		-	-
Income from activity	1,962	1,820	+ 142		5,568	5,568
Investment revenue	-	-	-		13	13
Total revenue	2,232	2,126	+ 106		6,806	6,806
Employee expenses	824	911	+ 87		3,611	3,600
Other expenses	502	745	+ 243		2,981	2,981
Finance expenses	-	-	-		62	62
Depreciation	15	5	- 10		18	18
Total expenses	1,341	1,661	+ 320		6,672	6,661
Net operating surplus / (deficit)	891	465	+ 426		134	145



General Services

Parks and Reserves

Commentary

The Parks and Reserves Activity has begun the year by meeting most of their performance targets. This includes a satisfaction rating of 84% from the resident survey (an increase from 80% from 2022/23), which highlights the positive view the community has towards its parks.

The percentage of health and safety complaints investigated and mitigated continues to be of concern. While all complains were investigated and risk was mitigated, a number of complaints were not finalised and closed off during the Quarter One timeframe.

Timing of anticipated revenue has not yet occurred in quarter one. Similarly the phasing of maintenance planned to occur over the spring/ summer period has resulted in a current underspend in other expenses, seasonal employee expenses also impact on the variance in employee expenses.

Level of Service

Measure		Baseline	Target	Actual YTD	Status	Last yr YTD
Queens Park is accredited as a "Garden of National Significance"			Retain accreditation	Retain accreditation		Achieved
Percentage of customers satisfied with parks identified through annual user surveys			Maintained or increasing	84%		81%
		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)		6.7	7.3		6.8
	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)		8.0ha	8.1ha		8.1ha
	Trails (km per 1000 residents) note: assessed numbers		Maintain	700.4m		700.4m
	Percentage of health and safety complaints are investigated and mitigated where possible		100%	81%		100%
	All health and safety complaints received during quarter one have been investigated and risk was mitigated. However, for a number of complaints, legislation has dictated the repair process which has extended the mitigation time beyond Q1 timeframe.					
	Community groups are working with Council to implement pest control		Maintained or increasing	3		3
Number of visitors per head of Inverclyde population identified through annual user surveys		Increasing use	203,048		Maintained (165,848)	



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	1,843	1,843	-		7,372	7,372
Subsidies and grants	6	52	- 46		1,593	1,593
Income from activity	350	716	- 366		2,863	2,863
Investment revenue	-	-	-		107	107
Total revenue	2,199	2,611	- 412		11,935	11,935
Employee expenses	1,105	1,298	+ 193		5,122	5,099
Other expenses	389	1,244	+ 855		4,785	4,785
Finance expenses	-	-	-		41	41
Depreciation	174	156	- 18		625	625
Total expenses	1,668	2,698	+ 1,030		10,573	10,550
Net operating surplus / (deficit)	531	(87)	+ 618		1,362	1,385



General Services

Libraries

Commentary

The Libraries Activity continues to maintain a current collection, reaching 63% at the end of Quarter One.

While continuity to deliver a solid performance, the Activity has had a slower start to the year with visitor numbers slightly lower compared to the same period last year, and customer satisfaction has been trending downwards. There have been a number of staff vacancies which unfortunately have impacted on the events and public programmes calendar, which likely impacted on visitor numbers and satisfaction.

Revenue from income is less than forecasted which reflects the lower recovery of fees gathered. Employee expenses are below forecast due to the number of current vacancies but this variance will reduce next quarter as positions are filled.

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%		59%
	There are no issues with supply of collection material. There has been a reduction in the physical collection budget and this may have an effect in future quarterly reports.				
Percentage of library customers who rate the library collections as satisfactory or greater in annual residents' survey		>85%	80%		83%
	Satisfaction has increased slightly and is now only 1% off target.				
Number of visits per year		515,000	118,847		128,109
	There have been a number of staff vacancies at the Invercargill Library, which unfortunately have impacted on the events and public programmes calendar, which in turn affects visitor numbers.				



General Services

Libraries

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	710	710	-		2,842	2,842
Subsidies and grants	1	1	-		5	5
Income from activity	17	33	- 16		131	131
Investment revenue	-	-	-		5	5
Total revenue	728	744	- 16		2,983	2,983
Employee expenses	357	461	+ 104		1,830	1,826
Other expenses	137	133	- 4		531	531
Finance expenses	-	-	-		14	14
Depreciation	155	153	- 2		612	612
Total expenses	649	747	+ 98		2,987	2,983
Net operating surplus / (deficit)	79	(3)	+ 82		(4)	-



General Services

Aquatic Services

Commentary

Aquatic Services continues to deliver a strong performance, with visitor numbers exceeding the target.

