A5359194

Invercargill CITY COUNCIL

PERFORMANCE REPORT

As at 31 March 2024

He Ngākau Aroha - Our City with Heart

Invercargill CITY COUNCIL

PERFORMANCE REPORT

As at 31 March 2024

Contents

PERFORMANCE REPORT

As at 31 March 2024

Traffic Light Colour Key

Level of service performance

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

Financial performance

Revenue

Positive variance (+) = Income higher than forecast

Negative variance (-) = Income lower than forecast

Expenses

Positive variance (+) = Spend lower than forecast

Negative variance (-) = Spend higher than forecast

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

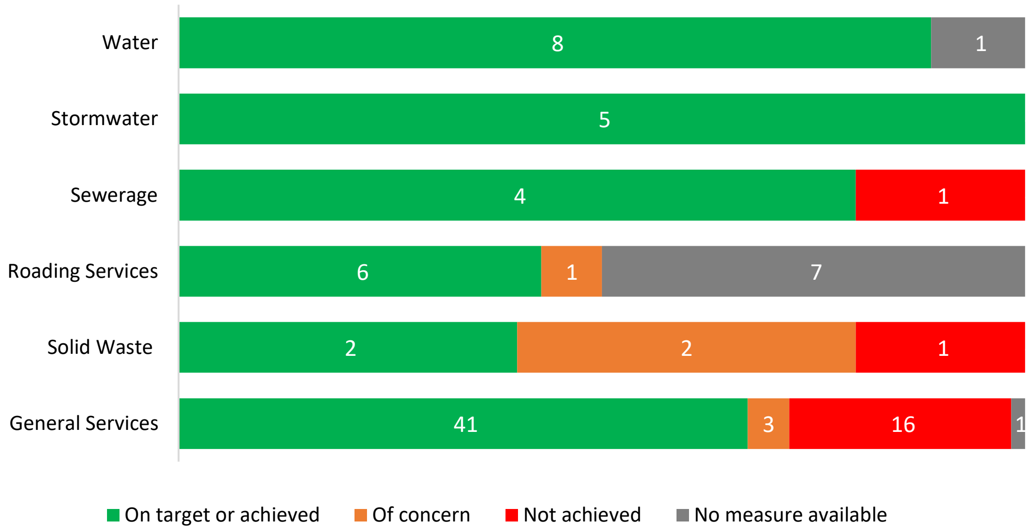
Note: If no forecast amount, the traffic light is green

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

Performance Summary

AS AT 31 March 2024

Level of service performance



Commentary - Level of service performance

In total, 66 of the 99 performance measures are on track to be met, compared to 67 in Quarter Three of 2022/2023.

There are six measures which are currently being watched as potential risks, and 18 which cannot or are very unlikely to be met this year – five of these require 100% delivery which has not been met in previous quarters, and the remaining ones relate to customer satisfaction. Rugby Park is now closed with the last event held in mid-April, and, as a result, will likely not meet its targets.

The remainder of the measures are annual, or do not have enough data to report on at this stage in the year. One roading KPI will not be measured in 2023/2024.

Performance across the three waters areas remains strong, with water and stormwater activities on track to meet all targets. The sewerage customer satisfaction measure will not be achieved this financial year due to the September 2023 rainfall event resulting in a significantly higher than normal number of complaints in Quarter One.

Those roading measures which are not annual or for which data is unavailable are all on trend.

Although lower than 2022/2023 levels, performance for kerbside rubbish, solid waste to landfill and diverted materials is in line with expected seasonal trends, with increased levels of waste being disposed during the warmer months. As we approach winter, it is expected that this will decrease. However kerbside recycling is unlikely to exceed last year’s figures. This may be attributed to lower levels of contamination, kerbside standardisation and changes to waste disposal behaviour resulting from changing weather conditions.

Performance Summary

AS AT 31 March 2024

Commentary - Level of service performance

In Quarter Three, only eight building consents and one non-notified resource consent were granted outside of the statutory timeframe. Factors affecting achievement of statutory timeframes include system errors and/or human errors (both contractors and staff) including circumstances outside of staff control. While building and non-notified resource consents have a 100% target, the teams are performing well, either at the same level or better than other southern councils.

All food registrations and alcohol applications not requiring a hearing were granted within the statutory timeframes in Quarter Three.

The Parks and Reserves Activity continues to hit most of their performance indicators, with the continued exception of health and safety response. However, this is as a result of issues in Quarter One and Two. All health and safety complaints were completed in Quarter Three.

As highlighted in Quarters One and Two, the Libraries Activity has had a reduction in its physical collections budget, and carried a number of staff vacancies. As a result, at least two of the measures will not be met this year.

We continue to see strong demand for Council facilities, services and open spaces, with Parks, Venues, Splash Palace and He Waka Tuia performing well, with visitation on track to meet and possibly exceed their 2023/24 target. Splash Palace has had a significant lift in number of visits in the last quarter, likely as a result of an increase in number of people playing aquatic sports and increase in recreational and fitness based swimming, as well as learn to swim programme participation.

Public transport boardings returned to trend after a decrease in Quarter Two and remain on track to meet the target this year.

Overall, satisfaction levels remain similar to those in Quarters One and Two. However, satisfaction with parks and open spaces decreased this quarter to 78% (from 82% in Quarter Two and 84% in Quarter One). Residents are given the option to provide feedback on the satisfaction rating they provide and analysis showed a number of residents citing low-mow and maintenance reasons.

The Housing Care activity is maintaining an occupation rate of 96%. All non-urgent requests for service received for Quarter Three have been responded to within the specified timeframe. There were no urgent requests for service received.

Performance Summary

AS AT 31 March 2024

Financial performance YTD ($000)

Net operating surplus / (Deficit)

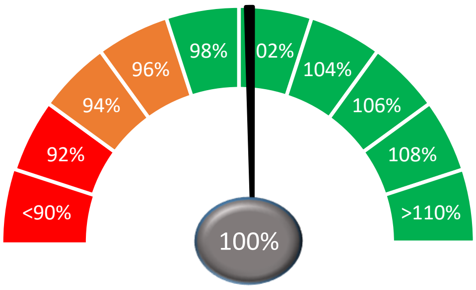
Actual: **($7,858)**

Forecast: ($8,574)
Variance: $716 favourable

Revenue

Actual: **$91,547**

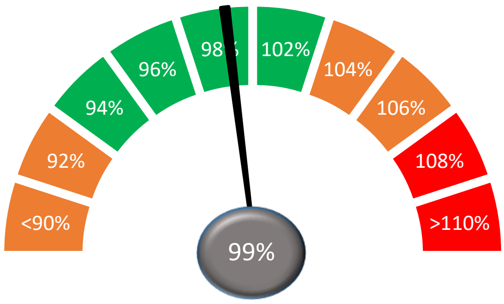
Forecast: $91,676
Variance: ($129) unfavourable



Expenditure

Actual: **$99,405**

Forecast: $100,250
Variance: $845 underspent



	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)	Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	53,580	53,530	+ 50	71,373	71,137
Subsidies and grants	8,534	8,630	- 96	16,482	16,621
Income from activities	21,258	21,305	- 47	31,931	29,905
Investment revenue	8,175	8,211	- 36	9,374	8,345
Total revenue	91,547	91,676	- 129	129,160	126,008
Employee expenses	24,623	24,805	+ 182	33,819	33,005
Other expenses	39,199	39,741	+ 542	60,296	55,383
Finance expenses	3,605	3,625	+ 20	4,834	4,368
Depreciation	31,978	32,079	+ 101	42,772	41,663
Total expenses	99,405	100,250	+ 845	141,721	134,419
Net operating surplus / (deficit)	**(7,858)**	**(8,574)**	**+ 716**	**(12,561)**	**(8,411)**

Performance Summary

AS AT 31 March 2024

Net operating surplus by activity group

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Water	(132)	93	- 225		(242)	463
Stormwater	(962)	(611)	- 351		(655)	(675)
Sewerage	(2,123)	(2,483)	+ 360		(3,309)	(3,326)
Roading Services	(4,103)	(4,668)	+ 565		(2,708)	(1,937)
Solid Waste	261	278	- 17		(178)	(473)
General Services	(800)	(1,187)	+ 387		(5,470)	(2,463)
Council	**(7,859)**	**(8,578)**	**+ 719**		**(12,562)**	**(8,411)**

Commentary

For the nine months to 31 March 2024, excluding depreciation the Council had an operating cash surplus of $24.1 million. This is $0.6 million better than forecast ($23.5 million). Including depreciation, the Council had a net operating deficit of $7.9 million, this is $0.7 million higher than $8.6 million deficit forecast.

Total revenue for the nine months was $91.5 million and is less than forecast by $0.1 million and higher than last year by $4.6 million. Rates penalties are tracking higher than forecast ($50,000) due to timing differences between forecast and actuals which these will balance off as the year goes on. Fees and charges remain below forecast however have some billing charges for March services still to be completed ($47,000). Subsidy revenue is below forecast due to the return of unspent funds returned from the Stead Street stop bank project ($87,000).

Total expenditure for the nine months was $99.4 million and is lower than forecast by $0.8 million. Other expenses, with an under spend of $0.5 million is the main driver of the variance with some pre-March invoices not received by the end of the quarter. This includes Southland Indoor Leisure Centre Trust grants of $0.4 million not received until April. Some maintenance programmes are also running behind due to wetter weather this summer ($0.2 million) as well as timing of software licensing renewals.

From an activity view, 8 of the 19 activities' net operating financial performance were lower than forecast. These include:
Water – Operational expenditure is running higher with operational works programmes in full swing over the summer months along with repairs required for three supply main bursts. Works programmes are being managed to reduce expenditure over the remain of the year.
Stormwater – Operational expenditure is running higher with operational works programmes in full swing over the summer months. This included additional essential tree root removal from the pipe network, drain clearing and ongoing CCTV investigation work. Works programmes are being managed to reduce expenditure over the remain of the year.
Solid Waste – has a minor net variance to forecast however both operating revenue and expenses are tracking higher due to volume of waste and recycling generated from summer month activities i.e. renovations, travel, outdoor activities. With Winter approaching, volumes are expected to lower.
Aquatic Services – Cleaning services, chemicals and other fuels used continue run higher than forecast. Other areas are being looked at to offset these higher costs.

Performance Summary

AS AT 31 March 2024

Commentary

Arts, Culture and Heritage – Current variances are driven by staff costs incurred in relations to the relocation of collection and settling into operations at the Te Pātaka Taoka Southern Regional Collections Facility. With relocation now completed, these costs should lower. Some recovery of costs from Southland Regional Heritage and Te Kupeka Tiaki Taoka Trust Board are still to be processed.
Venues and Events Services – Ticketing commission revenue received and recognising booking deposits revenue to be processed in quarter four.
Public Toilets and City Centre - both have minor variances to forecast and will be managed to improve as the year progresses.

A reminder that a change in accounting practice has been implemented from December 2023, moving from an accrual basis to an invoice processed focus. This means some invoices for work completed in March 2024 of which the invoice is not raised, received or processed until April 2024, will not appear in the March 2024 numbers and will appear in April 2024 instead.

These would have been previously accrued and captured within the month it was incurred. This will reduce the number of manual accruals processed at the end of each month, the following benefits will be gained:

- Improve the efficiency of the finance team's time by reducing time processing data and more focus on "adding value" activities.
- Management information will become cleaner with the removal of transaction ledger noise and will help identify areas where invoices have not been received easier.
- Cashflow forecasting will also improve as the forecast will remove the delay from when the work has been done and focus on when the invoices are ready for payment.

Some of the variances within this report are due to this change in treatment and over the coming year, continued revision to phasing will be completed. This phasing will also be applied to next years' Long-term Plan numbers for a better comparison. The exceptions to this are finance revenue & expenses (principally interest) as well as salary and wages costs as these transactions fluctuate during the year due to when financial instruments mature and when employee leave is taken. Most other revenue and expenses are consistent throughout the year, therefore are easier to adapt to the new treatment. There is no impact on the year-end figures as a full accrual process will still be competed for the annual report.

The Finance Update report for the nine months ended 31 March 2024 is to be presented to this meeting as well. It should be note the Performance report currently focuses on the forecast position and where the performance is likely to end up at the year end and the Finance update report focuses on comparisons with the Annual Plan 2023/2024 with further detail break down of some areas.

During quarter three a forecasting exercise was under taken and the full year forecast operating deficit has worsen from -$11.7 million to -$12.6 million. Factors that have contributed to this is:

- The economic environment has not improved with inflation & debt interest rates remaining higher than forecaster had predicted.
- Insurance premiums have increase by up to 20% reflecting world-wide trend in insurance risk and rising asset replacement values.
- Infrastructure costs continue to rise.
- Softening development environment resulting in falling consent numbers.
- Government policy change – removal of subsidies impacting transport, parks and arts and culture.

Performance Summary

AS AT 31 March 2024

Commentary

These elements are increasing the Councils risk factor around securing external funding for projects and resulting in a higher level of uncertainty than normal.
To offset some of the above additional revenue from Parking infringements and Solid Waste have been forecasted as well as higher investment interest rates and cancelling / deferring various operating costs.

