



PERFORMANCE REPORT

For the year ending 30 June 2022

He Ngākau Aroha – Our City with Heart





PERFORMANCE REPORT

For the year ending 30 June
2022

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PERFORMANCE REPORT

For the year ending 30 June
2022



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
$\leq 92\%$		
$92 < \leq 94\%$		
$94 < \leq 98\%$		
$98 \leq \leq 102\%$		
$102 < \leq 106\%$		
$> 106\%$		
If variance is below \$10,000		

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

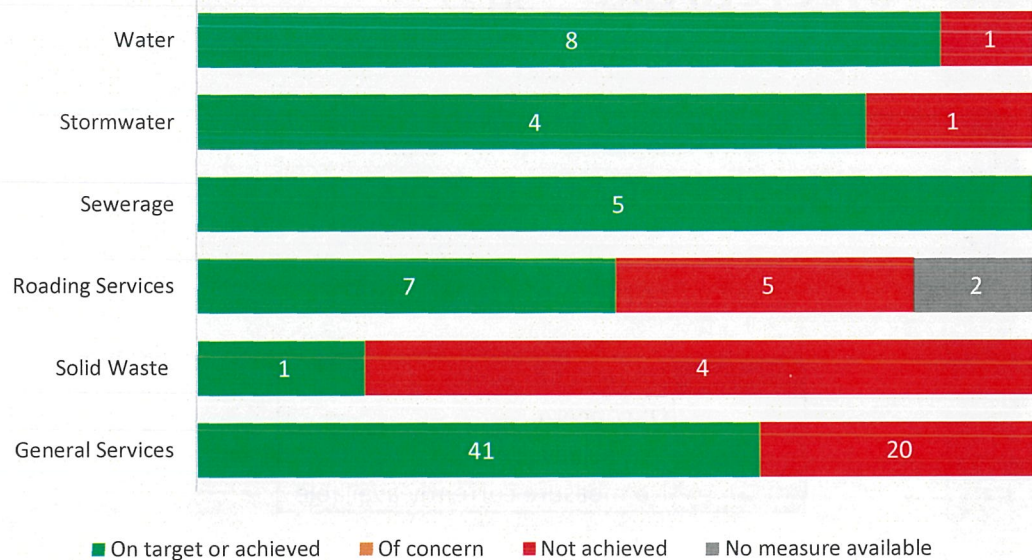
Net Operating surplus / (deficit)	
If Variance is positive	
If Variance is negative:	
Variance as % of forecast $< 6\%$	
Variance as % of forecast $> 6\%$	



Performance Summary

AS AT 30 June 2022

Level of service performance



Commentary - Level of service performance

Council began the first year of delivering the Long Term Plan (LTP) against a backdrop of Covid's resurgence in the community. With initial lockdowns leading into ongoing restrictions, there has been challenges for Council in delivery of some services.

Core services including a safe water supply have been maintained throughout. All but two water KPIs were achieved, with those missed as a result of a flooding incident in Bluff during quarter one, and a failure to meet deadlines for non-urgent water callouts due to Covid restrictions.

Solid waste has had difficulties meeting their targets this year, not achieving four of their five key performance indicators, and will be an area to be monitored in the next year. There are plans to increase education around waste minimisation, as well as working with schools and other promotions, which will require the appropriate resourcing at Wastenet.


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

General services, including Splash Palace, the library and He Waka Tuia were hindered by Covid restrictions on usage. This meant they were unable to reach the visitor number targets, and in some instances could not operate at full capacity when they were open. These trends have begun to reverse in the fourth quarter. There were success stories alongside this, with increased attendance at the parks as Invercargill residents utilised outdoor spaces during a noticeably warmer summer.

Performance Summary

AS AT 30 June 2022

Commentary - Level of service performance



Seven customer satisfaction measures have been included as part of this LTP and a new methodology has been introduced for the data gathering. The new survey company utilises self-selecting respondents to complete online surveying, which has impacted some of the measures of public opinion of council services. While parks and the library reached their satisfaction targets, the other measures did not and this can in part be attributed to a general trend of dissatisfaction with Council's nationally. These results will help provide a baseline for measuring going forward.

Council has had a challenging year, but overall has achieved 66 of 99 key performance indicators this year. It will be important to monitor how the lifting of restrictions impacts service delivery and maintain focus on the areas of concern.

Performance Summary

AS AT 30 June 2022

Financial performance YTD (\$000)

Net operating surplus / (Deficit)

Actual: **\$7,888**

Forecast: \$5,627

Variance: \$2,261 favourable

Revenue

Actual: **\$117,150**

Forecast: \$115,325

Variance: \$1,825 favourable



Expenditure

Actual: **\$109,262**

Forecast: \$109,698

Variance: \$436 underspent



	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	61,287	61,424	- 137		61,424	59,833
Subsidies and grants	24,930	21,990	+ 2,940		21,990	16,952
Income from activities	25,108	26,359	- 1,251		26,359	27,800
Investment revenue	5,825	5,552	+ 273		5,552	5,166
Total revenue	117,150	115,325	+ 1,825		115,325	109,751
Employee expenses	27,822	27,677	- 145		27,677	27,237
Other expenses	50,690	50,792	+ 102		50,792	50,075
Finance expenses	1,634	2,213	+ 579		2,213	2,247
Depreciation	29,116	29,016	- 100		29,016	28,233
Total expenses	109,262	109,698	+ 436		109,698	107,792
Net operating surplus / (deficit)	7,888	5,627	+ 2,261		5,627	1,959

Performance Summary

AS AT 30 June 2022

Net operating surplus by activity group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Water	7,586	6,339	+ 1,247		6,339	2,551
Stormwater	8,542	7,992	+ 550		7,992	5,320
Sewerage	502	1,464	- 962		1,464	1,773
Roading Services	561	(223)	+ 784		(223)	1
Solid Waste	(2,550)	(1,515)	- 1,035		(1,515)	(58)
General Services	(6,754)	(8,430)	+ 1,676		(8,430)	(7,628)
Council	7,887	5,627	+ 2,260		5,627	1,959

Commentary

For the year to 30 June 2022, the net operating surplus was \$7.9 million, higher than forecast by \$2.3 million. The additional surplus for the year includes \$1.1 million of extra government subsidy revenue for capital projects in the three waters activities. This funding is a one off and includes projects like Stead Street Stop Bank upgrade and Branhholme pipe line. This subsidy revenue will be reviewed as part of the annual report process to determine the amount Council can recognise as the conditions of the subsidy have been met. Additional \$1.9 million Roding subsidies revenue from Waka Kotahi was received for footpath work on the Stead Street Stop bank and higher maintenance and capital renewals completed.

Income from other activities for the year was lower than forecast by \$1.3 million. Covid restrictions have again had an impact on the fee paying customer interaction activities of Council with lower use of Public transport, lower admissions to Splash Palace and fewer touring shows at the Civic Theatre. Parking revenue (meter and compliance) has also reduced with an educational approach taken earlier in the year when new meters were introduced the CBD. The number of meters available were also lower due to city centre streetscape work in Don and Esk Streets. Council's share of transactions from Wastenet has not been included in the actual figures at the time of publication.


Employee expenses have ended the year \$0.1 million higher than forecast. The current employment market with low unemployment and rising wage expectations is proving a challenge in a number of activities as skilled people are in short supply or are priced out of our offer range. Total employee expenses of \$27.8 million for the year comprise:

- * \$25.9 million Salaries & wages (incl. leave, allowances and ACC)
- * \$1.9 million Other staff expenses (incl. training, recruitment, professional membership, elected member fees)

Performance Summary


AS AT 30 June 2022

Commentary



Finance expenses and Investment revenue have performed better than forecast. By withdrawing some term deposit investments on maturity to fund capital projects, in place of taking out new borrowings, has held our average borrowing rate lower for longer at 2.20% for the year. Investment interest rates have also been rising this year producing better returns than previously forecast on any reinvested funds.

From an activity view, 6 of the 19 activity's net operating finance performance were lower than forecast. These include:

- * Sewerage, which incurred additional maintenance costs to repair a failure on the Mersey Street rising main due to a poor joints system.
 - * Solid Waste, with increased costs related to higher volumes of waste received. Note: Council's share of Wastenet transactions has not been included in these numbers, this is forecast to improve the deficit by \$0.1 million.
 - * Parks and reserves, subsidy revenue is lower due to revenue recognition of funds received based on changes to timing of work programme and lower Cemetery/Cremation revenue caused by Covid restrictions on the Chapel usage.
 - * Aquatic Services employee costs have increased with higher staffing cover required and lower subsidy revenue used.
 - * Both Arts, Culture and Heritage as well as Venue and Events Services recorded minor variances to forecast.
- 

2021 - 2023 Anderson House

2021 - 2024 City Centre Upgrade Stage 1

2022 - 2024 City Centre Upgrade Stage 2

2021 - 2022 Bluff Boatramp Renewal

2021 - 2027 Southland Museum and Art Gallery

2022 - 2023 Southland Museum and Art Gallery Storage

2023 - 2025 Rugby Park Renewal

2023 - 2026 City Centre Upgrade Pt2

2024 Surrey Park Grandstand Renewal

Council laid out our Roadmap to Renewal in the 2021 – 2031 Long-term Plan. You can see our progress in delivering these key projects on this infographic.

- Anderson House and City Centre Streets Stage 1 are on schedule and on budget.
- The Bluff Boat Ramp project has been delayed due to budget increases linked to the complex marine environment. The project is now expected to commence later in 2022.
- Council has determined its preferred option for The Southland Museum and Art Gallery.
- The rest of the projects are not scheduled to commence until future years of the Plan. Work on the Water Tower will commence later but will still be finished in 2026/2027.

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PHASES CONCEPT PLAN DESIGN CONSTRUCTION

Capital Expenditure Summary

AS AT 30 June 2022

Commentary

Council has accomplished its largest ever capital delivery year, with \$49.9 million spent this year, \$2.0 million below forecast. This represents 68% of planned capital included in the Long-term plan for 2022/2023. The Anderson House project has been completed in July 2022. The City Centre Streetscapes Stage One and Stead Street Stop Bank projects are both nearing completion and remain within the total project forecasts. These projects form over half of this year's capital spend. The three waters pipe capital renewal programmes were each underspent for the year due to contractor availability and will be managed within the future continuous programme.