User satisfaction continues to hold steady at 66%, below the 85% target. Additional questions to gauge what is driving dissatisfaction will be asked in Quarter Two.

Income from the activity is behind forecast, however has improved on 2022/23 Q1. Revenue from subsidies and grants is yet to be received but is forecast for Q3. Employee expenses are underspent, which is due to the savings made from the reduction of weekend opening hours and current vacancies.

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%		99%
Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010		100%	100%		100%
Number of visits per head of (Invercargill City) population		>6.5	6.53		6.55
User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above		85%	66%		73%

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	238	238	-		953	953
Subsidies and grants	-	-	-		180	180
Income from activity	545	652	- 107		2,608	2,608
Investment revenue	-	-	-		4	4
Total revenue	783	890	- 107		3,745	3,745
Employee expenses	456	532	+ 76		2,101	2,091
Other expenses	366	348	- 18		1,391	1,391
Finance expenses	-	-	-		241	241
Depreciation	5	5	-		22	22
Total expenses	827	885	+ 58		3,755	3,745
Net operating surplus / (deficit)	(44)	5	- 49		(10)	-



General Services

Arts, Culture and Heritage

Commentary

Visitor numbers to He Waka Tuia exceeded Quarter One figures in the last financial year and are on track to meet this year's target. This continues to reflect increased engagement with the community on site.

The satisfaction result is similar to last year's, with 21% of all respondents to the Council's Residents Survey rating the venue satisfactory or above. While not meeting the target; it does reflect a small increase in the satisfaction rating from last year as He Waka Tuia is continuing to develop a series of public programmes to engage with the wider community.

Lower employee expenses reflect current vacancies within the team, which are anticipated to be filled by December. Other expenses are expected to increase with the transition of operations to the Tisbury

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Number of visits		14,000	5,517		5,027
He Waka Tuia is continuing to meet visitor number expectations internally. A number of off-site programmes and collaborations are also being provided.					
Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Customer satisfaction rating is satisfactory or above		7-8	21%		19%

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	598	601	- 3		2,402	2,402
Subsidies and grants	-	-	-		45	45
Income from activity	407	336	+ 71		1,345	1,345
Investment revenue	-	-	-		2	2
Total revenue	1,005	937	+ 68		3,794	3,794
Employee expenses	199	217	+ 18		868	868
Other expenses	440	694	+ 254		2,775	2,775
Finance expenses	-	-	-		3	3
Depreciation	39	37	- 2		148	148
Total expenses	678	948	+ 270		3,794	3,794
Net operating surplus / (deficit)	327	(11)	+ 338		-	-



General Services

Venue and Events Services

Commentary

Council venues have had a strong start to the year, with two of the three event bookings at the Civic Theatre already reaching their yearly targets, and the third being well on track to achieve the target. The Scottish Hall has also performed well, already meeting two of its four targets. This is likely a result of the work undertaken during 2022/23 to ensure event bookings are matched to the appropriate venues in order to maximise attendance. Performance of Rugby Park continues to be of concern, and is similar to that reported during Quarter One of 2022/23.

The satisfaction measure has improved from last year (58%, up from 44%), but is still short of the 80% target. This result is obtained solely from the residents survey not the hirers of the venues. Future refinement of the survey questions is proposed so the results can be segmented by venue to determine which venues affect the score. Evidence from the verbatim comments indicate dissatisfaction about Rugby Park and the communities expectation around city events may be a contributor to the overall score.

The increased activity at the Civic and Scottish Hall venues have increased expenditure, which is offset by additional revenue. This is largely on charged costs and their recovery from clients such as technical support and catering.