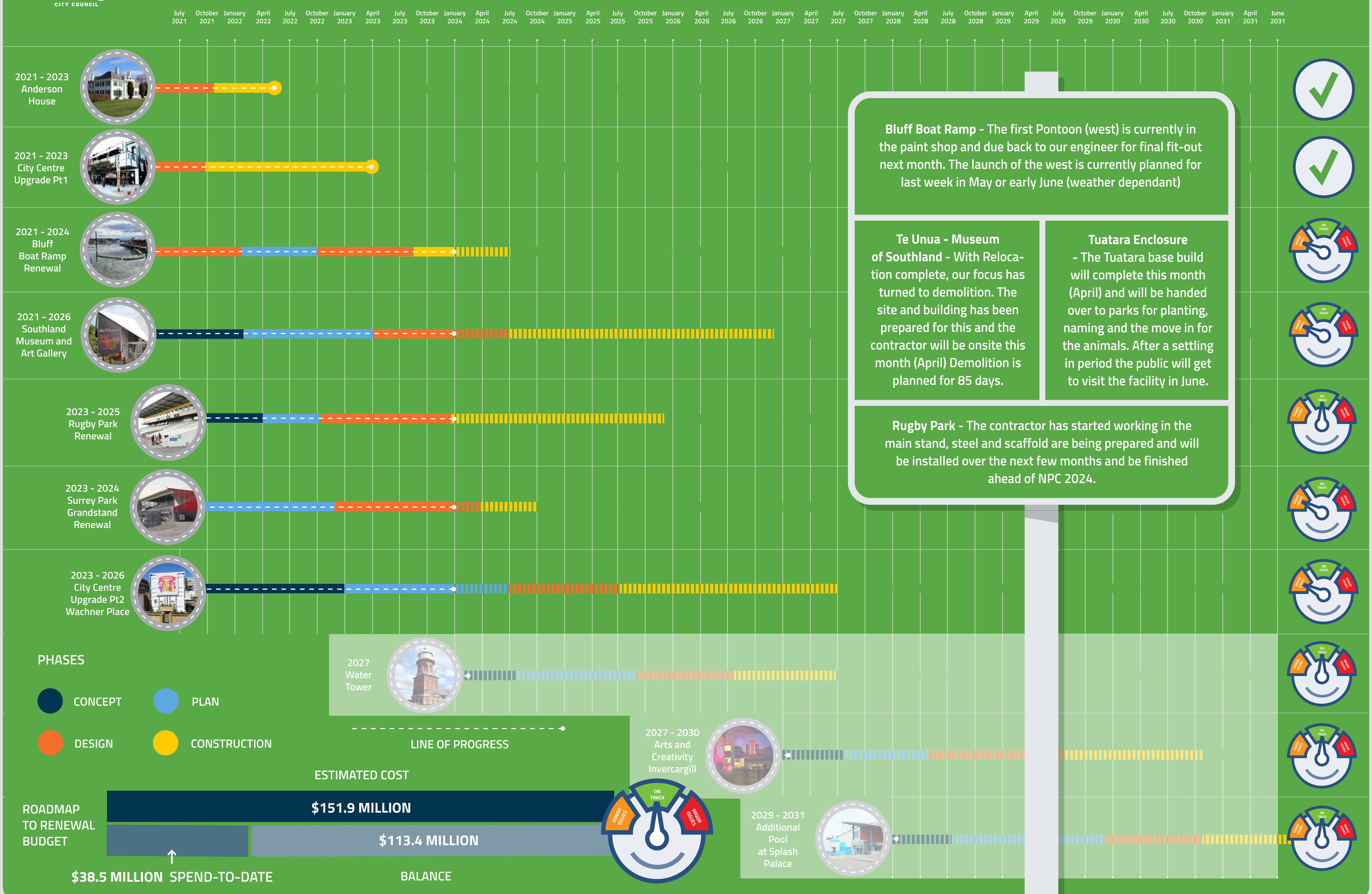
With the forecast now currently sitting $4.2 million worse than the Annual Plan, the Executive Leadership team aim over the last quarter of 2023/2024 is to reduce this variance as much as possible without affecting the Level of Service the public receives. This includes:

- Introducing a non-essential spending freeze.
- Limited use of recruitment agency, training and staff hires over the next quarter.
- Council wide savings ideas competition to help identify potential future saving opportunities.

Forecast changes for the year are detailed in the Schedule of Forecast Changes section of the Performance report attachment.

Some of the key forecast changes since the December 2023 Performance report that Council will be asked to approve include:
-$0.5 million decrease to fines revenue to provide a provision to refund potential incorrectly issued fines.
+$0.6 million increase to subsidies due to receiving funds in the first half of the year for 3 waters transition work and funding to recover costs of the Urban Play Co-ordinator. This is offset by deferred timing of the Bluff Precinct Project and withdrawal of Apprenticeship funding via MBIE.
-$1.1 million decrease in consent revenue due to softening development environment resulting in falling consent numbers.
+$1.4 million increase in revenue and +$1.4 million increase in contract expenses due to higher volumes of product through recycling and transfer stations.
+$1.4 million increase in cost recoveries from external parties for roading work completed.
-$0.5 million decrease in water charges revenue due to lower demands and wetter summer.
-$0.4 million revenue and -$0.2 million expenses decrease to forestry operations as harvesting placed on pause due to current timber prices being low.
+$1.0 million to insurance premiums to reflect worldwide trends in insurance risk and rising asset replacement values.
+$0.5 million increase in software licenses due to delays in the transformation programme meaning licencing savings are delayed.
+$0.6 million revised costs to align with NZTA programme and increasing total mobility costs.
+$50.9 million Property, plant and equipment revaluation gain within the 3 Waters assets as the revaluation for these assets has been brought forward and is to be carried out in June 2024.
-$0.4 million decrease to employee expenses. This increase reflects changes to the current staffing structure, vacancies.

Roadmap to Renewal Delivery - Progress to 31 March 2024



Bluff Boat Ramp - The first Pontoon (west) is currently in the paint shop and due back to our engineer for final fit-out next month. The launch of the west is currently planned for last week in May or early June (weather dependant)

Te Unua - Museum of Southland - With Relocation complete, our focus has turned to demolition. The site and building has been prepared for this and the contractor will be onsite this month (April) Demolition is planned for 85 days.

Tuatara Enclosure - The Tuatara base build will complete this month (April) and will be handed over to parks for planting, naming and the move in for the animals. After a settling in period the public will get to visit the facility in June.

Rugby Park - The contractor has started working in the main stand, steel and scaffold are being prepared and will be installed over the next few months and be finished ahead of NPC 2024.

Capital Expenditure Summary

AS AT 31 March 2024

Commentary

Capital expenditure of $28.9 million has been spent for the nine months to March 2024 which is lower than forecast by $2.2 million and last year by $11.1 million. The overall programme delivery remains slower than forecast however there are various projects underway in quarter 4 including Project 1225 ($2.7 million); Branxholme Pipeline Stage 2 ($1.9 million); 3 waters pipe renewal programme ($2.1 million), including two contracts awarded and two in tender process for work to be completed by June; Roading resurfacing renewal projects ($2.0 million); CCTV ($0.9 million); Various Property works at Council sites ($2.5 million) and various Parks work including relocation of carpark at sandy point from erosion, Bluff Hill active recreation hub carpark and playground renewals ($1.6 million).

Revising the capital forecast for 2023/2024 from $62.3 million in December 2023 to $50.5 million based on current work delivery projections and discussions with Council. Movements include:

- Deferring $5.7 million of the Branxholme Supply line renewal to 2024/2025 due to delays earlier in the year from a wetter summer. The total forecast for the projects remains unchanged.
- Brought forward $0.5 million for drilling additional bores for testing as part of the Alternative water supply project.
- Reapportionment of project costs over the life of the project for Project 1225 (-$2.3 million), Rugby Park stage two (-$2.4 million) and Bluff boat ramp (+$0.5 million). The total forecast for each of these projects remains unchanged.
- Refining forecasts of various projects within the Roading (+$0.3 million) and three waters activities (-$2.8 million) including numerous pipe renewals deferred to future years.

Capital Expenditure by activity group

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)	% of Full year forecast	Full year forecast ($000)	A/Plan Planned capital ($000)
Water	5,656	5,840	- 184	58%	9,681	14,000
Stormwater	2,280	1,820	+ 460	111%	2,062	3,151
Sewerage	1,626	1,442	+ 183	53%	3,075	3,005
Roading Services	4,505	4,248	+ 257	54%	8,366	10,684
Solid Waste	70	89	- 20	52%	135	109
General Services	14,727	17,642	- 2,915	54%	27,228	25,734
Council	**28,863**	**31,081**	**- 2,218**	**57%**	**50,547**	**56,683**

Capital Expenditure Summary

AS AT 31 March 2024

Road map to renewals projects

See Roadmap to renewals table for progress details on projects

Project		Actual ($000)	Forecast ($000)	% of forecast spent %	Amended LTP Planned capital ($000)
Anderson House	**2023/24**	-	-	100%	-
	LTP	1,407	1,400	101%	1,400
City Centre - Stage 1	**2023/24**	141	159	89%	-
	LTP	21,059	20,800	101%	20,800
City Centre - Stage 2	**2023/24**	9	-	100%	91
	LTP	122	13,600	1%	13,600
Museum redevelopment (Project 12 25)	**2023/24**	6,628	9,319	71%	9,155
	LTP	14,135	71,460	20%	71,460
Bluff Boat Ramp renewal	**2023/24**	1,038	1,441	72%	770
	LTP	1,519	1,800	84%	1,800
Rugby Park renewal	**2023/24**	191	546	35%	985
	LTP	254	4,900	5%	4,900
Water Tower	**2023/24**	-	-	100%	-
	LTP	3	4,100	0%	4,100
City Centre Masterplan Urban Play	**2023/24**	54	-	100%	-
	LTP	54	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**	**8,061**	**11,766**	**69%**	**11,302**
	LTP	**38,553**	**151,860**	**25%**	**151,860**

Water

Wai

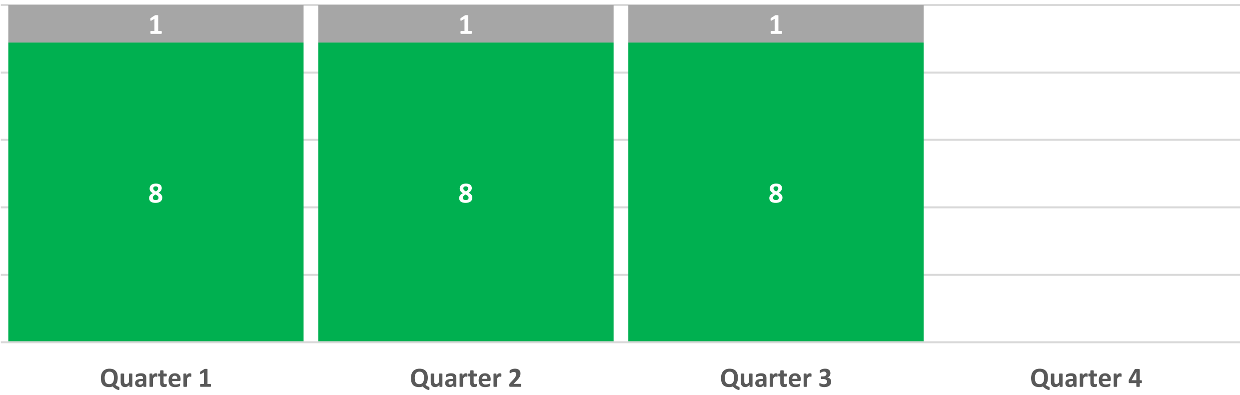
Commentary

The Water Activity has continued to ensure the delivery of a safe water supply to Invercargill properties. In the third quarter, the activity is on track to deliver all its KPIs.

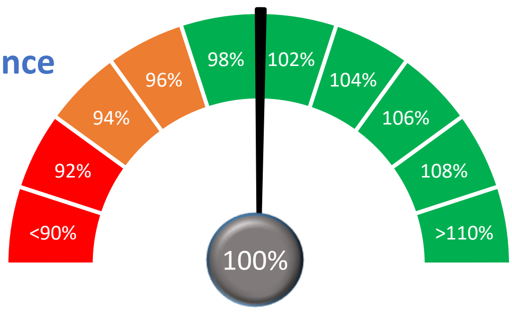
Revenue is lower than budget, forecast has been reduced to the anticipated full year number. Budget was overly optimistic and water sales have been lower than the last couple of years as summer was more moderate.

Operating expenses are running higher than forecast with the work programme is in full swing having ramped up during the warmer months through to the end of the financial year. There have been three supply line bursts that have pushed up our opex.