Capital Expenditure by activity group

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	LTP Planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Water	7,715	8,715	- 1,000	89%	8,715	9,600
Stormwater	11,045	12,373	- 1,328	89%	12,373	18,600
Sewerage	1,752	1,807	- 55	97%	1,807	5,500
Roading Services	9,905	9,235	+ 670	107%	9,235	9,900
Solid Waste	36	42	- 6	86%	42	100
General Services	19,409	19,730	- 321	98%	19,730	29,500
Council	49,862	51,902	- 2,040	96%	51,902	73,200

Road map to renewals projects

See Roadmap to renewals table for progress details on projects

Project		Actual	Forecast	% of forecast spent	LTP Planned capital
		(\$000)	(\$000)	%	(\$000)
Anderson House	2021/22	1,359	1,205	113%	1,100
	LTP	1,408	1,400	101%	1,400
City Centre Masterplan Streetscape - Stage 1	2021/22	10,671	10,026	106%	10,535
	LTP	11,505	17,487	66%	20,800
City Centre Masterplan Streetscape - Stage 2	2021/22	89	89	100%	-
	LTP	89	13,714	1%	-
Bluff Boat Ramp renewal	2021/22	142	171	83%	1,600
	LTP	250	1,800	14%	1,800
Southland Museum and Art Gallery	2021/22	670	910	74%	-
	LTP	670	65,460	1%	52,500
Water Tower	2021/22	16	16	102%	168
	LTP	19	4,100	0%	4,100
Rugby Park renewal	LTP	-	4,900	0%	4,900
City Centre Masterplan Urban Play	LTP	-	6,500	0%	6,500
Surrey Park Grandstand renewal	LTP	-	1,500	0%	1,500
Arts and Creativity Invercargill	LTP	-	17,600	0%	17,600
Additional Pool at Splash Palace	LTP	-	8,200	0%	8,200
Total	2021/22	12,947	12,417	104%	13,403
	LTP	13,941	142,661	10%	119,300



Water

Wai

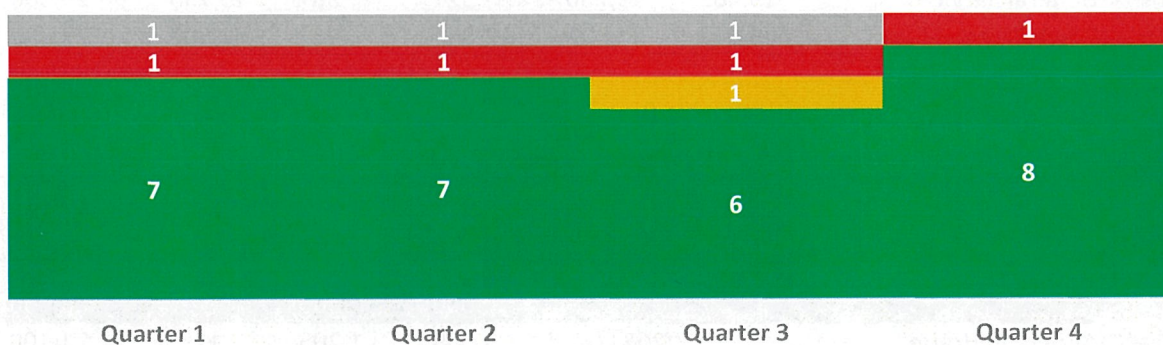
Commentary

Council has maintained a safe supply of potable water throughout the year, meeting the required performance measurements. The water team has maintained a quick response time, in most of the measures, however, miscommunication with a contractor during Covid restrictions led to delays in non-urgent call-outs. While this KPI was missed, it has been maintained at on-time requirements for the remainder of the year.

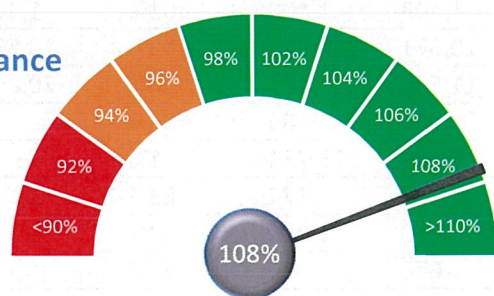
Financial Performance for Water Services has recorded a \$7.6 million surplus however this has been inflated by 3 Waters stimulus funding for capital projects, including the Branhholme pipeline replacement, received during the year. This subsidy revenue will be reviewed as part of the annual report process to determine the amount Council can recognise as the conditions of the subsidy have been met. The long period of dry weather in the second half of the year has lead to higher water sales volumes and revenue. Interest expenses associated with the Water services activity has not been allocated out from the treasury area at the time of reporting.

Level of Service

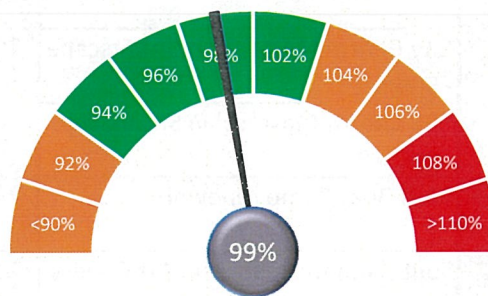
■ On target or achieved ■ Of concern
■ Not achieved ■ No measure available



Finance



Revenue YTD



Expenditure YTD

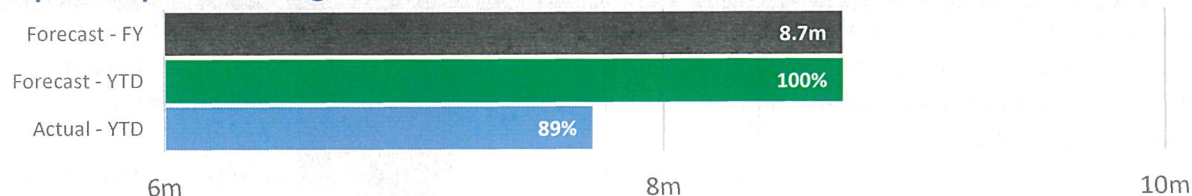
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 16,093,000	\$ 8,507,000	\$ 7,586,000
Forecast YTD:	\$ 14,944,000	\$ 8,605,000	\$ 6,339,000
Variance:	+ \$ 1,149,000 Favourable	+ \$ 98,000 Underspent	+ \$ 1,247,000 Favourable



Water

Wai

Capital expenditure against forecast



Level of Service

Measure	Target	Actual YTD	Status	Comment
The extent to which the Council's drinking water supply complies with part 4 of the drinking-water standards. (Bacteria compliance criteria)	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%		
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%	9.7%		
The median response time for urgent callouts, (from the time the Council receives notification to the time that service personnel reach the site).	4 Hours	0h 25m		
The median time to resolve urgent callouts (from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption).	24 Hours	1h 26m		



Water

Wai

Level of Service

Measure	Target	Actual	Status	Comment
Attendance for non-urgent call-outs: from the time that council receives notification to the time that service personnel reach the site	5 working days	5d 22h 51m		Due to Covid restrictions, the contractor was unable to undertake the work in time. However, despite this response times to non-urgent calls have continued to trend downwards throughout the year.
Resolution of non-urgent call-outs: from the time that the council receives notification to the time that service personnel confirm resolution of the fault or interruption	10 working days	6d 4h 14m		
The average consumption of drinking water per day per resident within the Invercargill City Council territorial district	Less than 300 litres/day	271		
The total number of complaints received by Council per 1,000 connections about any of the following: - Drinking water: clarity / water taste / odour / pressure of flow - Continuity of supply - Council's response to any of these issues	<10 in total	1.38		



Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Long-term Plan
Rates and penalties	8,624	8,624	-		8,624	8,611
Subsidies and grants	5,649	4,725	+ 924		4,725	1,010
Income from activity	1,820	1,595	+ 225		1,595	1,595
Investment revenue	-	-	-		-	-
Total revenue	16,093	14,944	+ 1,149		14,944	11,216
Employee expenses	(27)	-	+ 27		-	-
Other expenses	4,467	4,305	- 162		4,305	4,627
Finance expenses	-	237	+ 237		237	-
Depreciation	4,067	4,063	- 4		4,063	4,038
Total expenses	8,507	8,605	+ 98		8,605	8,665
Net operating	7,586	6,339	+ 1,247		6,339	2,551

Key capital projects over \$250,000

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	LTP planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Treatment plant renewals	386	475	- 89	81%	475	352
Pipe renewals	1,167	1,848	- 681	63%	1,848	2,987
	Lower than expected delivery due to resource constraints in the consultancy field. Reallocated funds towards Branhholme project.					
Exploration for underground water	756	715	+ 41	106%	715	-
	Work carried out and successful production pumping test of 10 days. Water land science evaluating test results for future alternative source. Report due in October 22.					



Sewerage

Waikeri

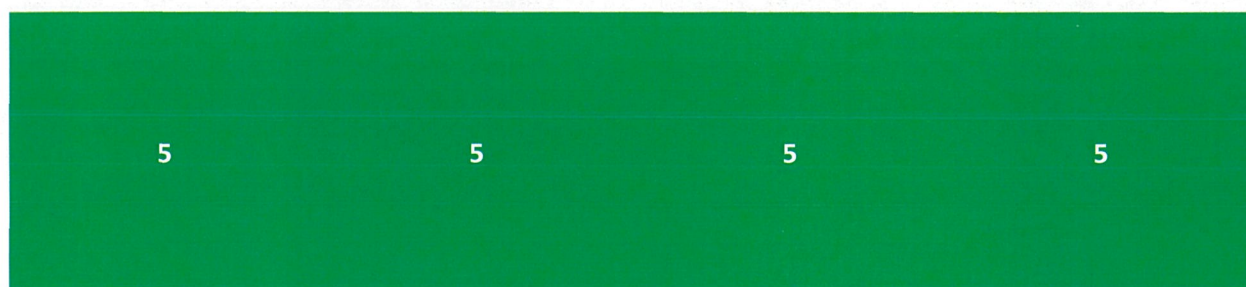
Commentary

The Council sewerage network met all of the DIA performance measures for this year, with no areas of concern.