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	14		11
			(>28%)	11% (82 1/2 days)		66 1/2 Days 9.5%
	Victoria and Drawing Rooms		>70	34		1
			(>11%)	8% (57 1/2 days occupied)		100%
	Increasing public awareness and use of the Civic Theatre complex and its range of facilities		>10	12		11
			>6	6		3
			>35	23		8



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	48	Green	15
		(>18%)	10% (73 1/2 days occupied)	Green	29.5 1/2 days 8.5%
		>10	20	Green	7
		>30	29	Green	9
	Expanding the use and awareness of the Rugby Park as a venue for meetings and a range of social, cultural and sporting experiences	>25	7	Yellow	6
		(>8%)	3.8% (13 1/2 days)	Yellow	12 1/2 Days 1%
		>13	5	Yellow	6
		>12	2	Yellow	1
		40%	0.58Vph (33,159 visits)	Green	0.5 Vph 50% (27,160)
		>80%	58%	Red	44%
Number of visits per head of Invercargill City population					
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good					



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	126	126	-		505	505
Subsidies and grants	-	-	-		-	-
Income from activity	223	125	+ 98		500	500
Investment revenue	-	-	-		-	-
Total revenue	349	251	+ 98		1,005	1,005
Employee expenses	162	161	- 1		633	630
Other expenses	188	91	- 97		362	362
Finance expenses	-	-	-		-	-
Depreciation	6	3	- 3		13	13
Total expenses	356	255	- 101		1,008	1,005
Net operating surplus / (deficit)	(7)	(4)	- 3		(3)	-



General Services

Public Transport

Commentary

Passenger numbers continue to improve and have exceeded the figures for Quarter One of 2022/23 by over 4,000 boardings. While there is a small improvement in satisfaction with quality of public transport, satisfaction continues to be below target.

Administration of the Total Mobility Scheme is an annual measure however feedback to date has been positive.

Revenue/patronage continues to be below pre covid levels. Contract costs are running lower than forecast, expected to be on target by year end.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Total public transport boardings		Year on Year increase	40,800		36,642
Patrongare is close to expected usgae for Q1.					
Customer satisfaction rating for quality is satisfactory or above		70%	55%		Annual
very small sample size due to the low number of bus users replying to the Resident Survey in Q1.					
Customer satisfaction with price is satisfactory or above		80%	44%		Annual
very small sample size due to the low number of bus users replying to the Resident Survey in Q1.					
Council administers and supports the Total Mobility scheme.		Total Mobility Scheme is administered	Progressing		Annual



General Services

Public Transport

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	254	255	- 1		1,018	1,018
Subsidies and grants	3	-	+ 3		1,788	1,788
Income from activity	48	77	- 29		306	306
Investment revenue	-	-	-		3	3
Total revenue	305	332	- 27		3,115	3,115
Employee expenses	-	-	-		-	-
Other expenses	574	659	+ 85		2,823	2,823
Finance expenses	-	-	-		-	-
Depreciation	14	23	+ 9		94	94
Total expenses	588	682	+ 94		2,917	2,917
Net operating surplus / (deficit)	(283)	(350)	+ 67		198	198



General Services

Public Toilets

Commentary

The Activity has exceeded its target, with public toilets in the community being operational 98% of the time.

Expenditure is ahead of forecast due to higher than expected contract inflation increases, 12.5% per annum, for Wachner Place.

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%	98%		92%

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	155	155	-		620	620
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	155	155	-		620	620
Employee expenses	-	-	-		-	-
Other expenses	129	109	- 20		472	472
Finance expenses	-	-	-		-	-
Depreciation	30	37	+ 7		148	148
Total expenses	159	146	- 13		620	620
Net operating surplus / (deficit)	(4)	9	- 13		-	-



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.

Repairs and maintenance is lower than forecast due to seasonality, the R&M programme will increase across the rest of the financial year with the full year forecast expected to be fully delivered.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Units are occupied 95% of the time		95%	97%		99%
Requests for service are responded to and remedial action in place: - Urgent		24 hours	0 received		0 received
Requests for service are responded to and remedial action in place: - Non-Urgent		5 working days	100% within 5 working days		98%
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. All non-urgent requests for service have been responded to and remedial action was in place within 5 working days.					

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	405	443	- 38		1,770	1,770
Investment revenue	-	-	-		2	2
Total revenue	405	443	- 38		1,772	1,772
Employee expenses	-	-	-		-	-
Other expenses	365	489	+ 124		1,333	1,333
Finance expenses	-	-	-		-	-
Depreciation	533	530	- 3		2,119	2,119
Total expenses	898	1,019	+ 121		3,452	3,452
Net operating surplus / (deficit)	(493)	(576)	+ 83		(1,680)	(1,680)



General Services

Investments

Commentary

The Investments performance measures are taken as an annual result. However initial results show that both leased properties and rental agreements at market rental levels are on track to be achieved.

