A5547291

PERFORMANCE REPORT

As at 30 June 2024

He Ngākau Aroha - Our City with Heart

PERFORMANCE REPORT

As at 30 June 2024

Contents

PERFORMANCE REPORT

As at 30 June 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		

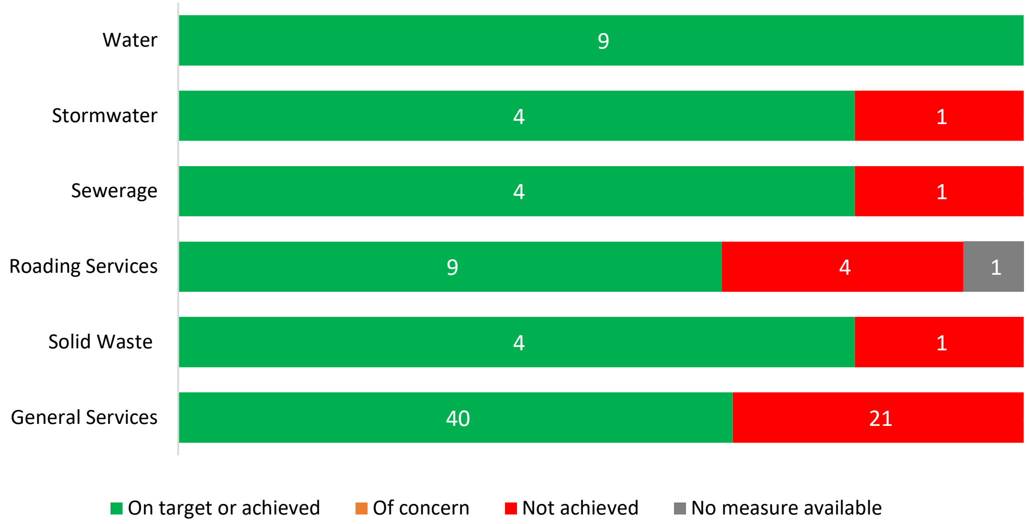
Note: If no forecast amount, the traffic light is green

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 30 June 2024

Level of service performance



Commentary - Level of service performance

The third year of the Long-term Plan (LTP) saw Council performance stabilising and in most areas, returning to pre-Covid levels.

Seventy of the 99 performance measure have been met, compared to 71 in 2022/23 and 63 in 2021/2022 financial years. Data for one additional Roading measure is not available yet.

The Water, Stormwater and Sewerage activities have continued to perform well, however challenging weather conditions and flooding during Quarter One resulted in two customer satisfaction measures (stormwater and sewerage) not able to be achieved.

To date, nine of 14 Roading KPIs have been achieved and for two measures the target was just missed – personal risk and percentage of sealed local road network that is resurfaced. There is one measures requiring further national data before it can be reported – overall cost per km and vkt. Two Roading performance measures have not been recorded in 2023/24 – number of unplanned road closures and mean travel times for private vehicles.

The Solid Waste Management Activity continued to build on the progress made in the previous two years, with four of the five performance measures achieving their targets. However, there has been a notable reduction in the volume of recyclable materials throughout the year, as well as overall waste volumes. The overall reduction in waste output, which includes recyclable materials, is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.

Performance Summary

AS AT 30 June 2024

Commentary - Level of service performance

Council continued to focus its efforts on education programmes and engagement with the community. Kerbside standardisation came into effect on 1 February 2024 and WasteNet ensured initiatives have been in place since end of 2023, to educate the community about changes to recycling. The outcomes of these efforts are reflected in the kerbside recycling data statistics, which shows a year-end contamination rate of 17.97% in comparison to 19.71% in 2022/23 and 18.66% in 2021/22. With kerbside standardisation having been introduced in February 2024, the data set is relatively limited and as such WasteNet, on behalf of Council, will continue to monitor these trends and adjust their community and engagement strategy accordingly.

Visitor numbers across most Council facilities and services have continued to increase. In 2023/24, our entertainment venues, parks and Splash Palace have not only exceeded their yearly targets, but they have also exceeded the previous two years' results. For the second year in a row, public transport boardings continued to increase, now exceeding 2019/2020 levels by approximately 8,700.

The Libraries activity failed to meet its performance targets during 2023/24. A reduction in the physical collection budget, along with increased freight costs saw less items being purchased during the year, missing the 60% target by six points. Visitation numbers decreased, reaching similar levels to those seen in 2021/22. There were a number of programming vacancies throughout the year which are likely to have impacted visitation. Satisfaction remains high at 81%, however there was a slight decrease from 84% in 2022/23.

Results from the residents' survey showed continued high satisfaction with our parks and reserves at 75%, however this has decreased from 80% in 2022/23. Feedback highlighted the Low Mow pilot and poor maintenance as factors likely to drive dissatisfaction.

While still below target, customer satisfaction with venues lifted to 51% in 2023/24, from 44% in 2022/23 and 38% in 2021/22. This may be attributed to a refresh of civic venues and improved service options being introduced. The overall feedback for our venues is positive with residents highlighting that they are well maintained, however feedback on specific venues varies.
In all other areas, resident satisfaction remained below target.

Regulatory Services is legislatively required to maintain 100% targets for processing. The Activity continues to maintain a high standard of delivery in the area of building consents and non-notified resource consents not requiring a hearing at 99% and 98%, respectively, missing the target only by a very small margin. In 2023/24, two food registrations (out of a total of 59) issued outside of the statutory timeframe, resulting in a 96% year end result. Alcohol applications are continuing to meet their timeframes 100% of the time.

Performance Summary

AS AT 30 June 2024

Financial performance YTD ($000)

Net operating surplus / (Deficit)

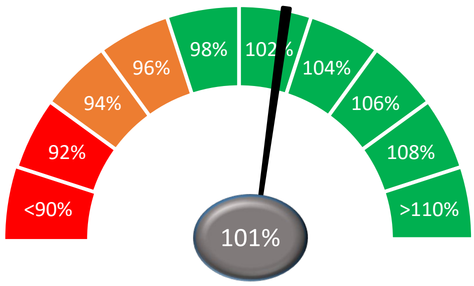
Actual: **($13,009)**

Forecast: ($12,797)
Variance: ($212) unfavourable

Revenue

Actual: **$127,410**

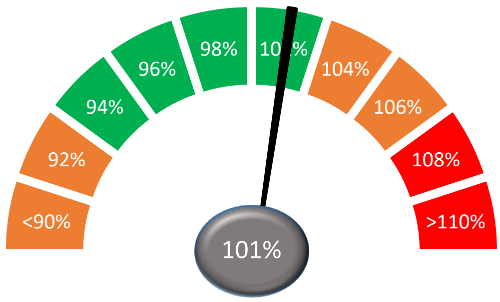
Forecast: $126,374
Variance: $1,036 favourable



Expenditure

Actual: **$140,419**

Forecast: $139,171
Variance: ($1,248) overspent



	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	71,303	71,373	- 70		71,373	71,137
Subsidies and grants	16,168	16,482	- 314		16,482	16,621
Income from activities	30,210	29,155	+ 1,055		31,931	29,905
Investment revenue	9,729	9,364	+ 365		9,364	8,345
Total revenue	127,410	126,374	+ 1,036		129,150	126,008
Employee expenses	34,409	33,807	- 602		33,807	33,005
Other expenses	58,143	57,805	- 338		60,296	55,383
Finance expenses	5,077	4,920	- 157		4,920	4,368
Depreciation	42,790	42,639	- 151		42,639	41,663
Total expenses	140,419	139,171	- 1,248		141,662	134,419
Net operating surplus / (deficit)	**(13,009)**	**(12,797)**	**- 212**		**(12,512)**	**(8,411)**

Performance Summary

AS AT 30 June 2024

Net operating surplus by activity group

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Water	(33)	196	- 229		(242)	463
Stormwater	(908)	(683)	- 225		(655)	(675)
Sewerage	(2,670)	(3,309)	+ 639		(3,309)	(3,326)
Roading Services	(2,139)	(2,849)	+ 710		(2,708)	(1,937)
Solid Waste	(457)	(413)	- 44		(178)	(473)
General Services	(6,801)	(5,740)	- 1,061		(5,421)	(2,463)
Council	**(13,008)**	**(12,798)**	**- 210**		**(12,513)**	**(8,411)**

Commentary

For the year ending 30 June 2024, excluding depreciation the Council had an operating cash surplus of $29.8 million. This is in line with forecast ($29.8 million). Including depreciation, the Council had a net operating deficit of $13.0 million, this is $0.2 million higher than the $12.8 million deficit forecast provided to Council prior to completion of the 2024 – 2034 Long-term Plan in June.

Total revenue for the year was $127.4 million and is higher than forecast by $1.0 million. Additional forestry was able to be harvested in quarter four due to changes in the timber price market resulting in addition revenue of $0.8m above forecast. Roading was able to recover a share of construction costs from external parties that was not included in the forecast. Interest rates on investments continue to remain higher than forecast, generating additional revenue but less subsidies revenue for Project 1225 was also realised during the year.

Total expenditure for the year was $140.4 million and is higher than forecast by $1.2 million. Employee expenses were higher by $0.6 million reflecting differences between actuals and forecast staffing levels and movements. The annual leave liability has also increased on last year adding additional expenditure. This is due to a change in the annual leave policy, granting a 5th week annual leave to staff with length of service of four years instead of six. Other expenses were higher by $0.3 million which includes timing differences to maintenance programmes, lower consultancy costs, unplanned local election and code of conduct investigations. Interest rates on new borrowings continue to remain higher than forecast, generating additional expenses.

From an activity view, 12 of the 19 activities' net operating financial performance were lower than forecast. These include:

Water – Other expenses was higher with a full operational works programme completed and additional repairs required for three supply main bursts.

Stormwater – Other expenses was higher with a full operational works programme completed and additional essential tree root removal from the pipe network, drain clearing and ongoing CCTV investigation work.

Performance Summary

AS AT 30 June 2024

Commentary

Solid Waste – had a minor net variance to forecast due to volume of waste and recycling revenue generated.

Democratic Process – Timing differences between when staff vacancies forecast and being filled within the employee expenses area as well as unplanned costs of code of conduct investigations and local body election.

Regulatory Services – Lower income from building consents due to economic downturn.

Arts, Culture and Heritage – Higher costs in relation to the relocation of collection and settling into operations at the Te Pātaka Taoka Southern Regional Collections Facility.

Venues and Events Services – Additional staffing was required to host the increased number of shows.

Public Transport – Income from activity and subsidy revenue was lower due to lower passenger revenue generated and a government subsidy ending for half price fares.

Public Toilets – Other expenses was higher due higher volume of vandalism repairs, insurance excess payments required and higher than expected inflation increases for Wachner Place operations.

Corporate Services – Employee expenses was higher due to a lower vacancy level within the teams.

Property – Less subsidies revenue for Project 1225 was realised during the year.

City Centre – Other expenses was higher due to the reclassification of some stage 2 capital costs as operational as it did not meet the capitalisation requirements.

Forecast changes in quarter four were required to align with late adjustments to the forecast included in the Long-term Plan 2024-2034. These included adjustments to the balances of advances to Invercargill Central Limited and Invercargill City Holdings Limited along with corresponding interest amounts.

The Finance Update report for the year ended 30 June 2024 is to be presented to this meeting as well. It should be noted the Performance report currently focuses on the forecast position and the Finance update report focuses on comparisons with the Annual Plan 2023/2024 with further detail break down of some areas.

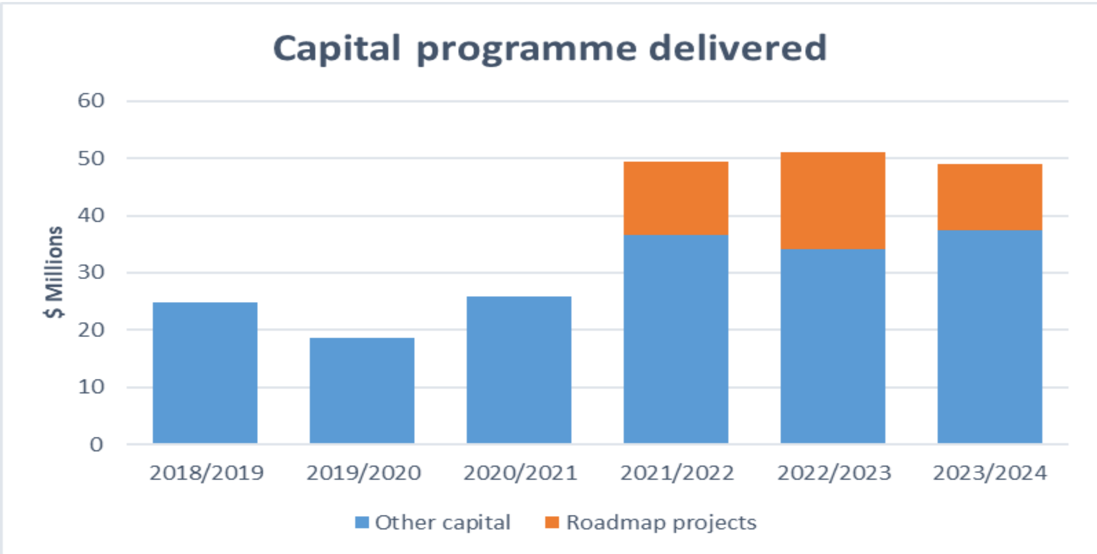
Capital Expenditure Summary

AS AT 30 June 2024

Commentary

Capital expenditure of $48.9 million has been spent for the year to June 2024 which is lower than forecast by $1.7 million and last year by $2.2 million. 86% of the 2023/2024 Annual Plan planned capital was able to be delivered this year (up from 64% last year).