Maintenance costs from a failure on the Mersey St rising main caused by a poor joints systems has driven the overspend for the year. The process of installing new air valves to relieve pressure is underway and will continue into next year. No other major rising main problems have been identified this year. 3 Waters stimulus funding received this year for investigating sewer mains using CCTV equipment is lower than forecast as the programme could not be completed by June 2022 and will continue into next year with the government extending the use of stimulus money until December 2022. Additional trade waste volumes as also increased income received.

Level of Service

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



Quarter 1

Quarter 2

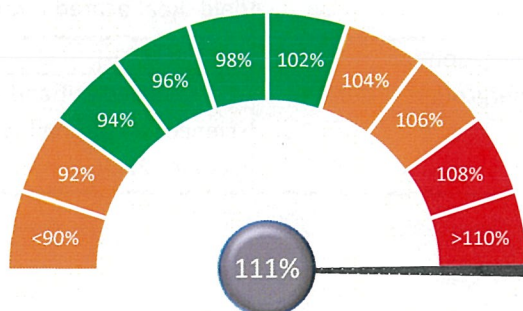
Quarter 3

Quarter 4

Finance



Revenue YTD



Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 8,571,000	\$ 8,069,000	\$ 502,000
Forecast YTD:	\$ 8,724,000	\$ 7,260,000	\$ 1,464,000
Variance:	- \$ 153,000 Unfavourable	- \$ 809,000 Overspent	- \$ 962,000 Unfavourable



Sewerage

Waikeri

Capital expenditure against forecast



Level of Service

Measure	Target	Actual YTD	Status	Comment
Number of dry weather sewerage overflows per 1,000 properties - DIA Performance Measure 1 (system and adequacy)	Max 4	2.29		
Compliance with Council's resource consents for discharge from its sewerage system - DIA Performance measure 2 (discharge compliance)	Max 0	0		
DIA Performance Measure 3 (fault response times)				
(a) The median response time to attend emergency blockages	<1 hour	0h 16m		
(b) The median response time to resolve emergency blockages	<6 hours	1h 15m		
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	1.9		



Sewerage

Waikeri

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	6,675	6,676	- 1		6,676	6,618
Subsidies and grants	770	1,096	- 326		1,096	1,320
Income from activity	1,126	952	+ 174		952	952
Investment revenue	-	-	-		-	-
Total revenue	8,571	8,724	- 153		8,724	8,890
Employee expenses	39	21	- 18		21	13
Other expenses	3,928	3,141	- 787		3,141	2,998
Finance expenses	-	-	-		-	-
Depreciation	4,102	4,098	- 4		4,098	4,106
Total expenses	8,069	7,260	- 809		7,260	7,117
Net operating	502	1,464	- 962		1,464	1,773

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	LTP Planned capital (\$000)
Treatment plant renewals	242	255	- 13	95%	255	1,943
Pipe renewals	957	1,155	- 198	83%	1,155	2,679
Pump Station renewals	242	255	- 13	95%	255	892



Stormwater

Wai tupuhi

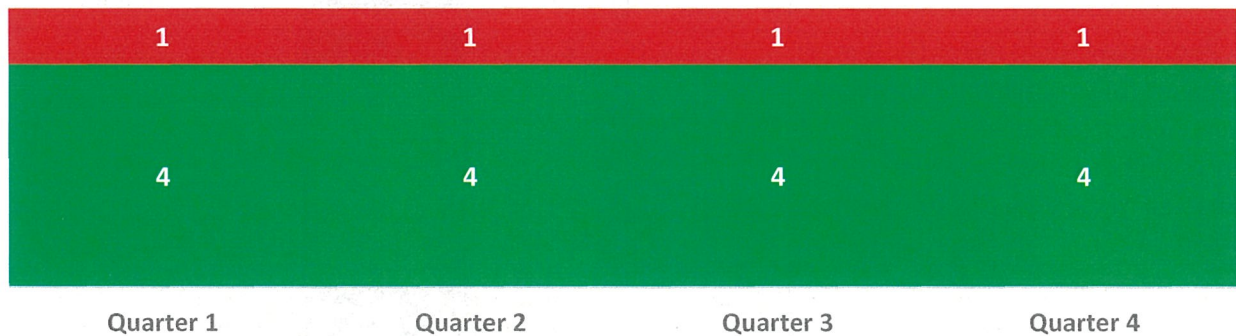
Commentary

Overall, the stormwater activity performed well in the financial year complying with four of the five DIA performance measures. The one miss was due to regional flooding which led to capacity problems in Bluff during the first quarter.

The financial performance of Stormwater is inline with forecast for the year with additional shovel ready subsidy able to be recognised this year due parts of the Stead Street Stop bank project being ahead of forecast. This subsidy revenue will be reviewed as part of the annual report process to determine the amount Council can recognise as the conditions of the subsidy have been met.

Level of Service

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



Finance



Revenue YTD



Expenditure YTD

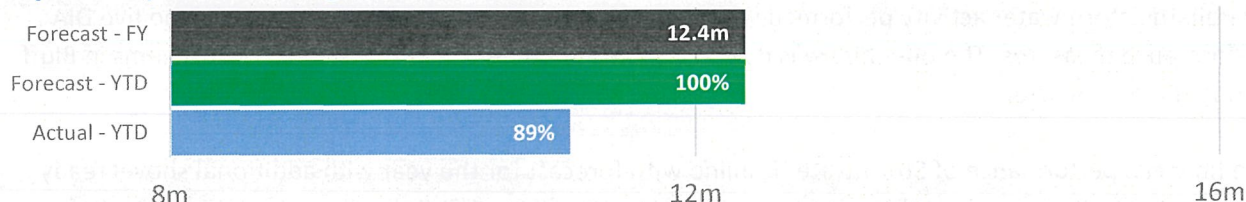
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 14,494,000	\$ 5,952,000	\$ 8,542,000
Forecast YTD:	\$ 13,918,000	\$ 5,926,000	\$ 7,992,000
Variance:	+ \$ 576,000 Favourable	- \$ 26,000 Overspent	+ \$ 550,000 Favourable



Stormwater

Wai tupuhi

Capital expenditure against forecast



Level of Service

Measure	Target	Actual YTD	Status	Comment
DIA Performance measure 1 (system adequacy) (a) The number of flooding events that occur in the Invercargill City district	0	2		Quarter one: Heavy rains, regional flooding, capacity problems in Bluff. There have been no further events.
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)	0	0		
DIA Performance measure 2 (discharge compliance) Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of:	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	<1 hour	100%		
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)	<4	2.06		

Wai tupuhi

	Actual YTD	Forecast	Variance		Full year	Long-term
	(\$000)	YTD			forecast	Plan
		(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	5,490	5,489	+ 1		5,489	5,156
Subsidies and grants	8,942	8,420	+ 522		8,420	5,320
Income from activity	62	9	+ 53		9	9
Investment revenue	-	-	-		-	-
Total revenue	14,494	13,918	+ 576		13,918	10,485
Employee expenses	3	2	- 1		2	-
Other expenses	2,067	2,046	- 21		2,046	1,303
Finance expenses	-	-	-		-	-
Depreciation	3,882	3,878	- 4		3,878	3,862
Total expenses	5,952	5,926	- 26		5,926	5,165
Net operating	8,542	7,992	+ 550		7,992	5,320

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	LTP Planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Treatment plant	-	600	- 600	0%	600	600
	Costs have been included in City Centre streetscape project.					
Pipe renewals	2,520	2,722	- 202	93%	2,722	3,502
Stead Street stop bank	12,184	12,301	- 117	99%	12,301	-
	Majority of project has been completed with some elements ahead of schedule. Total project still remains within budget.					



Roading Services

Ratonga rori

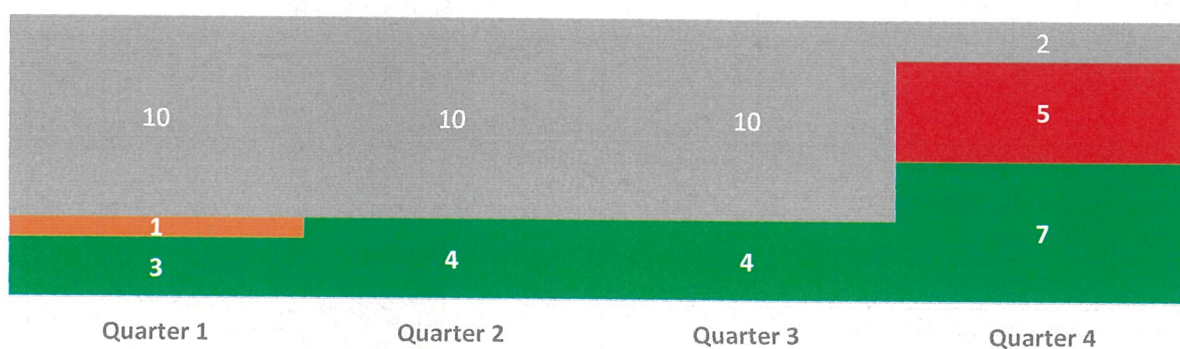
Commentary

There were a number of challenges for the roading team in gathering the data required to report the performance measures, as they rely on information being fed from national databases. A more complete picture is likely to be available in time for the Annual Report. Council did not achieve the performance measures around fatal and serious injury crashes this year and through its funding of Road Safety Southland will continue to work with Waka Kotahi on their Road to Zero programme to attempt to mitigate this in the future.

Covid disruption, removal of parking meters for the city centre streetscape project and the upgrade of the parking meters have all contributed to a drop of \$0.3 million in surplus for the parking area. This has been offset by the ability for an early Waka Kotahi claim for a capital subsidy for some roading elements of the Stead Street stop bank project. Although the maintenance requirements in the city centre has been lower due to the streetscape project, more maintenance has been reallocated on the rest of the network.