Investment Property repairs and maintenance is lower than forecast due to seasonality, the R&M programme will increase across the rest of the financial year with the full year forecast expected to be fully delivered.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
All properties, excluding those prepared, are leased		95%	97%		90%
	38 revenue leases from 26 Properties with 1 vacancy to market.				
Lease agreements are current at market rental levels		100%	97%		85%
	42 total leases with 4 leases at Community rate as per Council Resolution. 1 lease under negotiation.				
Net rate of return		> Market interest rate	Not assessed		Not assessed

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	601	432	+ 169		1,729	1,729
Investment revenue	260	160	+ 100		7,700	7,700
Total revenue	861	592	+ 269		9,429	9,429
Employee expenses	2	-	- 2		-	-
Other expenses	225	320	+ 95		983	983
Finance expenses	1,009	1,092	+ 83		2,512	2,512
Depreciation	1	1	-		4	4
Total expenses	1,237	1,413	+ 176		3,499	3,499
Net operating surplus / (deficit)	(376)	(821)	+ 445		5,930	5,930



General Services

Corporate Services

Commentary

Corporate services includes a range of support functions including finance, customer services, quality assurance and IT. Rate penalties are currently ahead of forecast as 2023 year end penalties have been applied. These will balance off as the year goes on. Income from activity is currently lower than forecast due to a timing variance of the Petrol tax revenue being received. Other expenses are below forecast due to the final invoices for the audit work on the 2023 annual report being received after the end of the first quarter.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	426	227	+ 199		909	909
Subsidies and grants	42	39	+ 3		-	-
Income from activity	53	310	- 257		1,238	1,238
Investment revenue	174	71	+ 103		286	286
Total revenue	695	647	+ 48		2,433	2,433
Employee expenses	3,616	3,753	+ 137		15,494	15,562
Other expenses	802	1,165	+ 363		(1,989)	(1,990)
Finance expenses	-	-	-		554	554
Depreciation	231	153	- 78		613	613
Total expenses	4,649	5,071	+ 422		14,672	14,739
Net operating surplus / (deficit)	(3,954)	(4,424)	+ 470		(12,239)	(12,306)



General Services

Property

Commentary

Repairs and maintenance remained lower than forecast for the year to date due to minimal unplanned maintenance required on buildings. Planned maintenance is expected to increase over the summer months.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,785	1,785	-		7,141	7,141
Subsidies and grants	1,000	915	+ 85		4,010	4,010
Income from activity	2	2	-		10	10
Investment revenue	-	-	-		-	-
Total revenue	2,787	2,702	+ 85		11,161	11,161
Employee expenses	3	1	- 2		3	3
Other expenses	303	633	+ 330		2,665	2,665
Finance expenses	-	-	-		-	-
Depreciation	1,125	1,121	- 4		4,483	4,483
Total expenses	1,431	1,755	+ 324		7,151	7,151
Net operating surplus / (deficit)	1,356	947	+ 409		4,010	4,010



General Services

City Centre

Commentary

This activity includes additional city centre activation, which has not been required yet this year. Depreciation costs for stage one have been reallocated to the Roding and 3 Waters activities and will be reforecasted next quarter.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	312	312	-		1,247	1,247
Subsidies and grants	-	-	-		-	-
Income from activity	(12)	-	- 12		-	-
Investment revenue	-	-	-		-	-
Total revenue	300	312	- 12		1,247	1,247
Employee expenses	-	-	-		-	-
Other expenses	-	61	+ 61		243	243
Finance expenses	-	-	-		404	404
Depreciation	-	150	+ 150		600	600
Total expenses	-	211	+ 211		1,247	1,247
Net operating surplus / (deficit)	300	101	+ 199		-	-

Support for external organisations

AS AT 30 September 2023

Organisation / Fund	Actual YTD (\$000)	Full year forecast (\$000)	Funds remaining (\$000)	Annual Plan (\$000)
Bluff Indoor Pool Trust	120	120	-	120
Bluff Maritime Museum Trust (Council Controlled Organisation)	-	20	20	20
Emergency Management Southland	110	463	353	463
Great South (Council controlled organisation)	422	1,800	1,378	1,800
Invercargill Public Art Gallery	52	314	262	314
Saving Grace (IC2 Trust)	-	100	100	100
Southland Indoor Leisure Centre Trust	-	700	700	700
Southland Regional Heritage Committee	167	1,046	879	1,046
Southland One Stop Shop Trust	33	31	(2)	31
Te Ao Marama Inc.	-	152	152	152
	904	4,746	3,842	4,746
<u>Other grants funds:</u>				
Community Wellbeing fund	48	565	517	565
Heritage Building Strategy fund	90	120	30	120
Facilities Maintenance fund	-	100	100	100
	138	785	647	785