Council continues to deliver a consistent programme of capital work across the asset managed activities. This year celebrated the completion of a number of key projects including housing units in Stirrat Street, Te Moutere – Tuatara Island and Te Pātaka Taoka Southern Regional Collections Storage Facility, all closely aligned to their forecasts. Other key projects took large steps forward in progression like demolition of the museum pyramid, renewal of the Bluff boat ramp, the Branxholme Supply line and continuation of tranche one of the Our Council programme. There was also a few projects that were delayed to 2024/2025 or are still in progress of completion including Surrey Park Grandstand (shortly to commence design phase), Bluff Hill Precinct project (Weather conditions and contractor availability), Rugby Park (underway and to be completed post Stags season)and various other council building renewals (strategic assessment reviews and contractor availability).



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	9,945	9,681	+ 264	103%	9,681	14,000
Stormwater	2,538	2,062	+ 476	123%	2,062	3,151
Sewerage	3,244	3,075	+ 169	105%	3,075	3,005
Roading Services	10,401	8,366	+ 2,035	124%	8,366	10,684
Solid Waste	0	135	- 135	0%	135	109
General Services	22,768	27,228	- 4,459	84%	27,228	25,734
Council	**48,897**	**50,547**	**- 1,650**	**97%**	**50,547**	**56,683**

Capital Expenditure Summary

AS AT 30 June 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%	-
City Centre - Stage 1	**2023/24**	159	159	100%	-
City Centre - Stage 2	**2023/24**	- 63	-	100%	91
Museum redevelopment (Project 12 25)	**2023/24**	9,607	9,319	103%	9,155
Bluff Boat Ramp renewal	**2023/24**	1,418	1,441	98%	770
Rugby Park renewal	**2023/24**	298	546	55%	985
Water Tower	**2023/24**	-	-	100%	-
City Centre Masterplan Urban Play	**2023/24**	54	-	100%	-
Surrey Park Grandstand renewal	**2023/24**	0	301	0%	301
Arts and Creativity Invercargill	**2023/24**	-	-	100%	-
Additional Pool at Splash Palace	**2023/24**	-	-	100%	-
Total	**2023/24**	**11,474**	**11,766**	**98%**	**11,302**

Water

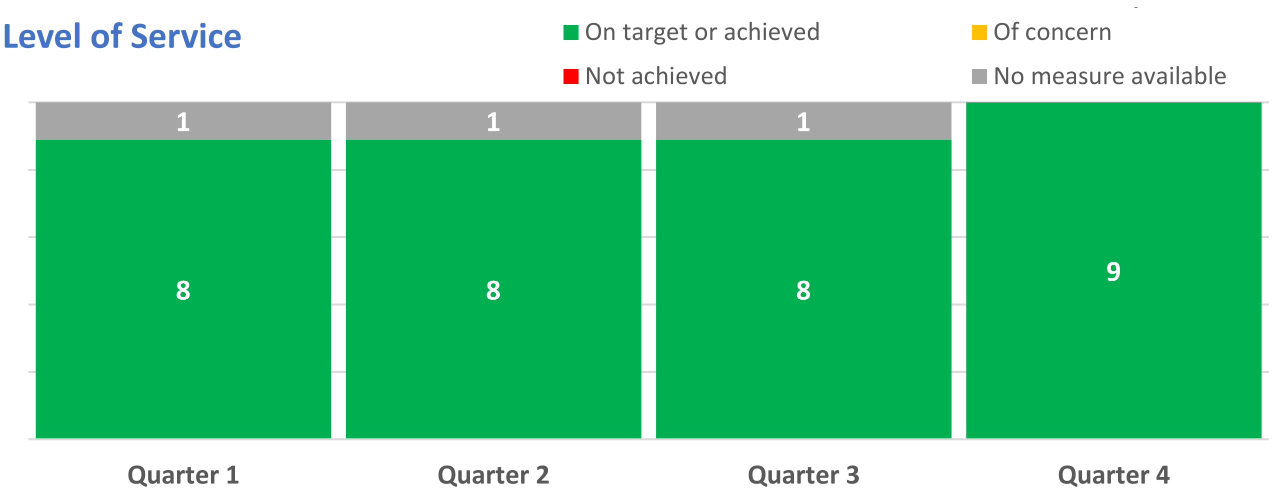
Wai

Commentary

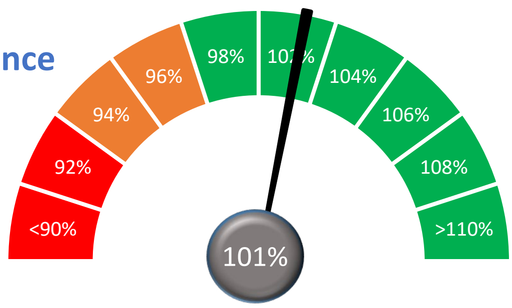
The Water Activity has continued to ensure the delivery of a safe supply of water to Invercargill and Bluff properties in 2023/24. The activity met all its performance measures.

Revenue is higher than forecast due to higher water sales income. Operating expenses have run higher than forecast due to three supply line bursts during the year. Pipe maintenance plans were adjusted to reduce this variance however has not returned to forecast due to pipe maintenance contract committments and reactive maintenance required in the last quarter. Renewal work programme was completed as forecast.

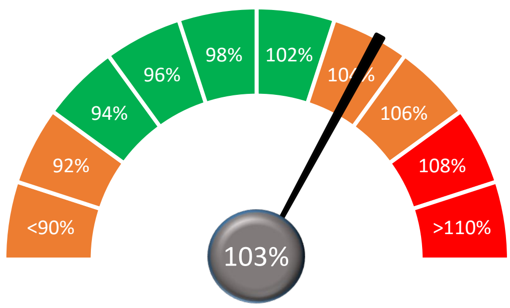
Level of Service



Finance



Revenue YTD



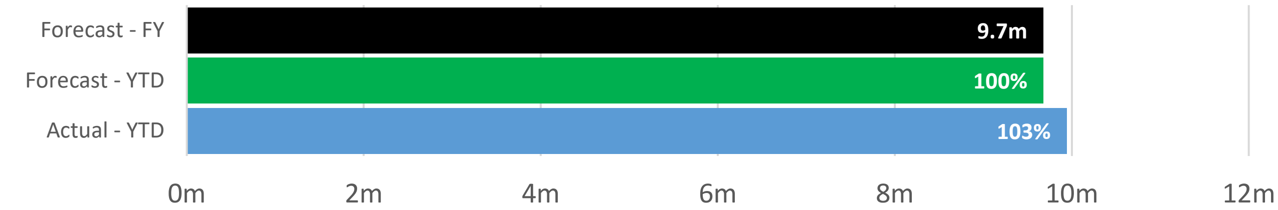
Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 12,277,000	$ 12,310,000	($ 33,000)
Forecast YTD:	$ 12,133,000	$ 11,937,000	$ 196,000
Variance:	+ $ 144,000 Favourable	- $ 373,000 Overspent	- $ 229,000 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%	18%		19%
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	25m		29m
	A review of KPI processes identified an error in the calculation of median response and resolution times, where public holidays and weekends were not accounted for. As a result, 2022/23 figures have been recalculated with the new result being 29 minutes (previously reported result was 39 minutes).				

Water

Wai

Level of Service

<table>
<tr><th>Measure</th><th>Baseline</th><th>Target</th><th>Actual YTD</th><th>Status</th><th>Last yr YTD</th></tr>
<tr><td rowspan="2">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).</td><td></td><td>24 Hours</td><td>1h 45m</td><td></td><td>1h 47m</td></tr>
<tr><td colspan="5">A review of KPI processes identified an error in the calculation of median response and resolution times, where public holidays and weekends were not accounted for. As a result, 2022/23 figures have been recalculated with the new result being 1 hour 47 minutes (previously reported result was 2 hours 9 minutes).</td></tr>
<tr><td rowspan="2">Attendance for non-urgent call-outs: from the time that council receives notification to the time that service personnel reach the site</td><td></td><td>5 working days</td><td>3d 00h 02m</td><td></td><td>4d 00h 28m</td></tr>
<tr><td colspan="5">A review of KPI processes identified an error in the calculation of median response and resolution times, where calendar days (instead of working days) were counted. As a result, 2022/23 figures have been recalculated with the new result being 4 days and 28 minutes (previously reported result was 5 days 18 hours 8 minutes). It appears that the contractor has become more efficient.</td></tr>
<tr><td rowspan="2">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</td><td></td><td>10 working days</td><td>3d 22h 19m</td><td></td><td>5d 1h 44m</td></tr>
<tr><td colspan="5">A review of KPI processes identified an error in the calculation of median response and resolution times, where calendar days (instead of working days) were counted. As a result, 2022/23 figures have been recalculated with the new result being 5 days 1 hour 44 minutes (previously reported result was 6 days 2 hours 33 minutes). It appears that the contractor has become more efficient.</td></tr>
<tr><td rowspan="2">The average consumption of drinking water
per day per resident within the Invercargill
City Council territorial district</td><td></td><td>Less than 300 litres/day</td><td>234</td><td></td><td>231</td></tr>
<tr><td colspan="5"></td></tr>
<tr><td rowspan="2">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</td><td></td><td><10 in total</td><td>1.02</td><td></td><td>1.82</td></tr>
<tr><td colspan="5">The network is performing better due to continuous maintenance and capital work upgrades.</td></tr>
</table>

Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance	Full year forecast	Annual Plan
Rates and penalties	9,895	9,895	-	9,895	9,942
Subsidies and grants	-	-	-	-	-
Income from activity	2,382	2,238	+ 144	2,238	2,738
Investment revenue	-	-	-	19	19
Total revenue	12,277	12,133	+ 144	12,152	12,699
Employee expenses	6	-	- 6	-	-
Other expenses	5,425	5,077	- 348	5,077	4,997
Finance expenses	-	-	-	457	457
Depreciation	6,879	6,860	- 19	6,860	6,782
Total expenses	12,310	11,937	- 373	12,394	12,236
Net operating	(33)	196	- 229	(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	274	800	- 526	34%	800	700
Pipe renewals	3,027	2,734	+ 293	111%	2,734	2,364
Branxholme pipeline	6,528	5,915	+ 613	110%	5,915	10,704

Alternate water supply: Work on additional exploratory is being carried out.

Pipe renewals: Delivered above forecast and plan with Main projects were Bluff Hill Reservoir Outlet Main Renewal & Gladstone Terrace and Russel Street Watermain Renewal.

Branxholme pipeline: A revised programme has been provided now through the prolonged bad weather period; this has the pipe lay drifting into the end of March/April 2025. The team is split at present between livening work (north) and pipelay works at Myres. We will soon have the first fresh water passing through the north sections, a huge achievement for the project despite the poor weather we have had this summer.

Sewerage

Waikeri

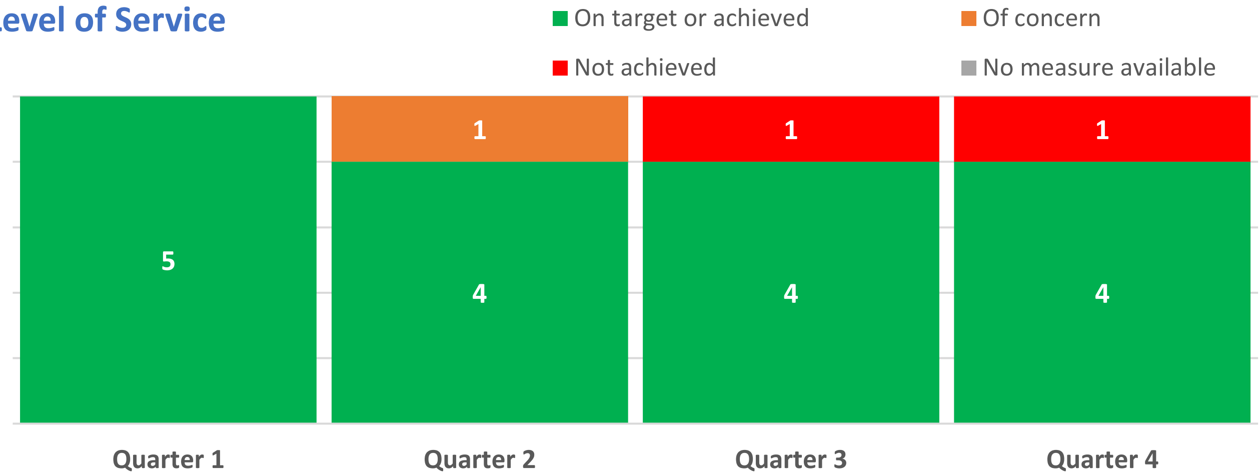
Commentary

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.