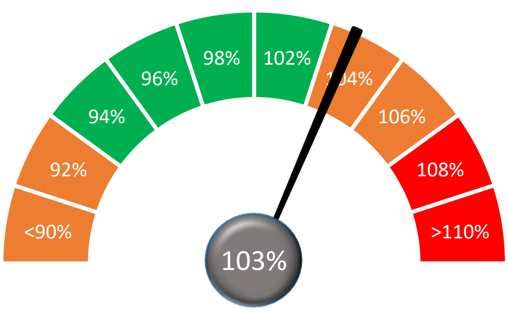
Level of Service



Finance



Revenue YTD



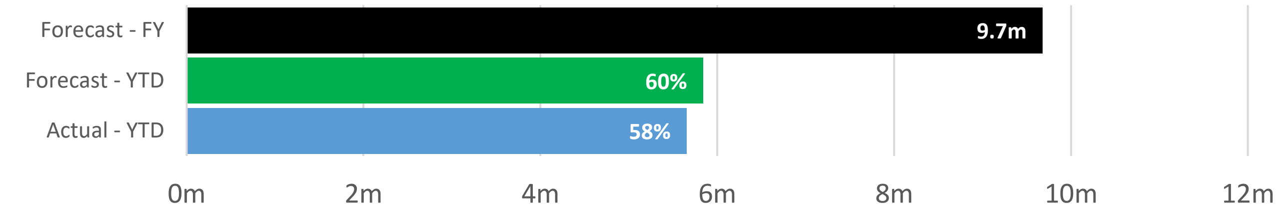
Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 8,924,000	$ 9,056,000	($ 132,000)
Forecast YTD:	$ 8,924,000	$ 8,831,000	$ 93,000
Variance:	- Favourable	- $ 225,000 Overspent	- $ 225,000 Unfavourable

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%	0%		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	29m		0h 38m
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 46m		2h 09m

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 00h 03m		5d 1h 54m
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	3d 22h 32m		5d 20h 10m
The average consumption of drinking water per day per resident within the Invercargill City Council territorial district		Less than 300 litres/day	261		265
The total number of complaints received by Council per 1,000 connections about any of the following: - Drinking water clarity - Drinking water taste - Drinking water odour - Drinking water pressure of flow - Continuity of supply - Council's response to any of these issues		<10 in total	0.82		5.73

Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance	Full year forecast	Annual Plan
Rates and penalties	7,421	7,421	-	9,895	9,942
Subsidies and grants	-	-	-	-	-
Income from activity	1,503	1,503	-	2,238	2,738
Investment revenue	-	-	-	19	19
Total revenue	8,924	8,924	-	12,152	12,699
Employee expenses	4	-	- 4	-	-
Other expenses	3,898	3,686	- 212	5,077	4,997
Finance expenses	-	-	-	457	457
Depreciation	5,154	5,145	- 9	6,860	6,782
Total expenses	9,056	8,831	- 225	12,394	12,236
Net operating	(132)	93	- 225	(242)	463

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)
Alternate water supply	104	225	- 121	13%	800	700
	Work on additional exploratory bore expected to be undertaken in second half of year, on track.					
Pipe renewals	1,491	1,337	+ 155	55%	2,734	2,364
	Design work and deliveryis progressing, expect to be fully delivered by year end.					
Branxholme pipeline	4,011	4,104	- 93	68%	5,915	10,704
	We will liven the northern section this month, this has been accelerated due to failures that accrued in November and December 2023 on that section. It is also a significant milestone as this section will now carry fresh water and bring part of the project to life. We have come into challenging ground in Russel street this has caused us quite a few delays coupled with the very wet summer we are expecting this will push our pipe construction into Jan/feb 2025 (from December 2024) The contractor and the ICC team are working closely to see if this can be improved.					

Sewerage

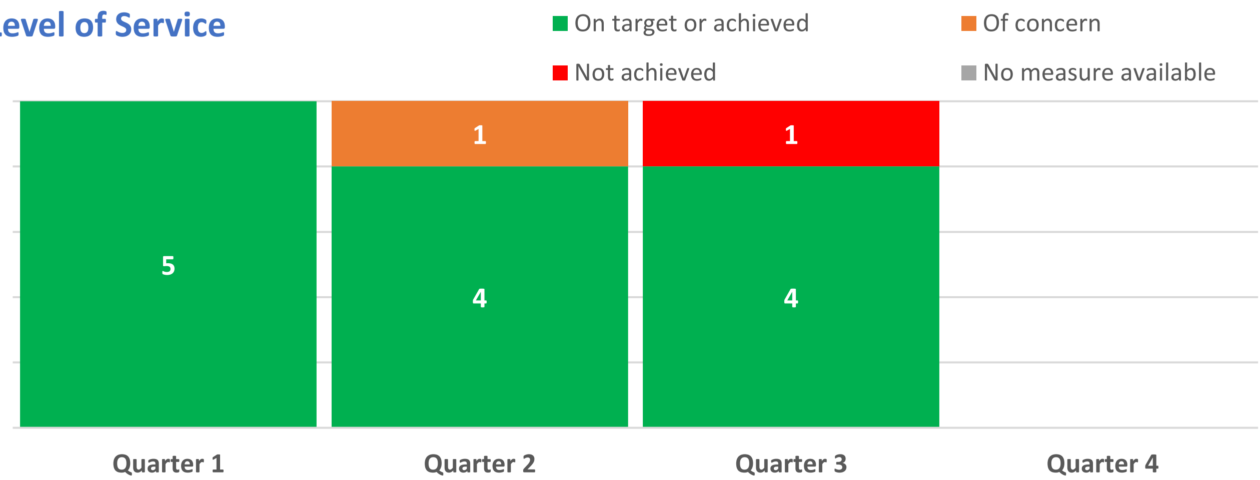
Waikeri

Commentary

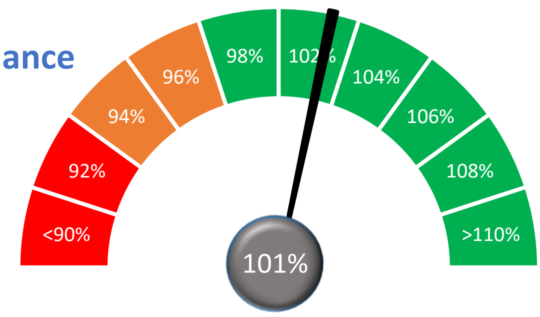
The Sewerage Activity covers the pipes, pumping stations and treatment plants for the collection, treatment and disposal of sewage in order to enhance the health and wellbeing of Invercargill residents. As a result of a higher than usual number of complaints in Quarter One relating to the September 2023 rainfall event, the customer satisfaction measure will not be met this year. All other measures are on track to be achieved.

Operating expenses are running to forecast with the work programme is in full swing, having ramped up during the warmer months through to the end of the financial year. We expect to deliver the full forecast by year end.

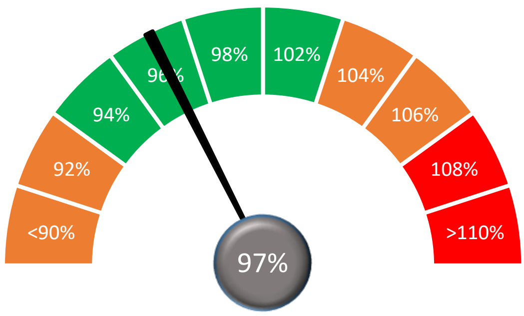
Level of Service



Finance



Revenue YTD



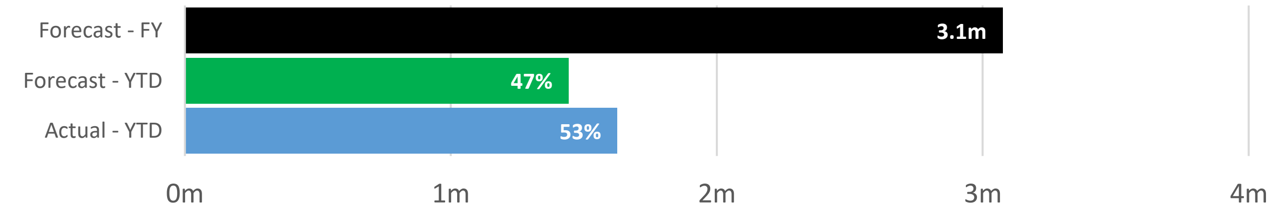
Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 6,633,000	$ 8,756,000	($ 2,123,000)
Forecast YTD:	$ 6,548,000	$ 9,031,000	($ 2,483,000)
Variance:	+ $ 85,000 Favourable	+ $ 275,000 Underspent	+ $ 360,000 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	0.17		0.36
Compliance with Council's resource consents for discharge from its sewerage system - DIA Performance measure 2 (discharge compliance)	DIA	Max 0	0		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	13m		17m
(b) The median response time from notification to resolution of blockages or other faults in the sewerage system	DIA	<6 hours	1h 24m		1h 20m
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about: 1. sewage odour 2. system faults		Max 4	4.05		0.53
	The number of complaints relating to the sewer network remained on trend during Q3, however due to the rainfall event in Q1 causing a significant increase in number of complaints, this KPI will not be met this financial year				

Sewerage

Waikeri

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	5,715	5,715	-		7,619	7,551
Subsidies and grants	-	-	-		-	-
Income from activity	918	833	+ 85		1,250	1,029
Investment revenue	-	-	-		-	-
Total revenue	6,633	6,548	+ 85		8,869	8,580
Employee expenses	7	-	- 7		-	14
Other expenses	2,826	3,119	+ 293		4,296	4,040
Finance expenses	-	-	-		-	-
Depreciation	5,923	5,912	- 11		7,882	7,852
Total expenses	8,756	9,031	+ 275		12,178	11,906
Net operating	(2,123)	(2,483)	+ 360		(3,309)	(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	1,073	749	+ 324	80%	1,348	998
	Major projects works ahead of schedule, expect to match to forecast by end of year.					
Pumping station	52	284	- 232	14%	378	378
	Plant and equipment has been ordered, late delivery of equipment expect to be delivered on forecast.					
Pipe renewals	504	410	+ 93	37%	1,349	1,629
	Two contracts awarded and started early Feb to be completed by year end. Two projects going to tender in q4 and expected to complete by end of year.					

Stormwater

Wai tupuhi

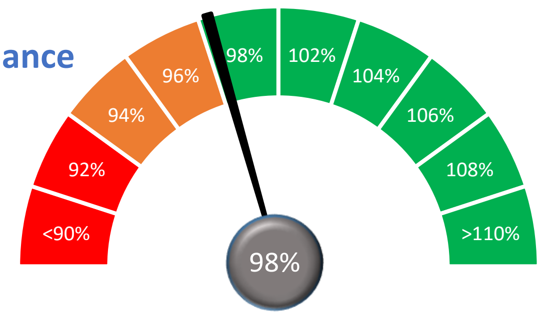
Commentary

Stormwater Activity covers the network to manage stormwater within the city. The performance measures are set by the DIA, and have all been met in Quarter Three.

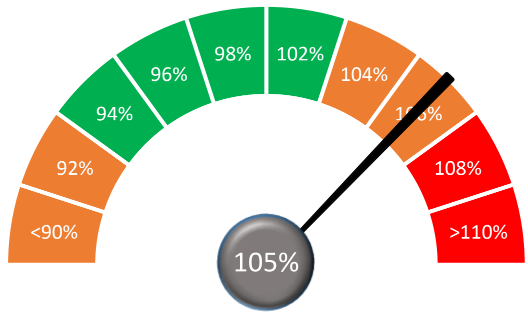
Operating expenses are running higher than forecast with the work programme is in full swing, having ramped up during the warmer months through to the end of the financial year. We have undertaken additional essential tree root removal from pipe network, drain cleaning and CCTV investigation work.

Level of Service

Finance



Revenue YTD



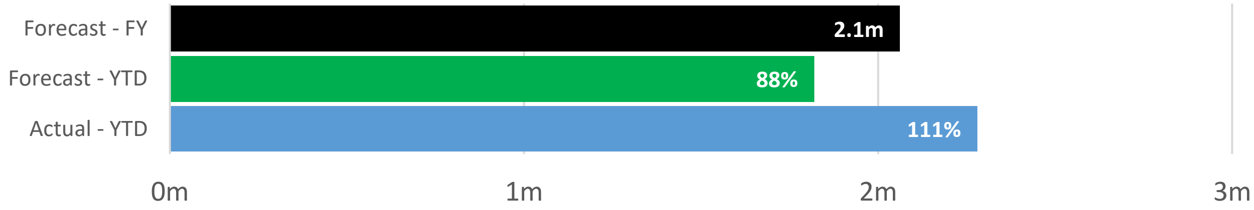
Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 4,735,000	$ 5,697,000	($ 962,000)
Forecast YTD:	$ 4,823,000	$ 5,434,000	($ 611,000)
Variance:	- $ 88,000 Unfavourable	- $ 263,000 Overspent	- $ 351,000 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		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		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		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		25m
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	3		1

Stormwater

Wai tupuhi

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	4,816	4,816	-		6,421	6,424
Subsidies and grants	(87)	-	- 87		-	-
Income from activity	6	7	- 1		9	9
Investment revenue	-	-	-		28	28
Total revenue	4,735	4,823	- 88		6,458	6,461
Employee expenses	(5)	-	+ 5		-	-
Other expenses	2,239	1,977	- 262		2,504	2,451
Finance expenses	-	-	-		-	-
Depreciation	3,463	3,457	- 6		4,609	4,685
Total expenses	5,697	5,434	- 263		7,113	7,136
Net operating	(962)	(611)	- 351		(655)	(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	-	-	-	100%	-	328
	Stormwater designs progressing as per SRC discharge consent, treatment devices have yet to be evaluated. To date no capital work anticipated this year due to designs not able to installed.					
Pipe renewals	2,228	1,721	+ 506	115%	1,931	2,692
	Well advance in work programme, mainly to do with Dee and Herbert St's Stormwater upgrade, completed. Additional tenders out to market in q4 to be delivered by year end.					