Great South

AS AT 30 September 2023

Level of Service

Measure	Actual YTD	Target		Last Year
Regional economic development – grow the population and diversify the economy	<p>Aquaculture Assisted with advancement of 6 potential onshore and offshore aquaculture opportunities, including finfish, seaweed and shellfish.</p> <p>Hydrogen Completed 2 technical papers in support of the Southern Green Hydrogen project and fostered industry collaboration.</p> <p>Tourism Completed 2 cruise famils for PPG Events (Silver Sea Ships) and ID Tours, who have ships calling into Bluff for the 2023/2024 season and itineraries for onshore activities in Invercargill and beyond. There are 17 ships scheduled to arrive in Bluff during the 2023-24 season, which is the highest number of ship visits to Bluff to date.</p>	Support the development of one new industry in Invercargill		Achieved
Regional business development – grow innovative businesses and build a skilled workforce	38 business engagements across the region, including 19 in Invercargill	165 business Engagements (not unique)		Not Achieved
	Hosted 1 workshop in partnership with Southland Business Chamber and Coin South on exporting.	Host four workshops on relevant topics		Achieved
	Connected 4 Invercargill businesses with Callaghan R & D funding.	Connect six businesses with Callaghan R& D funding		Not Achieved
	Great South no longer manages the Business Mentors NZ programme in Southland. This contract ended on 30 June 2022	Connect 12 businesses with Business Mentors NZ		Not Achieved
	Issued 19 co-funded vouchers for capability management and training across the region, 10 in Invercargill	Issue 130 co-funded vouchers for capability management and training		Not Achieved

Great South

AS AT 30 September 2023

Level of Service

Measure	Actual YTD	Target	Last Year
Regional tourism development – diversify the economy.	<p>The revised Murihiku Southland Destination Strategy 2023 – 2029 was launched in September 2023, written by Great South, based on research and input from a wide range of stakeholders.</p> <p>Projects progressed include: Cycle tourism The Murihiku Southland Cycle Tourism Opportunities Assessment is in draft, with target completion end of October.</p> <p>Motupōhue visitor experience Te Taurapa o Te Waka Supported Awarua Rūnaka to develop the concept for a visitor experience at the top of Bluff Hill. One final hui is required to finalise the design.</p> <p>Southland Murihiku Food Tourism Strategy Implementation continues. The Murihiku Eats food guide to Southland was released featuring several Invercargill and Bluff based hospitality providers.</p>	Process five projects identified in the Southland Murihiku Destination Strategy	Achieved
	<p>Regionwide there were 128 media results during the period, 40 of those featured Invercargill including:</p> <ul style="list-style-type: none"> • Urban List: The Best Cafes In Invercargill For A Real Taste Of Southland, 17 Of The Best Things To Do In Invercargill • Otago Daily Times: The Hoff gets a taste for 'southern sushi', Time to tuck into the Night Food Market • STUFF: 50 Free and cheap things to do with kids in New Zealand 	45 media results featuring the region	Achieved

Great South

AS AT 30 September 2023

Level of Service

Measure	Actual YTD	Target	Last Year
Regional events – diversify the economy	<p>Business events</p> <ul style="list-style-type: none"> • Hosted a famil for FMG Young Farmers in a bid to hold the event in 2025 • Partnered with Tourism Management Solutions, an inbound operator • Hosted famils to highlight venues within Invercargill City ahead of the Tourism Export Conference being held in Invercargill in August 2024 <p>Great South organises the ILT Kidzone Festival each year in July.</p> <p>Marketing and / or capability building support has also been provided for the following events:</p> <ul style="list-style-type: none"> • Miharo Murihiku Polyfest (August) - marketing • Upstage: Invercargill Festival of Cabaret (August) - capability, marketing • Davis Cup (September) - marketing • NZ Road Transport Hall of Fame Awards (September) - marketing • ILT Southland Dates Masters (October) - capability and marketing • SBS Bank Tour of Southland (October) - marketing 	Support 15 events, both existing and new, which drive overnight visitation in the region	Not Achieved