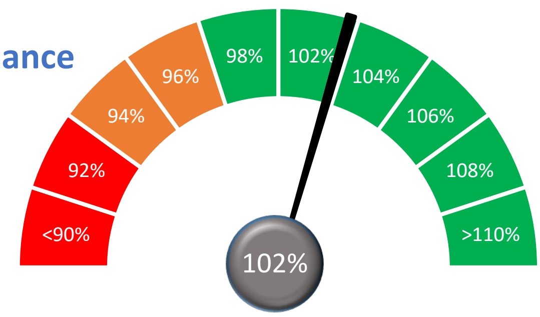
While the number of complaints relating to the sewer network were on trend for most of the year, the significant rainfall event in Quarter One resulted in a higher than usual number of complaints, and thus the target was exceeded. All other measures were achieved.

Operating expenses ended the year below forecast with an anticipated sludge pond 1 emptying not undertaken due to contractor and space for disposal availability. The capital works program was completed for the year as forecast.

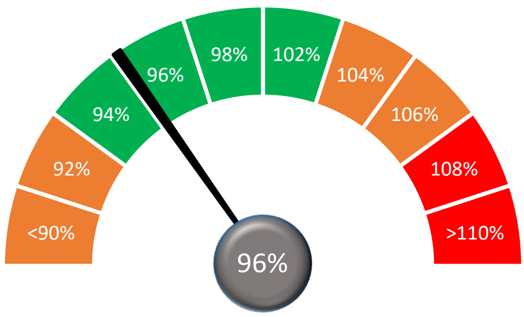
Level of Service



Finance



Revenue YTD



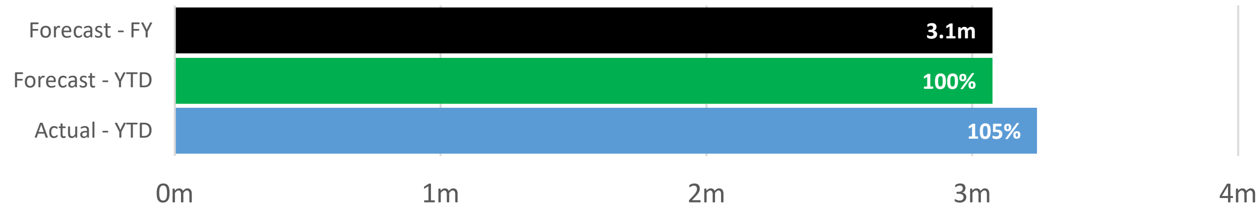
Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 9,025,000	$ 11,695,000	($ 2,670,000)
Forecast YTD:	$ 8,869,000	$ 12,178,000	($ 3,309,000)
Variance:	+ $ 156,000 Favourable	+ $ 483,000 Underspent	+ $ 639,000 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	0.88		0.72
	A review of KPI processes identified an error in the calculation of dry weather sewerage overflows where only instances where discharge to the stormwater network were counted. All discharge to environment occcurrences should have been counted. As a result, 2022/23 figures have been recalculated with the new result being 0.72 (previously reported result was 1.37).				
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	26m		16m
	A review of KPI processes identified an error in the calculation of median response and resolution times, where public holidays and weekends were not accounted for. As a result, 2022/23 figures have been recalculated with the new result being 16 minutes (previously reported result was 37 minutes).				

Sewerage

Waikeri

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
(b) The median response time from notification to resolution of blockages or other faults in the sewerage system	DIA	<6 hours	45m		1h19m
	A review of KPI processes identified an error in the calculation of median response and resolution times, where public holidays and weekends were not accounted for. As a result, 2022/23 figures have been recalculated with the new result being 1 hour 19 minutes (previously reported result was 1 hour 1 minute).				
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about: 1. sewage odour 2. system faults 3. system blockages 4. Council's responsiveness (expressed per 1,000 properties connected to the Council's sewer system)		Max 4	4.69		2.25
	While the number of complaints relating to the sewer network remained on trend during Quarters Two to Four, due to the rainfall event in Quarter One causing a significant increase in number of complaints, the target has been missed.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	7,619	7,619	-		7,619	7,551
Subsidies and grants	-	-	-		-	-
Income from activity	1,406	1,250	+ 156		1,250	1,029
Investment revenue	-	-	-		-	-
Total revenue	9,025	8,869	+ 156		8,869	8,580
Employee expenses	10	-	- 10		-	14
Other expenses	3,781	4,296	+ 515		4,296	4,040
Finance expenses	-	-	-		-	-
Depreciation	7,904	7,882	- 22		7,882	7,852
Total expenses	11,695	12,178	+ 483		12,178	11,906
Net operating	(2,670)	(3,309)	+ 639		(3,309)	(3,326)

Sewerage

Waikeri

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	1,310	1,348	- 38	97%	1,348	998
	Work program completed on target for the year.					
Pumping station	137	378	- 241	36%	378	378
	Plant and equipment had been ordered with delivery expected before year end, equipment had not arrived by year end.					
Pipe renewals	1,244	1,349	- 106	92%	1,349	1,629
	Due to resource constraints the full program was not fully delivered.					

Stormwater

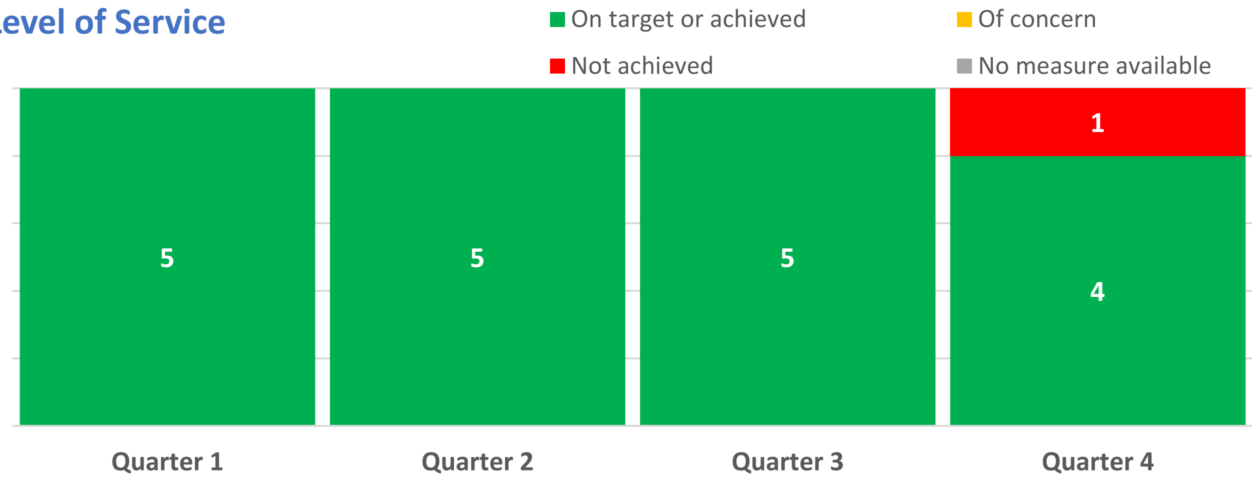
Wai tupuhi

Commentary

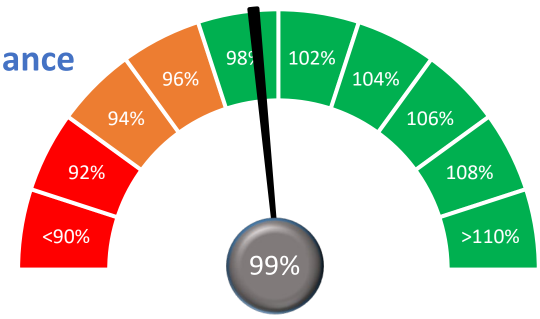
Stormwater activity performed well this financial year complying with four of the five DIA performance measures. However, the number of complaints received about the performance of the stormwater network exceeded the target of 4 per 1000 connections. This is largely due to a significant number of complaints were received in Quarter One compared to other periods due to a high rainfall event in September. In addition, more storm events occurred throughout 2023/24 compared to the previous financial year.

The 40k negative revenue was for DIA claiming it back for shovel ready subsidised work on Stead Stead. Operating expenses were higher than forecast with the work programme completed. We have undertaken additional essential tree root removal from pipe network, drain cleaning and CCTV investigation work, this work will be ongoing.

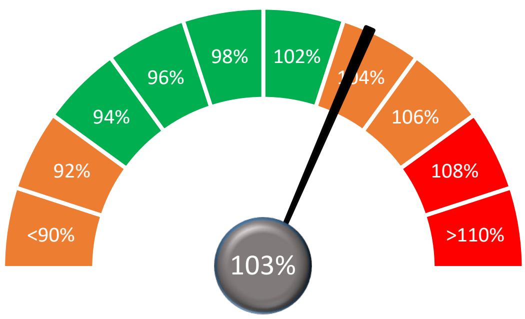
Level of Service



Finance



Revenue YTD



Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 6,387,000	$ 7,295,000	($ 908,000)
Forecast YTD:	$ 6,430,000	$ 7,113,000	($ 683,000)
Variance:	- $ 43,000 Unfavourable	- $ 182,000 Overspent	- $ 225,000 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		0
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	4.2		1.8
	A significant number of complaints were received in Quarter One compared to other periods due to a high rainfall event in September. In addition, more storm events occurred throughout 2023/24 compared to the previous financial year.				

Stormwater

Wai tupuhi

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	6,421	6,421	-		6,421	6,424
Subsidies and grants	(40)	-	- 40		-	-
Income from activity	6	9	- 3		9	9
Investment revenue	-	-	-		28	28
Total revenue	6,387	6,430	- 43		6,458	6,461
Employee expenses	(4)	-	+ 4		-	-
Other expenses	2,677	2,504	- 173		2,504	2,451
Finance expenses	-	-	-		-	-
Depreciation	4,622	4,609	- 13		4,609	4,685
Total expenses	7,295	7,113	- 182		7,113	7,136
Net operating	(908)	(683)	- 225		(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. No capital work undertaken due to designs not able to be installed this year.					
Pipe renewals	2,418	1,931	+ 487	125%	1,931	2,692
	Dee and Herbert St's Stormwater upgrade successfully completed. Deveron St works well underway.					

Roading Services

Ratonga rori

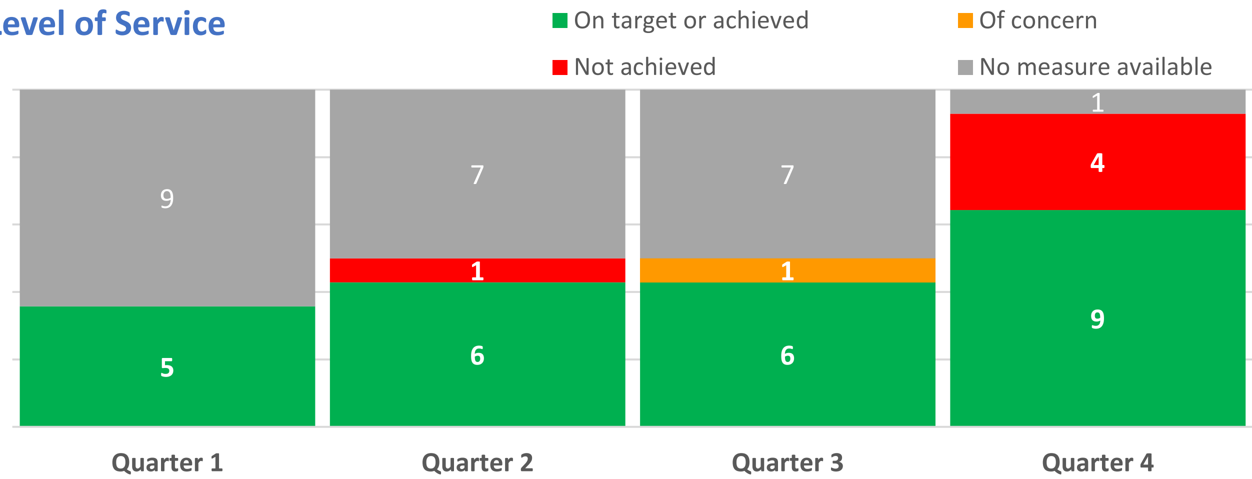
Commentary

Many of the Roading performance measurements are set by the DIA. Nine of the 14 measures have been achieved this financial year. The result for one measure is supplied by external sources, and this data is not available as of 5 September 2024. Two measure (unplanned road closures and mean travel times) have not been measured this financial year.