Roading Services

Ratonga rori

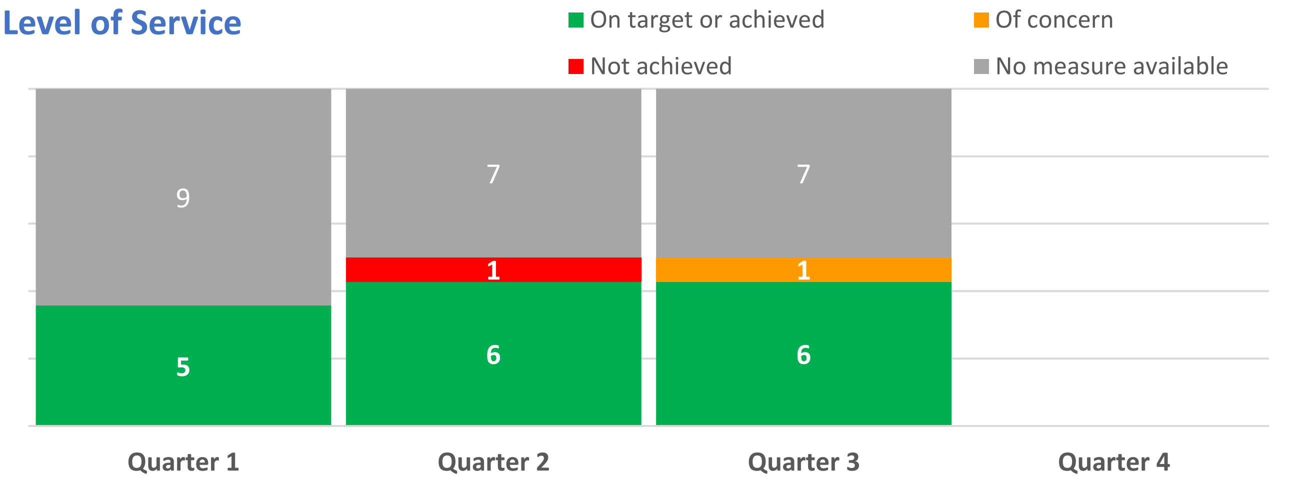
Commentary

The Roading 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 the year as they are annual measures. Where data is available the activity is currently on target, with the exception of road traffic accidents where numbers continue to be sadly high, although they are not yet exceeding 2022/2023 figures. This measure was reported incorectly in Quarter Two as not likely to be achieved, however this has been rectified for Quarter Three.

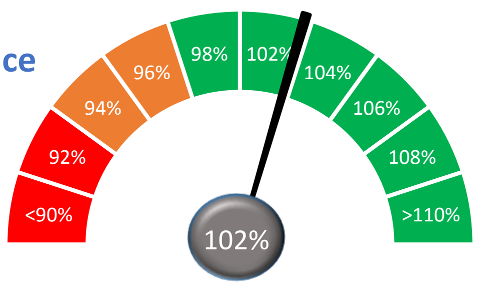
The alliance transition continues and as such the work on the revised programme continues to be delivered.

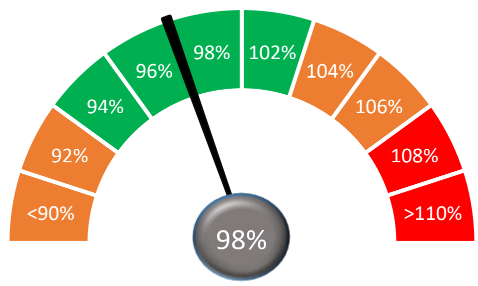
Next season's preseal preparations are underway.

Level of Service



Finance





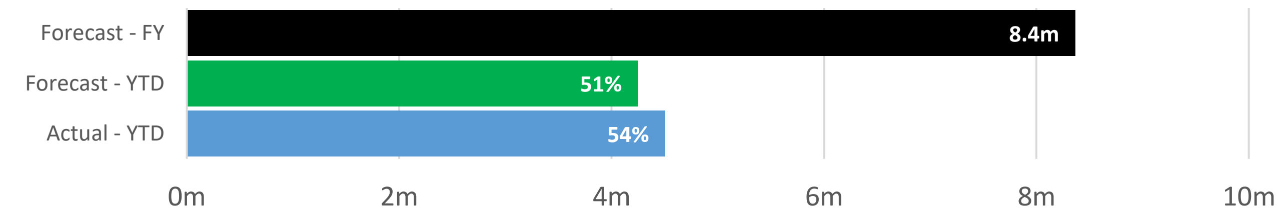
Revenue YTD **Expenditure YTD**

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 11,641,000	$ 15,744,000	($ 4,103,000)
Forecast YTD:	$ 11,437,000	$ 16,105,000	($ 4,668,000)
Variance:	+ $ 204,000 Favourable	+ $ 361,000 Underspent	+ $ 565,000 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	5 Crashes Year to Date - 0 fatalities, 5 people with serious injuries		13 crashes to date (1 Fatality and 13 Serious Injuries)
	Interim results only - Annual measure.				
Collective risk (crash density) – fatal and serious injury rate per km of road	ONRC	Decreasing annually	-		Data available annually
	Annual measure				
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	ONRC	Decreasing annually	-		Data available annually
	Annual measure				
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%		Data available annually
	Annual measure				
The percentage of the sealed local road network that is resurfaced	DIA	> 5.5%	6%		Data available annually

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%		Data available annually
	Annual measure				
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	90%		81%
The number of unplanned road closures and the number of vehicles affected by closures annually	ONRC	Number of closures <=8 Affected vehicles	-		Data available annually
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	-		Data unavailible
	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	-		Data available annually
	Annual measure				

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	97%		97%
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%

Roading Services

Ratonga rori

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	6,438	6,438	-		8,584	8,584
Subsidies and grants	3,403	3,396	+ 7		8,188	8,923
Income from activity	1,800	1,603	+ 197		2,742	1,325
Investment revenue	-	-	-		141	141
Total revenue	11,641	11,437	+ 204		19,655	18,973
Employee expenses	3	-	- 3		-	-
Other expenses	5,529	5,912	+ 383		8,773	8,578
Finance expenses	-	-	-		-	-
Depreciation	10,212	10,193	- 19		13,590	12,332
Total expenses	15,744	16,105	+ 361		22,363	20,910
Net operating	(4,103)	(4,668)	+ 565		(2,708)	(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. Rehabilitation and drainage renewals	2,999	2,338	+ 661	60%	5,038	5,881
	Seasonal work, physical works will started in December through to March/April, expect to fully deliver program.					
Footpath renewals	330	375	- 44	45%	729	911
	With the mainentence contract renewal the forward program is being detailed. Footpaths delivery will be on target by year end with works starting in q2.					
Low cost, low risk capital renewals	388	352	+ 36	54%	712	3,044
	Most works are in the detailed design stage and will be delivered within the financial year.					

Solid Waste Management

Para

Commentary

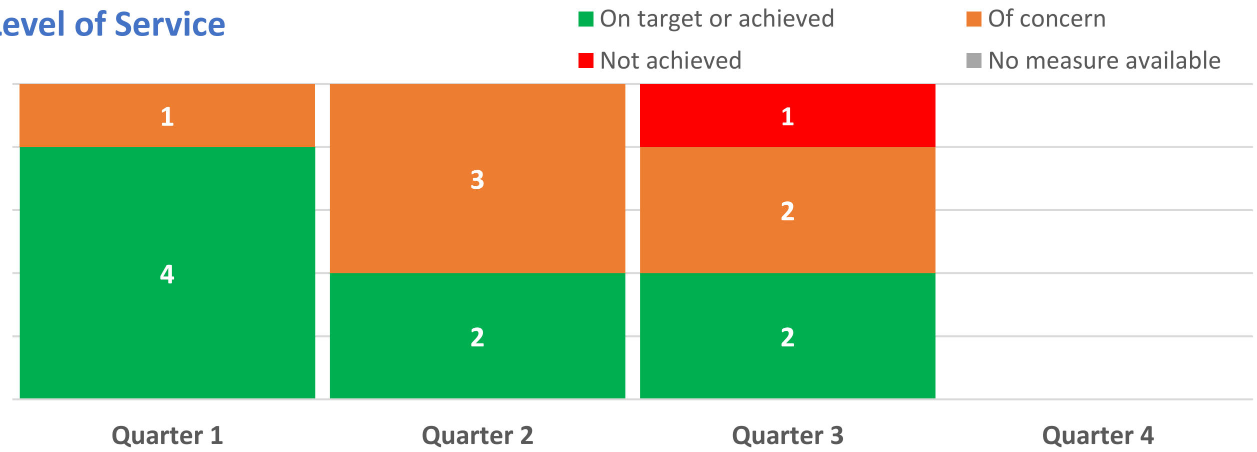
Overall, waste disposal figures remain lower than 2022/23 figures due to weather conditions impacting on waste disposal behaviour. While there have been some improvements in Quarter Three, kerbside recycling is unlikely to exceed last year's figures. This may be attributed to lower levels of contamination, kerbside standardisation and changes to waste disposal behaviour resulting from changing weather conditions.

Kerbside standardisation came into effect in February 2024. As a result, we have narrower recycle stream, which limits the number of approved materials that can go in the yellow recycle bins. This will also likely result in better quality recyclables and overall less contamination. However, more waste could be going to landfill. We are monitoring ongoing trends.

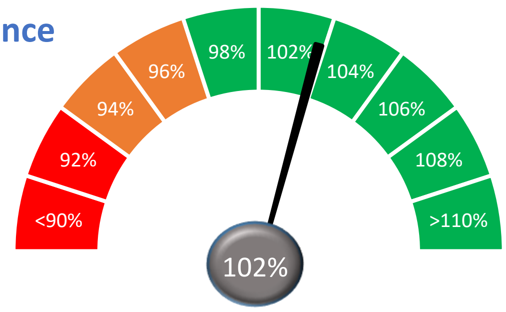
Council continues to invest in marketing and education programmes for appropriate disposal of waste and to ensure the community is aware of any legislative changes.

Revenue at the Transfer Station, Recycling recoveries are higher than expected. Expenses are in line with expectation above annual plan but in line with forecast. Unplanned recycling contract payment for building insurance made in January.

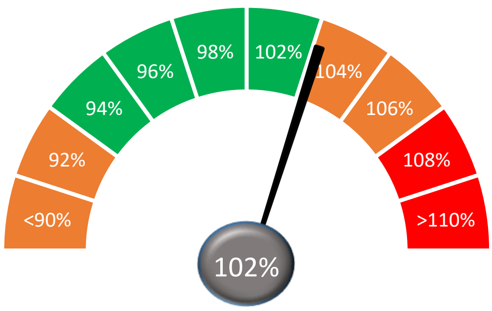
Level of Service



Finance



Revenue YTD



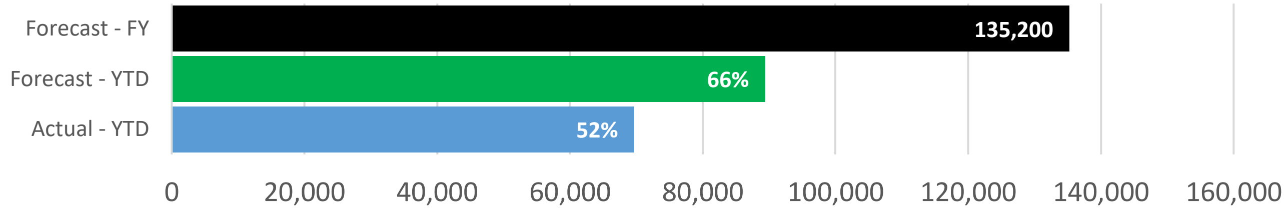
Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 8,363,000	$ 8,102,000	$ 261,000
Forecast YTD:	$ 8,227,000	$ 7,949,000	$ 278,000
Variance:	+ $ 136,000 Favourable	- $ 153,000 Overspent	- $ 17,000 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 solid waste to landfill	ICC	Decreasing trend	15,914		17,647
		Less waste has been going to the landfill this year due to an overall decrease in kerbside waste and commercial drop off this financial year compared to same period to date last year. Overall, this is consistent with the trends we are seeing in the waste disposal patterns.				
	Trend in diverted material	ICC	Increasing trend	7,323		6,037
		The third quarter has seen a slight increase in the amount of green waste dropped of at the transfer station as the weather conditions are improving. The cumulative waste diverted has increased by 21% (1286.22) compared to the same period to date last year. Council continues to focus on community engagement and education and we are starting to see some positive results.				
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).	425		326

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	2,309		2,420
		Following a slower upward trend since the beginning of this financial year, the third quarter has seen a slight decrease in the amount of kerbside recycling. The total tonnage has decreased compared to this time last year. The contamination average for this year is currently tracking 11.27% (88.21 tonnes) lower than the same period to date last year, with a cumulative total of 783.03 tonnes sent to landfill (averaging at 19.53%). The decrease in the amount of contamination that is being disposed of to landfill is a sign of improvement / progress in the recycling space. Considering that kerbside standardisation has only been in effect for about two months, it is too early to establish trends. Overall in 23/24, the changes in waste pattern can be attributed to the changing weather conditions where we had increased rainfall and cooler temperatures affecting waste disposal behaviour. Council continues to invest in marketing and education programmes in an effort to increase awareness and educate the public.				
	Trend in landfill rubbish	ICC	Decreasing trend	8,107		8,116
		Kerbside rubbish generation has decreased in the Q3 but higher than Q1 as would be expected in the warmer months and people getting involved in more activities like renovations, travelling, fun activities etc. As we approach autumn and winter, waste generation is likely to decline. There has been a slight decrease in contamination of recyclables, which may have led to an increase in the amount of waste disposed of to landfill compared to Q1, again a measure of the effectiveness of kerbside standardisation. Continuous engagement and education campaigns are being undetaken to ensure the community is being kept informed. Kerbside standardisation media campaign ran from November 2023 until end of March. WasteNet website has been launched to support kerbside standardisation in January 24. Constantly engaging and educating public on Facebook.				