Schedule of Forecast Changes

AS AT 30 September 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	Re-alignment of opening balances with the Annual report 2022/23	4,347				4,347
Cash and cash equivalents	Property	Adjustment to capital forecast for Project 1225	(6,000)				(6,000)
Trade and other receivables	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	3,087				3,087
Prepayments	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	54				54
Inventories	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	122				122
Property, plant and equipment	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	5,793				5,793
Property, plant and equipment	Property	Adjustment to capital forecast for Project 1225	6,000				6,000
Intangible assets	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(3,531)				(3,531)
Biological assets	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	116				116
Investment property	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(1,464)				(1,464)
Other financial assets - other investments	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(3,597)				(3,597)
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	270				270
Total Forecast Adjustments to Assets			5,197	-	-	-	5,197
Liabilities							
Trade and other payables	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	3,374				3,374
Provisions	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	-				-
Employee benefit liabilities	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	103				103
Borrowings	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(2,376)				(2,376)
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	-				-
Total Forecast Adjustments to Liabilities			1,101	-	-	-	1,101
Equity							
Retained earnings	Various Activities	Movements in operating surplus (deficit) and other reserves					-
Retained earnings	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	11,558				11,558
Other reserves	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(7,462)				(7,462)
Total Forecast Adjustments to Equity			4,096	-	-	-	4,096

Statement of Comprehensive Revenue and Expense

As at 30 September 2023

	YTD Actual Sep 2023 (\$000)	YTD Forecast Sep 2023 (\$000)	Full Year Forecast 2024 (\$000)	Annual Plan 2024 (\$000)
REVENUE				
Rates and penalties	17,991	17,784	71,137	71,137
Fines	518	119	475	475
Subsidies and grants	1,051	1,008	16,621	16,621
Direct charges revenue	5,785	6,403	25,777	25,777
Rental revenue	847	913	3,653	3,653
Finance revenue	437	231	3,042	3,042
Dividends & subvention revenue	0	0	5,303	5,303
Total revenue	26,629	26,458	126,008	126,008
EXPENSES				
Employee expenses	7,470	8,181	33,005	33,005
Depreciation and amortisation	10,644	10,416	41,663	41,663
Other expenses	14,183	15,833	55,383	55,383
Finance expenses	1,009	1,092	4,368	4,368
Total expenses	33,306	35,522	134,419	134,419
Net operating surplus (deficit)	(6,677)	(9,064)	(8,411)	(8,411)
Other gains/(losses)	23	0	1,463	1,463
Surplus / (deficit) before tax	(6,654)	(9,064)	(6,948)	(6,948)
Income tax expense	0	0	0	0
Surplus (deficit) after tax	(6,654)	(9,064)	(6,948)	(6,948)
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	(6,654)	(9,064)	(6,948)	(6,948)

Statement of Financial Position

AS AT 30 September 2023

	YTD Actual Sep 2023 (\$000)	Full Year Forecast 2024 (\$000)	Annual Report 2023 (\$000)
ASSETS			
Cash and cash equivalents	14,294	9,443	15,443
Trade and other receivables	707	16,988	16,428
Prepayments	2,086	1,387	1,333
Inventories	602	622	602
Non-current assets held for resale	0	0	0
Property, plant and equipment	1,094,658	1,115,832	1,098,578
Intangible assets	2,287	1,633	2,391
Biological assets	4,203	4,387	4,203
Investment property	26,956	28,235	26,956
Investment in CCOs and similar entities	76,569	76,569	76,569
Other financial assets - other investments	47,990	49,047	44,124
Derivative financial instruments	751	751	751
TOTAL ASSETS	1,271,103	1,304,894	1,287,378
LIABILITIES			
Trade and other payables	7,268	19,318	18,683
Provisions	928	928	928
Employee benefit liabilities	2,684	3,995	3,810
Borrowings	124,927	148,143	124,499
Derivative financial instruments	0	0	0
Total liabilities	135,807	172,384	147,920
TOTAL EQUITY			
Retained earnings	378,628	371,571	378,519
Other reserves	756,668	760,939	760,939
Total equity	1,135,296	1,132,510	1,139,458
TOTAL LIABILITIES AND EQUITY	1,271,103	1,304,894	1,287,378