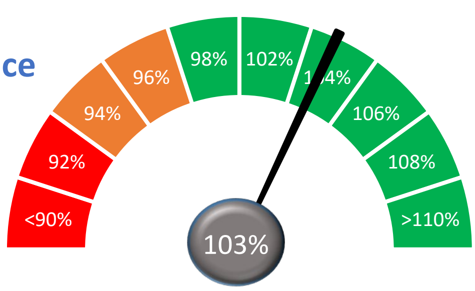
Parking revenue has recovered to pre covid levels, $1.1m vs $0.7m 2022/23. State Highway Delegated recovery revenue moved from Subsidy to recoveries (Income from Activity) in the forecast as per audit requirement. Additional Income from activity revenue received from Waka Kotahi for Bluff cycleway, curb, channel & footpath work.

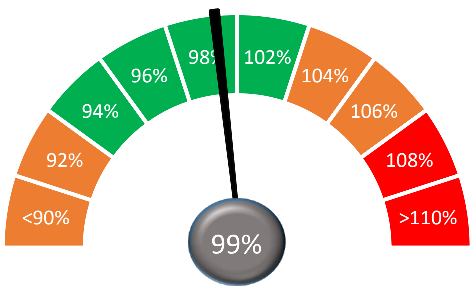
The alliance transition continues and as such the work on the revised programme continues to be delivered. Next season's preseal preparations are underway.

Level of Service



Finance





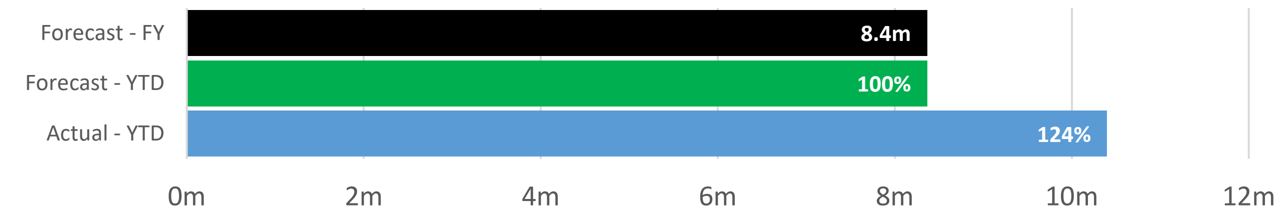
Revenue YTD **Expenditure YTD**

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 20,054,000	$ 22,193,000	($ 2,139,000)
Forecast YTD:	$ 19,514,000	$ 22,363,000	($ 2,849,000)
Variance:	+ $ 540,000 Favourable	+ $ 170,000 Underspent	+ $ 710,000 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	7 Crashes Year to Date - 0 fatalities, 7 people with serious injuries		17 total number of crashes - 2 more crashes than last year (1
Collective risk (crash density) – fatal and serious injury rate per km of road	ONRC	Decreasing annually	0.01		0.04
	Crash rates for DSI decreased - achieved				
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	ONRC	Decreasing annually	6.27		6.24
	Overall trend over 5 years is downward, last 12 months the trend has flattened.				
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%	Higher than national average Urban - 88.99% Rural - 95.5%		Urban - 85% Rural - 98%

Roading Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The percentage of the sealed local road network that is resurfaced	DIA	> 5.5%	5.3%		6.6%
	The sealed road resurfacing programme was physically completed 1st week in April. The KPI was recalculated at the end of the financial year to ensure that (where applicable) the different seal treatment types on a road were accounted for. As consequence, the result changed from 5.7% (as reported in Quarter Three) to 5.3%. While the programme was completed on time and budget, the overall cost of doing the work has gone up in 2023/24 compared to previous years. There is a higher budget allocated to this for 2024/25 and tenders for the work have been received during Quarter One of 2024/25.				
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	1.8%		1.8%
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	91%		83%
	More staff training and contractor management saw an improvement in the KPI performance in 2023/2024.				
The number of unplanned road closures and the number of vehicles affected by closures annually	ONRC	Number of closures <=8 Affected vehicles	No measure available		-
	Not measured in 2023/24				
Proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles	ONRC	Maintain / Increase proportion	No Change (0.01%)		No decrease in % of network
	No decrease in proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles.				

Roading Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Mean travel times for private motor vehicles on key routes	ONRC	Maintain stable trend	No measure available		-
	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	-		57%
	Final results not available				
An Invercargill street lighting fault is responded to promptly	ICC	> 75% of requests within 2 business days	98%		99%
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	8,584	8,584	-	8,584	8,584
Subsidies and grants	8,182	8,188	- 6	8,188	8,923
Income from activity	3,288	2,742	+ 546	2,742	1,325
Investment revenue	-	-	-	141	141
Total revenue	20,054	19,514	+ 540	19,655	18,973
Employee expenses	3	-	- 3	-	-
Other expenses	8,563	8,773	+ 210	8,773	8,578
Finance expenses	-	-	-	-	-
Depreciation	13,627	13,590	- 37	13,590	12,332
Total expenses	22,193	22,363	+ 170	22,363	20,910
Net operating	(2,139)	(2,849)	+ 710	(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	6,353	5,038	+ 1,314	126%	5,038	5,881
	Program was fully delivered as forecast, excellent outcome.					
Footpath renewals	911	729	+ 182	125%	729	911
	Program was fully delivered as forecast, excellent outcome.					
Low cost, low risk capital renewals	1,447	712	+ 735	203%	712	3,044
	Program was fully delivered as forecast, with some supplementary work done in Windsor. Waiting for NZTA to complete the work on the Lake St roundabout. Forcast $545k & Annual Plan $475k was contained in Public Transport Project.					

Solid Waste Management

Para

Commentary

While kerbside rubbish generated spiked in 2021/22, the next two years followed a downward trend, with the 2023/24 tonnage reaching similar levels to those seen in 2020/21. Concurrently, solid waste going to landfill followed a very similar trend, with a decrease of over 2000 tonnes seen in 2023/24 figures compared to previous years. An increase in the amount of green waste dropped off at the transfer station during warmer months resulted in the overall result diverted material for 2023/24 exceeding the total recorded for 2022/23.

However, there has been a notable reduction in the volume of recyclable materials throughout the year, as well as overall waste volumes. The overall reduction in waste output, which includes recyclable materials, is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.

In 2023/24, Council continued to focus its efforts on education programmes and engagement with the community with this service undertaken by WasteNet, being a joint committee of the Invercargill City Council, Southland District Council and Gore District Council. Kerbside standardisation came into effect on 1 February 2024 and thus, WasteNet ensured initiatives have been in place since end of 2023, to educate the community about changes to recycling. A range of educational initiatives have been delivered to residents, schools and businesses in order to raise awareness of waste minimisation, take voluntary actions to minimise waste and progressively transition to a circular economy. This included an advertising campaign focused on naming the waste mascot (Bitz McGee), radio and newspaper adverts to advise of Christmas holiday bin collection changes, kerbside standardisation roll out and bin sticker distribution via Southland Express (in February 2024). This was accompanied by Google Display advertising on "what goes in your yellow bin" campaign for kerbside standardisation. In addition, WasteNet website has been updated in January 2024 to support kerbside standardisation changes. The website includes a search database to allow people to search for an item, showing whether it goes in the red or yellow bin or if an alternative disposal method is available.

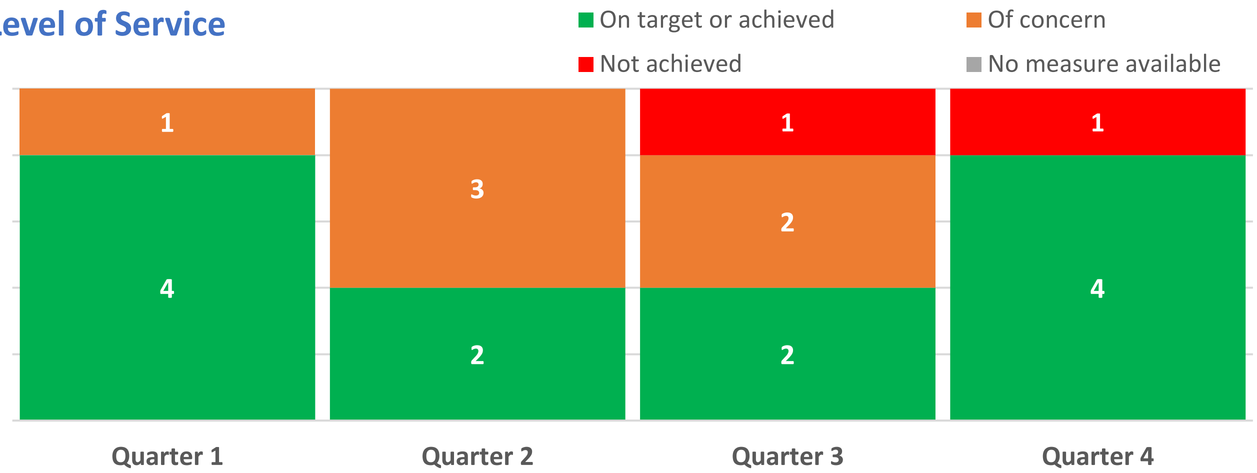
The outcomes of these efforts are reflected in the kerbside recycling data statistics, which shows a year-end contamination rate of 17.97% in comparison to 19.71% in 2022/23 and 18.66% in 2021/22. With kerbside standardisation having been introduced in February 2024, the data set is relatively limited and as such WasteNet, on behalf of Council, will continue to monitor these trends and adjust their community and engagement strategy accordingly.

Revenue at the Transfer Station and for recycling service recoveries are higher than forecast as too are expenses. There was an unplanned recycling contract payment for building insurance was made in January. Note the difference between forecast YTD and Full year forecast is due ICC's share of Wastenet revenue and expenses which are processed as part of the annual report process.

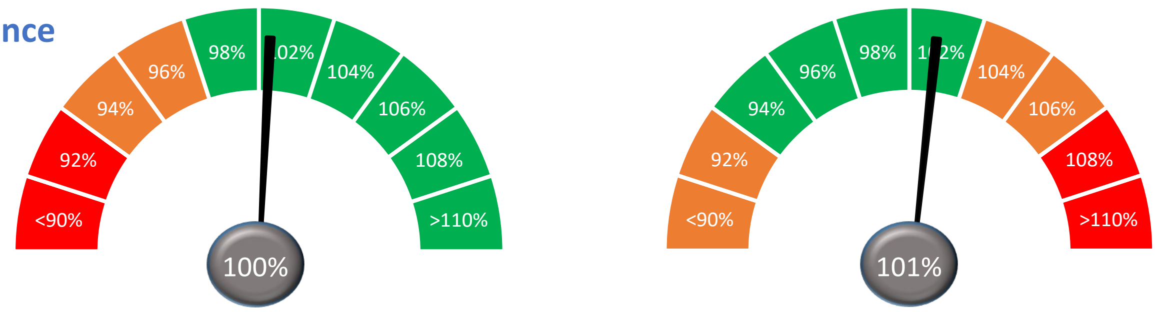
Solid Waste Management

Para

Level of Service

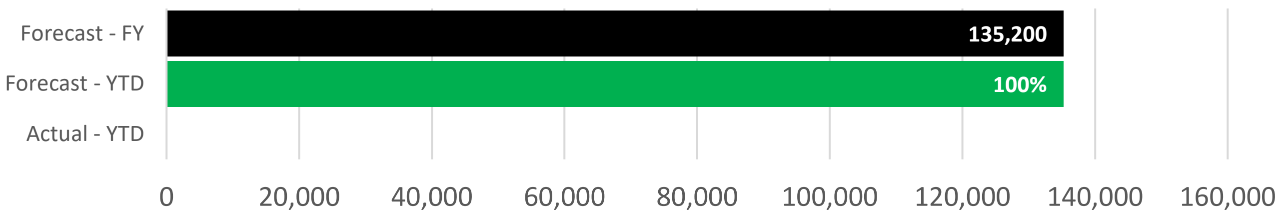


Finance



	Revenue YTD	Expenditure YTD	
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 11,513,000	$ 11,970,000	($ 457,000)
Forecast YTD:	$ 11,483,000	$ 11,896,000	($ 413,000)
Variance:	+ $ 30,000 Favourable	- $ 74,000 Overspent	- $ 44,000 Unfavourable

Capital expenditure against forecast



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 solid waste to landfill	ICC	Decreasing trend	21,041		23,063
		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 as discussed above.				
	Trend in diverted material	ICC	Increasing trend	10,083		8,078
		The third quarter of 2023/24 recorded a slight increase in the amount of green waste dropped off at the transfer station, which resulted in the overall result for 2023/24 exceeding the total recorded for 2022/23 by 2,005 tonnes. The cause for this anomaly in Quarter Three of 2023/24 is unknown.				
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).	575		575
		At the end of Quarter Four, the volume of waste disposed to landfill is slightly than the 2022/23 year-end result of 577 kg per person, at 575 kg per person. There has been a notable reduction in waste volumes generated across the region throughout 2023/24 in comparison to historic averages, however monthly trends have continued to generally follow historic seasonal patterns. The overall reduction in waste output is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.				