Level of Service

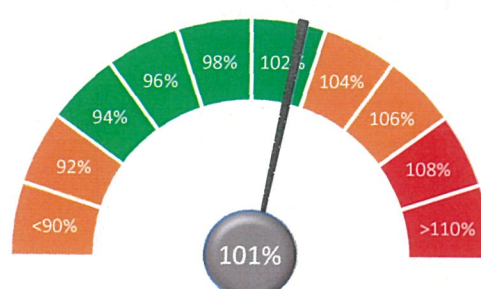
■ On target or achieved ■ Of concern
■ Not achieved ■ No measure available



Finance



Revenue YTD



Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 16,850,000	\$ 16,289,000	\$ 561,000
Forecast YTD:	\$ 15,861,000	\$ 16,084,000	(\$ 223,000)
Variance:	+ \$ 989,000 Favourable	- \$ 205,000 Overspent	+ \$ 784,000 Favourable



Roading Services

Ratonga rori

Capital expenditure against forecast



Level of Service

Measure	Target	Actual YTD	Status	Comment
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	Decreasing annually	Not Achieved		There have been seven more than the previous year. Work with Waka Kotahi on Road to Zero
Collective risk (crash density) – fatal and serious injury rate per km of road	Decreasing annually	Not Achieved		Work with Waka Kotahi on Road to Zero
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	Decreasing annually	Not Achieved		Work with Waka Kotahi on Road to Zero
The average quality of ride, on a sealed local road network, measured by smooth travel exposure	Higher than national average	Urban - 85% Rural - 98%		
The percentage of the sealed local road network that is resurfaced	> 5.5%	> 5.5% (2021); > 3.4% (2022)		Reseal programme was started late due to contractor availability, due to this the programme ran out of weather window to complete. Next year's programme is projected to be increase.



Roading Services

Ratonga rori

Level of Service

Measure	Target	Actual YTD	Status	Comment
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	< 8% in very poor condition	< 0.8%		
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	75%	78%		
The number of unplanned road closures and the number of vehicles affected by closures annually	< 8	Annual		Software to assist with the capture of data is still being reviewed for purchase and implementation.
Proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles	Maintain / Increase proportion	Annual		
Mean travel times for private motor vehicles on key routes	Maintain stable trend	Data unavailable		Data sources for this measure are still being developed. The data should be available in the first week of August.
The overall cost per km and vkt of routine maintenance activities, and cost by work category on each road network for the financial year	<= Peer Group Average	Data unavailable		Can't compare nationally until data is available. This should be the first week of August.



Roading Services

Ratonga rori

Level of Service

Measure	Target	Actual YTD	Status	Comment
An Invercargill street lighting fault is responded to promptly	> 75%	57%		Data for year reflects that performance is less than desired. Conversations are being held with the contractor.
Vandalised signs are promptly responded to and corrective actions commenced	> 85%	95%		
Damaged traffic signals are attended to promptly	> 85%	100%		

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	8,059	8,059	-		8,059	8,059
Subsidies and grants	7,961	6,013	+ 1,948		6,013	6,994
Income from activity	830	1,789	- 959		1,789	1,753
Investment revenue	-	-	-		-	-
Total revenue	16,850	15,861	+ 989		15,861	16,806
Employee expenses	230	230	-		230	485
Other expenses	6,164	5,966	- 198		5,966	6,615
Finance expenses	-	-	-		-	-
Depreciation	9,895	9,888	- 7		9,888	9,705
Total expenses	16,289	16,084	- 205		16,084	16,805
Net operating	561	(223)	+ 784		(223)	1



Roading Services

Ratonga rori

Key capital projects over \$250,000

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	LTP Planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Resurfacing. Rehabilitation and drainage renewals	4,432	4,255	+ 177	104%	4,255	7,139
	Settled weather has brought programme back on track with forecast					
Footpath renewals	954	850	+ 104	112%	850	1,361
Low cost, low risk capital renewals	635	613	+ 22	104%	613	930
Parking meters	629	647	- 18	97%	647	455
	Parking meters installed and operating.					



Solid Waste Management

Para

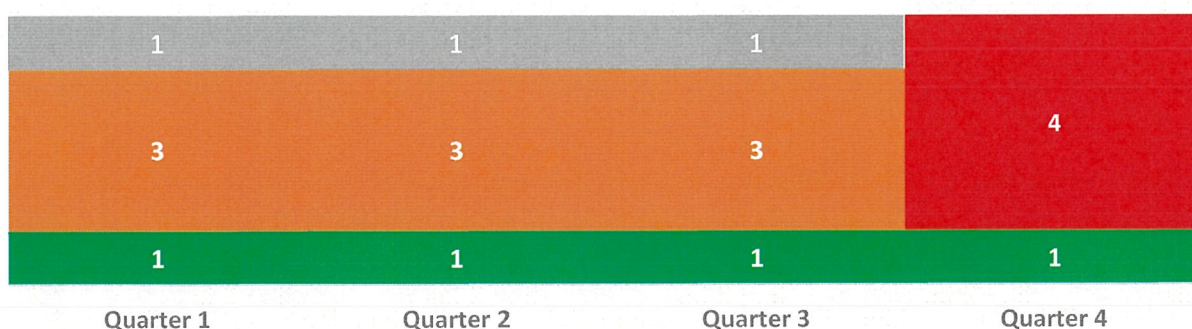
Commentary

Covid has highlighted new concerns for solid waste management as people's habits have altered, with more time spent at home and increases in online shopping. Four of the five KPIs have not been met this year, however, we have seen some improvement in the last two quarters. Of concern is the rate of discarded material per person, and the decreasing trend in kerbside recycling. There are plans in place for educational promotions and school programs, which are dependent on staff availability and these are being actioned for the new financial year.

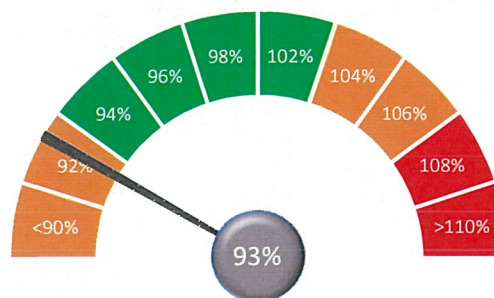
Solid Waste has incurred a number of cost increases in 2022 including additional contract costs from higher waste volumes, increasing ETS costs, increased costs for glass, fibre (paper & cardboard) & contamination disposal and recycling contract renewal. Council's share of transactions from Wastenet has not been included in the actual figures at the time of publication. The forecast for ICC shares was \$1.8 million revenue and \$1.7 million expenditure. Interest expenses associated with the Solid Waste activity has also not been allocated out from the treasury area at the time of reporting.

Level of Service

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



Finance



Revenue YTD

Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 8,314,000	\$ 10,864,000	(\$ 2,550,000)
Forecast YTD:	\$ 10,143,000	\$ 11,658,000	(\$ 1,515,000)
Variance:	- \$ 1,829,000 Unfavourable	+ \$ 794,000 Underspent	- \$ 1,035,000 Unfavourable



Solid Waste Management

Para

Capital expenditure against forecast



Level of Service

Measure		Target	Actual YTD	Status	Comment
Discarded materials rate per person per annum (kgs)		650kg per person per annum.	726		Since Covid rubbish has increased as people are home more and getting
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Kerbside recycling	Increasing trend	3126.07		There has been a continued decrease over the last two quarters which can be linked to limited education in recent years, as well as increases in re-purposing items. Options are being investigated around a more circular economy and where to send recyclables, alongside increases to educational programmes.
	Landfill rubbish	Decreasing trend	11142.78		
	Solid waste to landfill	Decreasing trend	23320.34		
	Diverted material	Increasing trend	9146.94		



Solid Waste Management

Para

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Long-term Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	4,731	4,731	-		4,731	4,826
Subsidies and grants	-	-	-		-	-
Income from activity	3,583	5,412	- 1,829		5,412	5,412
Investment revenue	-	-	-		-	-
Total revenue	8,314	10,143	- 1,829		10,143	10,238
Employee expenses	1	97	+ 96		97	182
Other expenses	10,370	11,043	+ 673		11,043	10,003
Finance expenses	-	27	+ 27		27	-
Depreciation	493	491	- 2		491	111
Total expenses	10,864	11,658	+ 794		11,658	10,296
Net operating	(2,550)	(1,515)	- 1,035		(1,515)	(58)



General Services

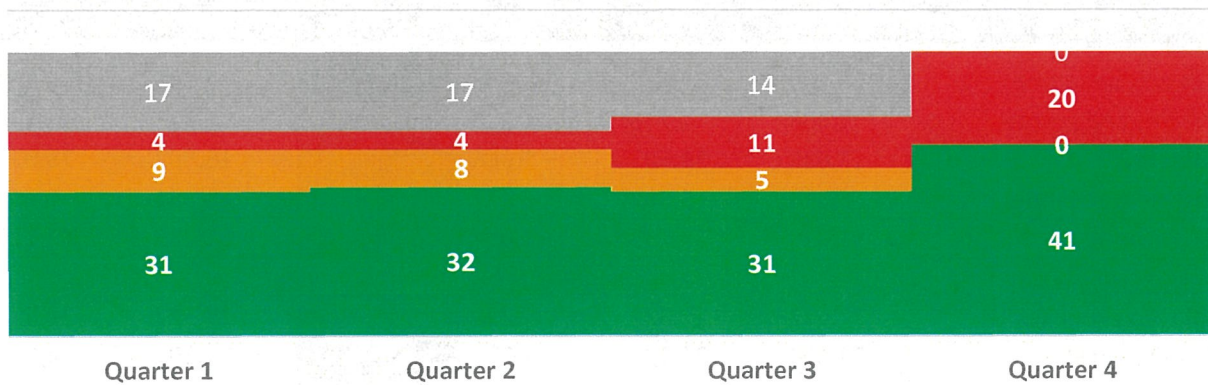
Ngā ratonga

Commentary

See individual activities within the General Services Group for commentary

Level of Service

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



Finance



Revenue YTD



Expenditure YTD

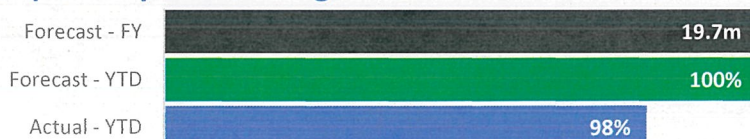
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 52,829,000	\$ 59,583,000	(\$ 6,754,000)
Forecast YTD:	\$ 51,735,000	\$ 60,165,000	(\$ 8,430,000)
Variance:	+ \$ 1,094,000 Favourable	+ \$ 582,000 Underspent	+ \$ 1,676,000 Favourable