Solid Waste Management

Para

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)	Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	4,037	4,037	-	5,382	5,369
Subsidies and grants	-	-	-	-	-
Income from activity	4,326	4,190	+ 136	8,877	6,733
Investment revenue	-	-	-	30	30
Total revenue	8,363	8,227	+ 136	14,289	12,132
Employee expenses	-	-	-	-	-
Other expenses	8,015	7,862	- 153	14,271	12,033
Finance expenses	-	-	-	80	80
Depreciation	87	87	-	116	492
Total expenses	8,102	7,949	- 153	14,467	12,605
Net operating	261	278	- 17	(178)	(473)

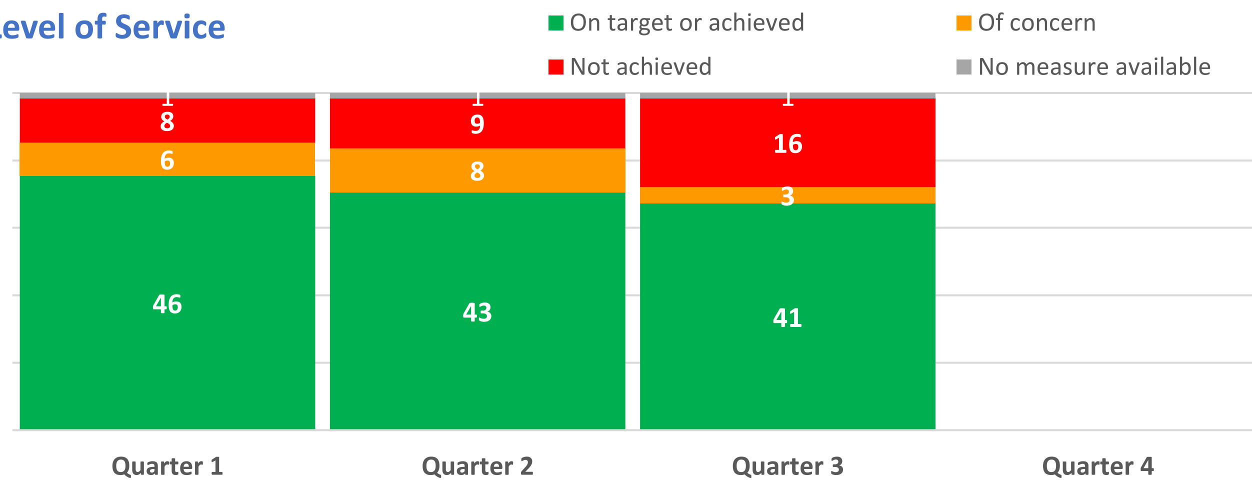
General Services

Ngā ratonga

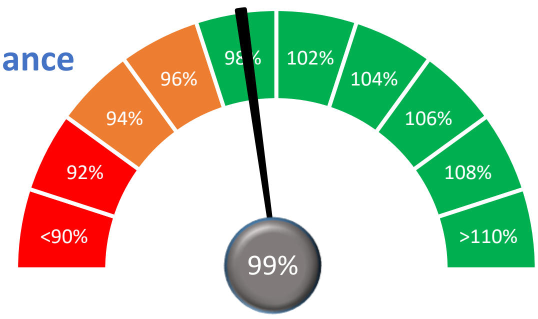
Commentary

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

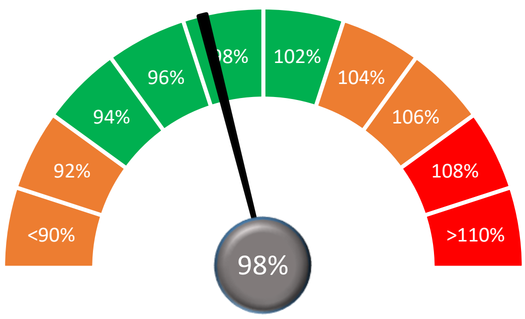
Level of Service



Finance



Revenue YTD



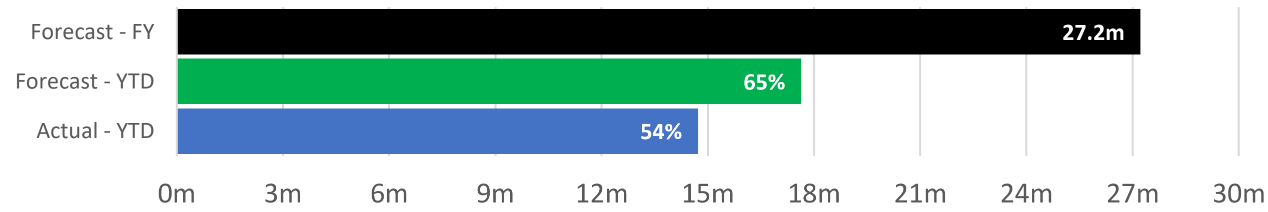
Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 51,233,000	$ 52,033,000	($ 800,000)
Forecast YTD:	$ 51,715,000	$ 52,902,000	($ 1,187,000)
Variance:	- $ 482,000 Unfavourable	+ $ 869,000 Underspent	+ $ 387,000 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	25,153	25,103	+ 50		33,471	33,267
Subsidies and grants	5,218	5,233	- 15		8,294	7,698
Income from activity	12,690	13,168	- 478		16,815	18,071
Investment revenue	8,172	8,211	- 39		9,156	8,127
Total revenue	51,233	51,715	- 482		67,736	67,163
Employee expenses	24,613	24,805	+ 192		33,819	32,991
Other expenses	16,676	17,186	+ 510		25,376	23,284
Finance expenses	3,605	3,625	+ 20		4,297	3,831
Depreciation	7,139	7,286	+ 147		9,714	9,520
Total expenses	52,033	52,902	+ 869		73,206	69,626
Net operating	(800)	(1,187)	+ 387		(5,470)	(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	(400)	(556)	+ 156		(650)	(145)
Regulatory Services	39	(13)	+ 52		(1,084)	145
Parks and Reserves	459	142	+ 317		(376)	1,385
Libraries	2	(80)	+ 82		(254)	-
Aquatic Services	(166)	(84)	- 82		(593)	-
Arts, Culture and Heritage	(255)	228	- 483		126	-
Venue and Events Services	(55)	30	- 85		23	-
Public Transport	(141)	(161)	+ 20		159	198
Public Toilets	(86)	(57)	- 29		(136)	-
Housing Care	(1,220)	(1,352)	+ 132		(1,784)	(1,680)
Investments	4,973	4,933	+ 40		6,397	5,930
Corporate Services	(7,405)	(7,471)	+ 66		(11,694)	(12,306)
Property	2,531	2,323	+ 208		3,557	4,010
City Centre	920	934	- 14		842	-
Net operating	(804)	(1,184)	+ 380		(5,467)	(2,463)

General Services

Ngā ratonga

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)
Museum redevelopment (Project 12 25)	6,628	7,775	- 1,147	71%	9,319	9,155
	With Both Storage and Tuatara now built on plan our main focus is now on the Museum Demolition and Build. Parks are now planting out the Tuatara site and planning a public opening in June 2024 after a period of settling in the animals.					
Housing Care building improvements	1,896	1,913	- 17	58%	3,291	1,793
	New houses - The four units have all passed with flying colours the passive air test and are very near completion, handover is planned for April 2024 (on programme) Renewals - 3 Waters Better off funding funded double glazing and accessibility under way due to complete by year end. Tone St Bluff re-roof to be scheduled and underway by year end.					
Our Council property records digitalisation	1,193	668	+ 525	134%	890	610
	The project has been delayed due to vendor ability to complete deliverables.					
Our Council programme	2,116	2,183	- 67	73%	2,910	1,642
	Three projects in tranche One have been delivered on time and within budget. One of the inflight projects has been impacted by a number of factors including the lack of capacity and capability within the organisation to deliver on business as usual acitivity and increased workload from a project. At the current time there are still some vaccancies, key leadership roles have been filled and the roadmap of projects is being taken to the Project Governance Board for approval which will provide the team clarity and direction going forward.					
Rugby Park renewals	191	186	+ 6	35%	546	985
	Stage 2 work is now underway as planned with scaffold and steel being erected and placed, internal ICC teams and the stakeholders are looking at play and use solutions for 2025 as the grounds need to be closed for stage 3 work.					
Bluff Boat Ramp renewal	1,038	1,087	- 49	72%	1,441	770
	The East Jetty (PU section) is now installed with some minor works to be done at the transition point where we will place the sea pontoon. The Sea pontoon as also on programme with the East Painted and now in final fit, Launch is subject to tide and weather but planed for Late May or early June. Work has started two weeks later than plan for the West but the team are making great progress and we hope to finish all west work on track.					

General Services

Ngā ratonga

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)
Parks capital renewals	491	1,537	- 1,046	24%	2,058	2,745
	Bluff Precinct Project has contracts in place and expected to be spent by the end of the financial year.					
Surrey Park Grandstand	-	226	- 226	0%	301	301
	In the design phase, and physical work will start in the new year.					
Library building renewals	-	-	-	100%	80	350
	Operational roof repairs are to be undertaken in quarter four while a strategic assessment is carried out.					
Splash Palace building renewals	-	-	-	100%	618	567
	Carpark renewals and internal wall modifications are to be carried out in quarter four.					
Parks building renewals	133	50	+ 83	86%	155	837
	Crematorium is at early scoping and should be tendered in quarter four with the main delivery being in 2024/2025. No other scheduled parks buildings work expected this year.					

General Services

Democratic Process

Commentary

After yet another successful quarter, the Community Wellbeing Fund has now supported 53 activities and events, more than double its target.

Satisfaction with the opportunities Council provides for community involvement in decision-making continues to be well below target at 21%. This will be the focus of a Council workshop in June.

Timing differences between when staff vacancies planned and actually being filled have resulted in variances within the employee.
Additional grant revenue from Creative NZ has also been received in Quarter 3.

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%		18%
	Satisfaction remains low. It will be a focus again of a Council workshop in May/ June.				
Number of activities or events supported by the Community Wellbeing Fund		25	53		34
	Achieved.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	5,391	5,391	-		7,188	7,033
Subsidies and grants	60	58	+ 2		77	77
Income from activity	93	2	+ 91		3	3
Investment revenue	-	-	-		5	5
Total revenue	5,544	5,451	+ 93		7,273	7,118
Employee expenses	2,506	2,583	+ 77		3,477	3,312
Other expenses	3,417	3,403	- 14		4,418	3,930
Finance expenses	-	-	-		-	-
Depreciation	21	21	-		28	21
Total expenses	5,944	6,007	+ 63		7,923	7,263
Net operating surplus / (deficit)	(400)	(556)	+ 156		(650)	(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.
While the target for building and non-notified resource consents remains un-met, the team maintains a strong performance with 98% and 99%, respectively, of consents granted within the statutory timeframe. A small number of consents were granted outside of the statutory timeframe due to minor procedural errors.

All food registrations were issued within the statutory timeframe in Quarter Three, lifting performance to 95%. All alcohol applications not requiring a hearing were issued within 30 working days.

Planning and Building services has net deficit of $608,000 as at 31 March 2024, which is $56,0000 better than forecast due to staff vacancies. During the quarter three forecasting process, the Planning and Building budgets have been adjusted to reflect the reduction in building consent numbers received due to the economic downturn felt nationwide. Year end revenue is expected to be in align with the revised forecast due to compliance cost recoveries of the Bluff hotel, with savings in employee costs offsetting overspends in outsourced processing contractors and compliance costs.

Environmental Services has a net surplus of $795,000 as at 31 March 2024, which is $19,000 lower than forecast due to reduced parking revenue as a result of the court case decision in February. During the quarter three forecasting process, revenue was increased to reflect the return to pre Covid infringement numbers and more high value infringement notices being issued for items like expired vehicle registrations. Year end expenses are expected to be on forecast, with employee savings offsetting adverse revenue. A provision expense of $535,000 has been applied to the year end performance, reducing the surplus of the year to allow for future refunding of parking infringements as a result of the court case.

Other Regulatory Services overall has a deficit of $187,000 as at 31 March 2024, which is $15,000 better than forecast driven by reduced use of koha and donated service grants given.

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 be withdrawn at the next LTP				

General Services

Regulatory Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
We promote incentives to owners of heritage buildings, especially when they undertake earthquake strengthening		Earthquake-prone buildings incentives are developed and implemented	Achieved		Achieved
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	95%		100%
	In Q2, processing error issues resulted two registrations technically issued outside of timeframes. In Q3, all registrations were issued within the statutory timeframe.				
		100% alcohol applications not requiring a hearing are issued within 30 working days of receipt	100%		100%
		100% of building	98%		98%
	Only 8/245 consents were outside statutory timeframe for the quarter. System errors and/or human errors or circumstances outside of staff control can impact perfect achievement of statutory timeframes. There is a strong culture of continuous improvement to identify and address issues as they arise.				
		100% of non-notified	99%		98%
	Only 1 out of 39 decisions were outside the statutory timeframe for the quarter. Factors such as contractor timelines and staff sick leave, which are outside staff control affect achievement of statutory timelines.				