Solid Waste Management

Para

Level of Service

Measure		Baseline	Target	Actual YTD	Status	Last yr YTD
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in kerbside recycling	ICC	Increasing trend	3,026		3,168
		At the end of Quarter Four, the total volume of materials collected via the kerbside recycling service was 141.62 tonnes less than that recorded in 2022/23. Akin to waste volumes, there has been a notable reduction in the volume of recyclable materials throughout the 2023/24 year, however monthly trends have continued to generally follow historic seasonal patterns. The overall reduction in waste output, which includes recyclable materials, is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation. Council continues to invest in marketing and education programmes in an effort to increase awareness and educate the public. This included a campaign to raise awareness around kerbside recycling standardisation which was implemented by Ministry for the Environment in February 2024.				
	Trend in landfill rubbish	ICC	Decreasing trend	10,619		10,811
		At the end of Quarter Four, the total volume of kerbside rubbish collected was 192.54 tonnes less than that recorded in the 2022/23 year. Akin to the regional trend, there has been a notable reduction in waste volumes generated within the Invercargill City Council area throughout the 2023/24 year. Monthly trends have however continued to generally follow historic seasonal patterns. The overall reduction in waste output is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.				

Solid Waste Management

Para

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	5,382	5,382	-		5,382	5,369
Subsidies and grants	-	-	-		-	-
Income from activity	6,131	6,101	+ 30		8,877	6,733
Investment revenue	-	-	-		30	30
Total revenue	11,513	11,483	+ 30		14,289	12,132
Employee expenses	-	-	-		-	-
Other expenses	11,854	11,780	- 74		14,271	12,033
Finance expenses	-	-	-		80	80
Depreciation	116	116	-		116	492
Total expenses	11,970	11,896	- 74		14,467	12,605
Net operating	(457)	(413)	- 44		(178)	(473)

General Services

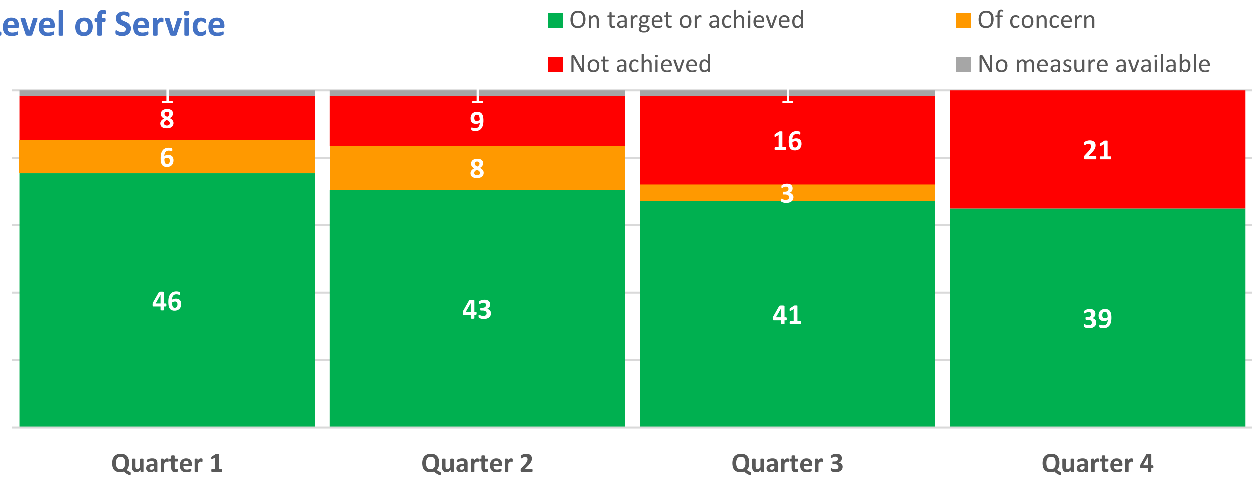
Ngā ratonga

Commentary

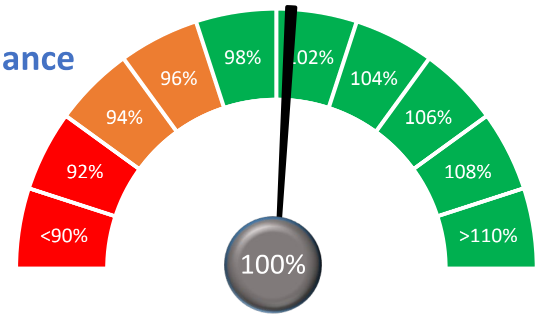
The General Services activity covers a range of activities of Council. Five of the 14 activities had net operating performances better than forecast. Performance in each of these areas is reported individually.

The capital programme ended below forecast for the year with a number of building renewal projects delayed to 2024/2025 or still in progress of completion.

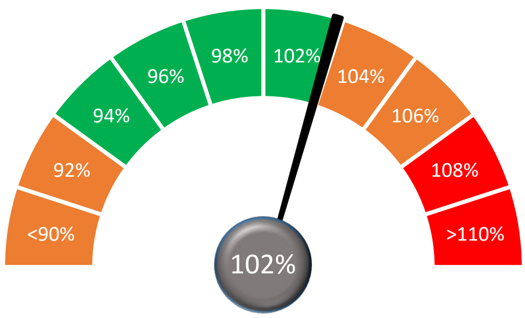
Level of Service



Finance



Revenue YTD



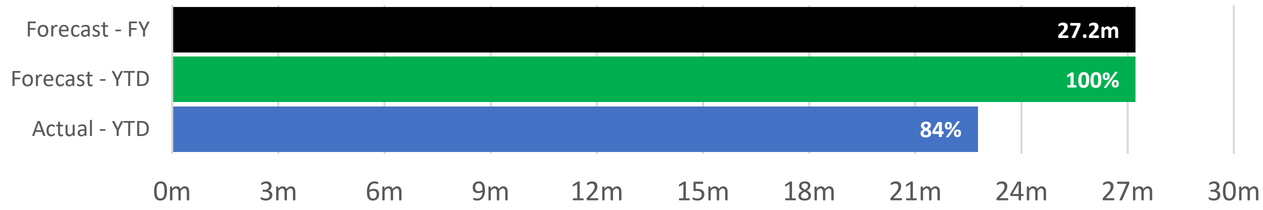
Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	$ 68,155,000	$ 74,956,000	($ 6,801,000)
Forecast YTD:	$ 67,944,000	$ 73,684,000	($ 5,740,000)
Variance:	+ $ 211,000 Favourable	- $ 1,272,000 Overspent	- $ 1,061,000 Unfavourable

General Services

Ngā ratonga

Capital expenditure against forecast



Financials - General Services Group

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	33,401	33,471	- 70		33,471	33,267
Subsidies and grants	8,027	8,294	- 267		8,294	7,698
Income from activity	16,998	16,815	+ 183		16,815	18,071
Investment revenue	9,729	9,364	+ 365		9,146	8,127
Total revenue	68,155	67,944	+ 211		67,726	67,163
Employee expenses	34,394	33,807	- 587		33,807	32,991
Other expenses	25,843	25,376	- 467		25,376	23,284
Finance expenses	5,077	4,920	- 157		4,383	3,831
Depreciation	9,642	9,581	- 61		9,581	9,520
Total expenses	74,956	73,684	- 1,272		73,147	69,626
Net operating	(6,801)	(5,740)	- 1,061		(5,421)	(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	(998)	(655)	- 343		(650)	(145)
Regulatory Services	(1,359)	(1,035)	- 324		(1,084)	145
Parks and Reserves	406	(449)	+ 855		(383)	1,385
Libraries	(56)	(94)	+ 38		(103)	-
Aquatic Services	(337)	(356)	+ 19		(593)	-
Arts, Culture and Heritage	(377)	127	- 504		126	-
Venue and Events Services	(26)	23	- 49		23	-
Public Transport	(94)	156	- 250		159	198
Public Toilets	(241)	(136)	- 105		(136)	-
Housing Care	(806)	(1,786)	+ 980		(1,784)	(1,680)
Investments	5,125	4,804	+ 321		6,301	5,930
Corporate Services	(11,291)	(11,136)	- 155		(11,690)	(12,306)
Property	2,095	3,555	- 1,460		3,555	4,010
City Centre	1,160	1,246	- 86		842	-
Net operating	(6,799)	(5,736)	- 1,063		(5,417)	(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)	9,607	9,319	+ 288	103%	9,319	9,155
	Both Storage and Tuatara have been completed this year and Museum demolition in the clean-up phase and running on schedule to be completed in July 2024. For the Museum Build, the project team has received final bids and cost advice; an options paper was presented in July to Council.					
Housing Care building improvements	3,655	3,291	+ 365	111%	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, minor finishing happening. Tone St Bluff re-roof to be scheduled into 2024/25.					
Our Council property records digitalisation	1,234	890	+ 343	139%	890	610
	The project has been delayed due to vendor ability to complete deliverables.					
Our Council programme	2,758	2,910	- 152	95%	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	298	546	- 248	55%	546	985
	Stage 2 work is now underway as planned with scaffold and steel being erected. Works are to continue into 2024/2025 with completion due after the NPC rugby competition.					

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)
Bluff Boat Ramp renewal	1,418	1,441	- 24	98%	1,441	770
	The west pontoon is completed, and the east is in production. The piles are set, and work has started on the jetty walkway to the east. Due to weather and tides, the sea pontoons will be launched; 1 in July and 1 in August. This is an 8-week delay in total.					
Parks capital renewals	1,611	2,058	- 448	78%	2,058	2,745
	Bluff Hill Precinct Project has occurred delays due to weather conditions and contractor. It is now expected to be completed in the first half of 2024/2025.					
Surrey Park Grandstand	0	301	- 301	0%	301	301
	In the design phase, and physical work will start in the new year.					
Library building renewals	0	80	- 80	1%	80	350
	While no capital has been required this year, operational roof repairs was completed in quarter four while a strategic assessment is carried out into 2024/25.					
Splash Palace building renewals	157	618	- 461	25%	618	567
	Carpark renewals completed. Internal wall modifications are underway and to be completed in 2024/25.					
Parks building renewals	132	155	- 23	85%	155	837
	Crematorium is at early scoping and should be delivered in 2024/2025. No other scheduled parks buildings work required this year.					

General Services

Democratic Process

Commentary

The Community Wellbeing Fund has had another very successful year. Five of the six rounds were oversubscribed, and requests for funding far outweighed the average amount available to allocate. With 15 more projects supported compared to the previous year, the fund supported a wide range of applications in the community wellbeing sector.

As in previous years, community satisfaction with opportunities Council provides for community involvement in decision making was below target at 22% (up three points on 2022/23 figures).

During the year, additional grant revenue from Creative NZ was received. This was coded to Income from activity however the forecast currently sits under subsidies and grants. Timing differences between when staff vacancies forecast and being filled have also resulted in variances within the employee expenses area. Other expenses are overspent for the year due to unplanned costs of code of conduct investigations and local by-election.

Level of Service

<table>
<tr><th>Measure</th><th>Baseline</th><th>Target</th><th>Actual YTD</th><th>Status</th><th>Last yr YTD</th></tr>
<tr><td rowspan="2">Percentage of residents' survey respondents who provide a rating of satisfied or greater with the opportunities Council provides for community involvement in decisionmaking.</td><td></td><td>50%</td><td>22%</td><td></td><td>19%</td></tr>
<tr><td colspan="5">Satisfaction remains low. This will be a focus of a Council workshop in 2024/2025</td></tr>
<tr><td rowspan="2">Number of activities or events supported by the Community Wellbeing Fund</td><td></td><td>25</td><td>68</td><td></td><td>53</td></tr>
<tr><td colspan="5">The Community Wellbeing Fund has had another very successful year. Five of the six rounds were oversubscribed, and requests for funding far outweighed the average amount available to allocate. With 15 more projects supported compared to the previous year, the fund supported a wide range of applications in the community wellbeing sector. Allocations totalled $3,600 more than the $565,000 total funds available due to a partial return of grant during the year. The total number of projects supported includes 5 multiyear grants uplifted throughout the year. These were allocated during previous financial years. No projects were cancelled in the 2023/2024 year.</td></tr>
</table>

General Services

Democratic Process

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	7,188	7,188	-		7,188	7,033
Subsidies and grants	6	77	- 71		77	77
Income from activity	96	3	+ 93		3	3
Investment revenue	-	-	-		5	5
Total revenue	7,290	7,268	+ 22		7,273	7,118
Employee expenses	3,586	3,477	- 109		3,477	3,312
Other expenses	4,674	4,418	- 256		4,418	3,930
Finance expenses	-	-	-		-	-
Depreciation	28	28	-		28	21
Total expenses	8,288	7,923	- 365		7,923	7,263
Net operating surplus / (deficit)	(998)	(655)	- 343		(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. There are a number of legislatively required performance measures which have a target of 100% delivery within 20 working days.