General Services

Ngā ratonga

Capital expenditure against forecast



18m

21m

Financials - Group

	Actual YTD	Forecast YTD	Variance		Full year forecast	Long-term Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	27,709	27,845	- 136		27,845	26,563
Subsidies and grants	1,608	1,736	- 128		1,736	2,308
Income from activity	17,688	16,602	+ 1,086		16,602	18,079
Investment revenue	5,824	5,552	+ 272		5,552	5,166
Total revenue	52,829	51,735	+ 1,094		51,735	52,116
Employee expenses	27,577	27,327	- 250		27,327	26,557
Other expenses	23,694	24,291	+ 597		24,291	24,529
Finance expenses	1,634	1,949	+ 315		1,949	2,247
Depreciation	6,678	6,598	- 80		6,598	6,411
Total expenses	59,583	60,165	+ 582		60,165	59,744
Net operating	(6,754)	(8,430)	+ 1,676		(8,430)	(7,628)

Financials - Net operating surplus / (deficit) by activity

	Actual YTD	Forecast YTD	Variance		Full year forecast	Long-term Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Democratic Process	(1,061)	(1,197)	+ 136		(1,197)	(781)
Regulatory Services	(931)	(1,260)	+ 329		(1,260)	-
Parks and Reserves	534	1,368	- 834		1,368	(50)
Libraries	(235)	(242)	+ 7		(242)	-
Aquatic Services	(1,616)	(1,268)	- 348		(1,268)	213
Arts, Culture and Heritage	181	212	- 31		212	-
Venue and Events Services	(212)	(161)	- 51		(161)	(433)
Public Transport	232	(93)	+ 325		(93)	16
Public Toilets	89	66	+ 23		66	-
Housing Care	(474)	(611)	+ 137		(611)	(465)
Investments	5,874	5,138	+ 736		5,138	4,334
Corporate Services	(9,552)	(9,740)	+ 188		(9,740)	(10,399)
Property	(5)	(243)	+ 238		(243)	22
City Centre	419	24	+ 395		24	(85)
Net operating	(6,757)	(8,007)	+ 1,250		(8,007)	(7,628)



General Services

Ngā ratonga

Key capital projects over \$250,000

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	LTP Planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Property file digitalisation	754	719	+ 35	105%	719	-
	Digitisation of records has begun locally with PBS setting up an office locally to support the project. Pilot is completed and the project has successfully transitioned to production.					
Bluff Boat Ramp renewal	142	171	- 29	83%	171	1,600
	Appointment of design engineer has been slower than expected due to Covid and availability					
Housing Care building improvements	589	733	- 144	80%	733	1,256
	Stage one (heating) completed. Stage two (fans) started.					
Public Toilets renewals	83	400	- 317	21%	400	361
	Waikiwi toilet installation to be completed in 2022/2023					
City Centre Masterplan Streetscape	10,760	10,115	+ 645	106%	10,115	10,535
	Slowed progress earlier in the year has been recovered over the second half of year.					
Demolition of Esk Street West buildings	-	-	-	0%	-	3,476
	Property sold, work no longer required.					
Animal Care facility renewals	236	176	+ 60	134%	176	471
	Majority of programme reforecast into 2022/23. Some minor fencing and heat pump work brought forward into this year.					
Anderson House strengthening	1,359	1,205	+ 154	113%	1,205	1,100
	Project has been completed and within overall budget					
Library building renewals	9	9	- 0	99%	9	570
	Lift work reforecast into 2022/23					
Splash Palace building renewals	967	545	+ 422	178%	545	1,074
	Painting and other renewals completed in June. Bulkhead installation delayed due to resources availability and forecasted into 2022/2023 year					
Museum building redevelopment	367	360	+ 7	102%	360	1,432
	Project on track both programme and spending .					
Civic building renewals	98	260	- 162	38%	260	250
	Appointment of consultants is slightly behind programme and will be now done in 2022/23					



General Services

Democratic Process

Commentary

Against a national backdrop of dissatisfaction with local democracy, satisfaction regarding community involvement in Council decision-making was low. Well short of the 50% target for satisfaction, the 18% result likely reflects recent Council media coverage. In contrast, the first year of operation for the Community Wellbeing Fund was very successful with the number of activities funded exceeding targets. A wide range of activities have been supported and community feedback on the application process has been positive. Covid has impacted both the number of activities the fund was able to support due to event cancellations and opportunities for community engagement. Changing restrictions will be likely influence these numbers moving forward.

The financial performance of the Democratic Process activity was in-line with the forecast. It is noted that the forecast did include an classification in Other Expenses which should have been in line with the planned amount and the employee expenses should have reflected the additional elected and mana whenua fees together with staffing changes made earlier in the year.

Level of Service

Measure	Target	Actual YTD	Status	Comment
Percentage of residents' survey respondents who provide a rating of satisfied or greater with the opportunities Council provides for community involvement in decision making.	50%	18%		This result is likely to have been influenced by Council media coverage and is in line with national dissatisfaction trends for the democratic process at Councils. A major new engagement platform letstalk.icc.govt.nz has been launched supported by regular communications about engagement opportunities.
Number of activities or events supported by the Community Wellbeing Fund	25	55		



General Services

Democratic Process

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	5,855	5,856	- 1		5,856	5,872
Subsidies and grants	104	25	+ 79		25	25
Income from activity	52	22	+ 30		22	22
Investment revenue	-	-	-		-	-
Total revenue	6,011	5,903	+ 108		5,903	5,919
Employee expenses	3,455	3,283	- 172		3,283	3,016
Other expenses	3,600	3,805	+ 205		3,805	3,660
Finance expenses	-	-	-		-	-
Depreciation	17	12	- 5		12	24
Total expenses	7,072	7,100	+ 28		7,100	6,700
Net operating surplus / (deficit)	(1,061)	(1,197)	+ 136		(1,197)	(781)



General Services

Regulatory Services

Commentary

The 100% target for consents issued by regulatory services is set for Council, and with the backdrop of national resourcing issues, two KPIs were missed early in the year. However, despite a large increase of resource applications (60% in the last three years) there has been a continued trend towards meeting service targets. The food and alcohol applications have maintained a 100% on time delivery. Alongside this, there have been new measures introduced around the identification of earthquake-prone buildings and heritage buildings. Council is meeting all of their obligations around these.

Financial Performance has improved over the final quarter of the year with a busy 4th quarter in the Building & Planning department generating higher revenue than forecast. Expenses as a whole were in line with forecast but it is noted that contract resources continue to be used to support the delivery of some parts of the Regulatory Services activity.

Level of Service

Measure	Target	Actual YTD	Status	Comment
We process building, resource consent, food and alcohol applications in accordance with the quality manual and statutory timeframes	food applications are issued within 20 working days of receipt	100%		
	100% alcohol applications not requiring a hearing are issued within 30 working days of receipt	100%		
	100% building	99%		A small number of Building Consents had gone over early in the year due to recent changes in staff and processes. New process were communicated to all staff and contractors.



General Services

Regulatory Services

Level of Service

Measure	Target	Actual YTD	Status	Comment
We process building, resource consent, food and alcohol applications in accordance with the quality manual and statutory timeframes	non-notified resource consents not requiring a hearing	85%		Continued substantive increases in numbers of applications alongside nationwide difficulties in resourcing have provided ongoing challenges. Notably Council is still performing at a comparable, if not higher level, than the national average. Additional contractor resources are now in place which is helping to address the issue.
We identify potentially earthquake-prone buildings	Potentially earthquake-prone buildings are identified in 20% of the blocks identified by the Priority Buildings Area maps*	100%		
We promote incentives to owners of heritage buildings, especially when they undertake earthquake strengthening	Earthquake-prone buildings incentives are developed and implemented	Achieved		



General Services

Regulatory Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	422	422	-		422	422
Subsidies and grants	-	-	-		-	-
Income from activity	4,988	4,762	+ 226		4,762	5,517
Investment revenue	-	-	-		-	-
Total revenue	5,410	5,184	+ 226		5,184	5,939
Employee expenses	2,991	3,118	+ 127		3,118	3,278
Other expenses	3,326	3,304	- 22		3,304	2,593
Finance expenses	-	-	-		-	-
Depreciation	24	22	- 2		22	68
Total expenses	6,341	6,444	+ 103		6,444	5,939
Net operating surplus / (deficit)	(931)	(1,260)	+ 329		(1,260)	-



General Services

Parks and Reserves

Commentary

While Covid has hampered activity in many areas of Council, the Parks and Recreation team have seen an overall increase in numbers visiting while also maintaining the national reputation with Queens Park retaining its accreditation as a, "Garden of National Significance". They have met all of their targets in terms of maintaining the area of actively maintained parks and recreational land at or above the national median, and recorded a user satisfaction rating of 80% in the resident survey.

The financial performance of the Parks and Reserves area has ended the year lower than forecast. With the Bluff boat ramp project construction being deferred to 2023/2024, the subsidy revenue forecast to be received can not be recognised in this financial year. Cemetery/Crematorium revenue has also ended lower than forecast with Covid restrictions on the community reducing the usage of the chapel. Forestry performance has ended the year inline with forecast with a \$0.6 million surplus.