General Services

Regulatory Services

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)	Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	810	810	-	1,080	1,225
Subsidies and grants	-	-	-	-	-
Income from activity	4,308	4,340	- 32	5,058	5,568
Investment revenue	-	-	-	13	13
Total revenue	5,118	5,150	- 32	6,151	6,806
Employee expenses	2,596	2,705	+ 109	3,599	3,600
Other expenses	2,438	2,409	- 29	3,509	2,981
Finance expenses	-	-	-	62	62
Depreciation	45	49	+ 4	65	18
Total expenses	5,079	5,163	+ 84	7,235	6,661
Net operating surplus / (deficit)	39	(13)	+ 52	(1,084)	145

General Services

Parks and Reserves

Commentary

Parks and Reserves measures are predominantly on track, with the ongoing exception of the health and safety complaints not cleared within reporting timeframes – however performance has lifted from the previous quarters. Satisfaction with parks and open spaces decreased this quarter to 78% (from 82% in Quarter Two and 84% in Quarter One). Residents were given the option to provide feedback on the satisfaction rating they provided and analysis showed a number of residents citing low-mow and maintenance reasons for their scoring.

Visitor numbers remain strong with Quarter Three figures exceeding previous quarters.

Timing of anticipated revenue has not yet occurred in quarter three. Grant payments to Southland Indoor Leisure Centre Trust are tracking lower as 6 months of invoice was not received until April 2024. Maintenance planned to occur over the spring/ summer period has been deferred to quarter 4 and has resulted in a current underspend in other expenses.

Level of Service

Measure		Baseline	Target	Actual YTD	Status	Last yr YTD
Queens Park is accredited as a "Garden of National Significance"			Retain accreditatio	Retain accreditatio		Achieved
Maintain the area of actively maintained parks and recreational land at or above the national median	Area of actively maintained parkland (hectares per 1000 residents)		24.4ha	24.4		24.4ha
	Including Premier Parks (i.e. Queens Park, Anderson House, Otepuni Gardens)		112ha	112.0		112ha
	Area of natural parkland (hectares per 1000 residents)		27.9ha	27.9		27.9ha
	Area of Sports Parks (hectares per 1000 residents)		2.5ha	2.5		2.5ha
	Grass fields (total)		105.6ha	105.6		105.6ha
	Non-grass sports surfaces (total)		2.1ha	2.1		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 residents). Note: assessed numbers to be confirmed		Maintain	108		109
	Gardens/ Horticultural planted beds (m² per 1000 residents)		4,701m²	4,701		4,701m²
	Grass Mowing (hectares per 1000 residents)		8.0ha	8.1		8.1ha
	Trails (km per 1000 residents) note: assessed numbers TBC		Maintain	700.4		700.4m
	Percentage of health and safety complaints are investigated and mitigated where possible		100%	91%		100%
		All health and safety complaints have been investigated and mitigated in Q3. This follows two quarters where complains were completed outside of timeframes due to timing of complaints and regulation matters outside of staff control.				
	Community groups are working with Council to implement pest control		Maintained or increasing	9		3
Number of visitors per head of Invercargill population identified through annual user surveys			Increasing use	877,672		690,913

General Services

Parks and Reserves

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of customers satisfied with parks identified through annual user surveys		Maintained or increasing	78%		80%
	Much of the work being done within Parks and Recreation is highly visible so when a new policy is trialled, such as Low Mow, everyone sees it. As with all change there have been different levels of acceptance. The feedback on our “maintenance” or “Low Mow” is quite vocal from survey respondents who in the majority have lived here over 10 years, with this change in service level being possibly the biggest one seen in Parks and Recreation over that time. It is hoped that overtime this change in maintenance is recognised for the reduced emissions and increased biodiversity it provides.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	5,529	5,529	-		7,372	7,372
Subsidies and grants	724	728	- 4		943	1,593
Income from activity	1,041	1,287	- 246		1,716	2,863
Investment revenue	-	-	-		107	107
Total revenue	7,294	7,544	- 250		10,138	11,935
Employee expenses	3,753	3,818	+ 65		5,150	5,099
Other expenses	2,538	3,032	+ 494		4,587	4,785
Finance expenses	-	-	-		41	41
Depreciation	544	552	+ 8		736	625
Total expenses	6,835	7,402	+ 567		10,514	10,550
Net operating surplus / (deficit)	459	142	+ 317		(376)	1,385

General Services

Libraries

Commentary

Visitation numbers and high satisfaction levels of 81% (albeit below target of 85%) show there is strong demand from the community for library services. However, the overall performance of the Libraries activity has been impacted by a reduction in its physical collections budget, and staff vacancies. Percentage of collections published in the last five years has decreased and it's very unlikely to meet its target this year. Visitation figures are consistent with previous quarters, however it is unlikely that this will reach its target this financial year.

Revenue from income is running lower than forecast due to 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%	54%		62%
	There has been a reduction in the physical collection budget and this is having an effect on the number of new physical items added to the collection. We expect this to increase next financial year.				
Percentage of library customers who rate the library collections as satisfactory or greater in annual residents' survey		>85%	81%		84%
	While slightly below target, satisfaction with library services and collections remains high at 81%. Residents' feedback is generally positive, citing helpful staff, good range and resources (including digital resources and services), and good programmes and activities. The negative feedback focuses on the limited range, the layout (ie. open plan, noisy), parking, opening hours and communication about activities. As roles are filled and an events/programmes calendar is created, we will seek to address some of these concerns and lift satisfaction.				
Number of visits per year		515,000	345,756		372,984
	At Q3 the libraries' visitor numbers are about 5% less than where they should be. Whilst we continue to deliver a range of quality programmes and speakers, 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. We will begin the process of recruitment for the Programmer Lead positions during Q4 and once the roles are filled, create a calendar of events and programmes, however visitor numbers may not recover until next financial year.				

General Services

Libraries

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	2,131	2,131	-		2,842	2,842
Subsidies and grants	1	4	- 3		5	5
Income from activity	52	75	- 23		100	131
Investment revenue	-	-	-		5	5
Total revenue	2,184	2,210	- 26		2,952	2,983
Employee expenses	1,345	1,480	+ 135		2,053	1,826
Other expenses	372	351	- 21		527	531
Finance expenses	-	-	-		14	14
Depreciation	465	459	- 6		612	612
Total expenses	2,182	2,290	+ 108		3,206	2,983
Net operating surplus / (deficit)	2	(80)	+ 82		(254)	-

General Services

Aquatic Services

Commentary

Aquatic Services continues to deliver a strong performance, with visitor numbers reaching the target. A minimum of four public lanes continue to be available 98% of the time. Splash Palace has had a significant lift in number of visits in in Quarter Three, likely as a result of an increase in number of people playing aquatic sports and increase in recreational and fitness based swimming, as well as learn to swim programme participation.

Satisfaction remains below target. A deep dive into user satisfaction during Quarter Two showed that users of Splash Palace are satisfied with car parking and the customer service they receive but not so much the cost of visiting and the changing rooms. Splash Palace has since carried our repairs and relining of the carpark as well as refreshing the private changing rooms with new wall linings, tile repairs and new baby change tables.

Income from the activity is inline with the forecast. Employee expenses are underspent, which is due to the savings made from the reduction of weekend opening hours and current vacancies. Operational expenses are currently overspent which is contributed to cleaning services, chemicals and other fuels.

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%		96%
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	6.75		6.75
	Quarter Three participation levels increased by more than 10,000 on previous quarters with a total of over 100,000 participations for this quarter. This has increased the KPI from 6.5 at the end of quarter two to 6.75 at the end of quarter three, keeping Splash Palace on track to reach its annual KPI target of 6.5. Splash Palace saw increases in participation across all three months in quarter three compared to 2023, reasons for this could be increased numbers playing aquatic sports which is supported by a recent article around increased numbers involved in Waterpolo, or, increases to recreational and fitness based swimming, increased learn to swim participation as well as the continuation of the ILT schools learn to swim programme. Year to date shows a 2% increase in participation on 2022/23				

General Services

Aquatic Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above		85%	56%		67%
	Satisfaction remains below target in Q3. A deep dive into user during Q2 showed that users of Splash Palace are satisfied with car parking and the customer service they receive but not so much the cost of visiting and the changing rooms. Splash Palace has since carried out repairs and relining of the carpark as well as refreshing the private changing rooms with new wall linings, tile repairs and new baby change tables. The fees for Splash Palace have been reviewed and minimal increases are proposed to ensure increased costs can be met and our facility remains affordable for the community				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	715	715	-		953	953
Subsidies and grants	183	180	+ 3		180	180
Income from activity	1,674	1,667	+ 7		2,208	2,608
Investment revenue	-	-	-		4	4
Total revenue	2,572	2,562	+ 10		3,345	3,745
Employee expenses	1,562	1,601	+ 39		2,195	2,091
Other expenses	1,161	1,029	- 132		1,480	1,391
Finance expenses	-	-	-		241	241
Depreciation	15	16	+ 1		22	22
Total expenses	2,738	2,646	- 92		3,938	3,745
Net operating surplus / (deficit)	(166)	(84)	- 82		(593)	-

General Services

Arts, Culture and Heritage

Commentary

He Waka Tuia is on track to not only meet, but exceed its yearly visitor target. The team have been working on and delivering a number of off-site programmes and collaborations. Satisfaction levels are at 22%. He Waka Tuia continues to work to increase the range and type of exhibitions to attract a range of people to the facility.

The relocation of collection has occurred in Q2 completed in Q3 increasing staff expenses used via Project Ark and Enterprise Recruitment. Other expenses may increase while the transition of operations to the Tisbury Facility is completed.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Number of visits		14,000	13,861		13,008
	Progressing well and will achieve annual target during April.				

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Customer satisfaction rating is satisfactory or above		7-8	22%		16%
	Satisfaction has grown to 22% this FY. HWT continues to work to increase the range and type of exhibitions to attract a range of people to the facility.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	1,795	1,795	-		2,394	2,402
Subsidies and grants	33	33	-		33	45
Income from activity	1,103	1,309	- 206		1,745	1,345
Investment revenue	-	-	-		2	2
Total revenue	2,931	3,137	- 206		4,174	3,794
Employee expenses	781	549	- 232		727	868
Other expenses	2,236	2,165	- 71		3,058	2,775
Finance expenses	-	-	-		3	3
Depreciation	169	195	+ 26		260	148
Total expenses	3,186	2,909	- 277		4,048	3,794
Net operating surplus / (deficit)	(255)	228	- 483		126	-

General Services

Venue and Events Services

Commentary

Council venues continue to deliver a strong performance in Quarter Three, despite a reduction in trading days due to annual maintenance shutdown. The targets for events held at the Civic Theatre have already been exceeded, some even doubled their target.
The Scottish Hall follows a very similar trend with bookings, occupancy and events significantly exceeding their yearly 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. For the Scottish Hall, performance is also driven by a high number of recurrent hires.

Rugby Park closed in April 2024 with the last event held in mid-April. It is unlikely that it will meet its targets for 2023/24.

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	40		43
		On track to achieve. Q3 has reduced trading days due to annual maintenance shutdown.				
			>28%	30%		20%
		On track to achieve. Q3 has reduced trading days due to annual maintenance shutdown.				
	Victoria and Drawing Rooms		>70	54		23
		On track to achieve. Q3 has reduced trading days due to annual maintenance shutdown.				
			>11%	22%		54%
	Increasing public awareness and use of the Civic Theatre complex and its range of facilities		>10	26		25
			>6	23		9
			>35	48		21

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	124		68
		Scottish Hall is performing well and recurrent hires are driving this result				
			>18%	36%		18%
		Scottish Hall is performing well and recurrent hires are driving this result				
			>10	67		31
		Scottish Hall is performing well and recurrent hires are driving this result				
			>30	79		24
		Scottish Hall is performing well and recurrent hires are driving this result				
	Expanding the use and awareness of the Rugby Park as a venue for meetings and a range of social, cultural and sporting experiences		>25	12		12
		Rugby Park is closed with last event on April 13th				
			>8%	5%		6%
		Rugby Park is closed with last event on April 13th				
			>13	8		8
		Rugby Park is closed with last event on April 13th				
			>12	4		4
		Rugby Park is closed with last event on April 13th				
Number of visits per head of Invercargill City population			0.40	1.83		1.1 Vph 114% (61,405)

General Services

Venue and Events Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good		>80%	51%		43%
	Satisfaction has improved compared to last financial year following a refresh of civic venues and improved service options introduced, however it remains below target. The overall feedback for our venues is positive with residents highlighting that they are well maintained, however feedback on specific venues varies. Civic Theatre feedback is generally positive, while most feedback concerning Rugby Park remains negative, highlighting the need for an upgrade. To better reflect satisfaction levels, each venue will have a separate satisfaction KPI from the 2024/25 FY.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	379	379	-		505	505
Subsidies and grants	-	-	-		-	-
Income from activity	460	496	- 36		661	500
Investment revenue	-	-	-		-	-
Total revenue	839	875	- 36		1,166	1,005
Employee expenses	491	473	- 18		638	630
Other expenses	384	353	- 31		479	362
Finance expenses	-	-	-		-	-
Depreciation	19	19	-		26	13
Total expenses	894	845	- 49		1,143	1,005
Net operating surplus / (deficit)	(55)	30	- 85		23	-

General Services

Public Transport

Commentary

Passenger numbers recovered in Quarter Three and remain on track to exceed 2022/23 figures. While still below target, satisfaction is slowly trending upwards. However, the results are based on a small sample size and don't provide an accurate representation. Targeted promotion of the survey will be conducted in Quarter Four to increase sample.