The Activity continues to maintain a high standard of delivery in the area of building consents and non-notified resource consents not requiring a hearing at 99% and 98%, respectively, missing the target only by a very small margin. These results reflect the strong culture of continuous improvement in the Planning and Building teams. In 2023/24, two food registrations (out of a total of 59) issued outside of the statutory timeframe, resulting in a 96% year end result. Alcohol applications are continuing to meet their timeframes 100% of the time.

Planning and Building services has net deficit of $1.3 million as at 30 June 2024, which is $145,000 below forecast due to the continued reduction in building consent numbers received due to the economic downturn felt nationwide, and the higher cost of using external contractors. This was offset with staff vacancies, consultancy savings and lower uplift of the seismic grant.

Environmental Services has a net surplus of $57,000 as at 30 June 2024, which is $225,000 lower than forecast due to parking revenue continuing to be impacted by the court case decision. 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. As at 30 June 2024 $67,000 has been paid out from the provision.

Other Regulatory Services overall has a deficit of $173,000 as at 30 June 2024, which is $62,000 better than forecast driven by lower grants uptake and reduced use of consultancy.

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	96%		100%
	In Quarter Two, processing error issues resulted two registrations technically issued outside of timeframes. This resulted in a number of data and/or process improvements required, with CIs already in place to address this. 57 registrations in 2023/24 were issued within the statutory timeframe.				
		100% alcohol applications not requiring a hearing are issued within 30 working days of receipt	100%		100%
	338 alcohol applications not requiring a hearing were issued in 2023/24.				
		100% of building	99%		98%
	The BCA works hard to meet statutory timeframes and has consistently good results (2327/2369 met timeframes over the year). System errors and/or human errors or circumstances outside of staff control impact perfect achievement. There is a strong culture of continuous improvement to identify and address issues as they arise.				
		100% of non-notified	98%		96%
	Only 3 of 177 decisions were outside the statutory timeframe for the year. Factors such as contractor timelines and staff leave, which are outside staff control can 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	1,080	1,080	-		1,080	1,225
Subsidies and grants	-	-	-		-	-
Income from activity	4,647	5,058	- 411		5,058	5,568
Investment revenue	-	-	-		13	13
Total revenue	5,727	6,138	- 411		6,151	6,806
Employee expenses	3,509	3,599	+ 90		3,599	3,600
Other expenses	3,513	3,509	- 4		3,509	2,981
Finance expenses	-	-	-		62	62
Depreciation	64	65	+ 1		65	18
Total expenses	7,086	7,173	+ 87		7,235	6,661
Net operating surplus / (deficit)	(1,359)	(1,035)	- 324		(1,084)	145

General Services

Parks and Reserves

Commentary

The Parks and Reserves Activity met 14 of its 16 performance measures in 2023/24. Similar to previous years, deadlines for the investigation and mitigation of a number of health and safety complaints in Quarters One, Two and Four were missed due to legislative requirements dictating the repair process and timing of the complaint coming in. At the end of 2023/24, there were four complaints still being investigated as they required more detail in order to be finalised.

Satisfaction with parks and open spaces decreased to 75% in 2023/24, thus failing to meet its target. Residents' feedback highlighted that overall they are pleased with the parks and open spaces Council provides for the community, maintenance, upgrades to playgrounds and the low mow trial are areas where they would like to see improvements.

Financially, Parks has exceeded the revenue forecast due to being able to recognise subsidy revenue for the bluff boat ramp capital projects. There has also been a change in the market for forestry timber pricing allowing harvesting to recommence in quarter four increasing unforecast revenue and expenditure.

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%	92%		95%
		At the end of 2023/24, all bar four health and safety complaints have been investigated and mitigated. The four outstanding RFS required further investigation in order to complete them.				
	Community groups are working with Council to implement pest control		Maintained or increasing	3		3
		The Parks and Recreation team has worked with three community groups in total, during 2023/24. This was previously reported as three groups per quarter which was incorrect.				
Number of visitors per head of Invercargill population identified through annual user surveys			Increasing use	1,179,345		939,291

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	75%		80%
	As noted in the last quarter work being done within Parks and Recreation is highly visible so when a new policy is trialled, such as Low Mow, everyone sees it. Responses regarding poor maintenance have increased accompanied by responses relating to the 'low mow' area trial, identified by 6% of respondents. While Queens Park has been rated positively on a consistent basis, there have been comments regarding other parks in the district that are less positive. These factors are likely to be the drivers of the decline in satisfaction.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	7,384	7,372	+ 12		7,372	7,372
Subsidies and grants	1,455	943	+ 512		943	1,593
Income from activity	2,239	1,716	+ 523		1,716	2,863
Investment revenue	-	-	-		107	107
Total revenue	11,078	10,031	+ 1,047		10,138	11,935
Employee expenses	5,242	5,150	- 92		5,150	5,099
Other expenses	4,684	4,587	- 97		4,587	4,785
Finance expenses	-	-	-		41	41
Depreciation	746	743	- 3		743	625
Total expenses	10,672	10,480	- 192		10,521	10,550
Net operating surplus / (deficit)	406	(449)	+ 855		(383)	1,385

General Services

Libraries

Commentary

The Libraries Activity failed to meet its performance targets during 2023/24. A reduction in the physical collection budget, along with increased freight costs saw less items being purchased during the year. Visitation numbers decreased, reaching similar levels to those seen in 2021/22. There were a number of programming vacancies throughout the year which are likely to have impacted visitation. However, all programming vacancies have been filled during Quarter Four and a calendar of new events and programmes has been developed. We expect to see improvements in visitor numbers in the 2024/25 financial year.

Revenue ended lower than forecast due to lower recovery of fees gathered. Employee expenses are below forecast due to the timing of vacancies over the last half of the year and when the positions were filled. Variations on the depreication expenses relates to changes within the library collection.

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%		63%
	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. This, along with cost of freight means less items were purchased and therefore the KPI was not met.				
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. New programming roles have been filled and we expect to increase satisfaction through new events and improved communication of activities.				

General Services

Libraries

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of visits per year		515,000	462,462		485,535
	At the end of Quarter Four the libraries' visitor numbers were about 10% less than where they should be. Whilst the team continues to deliver a range of quality programmes and speakers, there have been a number of staff vacancies throughout the year which unfortunately have impacted on the events and public programmes calendar, and in return impacted on visitor numbers.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	2,842	2,842	-		2,842	2,842
Subsidies and grants	1	5	- 4		5	5
Income from activity	71	100	- 29		100	131
Investment revenue	-	-	-		5	5
Total revenue	2,914	2,947	- 33		2,952	2,983
Employee expenses	1,847	2,041	+ 194		2,041	1,826
Other expenses	498	527	+ 29		527	531
Finance expenses	-	-	-		14	14
Depreciation	625	473	- 152		473	612
Total expenses	2,970	3,041	+ 71		3,055	2,983
Net operating surplus / (deficit)	(56)	(94)	+ 38		(103)	-

General Services

Aquatic Services

Commentary

The Aquatic Services Activity continues to deliver a strong performance, meeting three of its four performance measures. However, resident satisfaction remains below target at 56%.

Employee expenses are underspent compared to forecast, which is due to the savings made from the reduction of weekend opening hours and current vacancies. Operational expenses were overspent for the year due to additional cleaning services, chemicals and other fuel costs incurred but was partly offset by additional income from fees and charges.

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%		98%
	Ensuring public lanes are maintained to cater for recreational swimmers during times when the pool is well utilised has remained constant from 2022/23.				
Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010		100%	100%		100%
	Pool water standards are maintained at all times to ensure the safety of all bathers, this includes carrying out regular maintenance on water treatment systems to ensure continued compliance.				
Number of visits per head of (Invercargill City) population		>6.5	6.70		6.60
	Participation increased on 2022/23 by 4%, which is a good result and shows the members of the community are starting to come back to the facility with numbers almost reaching pre-Covid levels.				
User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above		85%	56%		67%
	Satisfaction was not achieved, although we had a higher percentage of residents (48%) rating the facility as good compared to 45% in the previous year. There was also a significant reduction in respondents (5%) rating Splash Palace as expensive compared to 36% in the previous year. There was also a reduction in respondents commenting that the facility was poorly maintained (6%) from 17% in 2022/23. However, there 7% of respondents also commented that it was good for kids/families down from 11% in 2022/23. There were concerns that there was not enough family change rooms or seperate toilets for families to use and that the pools were often overcrowded.				

General Services

Aquatic Services

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	953	953	-		953	953
Subsidies and grants	183	180	+ 3		180	180
Income from activity	2,248	2,208	+ 40		2,208	2,608
Investment revenue	-	-	-		4	4
Total revenue	3,384	3,341	+ 43		3,345	3,745
Employee expenses	2,169	2,195	+ 26		2,195	2,091
Other expenses	1,531	1,480	- 51		1,480	1,391
Finance expenses	-	-	-		241	241
Depreciation	21	22	+ 1		22	22
Total expenses	3,721	3,697	- 24		3,938	3,745
Net operating surplus / (deficit)	(337)	(356)	+ 19		(593)	-

General Services

Arts, Culture and Heritage

Commentary

For the second year in a row, He Waka Tuia's visitor numbers exceeded their target by over 4,000 visits, likely due to the wide range of exhibitions and programmes offered to visitors of all ages. Similar to last year, resident satisfaction levels have not reached the intended target. Residents' feedback continues to highlight the transitional nature of the facility and public expectations of the facility.

The relocation of collection and transition of operations to the Tisbury Facility has contributed to higher staff expenses incured. Lower than forecast reimbursement of Project Ark from SRHC was also incurred.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Number of visits		14,000	18,473		18,553

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Customer satisfaction rating is satisfactory or above		7-8	23%		17%
	He Waka Tuia continues to work to increase the range and type of exhibitions to attract a range of people to the facility. The low satisfaction rating appears to be primarily due to the natural limitations of a small temporary facility and related programming constraints.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	2,394	2,394	-		2,394	2,402
Subsidies and grants	33	33	-		33	45
Income from activity	1,612	1,745	- 133		1,745	1,345
Investment revenue	-	-	-		2	2
Total revenue	4,039	4,172	- 133		4,174	3,794
Employee expenses	1,080	727	- 353		727	868
Other expenses	3,075	3,058	- 17		3,058	2,775
Finance expenses	-	-	-		3	3
Depreciation	261	260	- 1		260	148
Total expenses	4,416	4,045	- 371		4,048	3,794
Net operating surplus / (deficit)	(377)	127	- 504		126	-

General Services

Venue and Events Services

Commentary

The Council venues exceeded the targets set for 11 of its 17 performance measures. While the target for bookings for Victoria and Drawing Rooms was missed by only one booking, there was a major lift in the overall number of bookings from the previous year, when the space was utilised for the Vaccination Clinic for two quarters. The ongoing limitations with hiring out Rugby Park as well as the closure in early April for remedial works resulted in its performance measures not being achieved.

While still below target, customer satisfaction lifted to 51% in 2023/24, from 44% in 2022/23 and 38% in 2021/22. This may be attributed to a refresh of civic venues and improved service options being introduced. The overall feedback for our venues is positive with residents highlighting that they are well maintained, however feedback on specific venues varies.

The increased show activity at venues have raise employee expenses and other expenses higher than forecast as more casual staffing was required and operating costs incurred. Higher revenue from bookings have offset part of the costs.