Level of Service

Measure		Target	Actual YTD	Status	Comment
Queens Park is accredited as a "Garden of National Significance"		Retain accreditation	Achieved		
Percentage of customers satisfied with parks identified through annual user surveys		New measure	0.8		
Maintain the area of actively maintained parks and recreational land at or above the national median Number of activities or events supported by the Community Wellbeing Fund	Area of actively maintained parkland (hectares per 1000 residents)	24.4ha	24.4ha		
	Including Premier Parks (i.e. Queens Park, Anderson House, Otepuni Gardens)	112ha	112ha		
	Area of natural parkland (hectares per 1000 residents)	27.9ha	27.9ha		
	Area of Sports Parks (hectares per 1000 residents)	2.5ha	2.5ha		
	Grass fields (total)	105.6ha	105.6ha		
	Non-grass sports surfaces (total)	2.1ha	2.1ha		



General Services

Parks and Reserves

Level of Service

Measure		Target	Actual YTD	Status	Comment
Maintain the area of actively maintained parks and recreational land at or above the national median	Number of Playgrounds (per 1000 children)	6.9	7.2		
	Number of street trees (approximate number per 1000 residents). Note: assessed numbers to be confirmed	Maintain	109		
	Gardens/ Horticultural planted beds (m ² per 1000 residents)	4,701m ²	4,701m ²		
	Grass Mowing (hectares per 1000 residents)	8.1ha	8.1ha		
Number of activities or events supported by the Community Wellbeing Fund	Trails (km per 1000 residents) note: assessed numbers TBC	700.4m	700.4m		
	Percentage of health and safety complaints are investigated and mitigated where possible	100%	100%		
	Community groups are working with Council to implement pest control	1	4		
Number of visitors per head of Invercargill population identified through annual user surveys		Increasing use	Increasing use		



General Services

Parks and Reserves

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Long-term Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	7,534	7,527	+ 7		7,527	7,527
Subsidies and grants	86	375	- 289		375	400
Income from activity	2,761	3,002	- 241		3,002	2,361
Investment revenue	-	-	-		-	-
Total revenue	10,381	10,904	- 523		10,904	10,288
Employee expenses	4,824	4,559	- 265		4,559	4,538
Other expenses	4,358	4,332	- 26		4,332	4,713
Finance expenses	-	-	-		-	-
Depreciation	665	645	- 20		645	1,087
Total expenses	9,847	9,536	- 311		9,536	10,338
Net operating surplus / (deficit)	534	1,368	- 834		1,368	(50)



General Services

Libraries

Commentary

This was another challenging year for the library with the backdrop of Covid causing disruption to the services at the library. Visitor numbers were affected by the vaccination mandates, and the target of 515,000 visitors was not achieved. However, the final quarter did see a return to pre-Covid numbers as programmes and events were resumed. The resident survey showed 87% of library users rated the collections as satisfactory or greater, and the library was able to maintain the percentage of collection which was published in the last five years at 60.5%, despite supply chain challenges.

The financial performance for the year is inline with forecast. Extra funding during the year has been received from the New Zealand Libraries Partnership Programme which has been used to offset increased salaries, subscriptions and equipment costs.

Level of Service

Measure	Target	Actual YTD	Status	Comment
Percentage of collection published in the past 5 years (excludes heritage collections)	>60%	61%		
Percentage of library customers who rate the library collections as satisfactory or greater in annual residents' survey	>85%	87%		
Number of visits per year	515,000	462,647		Covid restrictions have affected visitor numbers specifically while vaccination mandates were in place. The final quarter showed a return to pre-Covid numbers as programmes and events were resumed. Visitor numbers will continue to be monitored and updates provided.



General Services

Libraries

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	2,650	2,650	-		2,650	2,650
Subsidies and grants	2	5	- 3		5	5
Income from activity	295	173	+ 122		173	152
Investment revenue	-	-	-		-	-
Total revenue	2,947	2,828	+ 119		2,828	2,807
Employee expenses	1,925	1,820	- 105		1,820	1,767
Other expenses	555	549	- 6		549	539
Finance expenses	-	-	-		-	-
Depreciation	702	701	- 1		701	501
Total expenses	3,182	3,070	- 112		3,070	2,807
Net operating surplus / (deficit)	(235)	(242)	+ 7		(242)	-



General Services

Aquatic Services

Commentary

Visitor numbers to the pools and availability of lane space was impacted by the Covid restrictions this year. On top of this, Splash Palace was closed for the month of June which did not allow for a clear picture of the recovery potential in this activity. The satisfaction target of 85 percent, which had previously been for swim school participants, is now based on pool users who responded to the resident survey and was not met this year. A new measure has been introduced for the pools regarding New Zealand Pool Water Standards, which were met 100 percent of the time.

The above mentioned Covid restrictions and closure period plus limited operations of the hydro slides have had a significant impact on the financial performance. Lower subsidy revenue has been used for the swim school due to reduce classes held during year. Fees and charges revenue was above the revised forecast, but lower than past years. Many of the operational costs of running the pool are fixed and therefore were not able to be reduced to as far as expected to offset the loss revenue. Additional security was also required during the Covid restrictions period. Employee expenses are higher than forecast due to increased staffing cover requirements.

Level of Service

Measure	Target	Actual YTD	Status	Comment
Number of visits per head of (Invercargill City) population	>6.5	4.57		Effects of August lockdown and changes to operating in levels under Covid restrictions reduced participation, while the pool was closed for five weeks over June for maintenance.
User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above	85%	74%		This is a new KPI which represents pool users more widely than the one previous which was just swim school users.



General Services

Aquatic Services

Level of Service

Measure	Target	Actual YTD	Status	Comment
Time when a minimum of four 25 metre public lanes are available for swimming	95%	88%		Changes in Covid operations required empty buffer lanes between users making them unavailable. This has become better as restrictions have eased and a reasonably normal operation ensued
Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010	100%	100%		

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	139	168	- 29		168	168
Income from activity	1,213	1,171	+ 42		1,171	2,655
Investment revenue	-	-	-		-	-
Total revenue	1,352	1,339	+ 13		1,339	2,823
Employee expenses	1,836	1,576	- 260		1,576	1,609
Other expenses	1,110	1,012	- 98		1,012	972
Finance expenses	-	-	-		-	-
Depreciation	22	19	- 3		19	29
Total expenses	2,968	2,607	- 361		2,607	2,610
Net operating surplus / (deficit)	(1,616)	(1,268)	- 348		(1,268)	213



General Services

Arts, Culture and Heritage

Commentary

In He Waka Tuia's first full year of operation, it has been dealing with the challenges of Covid restrictions. This has impacted the visitor numbers, however, in the fourth quarter attendance has increased. The Customer satisfaction rating was targeted to be 7-8 out of 10, but the changes in surveying methodology has resulted in a rating of 19 percent deeming the venue as satisfactory or above. This number includes all respondents to the Invercargill Resident's Survey, whether they visited He Waka Tuia or not.

Other expenditure during the year has been higher than forecast as a number of pilot projects were undertaken in the digitisation of parts of the collection. This was designed to provide detail for a RFP to be issued in late 2022/2023 for the digitisation of the photographic, archives, art and social history collections held by Southland Museum & Art Gallery. Additional materials were also purchased to enable the packup of the collection continue to be undertaken. Several specialist collection technicians were also engaged during the year to work on the textile and social history collection following several staff vacancies.

Level of Service

Measure	Target	Actual YTD	Status	Comment
He Waka Tuia - Number of visits per head of Invercargill City population	9,000	7,875		Covid restrictions have reduced community engagement. However, numbers have rebounded since the lifting of these restrictions. Exhibitions have been reviewed with a focus on Invercargill and Southland based themes, also local content exhibitions which directly engage the community.



General Services

Arts, Culture and Heritage

Level of Service

Measure	Target	Actual YTD	Status	Comment
He Waka Tuia - Customer satisfaction rating is satisfactory or above	7-8	0.19		Covid restrictions limited visitor access, and following the restrictions being lifted higher level of exhibitions and customer engagements have occurred. Community focused exhibitions with a higher level of turnover. Six exhibitions are currently planned in the community in addition to He Waka Tuia base programme.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	1,913	1,913	-		1,913	1,913
Subsidies and grants	29	-	+ 29		-	(5)
Income from activity	1,710	1,241	+ 469		1,241	1,241
Investment revenue	-	-	-		-	-
Total revenue	3,652	3,154	+ 498		3,154	3,149
Employee expenses	488	586	+ 98		586	651
Other expenses	2,828	2,205	- 623		2,205	2,484
Finance expenses	-	-	-		-	-
Depreciation	155	151	- 4		151	14
Total expenses	3,471	2,942	- 529		2,942	3,149
Net operating surplus / (deficit)	181	212	- 31		212	-



General Services

Venue and Events Services

Commentary

While traditional usage of Council's Venues and Events Services were impacted by the Covid restrictions, cumulative annual visitation numbers were exceeded due to the vaccination programme which saw large numbers through the Civic Theatre. The fourth quarter has seen an increase in visitation trends, and new initiatives are planned for the year ahead.

The financial performance for the activity has been impacted by Covid restrictions during the year however the return of a few shows late in the year have pushed related revenue and expenses above forecast as has additional cleaning staff requirements. Rental income from the vaccination clinic has cushioned the overall financial impact. Rugby Park continues to impact its saleability.