Total Mobility Scheme continues to be administered and supported by Council. The spend on Total Mobility is above Annual Plan but additional funding has been agreed by Waka Kotahi, this is not guaranteed going forward.

Revenue from patronage continues to be below pre covid levels with contract costs continuing to run higher than annual plan.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Total public transport boardings		Year on Year increase	114,926		103,535
	.				
Customer satisfaction rating for quality is satisfactory or above		70%	67%		34%
	Sample size has increased to 46. however it is considered small for statistical confidence. Targeted promotion of the survey will be conducted in Quarter Four to increase sample..				
Customer satisfaction with price is satisfactory or above		80%	58%		64%
	Sample size has increased to 46. however it is considered small for statistical confidence. Targetted promotion of residents survey will be conducted in Q4 to increase sample. .				
Council administers and supports the Total Mobility scheme.		Total Mobility Scheme is administered	TM scheme is administered and supported by Council.		Annual

General Services

Public Transport

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	763	763	-		1,017	1,018
Subsidies and grants	1,258	1,266	- 8		2,482	1,788
Income from activity	131	230	- 99		306	306
Investment revenue	-	-	-		3	3
Total revenue	2,152	2,259	- 107		3,808	3,115
Employee expenses	-	-	-		-	-
Other expenses	2,251	2,378	+ 127		3,592	2,823
Finance expenses	-	-	-		-	-
Depreciation	42	42	-		57	94
Total expenses	2,293	2,420	+ 127		3,649	2,917
Net operating surplus / (deficit)	(141)	(161)	+ 20		159	198

General Services

Public Toilets

Commentary

The Activity has exceeded its target, with public toilets in the community being operational 97% of the time.

Other expenses are running higher than expected due to higher than expected inflation increases, 12.5% per annum, for Wachner Place operations. A higher volume of vandalism repair and insurance excess payments required have also contributed to additional costs.

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%	97%		96%
	.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	465	465	-		620	620
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	465	465	-		620	620
Employee expenses	-	-	-		-	-
Other expenses	435	397	- 38		590	472
Finance expenses	-	-	-		-	-
Depreciation	116	125	+ 9		166	148
Total expenses	551	522	- 29		756	620
Net operating surplus / (deficit)	(86)	(57)	- 29		(136)	-

General Services

Housing Care

Commentary

The Housing Care activity is maintaining an occupation rate of 96%. All non-urgent requests for service received for Quarter Three have been responded to within the specified timeframe. There were no urgent requests for service received.

Repairs and maintenance is lower than forecast due to seasonality and dependence on tenant vacancy. The remaining R&M programme will be used on a reactive basis.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Units are occupied 95% of the time		95%	96%		99%
Requests for service are responded to and remedial action in place: - Urgent		24 hours	0		0 received
	No urgent requests for service received in Q3				
Requests for service are responded to and remedial action in place: - Non-Urgent		5 working days	99.7%		98% within 5 working days
	For Q3, there have been 59 requests which were responded to within 5 working days and no requests outside of that timeframe.				

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	1,279	1,328	- 49		1,770	1,770
Investment revenue	-	-	-		2	2
Total revenue	1,279	1,328	- 49		1,772	1,772
Employee expenses	-	-	-		-	-
Other expenses	904	1,087	+ 183		1,432	1,333
Finance expenses	-	-	-		-	-
Depreciation	1,595	1,593	- 2		2,124	2,119
Total expenses	2,499	2,680	+ 181		3,556	3,452
Net operating surplus / (deficit)	(1,220)	(1,352)	+ 132		(1,784)	(1,680)

General Services

Investments

Commentary

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

Investment Property revenue is tracking higher with higher recoveries of operational expenses at 20 Don Street. The maintenance programme is expected to be fully delivered by June.

Investment revenue is tracking behind forecast due to the ICHL advance investment not being drawdown as of yet, now expected mid May 2024. Borrowings are continued to be monitored to get the best rates option at the time of maturity. Finance expenses are currently above the full year forecast as interest is allocate out to the other activities at year end.

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 Progress only as this is an Annual KPI and it is measured at the end of the year.				
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 Progress only as this is an Annual KPI and it is measured at the end of the year.				
Net rate of return		> Market interest rate	0%		Not assessed
	Annual measure				

General Services

Investments

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	1,451	1,373	+ 78		1,831	1,729
Investment revenue	7,757	7,836	- 79		8,515	7,700
Total revenue	9,208	9,209	- 1		10,346	9,429
Employee expenses	5	-	- 5		-	-
Other expenses	625	648	+ 23		968	983
Finance expenses	3,602	3,625	+ 23		2,978	2,512
Depreciation	3	3	-		3	4
Total expenses	4,235	4,276	+ 41		3,949	3,499
Net operating surplus / (deficit)	4,973	4,933	+ 40		6,397	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 and these will balance off as the year goes on. Subsidies and grants revenue is behind forecast because the 3 Waters Transition grant ceased in January.   Income from Activity revenue is ahead of forecast driven by higher petrol tax as a result of increase vehicle usage. Investment revenue is favourable with higher average bank balances and interest rates generating more interest. Other expenses overspent due to timing of software license payments.

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	884	835	+ 49		1,113	909
Subsidies and grants	538	564	- 26		564	-
Income from activity	1,091	1,055	+ 36		1,407	1,238
Investment revenue	414	375	+ 39		500	286
Total revenue	2,927	2,829	+ 98		3,584	2,433
Employee expenses	11,562	11,594	+ 32		15,977	15,562
Other expenses	(1,974)	(2,050)	- 76		(2,261)	(1,990)
Finance expenses	3	-	- 3		554	554
Depreciation	741	756	+ 15		1,008	613
Total expenses	10,332	10,300	- 32		15,278	14,739
Net operating surplus / (deficit)	(7,405)	(7,471)	+ 66		(11,694)	(12,306)

General Services

Property

Commentary

Repairs and maintenance are on forecast for the year to date.

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	5,356	5,356	-		7,141	7,141
Subsidies and grants	2,422	2,400	+ 22		4,010	4,010
Income from activity	17	7	+ 10		10	10
Investment revenue	-	-	-		-	-
Total revenue	7,795	7,763	+ 32		11,161	11,161
Employee expenses	13	2	- 11		3	3
Other expenses	1,887	1,983	+ 96		2,995	2,665
Finance expenses	-	-	-		-	-
Depreciation	3,364	3,455	+ 91		4,606	4,483
Total expenses	5,264	5,440	+ 176		7,604	7,151
Net operating surplus / (deficit)	2,531	2,323	+ 208		3,557	4,010

General Services

City Centre

Commentary

This activity included city centre activation, which has been removed from the forecast as it is not likely to be required this year. Depreciation costs for stage one have been reallocated to the Roading and 3 Waters activities.

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	935	935	-		1,247	1,247
Subsidies and grants	-	-	-		-	-
Income from activity	(12)	-	- 12		-	-
Investment revenue	-	-	-		-	-
Total revenue	923	935	- 12		1,247	1,247
Employee expenses	-	-	-		-	-
Other expenses	3	1	- 2		1	243
Finance expenses	-	-	-		404	404
Depreciation	-	-	-		-	600
Total expenses	3	1	- 2		405	1,247
Net operating surplus / (deficit)	920	934	- 14		842	-

Support for external organisations

AS AT 31 March 2024

Organisation / Fund	Actual YTD ($000)	Full year forecast ($000)	Funds remaining ($000)	Annual Plan ($000)
Bluff Indoor Pool Trust	125	125	-	120
Bluff Maritime Museum Trust (Council Controlled Organisation)	20	20	-	20
Emergency Management Southland	330	440	110	463
Great South (Council controlled organisation)	1,265	1,687	422	1,800
Invercargill Public Art Gallery	183	314	131	314
Saving Grace (IC2 Trust)	100	100	-	100
Southland Indoor Leisure Centre Trust	175	700	525	700
Southland Regional Heritage Committee	786	1,048	262	1,046
Southland One Stop Shop Trust	33	33	-	31
Te Ao Marama Inc.	54	152	98	152
	3,071	**4,619**	**1,548**	**4,746**

Other grants funds:

Community Wellbeing fund	357	565	208	565
Heritage Building Strategy fund	164	250	86	120
Facilities Maintenance fund	-	100	100	100
	521	**915**	**394**	**785**

Great South

AS AT 31 March 2024

Level of Service

Measure	Quarter 2 Actual	Target		Last Year
Regional economic development – grow the population and diversify the economy	Data centre Support with development of data centres in the region continued, including with fibre connectivity. Aquaculture Assisted with development of fin fish and seaweed opportunities (additional opportunities to those mentioned previous quarter). Hydrogen Continued investigations into liquefaction, geotechnical and sea level rise impact investigations on various sites and key transport routes in the Awarua area. Geologic carbon sequestration Assisted with a new geo sequestration project to reduce industrial emissions. Wind project Wind velocity modelling support has been provided to a project to advance the region's energy sector.	Support the development of one new industry in Invercargill		Achieved
Regional business development – grow innovative businesses and build a skilled workforce	To date the Business Services team has engaged with 164 new business cases across Southland, 98 of which were Invercargill-based businesses. Great South Business Growth Advisors had discovery sessions with 109 businesses across Southland, 62 of which were Invercargill-based businesses.	165 business Engagements (not unique)		Not Achieved
	4 workshops hosted to date. During Q3, Great South hosted 2 workshops in partnership with Southland Business Chamber and Coin South on the following: - Industry 4.0 Mobile Showcase - Business Mentors NZ	Host four workshops on relevant topics		Achieved
	4 businesses connected to Callaghan Innovation funding to date. No businesses connected in Q2 and 3.	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
	To date, 57 co-funded vouchers for capability management and training across the region were issued, with 34 being Invercargill-based businesses.	Issue 130 co-funded vouchers for capability management and training		Not Achieved

Great South

AS AT 31 March 2024

Level of Service

Measure	Quarter 2 Actual	Target		Last Year
Regional tourism development – diversify the economy.	Projects progressed include: Motupōhue visitor experience Te Taurapa o Te Waka The full project cost estimates for this project were completed by Frame Group. A public meeting was held at Te Rau Aroha Marae to share the concept with the community and a further presentation to Council was held within a Great South workshop in late March. Tourism Sustainability A Sustainable Tourism Webinar Series was launched this quarter, intended to bring experts on key topics in relation to sustainability to operators in small sessions available to all. The first was 'Electric Vehicles in Your Business' with Jordan Wyatt of EV City and Nigel Humphries of Envy Experiences. Cycle Tourism A key outcome from the Murihiku Southland Cycle Tourism Opportunities Assessment was the investigation of a regional entity for cycle tourism development. This investigation is now underway and the consultant supporting this work, Rob MacIntyre, visited the region to meet with Councils and key stakeholders. Touring Route Networks The Southern Way Project Manager attended the Covid Motorhome Caravan & Outdoor Show promoting Southern Way to show attendees. New slow travel itineraries created.	Process five projects identified in the Southland Murihiku Destination Strategy		Achieved

Great South

AS AT 31 March 2024

Level of Service

Measure	Quarter 2 Actual	Target		Last Year
Regional tourism development – diversify the economy.	To date, there were 415 regionwide media results during the period, 122 of those featured Invercargill. Highlights in Q3 include: • NZ Herald: Mick Jagger got it wrong about Invercargill - we should celebrate our towns just as they are - NZ Herald • ODT: Burt Munro, field days to give businesses a ‘lift’ | Otago Daily Times Online News (odt.co.nz) • ODT: New dining experience arrives in city centre | Otago Daily Times Online News (odt.co.nz) • STUFF: ‘It’s a shame the walls can’t talk’: Theatre’s secrets to be revealed | Stuff • ODT: Southland puts on a show | Otago Daily Times Online News (odt.co.nz) • STUFF: February events boost ILT sales | Stuff	45 media results featuring the region		Achieved
Regional events – diversify the economy	Marketing and / or capability building engagement has occurred with organisers of the following Invercargill-based events: • Taste Southland (April) • Invercargill Filipino Dance and Talents Group event • The Y – community open day • 2025 BMX Nationals • Rock ‘n’ Roll Junior Nationals • SPW Fight for Gold • Southland Heritage Month • Autumn events campaign (Feb - March) Total number of visitors to Regional Event Organisers Tool Kit year to date: 1,604 views. Number of events listed on Southland Regional Events Calendar year to date: 557 listings. Total number of visitors to Southland Regional Events Calendar year to date: 33,539 views. Business Events • Civil Contractors (confirmed for 2024) • NZ Planning Institute (confirmed for 2025) Hosting rights confirmed year to date: 19 business events	Support 15 events, both existing and new, which drive overnight visitation in the region		Not Achieved