Level of Service

<table>
<tr><th colspan="2">Measure</th><th>Baseline</th><th>Target</th><th>Actual YTD</th><th>Status</th><th>Last yr YTD</th></tr>
<tr><td rowspan="13">Increase public use of venue services through the attraction and support for a range of community events through to touring shows and performances</td><td rowspan="3">Auditorium</td><td></td><td>>55</td><td>69</td><td></td><td>60</td></tr>
<tr><td colspan="5">The increase in number of bookings is a sign of the sector recovering post-Covid, with various promoters coming back into the market.</td></tr>
<tr><td></td><td>>28%</td><td>33%</td><td></td><td>211 1/2 Days 30%</td></tr>
<tr><td rowspan="4">Victoria and Drawing Rooms</td><td></td><td>>70</td><td>70</td><td></td><td>52</td></tr>
<tr><td colspan="5">While just missing its target, there has been a significant increase on 2022/23 likely due to the improvements made and a focus on meeting space industry.</td></tr>
<tr><td></td><td>>11%</td><td>26%</td><td></td><td>434 1/2 Days 62%</td></tr>
<tr><td colspan="5">While the occupancy target has been met, there is a decrease from 2022/23 result due to the Vaccination Clinic being located in the Victoria Room for half of 2022/23 period.</td></tr>
<tr><td rowspan="3">Increasing public awareness and use of the Civic Theatre complex and its range of facilities</td><td></td><td>>10</td><td>37</td><td></td><td>36</td></tr>
<tr><td></td><td>>6</td><td>28</td><td></td><td>13</td></tr>
<tr><td></td><td>>35</td><td>60</td><td></td><td>28</td></tr>
</table>

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	160		115
		The Scottish Hall is proving more popular each year as it is affordable to the community. It sees a good mix of community, cultural and private events. These continue to increase.				
			>18%	45%		233 1/2 Days 33%
		A higher occupancy rate in 2023/24 was largely to due a significant increase in occupancy in Quarter Four due to the Rotary Books Sale occupying the Scottish Hall for five weeks.				
			>10	75		46
		The Scottish Hall is proving more popular each year as it is affordable to the community. It sees a good mix of community, cultural and private events.				
			>30	88		52
		The Scottish Hall is proving more popular each year as it is affordable to the community. It sees a good mix of community, cultural and private events.				
	Expanding the use and awareness of the Rugby Park as a venue for meetings and a range of social, cultural and sporting experiences		>25	13		17
		Rugby Park has been closed due to ongoing remedial works. This work will help with future use but in the interim Rugby Park targets are not able to be met.				
			>8%	4%		49 1/2 Days 7%
		Rugby Park has been closed due to ongoing remedial works. This work will help with future use but in the interim Rugby Park targets are not able to be met.				
			>13	8		9
		Rugby Park has been closed due to ongoing remedial works. This work will help with future use but in the interim Rugby Park targets are not able to be met.				
			>12	5		5
		Rugby Park has been closed due to ongoing remedial works. This work will help with future use but in the interim Rugby Park targets are not able to be met.				

General Services

Venue and Events Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of visits per head of Invercargill City population		0.40	1.64		1.5 Vph 149% (80,648)
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good		>80%	51%		44%
	While there was an increase in satisfaction for 2023/24 from 2021/22 and 2022/23 figures, feedback includes all venues and does not give an accurate picture of experience at each individual venue. Rugby Park significantly decreases the overall score.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	505	505	-		505	505
Subsidies and grants	-	-	-		-	-
Income from activity	710	661	+ 49		661	500
Investment revenue	-	-	-		-	-
Total revenue	1,215	1,166	+ 49		1,166	1,005
Employee expenses	683	638	- 45		638	630
Other expenses	532	479	- 53		479	362
Finance expenses	-	-	-		-	-
Depreciation	26	26	-		26	13
Total expenses	1,241	1,143	- 98		1,143	1,005
Net operating surplus / (deficit)	(26)	23	- 49		23	-

General Services

Public Transport

Commentary

For the second year in a row, public transport boardings continued to increase, now exceeding 2019/2020 levels by approximately 8,700. While still below target, there was a slight increase in satisfaction with quality of the bus service to 46% compared to 40% in 2022/23. Overall feedback highlighted that coverage, scheduling and convenience (especially after hours or weekends) continue to drive dissatisfaction. Satisfaction with cost of the bus service has decreased to 48%. While half price fares have dominated the fare structure, this is still seen by some as too high.

The Total Mobility Scheme has had another successful year as it continues to be administered and supported by Council, with usage increasing among the more vulnerable members of the community. The spend on Total Mobility was higher but additional funding was agreed by Waka Kotahi and reflected in the Forecast, this is not guaranteed going forward. A paper is coming to council around options on the potential Total Mobility shortfall.

Although public transport boardings continues to improve, revenue remains lower than expectation but higher than the previous year.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Total public transport boardings		Year on Year increase	157,141		141,837
	.				
Customer satisfaction rating for quality is satisfactory or above		70%	46%		40%
	While still below target, there was a slight increase in satisfaction with quality of the bus service to 46% compared to 40% in 2022/23. Overall feedback highlighted that coverage, scheduling and convenience (especially after hours or weekends) continue to drive dissatisfaction However, the sample size in 2023/24 was lower than 2022/23..				
Customer satisfaction with price is satisfactory or above		80%	48%		64%
	Satisfaction with the cost of the bus service declined in 2023/24. Half price fares have dominated the fare structure and this is still seen by some as too high. In 2022/23 Council sought specific input regarding public transport and as a result we have had a higher proportion of residents responding to the public transport satisfaction questions, compared to 2023/24. .				

General Services

Public Transport

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Council administers and supports the Total Mobility scheme.		Total Mobility Scheme is administered	TM scheme is administered and supported by Council.		Annual

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	1,017	1,017	-		1,017	1,018
Subsidies and grants	2,299	2,482	- 183		2,482	1,788
Income from activity	194	306	- 112		306	306
Investment revenue	-	-	-		3	3
Total revenue	3,510	3,805	- 295		3,808	3,115
Employee expenses	-	-	-		-	-
Other expenses	3,547	3,592	+ 45		3,592	2,823
Finance expenses	-	-	-		-	-
Depreciation	57	57	-		57	94
Total expenses	3,604	3,649	+ 45		3,649	2,917
Net operating surplus / (deficit)	(94)	156	- 250		159	198

General Services

Public Toilets

Commentary

The public toilets in the community have continued to meet their target, and remained operational 97 percent of the time.

Other expenses ended the year higher than forecast 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%		95%
	.				

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	620	620	-		620	620
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	620	620	-		620	620
Employee expenses	-	-	-		-	-
Other expenses	692	590	- 102		590	472
Finance expenses	-	-	-		-	-
Depreciation	169	166	- 3		166	148
Total expenses	861	756	- 105		756	620
Net operating surplus / (deficit)	(241)	(136)	- 105		(136)	-

General Services

Housing Care

Commentary

For the third year in a row, Council's housing units continue to be occupied in excess of the 95% target. In 2023/24, 267 non-urgent requests for service were received and only one of those requests were responded to outside of the five working day timeframe, resulting in a missed target. No urgent requests for service were received during 2023/24.

Capital subsidy was received during the year to offset some of the capital funding required to install double glazing in units ($1.1 million). Rental revenue was down on forecast due to timing of refurbishments between tenancies taking longer than anticipated because of contractor availability during the year.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Units are occupied 95% of the time		95%	96%		98%
Requests for service are responded to and remedial action in place: - Urgent		24 hours	0		100% within 24
	No urgent requests for service were received in 2023/24.				
Requests for service are responded to and remedial action in place: - Non-Urgent		5 working days	99.8%		99% within 5 working days
	267 non-urgent requests for service were received in 2023/24. During Quarter Two, one request has been responded to outside of the timeframe as it required further investigation by staff to determine the issues prior to issuing multiple work orders and closing it.				

General Services

Housing Care

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	1,120	-	+ 1,120		-	-
Income from activity	1,665	1,770	- 105		1,770	1,770
Investment revenue	-	-	-		2	2
Total revenue	2,785	1,770	+ 1,015		1,772	1,772
Employee expenses	-	-	-		-	-
Other expenses	1,456	1,432	- 24		1,432	1,333
Finance expenses	-	-	-		-	-
Depreciation	2,135	2,124	- 11		2,124	2,119
Total expenses	3,591	3,556	- 35		3,556	3,452
Net operating surplus / (deficit)	(806)	(1,786)	+ 980		(1,784)	(1,680)

General Services

Investments

Commentary

Percentage of properties leased and net rate of return both exceeded their targets in 2023/24. However, for the third year in a row, lease rates were below the market rate target as a result of five leases at community rates being provided from within the investment portfolio, one lease under negotiation and one property being vacant.

Investment Property - Revenue ended the year higher than forecast with higher recoveries of operational expenses at 20 Don Street received (+$0.1 million). Operational expenses were lower than forecast with lower costs for cleaning services during the year.

Treasury - Both Investment revenue and Finance expenses were higher than forecast YTD with interest rates remaining above the predicited rates for both term deposits and new borrowings. Note the difference between forecast YTD and Full year forecast is due to net debt interest allocations have not been allocated out to the other activities at time of writting.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
All properties, excluding those prepared, are leased		95%	97%		95%
	36 revenue leases from 24 Properties with one vacant.				
Lease agreements are current at market rental levels		100%	96%		93%
	At the end of 2023/24, there were a total of 41 leases with five leases at Community rate as per Council resolution, one lease under negotiation and one vacant.				
Net rate of return		> Market interest rate	6%		5%
	90 day bank bill rate at 27 June 2024 is 5.63%				

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	1,944	1,831	+ 113		1,831	1,729
Investment revenue	9,155	8,864	+ 291		8,505	7,700
Total revenue	11,099	10,695	+ 404		10,336	9,429
Employee expenses	9	-	- 9		-	-
Other expenses	878	968	+ 90		968	983
Finance expenses	5,084	4,920	- 164		3,064	2,512
Depreciation	3	3	-		3	4
Total expenses	5,974	5,891	- 83		4,035	3,499
Net operating surplus / (deficit)	5,125	4,804	+ 321		6,301	5,930

General Services

Corporate Services

Commentary

Corporate services includes a range of support functions including finance, customer services, quality assurance and IT. Other expenses includes staff and other related costs oncharged to capital projects.

Rate penalties ended the year lower than forecast with the 4th installment quarter having lower than expected outstanding rates debt for the 2023/2024 year. Income from Activity revenue ended higher than forecast driven by higher petrolum tax collected from fuel usage in Southland. Investment revenue is favourable with higher average operational bank balances and interest rates generating more interest. Employee expenses has ended up higher than forecast due to differences between actuals and forecast staffing levels and movements.

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	1,031	1,113	- 82		1,113	909
Subsidies and grants	538	564	- 26		564	-
Income from activity	1,555	1,407	+ 148		1,407	1,238
Investment revenue	574	500	+ 74		500	286
Total revenue	3,698	3,584	+ 114		3,584	2,433
Employee expenses	16,259	15,977	- 282		15,977	15,562
Other expenses	(2,280)	(2,261)	+ 19		(2,261)	(1,990)
Finance expenses	(7)	-	+ 7		554	554
Depreciation	1,017	1,004	- 13		1,004	613
Total expenses	14,989	14,720	- 269		15,274	14,739
Net operating surplus / (deficit)	(11,291)	(11,136)	- 155		(11,690)	(12,306)

General Services

Property

Commentary

Lower than forecast capital subsidy revenue for the museum (1225) project was obtained this year due to changes in funding availability and timing of the project spend which revenue can be received for.

Although cleaning costs were higher than forecast it was offset by lower repairs and maintenance for the year including some administration building refurbishment.

Financials

	Actual YTD ($000)	Forecast YTD ($000)	Variance ($000)		Full year forecast ($000)	Annual Plan ($000)
Rates and penalties	7,141	7,141	-		7,141	7,141
Subsidies and grants	2,392	4,010	- 1,618		4,010	4,010
Income from activity	28	10	+ 18		10	10
Investment revenue	-	-	-		-	-
Total revenue	9,561	11,161	- 1,600		11,161	11,161
Employee expenses	8	3	- 5		3	3
Other expenses	2,967	2,995	+ 28		2,995	2,665
Finance expenses	-	-	-		-	-
Depreciation	4,491	4,608	+ 117		4,608	4,483
Total expenses	7,466	7,606	+ 140		7,606	7,151
Net operating surplus / (deficit)	2,095	3,555	- 1,460		3,555	4,010

General Services

City Centre

Commentary

This activity included city centre activation, which has been removed from the forecast as it was not required this year. Other expenses includes reclassification of some stage 2 capital costs which has not meet the capitalisation requirements. 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	1,247	1,247	-		1,247	1,247
Subsidies and grants	-	-	-		-	-
Income from activity	(12)	-	- 12		-	-
Investment revenue	-	-	-		-	-
Total revenue	1,235	1,247	- 12		1,247	1,247
Employee expenses	-	-	-		-	-
Other expenses	75	1	- 74		1	243
Finance expenses	-	-	-		404	404
Depreciation	-	-	-		-	600
Total expenses	75	1	- 74		405	1,247
Net operating surplus / (deficit)	1,160	1,246	- 86		842	-

Support for external organisations

AS AT 30 June 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	440	440	-	463
Great South (Council controlled organisation)	1,687	1,687	-	1,800
Invercargill Public Art Gallery	314	314	-	314
Saving Grace (IC2 Trust)	100	100	-	100
Southland Indoor Leisure Centre Trust	700	700	-	700
Southland Regional Heritage Committee	1,048	1,048	-	1,046
Southland One Stop Shop Trust	33	33	-	31
Te Ao Marama Inc.	108	152	44	152
	4,575	**4,619**	**44**	**4,746**

Other grants funds:

Organisation / Fund	Actual YTD ($000)	Full year forecast ($000)	Funds remaining ($000)	Annual Plan ($000)
Community Wellbeing fund	563	565	2	565
Heritage Building Strategy fund	276	250	(26)	120
Facilities Maintenance fund	-	100	100	100
	839	**915**	**76**	**785**