Level of Service

Measure	Target	Actual YTD	Status	Comment
Increase public use of venue services through the attraction and support for a range of community events through to touring shows and performances	>55 bookings	71	Green	
	>28% occupancy rate	21% (72 days occupied)	Red	Covid impacted at red settingFollowing Ministry guidelines on events and will continue to provide updates.
	>70 bookings	1	Red	No action is required as venue is fully booked.
	>11% occupancy rate	100%	Green	
	>10 regional events	36	Green	
	>6 special interest events	17	Green	
	>35 community events	40	Green	



General Services

Venue and Events Services

Level of Service

Measure		Target	Actual YTD	Status	Comment
Increase public use of venue services through the attraction and support for a range of community events through to touring shows and performances	Expanding the use and awareness of the Scottish Hall as a venue for meetings and a range of social and cultural experiences	>40 bookings	58		
		>18% occupancy rate	19% (66 days occupied)		Following Ministry guidelines on events and will continue to provide updates.
		>10 special interest events	26		
		>30 community events	35		
	Expanding the use and awareness of the Rugby Park as a venue for meetings and a range of social, cultural and sporting experiences	>25 bookings	23		Limited opportunities to hire beyond core hireage to Rugby until improvements undertaken to the venue. COVID impacted 39 full days this quarter
		>8% occupancy rate	7%		Limited opportunities to hire beyond core hireage to Rugby until improvements undertaken to the venue.
		>13 regional events	23		
		>12 community events	3		Limited opportunities to hire beyond core hireage to Rugby until improvements undertaken to the venue. COVID impacted 39 full days this quarter



General Services

Venue and Events Services

Level of Service

Measure	Target	Actual YTD	Status	Comment
Number of visits per head of Invercargill City population	40%	1.6 Vph 158% (89,970 Visits)		
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good	>80%	38%		Covid has created Interruptions to service delivery and reduced experience / cancellations. A customer experience improvement programme is underway for all venues

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	276	276	-		276	276
Subsidies and grants	-	-	-		-	-
Income from activity	355	310	+ 45		310	310
Investment revenue	-	-	-		-	-
Total revenue	631	586	+ 45		586	586
Employee expenses	480	445	- 35		445	248
Other expenses	354	299	- 55		299	754
Finance expenses	-	-	-		-	-
Depreciation	9	3	- 6		3	17
Total expenses	843	747	- 96		747	1,019
Net operating surplus / (deficit)	(212)	(161)	- 51		(161)	(433)



General Services

Public Transport

Commentary

The Covid impact to public transport has been noticeable and the lifting of restrictions has not increased passenger numbers for the bus service. The numbers have continued to be lower than similar periods in previous years, and patrons are instead using other modes of travel. The Government has provided a 50% fare reduction, which has increased numbers but not to pre-Covid levels. The methodology for the satisfaction rating has been changed this year, using data from bus users who completed the resident survey instead of in-person surveying on buses. There has been a significant drop in the satisfaction ratings for quality and price following this change. However, the Total Mobility Scheme continues to be operated, with usage increasing among the more vulnerable members of the community.

Financial performance for the year is better than forecast despite lower patronage revenue received due to reasons stated above. Operating and contractual costs have been managed inline with usage of the service.

Level of Service

Measure	Target	Actual YTD	Status	Comment
Total public transport boardings	Year on Year increase	109471		Patronage numbers have not returned after Covid and are lower compared to similar periods. Patrons have not returned and are using other modes of travel. Government has provided 50% fare reductions and numbers appear to have increased but are still significantly less than pre Covid.
Customer satisfaction rating for quality is satisfactory or above	70%	55%		There was a change in the surveying approach this year as no onboard surveys were undertaken. This has changed the rating system which may have impacted the results.



General Services

Public Transport

Level of Service

Measure	Target	Actual YTD	Status	Comment
Customer satisfaction with price is satisfactory or above	80%	23%		There was a change in the surveying approach this year as no onboard surveys were undertaken. This has changed the rating system which may have impacted the results.
Council administers and supports the Total Mobility scheme.	Total Mobility Scheme is administered	0		

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	890	894	- 4		894	872
Subsidies and grants	1,248	1,163	+ 85		1,163	1,357
Income from activity	167	408	- 241		408	308
Investment revenue	-	-	-		-	-
Total revenue	2,305	2,465	- 160		2,465	2,537
Employee expenses	5	-	- 5		-	6
Other expenses	1,911	2,401	+ 490		2,401	2,506
Finance expenses	-	-	-		-	-
Depreciation	157	157	-		157	9
Total expenses	2,073	2,558	+ 485		2,558	2,521
Net operating surplus / (deficit)	232	(93)	+ 325		(93)	16



General Services

Public Toilets

Commentary

The public toilets in the community have met their target of remaining operational 95% of the time, despite the challenges of Covid. Financial performance is better than forecast as Covid restrictions during the year have lowered cleaning consumables usage than expected.

Level of Service

Measure	Target	Actual YTD	Status	Comment
Public toilets are operational 95% of open hours (which is 24 hours per day)	95%	95%		

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	687	687	-		687	687
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	687	687	-		687	687
Employee expenses	3	-	- 3		-	-
Other expenses	458	484	+ 26		484	625
Finance expenses	-	-	-		-	-
Depreciation	137	137	-		137	62
Total expenses	598	621	+ 23		621	687
Net operating surplus / (deficit)	89	66	+ 23		66	-



General Services

Housing Care

Commentary

The Council owned housing complexes continue to provide affordable housing options, and have met the targets across all of the performance measures. This means that units are occupied 98 percent of the time and requests for service are actioned promptly.

Housing occupancy and demand remains at a high level, with financial performance inline with the Plan for the year. Some maintenance has had to be deferred to 2022/23 due to contractors unavailability.

Level of Service

Measure	Target	Actual YTD	Status	Comment
Units are occupied 95% of the time	95%	98%		
Requests for service are responded to and remedial action in place: - Urgent	24	24		
Requests for service are responded to and remedial action in place: - Non-Urgent	5	5		

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	-	-	-		-	-
Income from activity	1,377	1,389	- 12		1,389	1,389
Investment revenue	-	-	-		-	-
Total revenue	1,377	1,389	- 12		1,389	1,389
Employee expenses	-	-	-		-	-
Other expenses	939	1,090	+ 151		1,090	909
Finance expenses	-	-	-		-	-
Depreciation	912	910	- 2		910	945
Total expenses	1,851	2,000	+ 149		2,000	1,854
Net operating surplus / (deficit)	(474)	(611)	+ 137		(611)	(465)



General Services

Investments

Commentary

There is ongoing work to produce the Investment Report to correctly align the properties included as currently there are issues with some vacant properties which should be transferred to the appropriate services. A fuller picture of this should be available in the next year.

Officers have minimised the impact of rising interest rates this year by withdrawing maturing term deposit investment funds to fund capital projects, in place of taking out new borrowings. This has kept the average borrowing interest rate for the year at 2.20% and saved Council an extra \$700,000 this year. Council also received dividend income from Invercargill City Holdings Limited for \$4.9 million, in line with the forecast.

In Investment Property, higher milk prices have lead to a better operating surplus (before the allocation of interest costs) for the Awarua Farm of \$729,000 compared to a planned surplus of \$544,000. Don Street recorded an operating surplus (before interest costs) of \$895,000. Sections of the Awarua Farm and property at Lower Esk Street were sold during June 2022.

Level of Service

Measure	Target	Actual YTD	Status	Comment
All properties, excluding those prepared, are leased	95%	90%		Issues with some vacant properties which are not truly being held for Investment purposes.
Lease agreements are current at market rental levels	100%	89%		These are currently Service Assets and need to be transferred. Investment Report is being produced to correct the alignment of the porperties included within the portfolio to ensure correct reporting is maintained going forward.
Net rate of return	> Market interest rate (historic and current)	6%		



General Services

Investments

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	-	-	-		-	-
Income from activity	3,198	2,958	+ 240		2,958	2,958
Investment revenue	5,727	5,522	+ 205		5,522	5,166
Total revenue	8,925	8,480	+ 445		8,480	8,124
Employee expenses	6	-	- 6		-	1
Other expenses	1,395	1,378	- 17		1,378	1,526
Finance expenses	1,634	1,949	+ 315		1,949	2,247
Depreciation	16	15	- 1		15	16
Total expenses	3,051	3,342	+ 291		3,342	3,790
Net operating surplus / (deficit)	5,874	5,138	+ 736		5,138	4,334



General Services

Corporate Services

Commentary

The financial performance for Corporate services was \$1.9 million better than forecast for the year. Increased Petroleum tax revenue collected during the year and administration services on-charge has contributed to the extra income received. It is noted that the rates penalties income was lower than forecast as more ratepayers move to direct debit payments method to pay their rates. Rugby Park capital and Facilities Maintenance grant expenditure has not been issued this year as Invercargill City Charitable Trust has not incurred any capital expenditure during 2022/2023.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	1,738	1,876	- 138		1,876	600
Subsidies and grants	-	-	-		-	-
Income from activity	1,304	1,156	+ 148		1,156	1,156
Investment revenue	97	30	+ 67		30	-
Total revenue	3,139	3,062	+ 77		3,062	1,756
Employee expenses	11,270	11,268	- 2		11,268	11,000
Other expenses	816	958	+ 142		958	460
Finance expenses	-	-	-		-	-
Depreciation	605	576	- 29		576	695
Total expenses	12,691	12,802	+ 111		12,802	12,155
Net operating surplus / (deficit)	(9,552)	(9,740)	+ 188		(9,740)	(10,399)



General Services

Property

Commentary

Property has incurred lower maintenance costs this year with Southland Aquatic Centre carpark rehab works deferred to 2022/23 due to contractor unavailability and Rugby Park works deferred until project program is completed.