Schedule of Forecast Changes

AS AT 31 March 2024

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 and penalties	Various Activities	Reallocation of rates revenue to activities based on actual rates generated for the year		(1)	80		**79**
Rates and penalties	Corporate Services	Rates penalities increased to reflect higher rates % increase			157		**157**
Fines	Regulatory	Increase in revenue from parking and animal infringement notices issued during the July to September. This was driven by more valued fines during this period.		673	120		**793**
Fines	Regulatory	Provision created for refunding parking fines			(535)		**(535)**
Subsidies and grants	Various Activities	Decrease of subsidy revenue to align with applications being applied for and funds no longer available, including monument grants from MBIE.		(244)	(11)		**(255)**
Subsidies and grants	Corporate Services & Water	3 waters transition subsidy			564		**564**
Subsidies and grants	Parks and Reserves	Subsidy recognition timing revised to align with capital programme			(365)		**(365)**
Subsidies and grants	Parks and Reserves	Apprenticeship funding via MBIE reduced			(168)		**(168)**
Subsidies and grants	Parks and Reserves	Funding to recover costs of the Urban Play Co-ordinator			85		**85**
Direct charges revenue	Solid Waste	Revision of ICC share of Wastenet revenue based on Wastenet year end performance report for 2022/2023		900			**900**
Direct charges revenue	Parks and Reserves	Revision of forestry revenue to align with harvesting plan supplied by the forestry management consultant and adjusted base on current timber pricing		(484)	(388)		**(872)**
Direct charges revenue	Arts, Culture and Heritage	Recovery of costs from Southland Regional Heritage Committee for the operations of Project Ark which has helped to pack and relocate the museum collection		312	88		**400**
Direct charges revenue	Various Activities	Re-forecast to reflect current trends in revenue received		29	(8)		**21**
Direct charges revenue	Sewerage	Transfer sewerage revenue from Rental revenue to Direct charge revenue to correct interpretation of type of revenue.		225			**225**
Direct charges revenue	Water Supply	Lower water charges revenue due to lower demands and wetter summer			(500)		**(500)**
Direct charges revenue	Regulatory	Lower consent revenue due to softening development environment resulting in falling consent numbers.			(1,111)		**(1,111)**
Direct charges revenue	Solid waste	Additional revenue due to higher volumes of recycling and transfer station			1,417		**1,417**
Direct charges revenue	Roading	Cost recoveries from external parties for work completed			1,417		**1,417**
Direct charges revenue	Sewerage	Trade waste volumes generating more revenue			221		**221**
Direct charges revenue	Parks and Reserves	Lower cemetries / crementorium revenue generated			(275)		**(275)**
Direct charges revenue	Corporate Services	Increase Petrolum tax revenue received due to higher price prices			150		**150**
Rental revenue	Sewerage	Transfer sewerage revenue from Rental revenue to Direct charge revenue to correct interpretation of type of revenue.		(225)			**(225)**
Finance revenue	Investments	Revised to reflect increasing interest rates in term deposits, operational accounts and ICL advance		456	214		**670**
Finance revenue	Investments	Projected interest revenue from ICHL advance investment			184		**184**
Dividends & subvention revenue	Investments	Alignment of ICHL dividend with payment received			(97)		**(97)**
Dividends & subvention revenue	Investments	Invercargill Venues and Events Management Limited Dividend			272		**272**
Total Forecast Adjustments to Revenue			**-**	**1,641**	**1,511**	**-**	**3,152**

Schedule of Forecast Changes

AS AT 31 March 2024

Item Name	Activities	Nature Of Change	Quarter 1 ($000)	Quarter 2 ($000)	Quarter 3 ($000)	Quarter 4 ($000)	Total Change ($000)
Expenses							
Employee expenses	Various Activities	Movements to reflect revised current staffing structure, vacancies and pay levels		1,648	(418)		**1,230**
Employee expenses	Democratic Process	Transfer of Mayor, Councillors and Bluff Community Board members Honoraria payments from Employee expenses to Other expense to align with correct disclosure treatment.		(818)			**(818)**
Employee expenses	Corporate Services	Increased use to specialist recruitment firms to secure candidates to fulfil vacant positions.		257			**257**
Employee expenses	Various Activities	Revised ACC expenditure to align with ACC levies and staffing levels		145			**145**
Depreciation and amortisation	Roading	Revised to reflect the increase in replacement cost value of Roading fixed assets during the revaluation in 2022/23		1,267			**1,267**
Depreciation and amortisation	Various Activities	Revised forecast to align depreciation with updated asset register		(208)	50		**(158)**
Other expenses	Various Activities	Re-forecast to reflect current trends in revenue received		77	(256)		**(179)**
Other expenses	Democratic Process	Transfer of Mayor, Councillors and Bluff Community Board members Honoraria payments from Employee expenses to Other expense to align with correct disclosure treatment.		818			**818**
Other expenses	Solid Waste	Revision of ICC share of Wastenet expenses based on Wastenet year end performance report for 2022/2023		700			**700**
Other expenses	Arts, Culture and Heritage	Recovery of costs from Southland Regional Heritage Committee for the operations of Project Ark which has helped to pack and relocate the museum collection		312	(38)		**274**
Other expenses	Parks and Reserves	Revision of forestry expenses to align with harvesting plan supplied by the forestry management consultant		55	(236)		**(181)**
Other expenses	Regulatory	Increase grant funding to align with Heritage building strategy		180			**180**
Other expenses	Various Activities	Insurance premiums have increase by up to 20% reflecting world wide trend in insurance risk and rising asset replacement values.			1,022		**1,022**
Other expenses	Solid Waste	Additional contractor costs due to higher volumes through recycling and transfer station			1,441		**1,441**
Other expenses	Various Activities	Additional cost recover charge to capital projects based on additional staff working on projects			(382)		**(382)**
Other expenses	Corporate Services	Value of current software licenses have increase due to delays in the transformation programme meaning licencing savings are delayed			478		**478**
Other expenses	Public Transport	Revised costs to align with NZTA programme and increasing total mobility costs			649		**649**
Other expenses	Corporate Services	Increases to audit fees & disbursements to align with fee proposal letter from Audit New Zealand			116		**116**
Other expenses	Public Toilets	Additional maintenance for self cleaning toilets and vandalism repair			100		**100**
Other expenses	Water	3 waters transition expenditure incurred			120		**120**
Other expenses	City Centre	Removal of City Centre activation as not occuring this year			(243)		**(243)**
Finance expenses	Investments	Re-forecast of borrowings interest expenses based on borrowing levels and increasing average interest rates		466			**466**
Total Forecast Adjustments to Expenses			**-**	**4,899**	**2,403**	**-**	**7,302**

Schedule of Forecast Changes

AS AT 31 March 2024

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							
Other gains/(losses)	Investment Property	Revised revaluation assumption based on inflation forecast changes		51	(5)		**46**
Property, plant and equipment revaluation gain (loss)	3 Waters	Revaluation of 3 Waters assets has been brought forward and is to be carried out in June 2024			50,904		**50,904**
Total other comprehensive revenue and expense			**-**	**51**	**50,899**	**-**	**50,950**
Adjustments to Surplus / (Deficit) After Tax			**-**	**(3,207)**	**50,007**	**-**	**46,800**
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)**
Cash and cash equivalents	Various Activities	Re-forecast cash position to reflect revised operating and capital forecast		3,892	(9,369)		**(5,477)**
Trade and other receivables	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	3,087	(560)			**2,527**
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	(20)			**102**
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**
Property, plant and equipment	Various Activities	Re-forecast capital expenditure profiles to reflect revised programme		(3,575)	1,828		**(1,747)**
Property, plant and equipment	3 Waters	Revaluation of 3 Waters assets has been brought forward and is to be carried out in June 2024			50,904		**50,904**
Intangible assets	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(3,531)				**(3,531)**
Intangible assets	Various Activities	Re-forecast capital expenditure profiles to reflect revised programme		5,360	1,584		**6,944**
Biological assets	Parks and Reserves	Re-alignment of opening balances with the Annual report 2022/23	116	(16)			**100**
Investment property	Investments	Re-alignment of opening balances with the Annual report 2022/23	(1,464)				**(1,464)**
Investment property	Investments	Re-forecast capital expenditure profiles to reflect revised programme		(201)	(125)		**(326)**
Other financial assets - other investments	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(3,597)				**(3,597)**
Other financial assets - other investments	Investments	Re-forecast loan advanced to Invercargill Central Limited to reflect current drawdowns		1,658			**1,658**
Other financial assets - other investments	Investments	Loan advanced to ICHL			20,000		**20,000**
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**	**6,484**	**64,822**	**-**	**76,503**
Liabilities							
Trade and other payables	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	3,374	(635)			**2,739**
Provisions	Regulatory	Provision created for refunding parking fines			535		**535**
Employee benefit liabilities	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	103	(185)			**(82)**
Borrowings	Investments	Re-alignment of opening balances with the Annual report 2022/23	(2,376)				**(2,376)**
Borrowings	Investments	Re-forecast borrowings profiles to reflect revised capital programme and the loan balance advanced to Invercargill Central Limited		10,511	(5,720)		**4,791**
Borrowings	Investments	Borrowings to fund ICHL advance investment			20,000		**20,000**
Total Forecast Adjustments to Liabilities			**1,101**	**9,691**	**14,815**	**-**	**25,607**

Schedule of Forecast Changes

AS AT 31 March 2024

Item Name	Activities	Nature Of Change	Quarter 1 ($000)	Quarter 2 ($000)	Quarter 3 ($000)	Quarter 4 ($000)	Total Change ($000)
Equity							
Retained earnings	Various Activities	Movements in operating surplus (deficit) and other reserves		(3,207)	50,007		**46,800**
Retained earnings	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	11,558				**11,558**
Retained earnings	3 Waters	Revaluation of 3 Waters assets has been brought forward and is to be carried out in June 2024			(50,904)		**(50,904)**
Other reserves	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(7,462)				**(7,462)**
Other reserves	3 Waters	Revaluation of 3 Waters assets has been brought forward and is to be carried out in June 2024			50,904		**50,904**
Total Forecast Adjustments to Equity			**4,096**	**(3,207)**	**50,007**	**-**	**50,896**

Statement of Comprehensive Revenue and Expense

As at 31 March 2024

	YTD Actual Mar 2024 ($000)	YTD Forecast Mar 2024 ($000)	Full Year Forecast 2024 ($000)	Annual Plan 2024 ($000)
REVENUE				
Rates and penalties	53,580	53,530	71,373	71,137
Fines	951	951	733	475
Subsidies and grants	8,534	8,630	16,482	16,621
Direct charges revenue	17,910	17,783	27,770	25,777
Rental revenue	2,397	2,571	3,428	3,653
Finance revenue	2,676	2,733	3,896	3,042
Dividends & subvention revenue	5,499	5,478	5,478	5,303
Total revenue	**91,547**	**91,676**	**129,160**	**126,008**
EXPENSES				
Employee expenses	24,623	24,805	33,819	33,005
Depreciation and amortisation	31,978	32,079	42,772	41,663
Other expenses	39,199	39,741	60,296	55,383
Finance expenses	3,605	3,625	4,834	4,368
Total expenses	**99,405**	**100,250**	**141,721**	**134,419**
Net operating surplus (deficit)	**(7,858)**	**(8,574)**	**(12,561)**	**(8,411)**
Other gains/(losses)	37	0	1,509	1,463
Surplus / (deficit) before tax	**(7,821)**	**(8,574)**	**(11,052)**	**(6,948)**
Income tax expense	0	0	0	0
Surplus (deficit) after tax	**(7,821)**	**(8,574)**	**(11,052)**	**(6,948)**
OTHER COMPREHENSIVE REVENUE AND EXPENSE				
Property, plant and equipment revaluation gain (loss)	0	0	50,904	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**	**50,904**	**0**
TOTAL COMPREHENSIVE REVENUE AND EXPENSE	**(7,821)**	**(8,574)**	**39,852**	**(6,948)**

Statement of Financial Position

AS AT 31 March 2024

	YTD Actual Mar 2024 ($000)	Full Year Forecast 2024 ($000)	Annual Report 2023 ($000)
ASSETS			
Cash and cash equivalents	10,262	3,966	15,443
Trade and other receivables	3,609	16,428	16,428
Prepayments	2,437	1,333	1,333
Inventories	602	602	602
Non-current assets held for resale	0	0	0
Property, plant and equipment	1,095,730	1,164,989	1,098,578
Intangible assets	2,086	8,577	2,391
Biological assets	4,203	4,371	4,203
Investment property	26,836	27,909	26,956
Investment in CCOs and similar entities	76,569	76,569	76,569
Other financial assets - other investments	52,452	70,705	44,124
Derivative financial instruments	751	751	751
TOTAL ASSETS	**1,275,537**	**1,376,200**	**1,287,378**
LIABILITIES			
Trade and other payables	2,368	18,683	18,683
Provisions	928	1,463	928
Employee benefit liabilities	2,550	3,810	3,810
Borrowings	135,562	172,934	124,499
Derivative financial instruments	0	0	0
Total liabilities	**141,408**	**196,890**	**147,920**
TOTAL EQUITY			
Retained earnings	377,461	367,467	378,519
Other reserves	756,668	811,843	760,939
Total equity	**1,134,129**	**1,179,310**	**1,139,458**
TOTAL LIABILITIES AND EQUITY	**1,275,537**	**1,376,200**	**1,287,378**