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional economic development – grow the population and diversify the economy	Great South supported several industries in the 2023/24 Financial Year including: * Aquaculture - Advancement of several opportunities for onshore and offshore aquaculture covering finfish, seaweed and shellfish. Also completed water assessments for wastewater and water infrastructure needs for two of the mentioned opportunities. * Hydrogen - Completed two technical papers for Southern Green Hydrogen project and supported industry collaboration. We also undertook liquefaction, geotechnical and sea level rise impacts on various sites and key transport routes in Awarua area. * Tourism - Completed two Cruise Famils that enabled 17 cruise ships to call into Bluff harbour during summer 2023 and a number of onshore activities in Invercargill and beyond were enabled as a result. Estimates show that nearly 4,000 passengers were on the 17 ships, with around 40% of them coming onshore for activities. The estimated spend from cruise on retail and hospitality over the season is approximately $600,000. * Submissions: Although not a KPI for the 2023/24FY, Great South made a number of submissions on behalf of our region including; to MfE for the Emissions Trading Scheme, The Regional Emissions Report, Sandy Point Domain, Climate Change Response Act submission on Section 5 ZW, Submission on the National Transport Draft Policy Statement, Otago Southland Regional Transport Plan, Invercargill i-Site Options Report, Bluff Exports Assessment, Bluff Highway Sea Level Rise Impacts. * Opportunities Papers - On behalf of the region, Great South developed seven opportunities papers for the region to support discussions by regional leaders with central government. The opportunities include: Aquaculture, Tourism, Agriculture, Housing, Energy, Water, Roading & Transport	Support the development of one new industry in Invercargill		Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional business development – grow innovative businesses and build a skilled workforce	149 business engagements within the Invercargill City area. There was a general slowdown of uptake of products last year. Business confidence has dropped and many are seeing an increase in their operational costs and the feedback has been that personal and professional development has reduced in priority as businesses find ways to reduce costs. Other achievements: Great South developed and launched the "Get A Life / Get Southland" toolkit. This toolkit holds collateral including videos and imagery for Southland businesses to use to market Southland when recruiting for new staff. It enables our business to have a unified story on the benefits of living and working in Murihiku Southland.	165 business Engagements (not unique)		Not Achieved
	Great South hosted five workshops. The topics covered included: exporting, lean manufacturing, industry 4.0 showcase, business mentors and technology development.	Host four workshops on relevant topics		Achieved
	Four business connected to Callaghan R&D funding. Callaghan Innovation have revised their product funding model and many of the previous grants have been replaced with a general R&D tax incentive credit (RDTI). This is managed via the Inland Revenue Department and the data remains confidential in regard to how many Invercargill businesses have accessed this tax credit.	Connect six businesses with Callaghan R& D funding		Not Achieved
	This contract finished in June 2022. Business Mentors NZ complete the business mentor matching at a national level. This means that local businesses have access to a wider range of mentors and expertise.	Connect 12 businesses with Business Mentors NZ		Not Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional business development – grow innovative businesses and build a skilled workforce	The 130 target was set for all of Southland, out of which 89 vouchers were issued. The main industries represented were: agriculture, retail trade, health care and social assistance, construction, manufacturing and professional and technical services. Invercargill businesses received 46 co-funded capability management training vouchers in the last financial year. With businesses reporting increases in their operational costs many have implemented a reduction in spending on professional development as they find ways to reduce costs. The training service providers in Southland have all noted a reduction in registrations for many of their courses.	Issue 130 co-funded vouchers for capability management and training		Not Achieved
Regional tourism development – diversify the economy.	The revised Murihiku Southland Destination Strategy 2023 – 2029 was launched in September 2023, written by Great South, based on research and input from a wide range of stakeholders. This year as well, Great South funded the Bluff Motupōhue Tourism Master Plan Coordinator and oversaw management of this role. Five Projects progressed including: * Cycle Tourism: The Murihiku Southland Cycle Tourism Opportunities Assessment was completed and shared with ICC staff before a wider stakeholder presentation was also held in Invercargill. A key outcome from the 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. Following these meetings, the draft Murihiku Southland Regional Trails Entity Assessment was completed and presented to Council towards the end of June. This will be shared with all councils in the region before a joint forum to discuss possible pathways will be facilitated. * Motupōhue visitor experience Te Taurapa o Te Waka: Final hui between Great South, Awarua Rūnaka and experience designers Locales was held. Following this hui, the full project cost estimates were completed by Frame Group.	Process five projects identified in the Southland Murihiku Destination Strategy		Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional tourism development – diversify the economy.	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. After a request from Council, a submission on this project was made as part of the ICC LTP process. The project was received very positively * Food Tourism: Implementation of the Southland Murihiku Food Tourism Strategy continues. The Murihiku Eats food guide to Southland was released featuring several Invercargill and Bluff based hospitality providers. We also supported the Murihiku Kai Collective and the Good food Road Map - Feeding Murihiku launch. While this programme is predominantly about food resilience, this ties in with our ability to feed and look after our visitors, in the event of a major disruption. * Sustainable Tourism: An online platform for Tourism Sustainability has been created and is available on Southlandnz.com. A Sustainable Tourism Webinar Series was launched with experts discussing key topics in relation to sustainability to operators. The first was 'Electric Vehicles in Your Business' with Jordan Wyatt of EV City and Nigel Humphries of Envy Experiences. The second webinar was held focused on Renewable Energy Certificates. This was presented by Delphine David of BraveTrace * Touring Route Networks: We hosted the Southern Way Project Manager to familiarize her with the tourism proposition in Invercargill and further develop future opportunities. The Southern Way Project Manager attended the Covi Motorhome Caravan & Outdoor Show promoting Southern Way to show attendees. New slow travel itineraries created. A joint promotion with Air NZ is currently being planned. This campaign will focus on open jaw travel between the three airports within Southern Way – Invercargill, Dunedin, and Queenstown.	Process five projects identified in the Southland Murihiku Destination Strategy		Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional tourism development – diversify the economy.	655 media results region wide, 157 of those featured Invercargill.	45 media results featuring the region		Achieved
Regional events – diversify the economy	Overall in 2023/2024 we delivered and supported delivery of 32 events and 7 cluster events campaigns, bringing the total to 39 events or group of events. We had 16 events that drove overnight visitation and these include: * ILT Kidzone Festival each year (July - we own this event) * Miharo Murihiku Polyfest (August) * Davis Cup (September) * NZ Road Transport Hall of Fame Awards (September) * ILT Southland Darts Masters (October) * 3x3 Cup (October) * SBS Bank Tour of Southland (October) * Ascot Park Christmas at the Races (December) * Burt Munro Challenge (February) * Hop N Vine replacement event (March) * Taste Southland (April) * Rock 'n' Roll Junior Nationals * SPW Fight for Gold * Southland Softball Association * Southern Lights Rally * Bluff Oyster and Food Festival The following events were supported during the 2023/24 FY, enabling use to secure these events for 2024/25 FY, all of which will drive overnight visitation. * 2025 BMX Nationals * FMG Young Farmers 2025 * South Island U15 Softball Open * National U19 Girls Softball Championships * NZ Evergreen Softball Tournament * Vantage Elite and U19 Track National Championships * NZ Marching Championships * Clubs NZ National Indoor Bowls	Support 15 events, both existing and new, which drive overnight visitation in the region		Not Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional events – diversify the economy	The following events were also supported, but targeted local consumers: * Upstage: Invercargill Festival of Cabaret (August) * Southland Heritage Month (March) * Arahi Māori Womens Welfare League (June) * Matariki Celebrations (June), * Invercargill Filipino Dance and Talents Group event (June) * The Y – community open day (June) * Mash Catering Events * Night of the Arts Additional cluster marketing campaigns were created to support the following: * Matariki events * Spring events (July to September) * The Southland Arts Trail * The Southland events calendar * Summer Staycation campaign – informing residents and visitors of events occurring in the new summer (Dec-Jan) * Summer Wheels Guide – campaign promoting wheel-based activity during the summer (Dec – March) * Autumn events campaign (Feb - March) Additionally, Great South has been successful in confirming hosting rights for 24 Business Event for the next several years.	Support 15 events, both existing and new, which drive overnight visitation in the region		Not Achieved

Schedule of Forecast Changes

AS AT 30 June 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	(10)	**660**
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**	**(10)**	**3,142**

Schedule of Forecast Changes

AS AT 30 June 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)	(12)	**1,218**
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	(133)	**(291)**
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		86	**552**
Total Forecast Adjustments to Expenses			**-**	**4,899**	**2,403**	**(59)**	**7,243**

Schedule of Forecast Changes

AS AT 30 June 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)	(268)	**(222)**
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	(268)	50,682
Adjustments to Surplus / (Deficit) After Tax			**-**	**(3,207)**	**50,007**	**(219)**	**46,581**
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)	(1,069)	**(6,546)**
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	(360)	**(2,107)**
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		(11,450)	**(9,792)**
Other financial assets - other investments	Investments	Loan advanced to ICHL			20,000	(2,000)	**18,000**
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**	**(14,879)**	**61,624**
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)	(12,660)	**(7,869)**
Borrowings	Investments	Borrowings to fund ICHL advance investment			20,000	(2,000)	**18,000**
Total Forecast Adjustments to Liabilities			**1,101**	**9,691**	**14,815**	**(14,660)**	**10,947**

Schedule of Forecast Changes

AS AT 30 June 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	(219)	**46,581**
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**	**(219)**	**50,677**

Statement of Comprehensive Revenue and Expense

As at 30 June 2024

	YTD Actual Jun 2024 ($000)	YTD Forecast Jun 2024 ($000)	Full Year Forecast 2024 ($000)	Annual Plan 2024 ($000)
REVENUE				
Rates and penalties	71,303	71,373	71,373	71,137
Fines	648	733	733	475
Subsidies and grants	16,168	16,482	16,482	16,621
Direct charges revenue	26,236	24,994	27,770	25,777
Rental revenue	3,326	3,428	3,428	3,653
Finance revenue	4,230	3,886	3,886	3,042
Dividends & subvention revenue	5,499	5,478	5,478	5,303
Total revenue	**127,410**	**126,374**	**129,150**	**126,008**
EXPENSES				
Employee expenses	34,409	33,807	33,807	33,005
Depreciation and amortisation	42,790	42,639	42,639	41,663
Other expenses	58,143	57,805	60,296	55,383
Finance expenses	5,077	4,920	4,920	4,368
Total expenses	**140,419**	**139,171**	**141,662**	**134,419**
Net operating surplus (deficit)	**(13,009)**	**(12,797)**	**(12,512)**	**(8,411)**
Other gains/(losses)	2,518	1,241	1,241	1,463
Surplus / (deficit) before tax	**(10,491)**	**(11,556)**	**(11,271)**	**(6,948)**
Income tax expense	0	0	0	0
Surplus (deficit) after tax	**(10,491)**	**(11,556)**	**(11,271)**	**(6,948)**
OTHER COMPREHENSIVE REVENUE AND EXPENSE				
Property, plant and equipment revaluation gain (loss)	2,610	50,904	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	**2,610**	**50,904**	**50,904**	**0**
TOTAL COMPREHENSIVE REVENUE AND EXPENSE	**(7,881)**	**39,348**	**39,633**	**(6,948)**

YTD forecast differs from the full year forecast due to a number of annual report adjustment not completed at the time of producing this report. This includes Council's share of Wastenet, allocation of net debt interest to activities and the revaluations of 3 waters and forestry assets.

Statement of Financial Position

AS AT 30 June 2024

	YTD Actual Jun 2024 ($000)	Full Year Forecast 2024 ($000)	Annual Report 2023 ($000)
ASSETS			
Cash and cash equivalents	12,122	2,897	15,443
Trade and other receivables	10,921	16,428	16,428
Prepayments	1,705	1,333	1,333
Inventories	366	602	602
Non-current assets held for resale	0	0	0
Property, plant and equipment	1,107,466	1,164,629	1,098,578
Intangible assets	2,130	8,577	2,391
Biological assets	4,203	4,371	4,203
Investment property	26,536	27,909	26,956
Investment in CCOs and similar entities	76,569	76,569	76,569
Other financial assets - other investments	60,002	57,255	44,124
Derivative financial instruments	751	751	751
TOTAL ASSETS	**1,302,771**	**1,361,321**	**1,287,378**
LIABILITIES			
Trade and other payables	12,102	18,683	18,683
Provisions	1,429	1,463	928
Employee benefit liabilities	2,907	3,810	3,810
Borrowings	152,146	158,274	124,499
Derivative financial instruments	0	0	0
Total liabilities	**168,584**	**182,230**	**147,920**
TOTAL EQUITY			
Retained earnings	373,249	365,898	378,519
Other reserves	760,938	813,193	760,939
Total equity	**1,134,187**	**1,179,091**	**1,139,458**
TOTAL LIABILITIES AND EQUITY	**1,302,771**	**1,361,321**	**1,287,378**