Financials

	Actual YTD	Forecast	Variance		Full year	Long-term
	(\$000)	YTD (\$000)	(\$000)		forecast (\$000)	Plan (\$000)
Rates and penalties	5,580	5,580	-		5,580	5,580
Subsidies and grants	-	-	-		-	358
Income from activity	11	10	+ 1		10	10
Investment revenue	-	-	-		-	-
Total revenue	5,591	5,590	+ 1		5,590	5,948
Employee expenses	296	249	- 47		249	443
Other expenses	2,044	2,334	+ 290		2,334	2,648
Finance expenses	-	-	-		-	-
Depreciation	3,256	3,250	- 6		3,250	2,835
Total expenses	5,596	5,833	+ 237		5,833	5,926
Net operating surplus / (deficit)	(5)	(243)	+ 238		(243)	22



General Services

City Centre

Commentary

City Centre promotional activities are planned to run later towards the end of completion of the City Centre development. External contributions towards capital work on footpaths, paving and 3 waters up to May 2022 have been recovered to offset capital expenditure.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Long-term Plan (\$000)
Rates and penalties	164	164	-		164	164
Subsidies and grants	-	-	-		-	-
Income from activity	256	-	+ 256		-	-
Investment revenue	-	-	-		-	-
Total revenue	420	164	+ 256		164	164
Employee expenses	-	-	-		-	-
Other expenses	1	140	+ 139		140	140
Finance expenses	-	-	-		-	-
Depreciation	-	-	-		-	109
Total expenses	1	140	+ 139		140	249
Net operating surplus / (deficit)	419	24	+ 395		24	(85)

Support for external organisations

AS AT 30 June 2022

Organisation / Fund	Actual YTD (\$000)	Full year forecast (\$000)	Funds remaining (\$000)	Long-term Plan (\$000)
Bluff Indoor Pool Trust	180	180	-	180
Bluff Maritime Museum Trust (Council Controlled Organisation)	20	20	-	20
Emergency Management Southland	392	405	13	405
Great South (Council controlled organisation)	1,665	1,679	14	1,679
He Waka Tuia (Awhi Rito)	-	380	380	380
Invercargill Public Art Gallery	314	314	-	314
Saving Grace (IC2 Trust)	-	-	-	100
Southland Indoor Leisure Centre Trust	700	700	-	700
Southland Regional Heritage Committee	1,009	1,008	(1)	956
Southland One Stop Shop Trust	30	27	(3)	27
Active Southland	-	40	40	40
Te Ao Marama Inc.	53	97	44	97
<u>Other grants funds:</u>				
Community Wellbeing fund	441	500	59	500
Rugby Park Maintenance	-	350	350	350
Heritage Building Strategy fund	91	120	29	303
Facilities Maintenance fund	-	100	100	100

Schedule of Forecast Changes

AS AT 30 June 2022

Item Name	Activities	Nature Of Change	Quarter 1 (\$000)	Quarter 2 (\$000)	Quarter 3 (\$000)	Quarter 4 (\$000)	Total Change (\$000)
STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES							
Revenue							
Rates and penalties	Various Activities	Revised to align with rates set amount for 2021/22 year		1,591	0		1,591
Fines	Various Activities	Re-forecast to reflect current trends			-17		-17
Subsidies and grants	3 waters activities	Revised to include government subsidy funding received and able to be recognised as revenue due to conditions being met.			5,038		5,038
Direct charges revenue	Aquatic Services	Re-forecast admission revenue to reflect lower income caused by Covid restrictions and pool closure for maintenance in June 2022			-1,484		-1,484
Direct charges revenue	Parks	Re-forecast timber revenue to reflect higher timber prices and volume harvest.			737		737
Direct charges revenue	Various Activities	Re-forecast to reflect current trends in revenue received			-117		-117
Rental revenue	Various Activities	Re-forecast to align with current rental agreements			-560		-560
Finance revenue	Investments	Revised to reflect increasing term deposit interest rates			386		386
Total Forecast Adjustments to Revenue			-	1,591	3,983	0	5,574
Expenses							
Employee expenses	Various Activities	Re-forecast to align with current staffing structure			440		440
Depreciation and amortisation	Various Activities	Re-forecast to align with Council's assets			783		783
Other expenses	Solid Waste	Re-forecast to reflect increase contract costs due to higher volumes for waste received			1,061		1,061
Other expenses	Various Activities	Re-forecast to reflect higher rates expenses on ICC properties			1,567		1,567
Other expenses	Various Activities	Re-forecast to reflect lower maintenance required on assets for current year			-1,925		-1,925
Other expenses	Various Activities	Re-forecast to reflect current trends			13		13
Finance expenses	Investments	Re-forecast of net debt interest expenses based on borrowing levels and current interest rate assumption of 2.5%			-34		-34
Total Forecast Adjustments to Expenses			-	0	1,905	0	1,905
Other gains/(losses)	Various Activities	Revised to reflect changes in forestry and investment property asset values expected in revaluation to be carried out in June 2022.			-403		-403
Property, plant and equipment revaluation gain (loss)	Various Activities	Revised to reflect higher asset values expected in revaluation to be carried out in June 2022.			76,014		76,014
Total other comprehensive revenue and expense			-	0	75,611	0	75,611
Adjustments to Surplus / (Deficit) After Tax			-	1,591	77,689	0	79,280

STATEMENT OF FINANCIAL POSITION

Assets

Cash and cash equivalents	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	10,168		10,168
Cash and cash equivalents	Various Activities	Revised to reflect term deposits withdrawn to fund the capital programme		-4,010	-4,010
Trade and other receivables	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	48		48
Prepayments	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	602		602
Inventories	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	-92		-92
Property, plant and equipment	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	-909		-909
Property, plant and equipment	Various Activities	Re-forecast capital expenditure profiles to reflect revised programme	3,476	-7,873	-4,397
Property, plant and equipment	Various Activities	Revised to reflect higher asset values expected in revaluation to be carried out in June 2022 less lower capital expenditure delivery expected compared to Long-term plan		69,219	69,219
Intangible assets	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	735		735
Biological assets	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	321		321
Biological assets	Parks	Revised to reflect estimated change to forestry valuation		-18	-18
Investment property	Investments	Remove demolition of Esk Street West buildings capital expenditure as asset sold	-3,476		-3,476
Investment property	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	-1,151		-1,151
Investment property	Investments	Revised to reflect estimated change to investment property valuation		227	227
Investment property	Investments	Remove book value of Awarua property due to expected sale.		-13,500	-13,500
Other financial assets	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	-851		-851
Other financial assets	Investments	Revised to reflect loan advanced to Invercargill Central Limited.		15,000	15,000
Other financial assets	Investments	Revised to reflect term deposits withdrawn to fund the capital programme		-10,439	-10,439
Total Forecast Adjustments to Assets			0	998	56,479
			0	0	57,477

Liabilities

Trade and other payables	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	6,088		6,088
Trade and other payables	Various Activities	Re-forecast to reflect current trends		-1	-1
Employee benefit liabilities	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	-584		-584
Borrowings	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	-853		-853
Borrowings	Investments	Re-forecast borrowing profiles to reflect revised capital programme	-7,873	-22,000	-29,873
Borrowings	Investments	Revised to reflect increase of borrowings to fund loan advanced to Invercargill Central Limited.		15,000	15,000
Borrowings	Investments	Use of term deposit funds to reduce borrowings		-14,800	-14,800
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	-1,589		-1,589
Total Forecast Adjustments to Liabilities			0	-4,811	-21,801
			0	0	-26,612

Equity

Retained earnings	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	9,610		9,610
Retained earnings	Various Activities	Movements in operating surplus (deficit) and other reserves		147,312	147,312
Other reserves	Various Activities	Re-alignment of opening balances with the Annual report 2020/21	-3,801		-3,801
Other reserves	Various Activities	Movements in reserves for the year, including revaluation reserves		-68,032	-68,032
Total Forecast Adjustments to Equity			0	5,809	79,280
			0	0	85,089

Statement of Comprehensive Revenue and Expense

For the year ending 30 June 2022

	YTD Actual Jun 2022 (\$000)	YTD Forecast Jun 2022 (\$000)	Full Year Forecast 2022 (\$000)	Long-term Plan 2022 (\$000)
REVENUE				
Rates and penalties	61,287	61,424	61,424	59,833
Fines	503	589	589	606
Subsidies and grants	24,930	21,990	21,990	16,952
Direct charges revenue	21,575	22,483	22,483	23,347
Rental revenue	3,030	3,287	3,287	3,847
Finance revenue	688	568	568	182
Dividends & subvention revenue	5,137	4,984	4,984	4,984
Total revenue	117,150	115,325	115,325	109,751
EXPENSES				
Employee expenses	27,822	27,677	27,677	27,237
Depreciation and amortisation	29,116	29,016	29,016	28,233
Other expenses	50,690	50,792	50,792	50,075
Finance expenses	1,634	2,213	2,213	2,247
Total expenses	109,262	109,698	109,698	107,792
Net operating surplus (deficit)	7,888	5,627	5,627	1,959
Other gains/(losses)	35	1,186	1,186	1,589
Surplus / (deficit) before tax	7,923	6,813	6,813	3,548
Income tax expense	0	0	0	0
Surplus (deficit) after tax	7,923	6,813	6,813	3,548
OTHER COMPREHENSIVE REVENUE AND EXPENSE				
Property, plant and equipment revaluation gain (loss)	0	161,067	161,067	85,053
Carbon credit revaluation gains/(losses)	0	0	0	0
Cash flow hedges	0	0	0	0
Total other comprehensive revenue and expense	0	161,067	161,067	85,053
TOTAL COMPREHENSIVE REVENUE AND EXPENSE	7,923	167,880	167,880	88,601

Statement of Financial Position

AS AT 30 June 2022

	YTD Actual Jun 2022 (\$000)	Full Year Forecast 2022 (\$000)	Annual Report 2021 (\$000)
ASSETS			
Cash and cash equivalents	18,547	12,663	16,673
Trade and other receivables	13,153	11,376	11,376
Prepayments	1,369	1,063	1,063
Inventories	482	733	733
Non-current assets held for resale	0	0	9,980
Property, plant and equipment	857,434	1,030,362	847,605
Intangible assets	2,030	2,755	2,429
Biological assets	4,022	4,141	4,022
Investment property	38,068	26,530	28,113
Investment in CCOs and similar entities	76,569	76,569	76,569
Other financial assets - other investments	40,222	42,488	37,745
TOTAL ASSETS	1,051,896	1,208,680	1,036,308
LIABILITIES			
Trade and other payables	15,537	20,025	20,025
Provisions	928	928	928
Employee benefit liabilities	2,763	3,453	3,453
Borrowings	102,062	93,714	89,222
Derivative financial instruments	1,904	1,904	1,904
Total liabilities	123,194	120,024	115,532
TOTAL EQUITY			
Retained earnings	384,400	390,747	376,475
Other reserves	544,302	697,909	544,301
Total equity	928,702	1,088,656	920,776
TOTAL LIABILITIES AND EQUITY	1,051,896	1,208,680	1,036,308