



NOTICE OF MEETING

**Notice is hereby given of the Meeting
of the Finance and Policy Committee
to be held in the Environment Southland Council
Chamber, 220 North Road, Invercargill on Tuesday
20 May 2025 at 2.00 pm**

Cr L F Soper (Chair)
Mayor W S Clark
Cr A J Arnold
Cr R I D Bond
Cr G M Dermody
Cr T Campbell
Cr D J Ludlow
Cr I R Pottinger
Cr B R Stewart
Rev E Cook
Mrs P Coote

MICHAEL DAY
CHIEF EXECUTIVE

Finance and Policy Committee - Public

20 May 2025 02:00 PM

Agenda Topic	Page
1. Apologies	
2. Declaration of Interest	
a. Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have.	
b. Elected members are reminded to update their register of interests as soon as practicable, including amending the register at this meeting if necessary.	
3. Public Forum	
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10. [Tabled Presentation for 2024 - 2025 Quarter Three Performance - Great South Update \(A5921444\)](#) 196
11. Public Excluded Session

Public Excluded Session

Moved , seconded that the public be excluded from the following parts of the proceedings of this meeting, namely:

- a) Minutes of the Public Excluded Session of the Finance and Projects Committee Meeting Held on 18 March 2025
- b) Invercargill City Holdings Limited – Draft Statement of Intent Review
- c) ICHL 2024/2025 Quarter Three Performance Report
- d) Financial Update – as at 31 March 2025

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
a) Minutes of the Public Excluded Session of the Finance and Projects Committee Held on 18 March 2025	<p>Section 7(2)(a) Protect the privacy of natural persons, including that of deceased natural persons</p> <p>Section 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7
b) Invercargill City Holdings Limited – Draft Statement of Intent Review	<p>Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities</p>	Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7
c) ICHL 2024/2025 Quarter Three Performance Report	<p>Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities</p>	Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7
d) Financial Update – as at 31 March 2025	<p>Section 7(2)(a) Protect the privacy of natural persons, including</p>	Section 48(1)(a) That the public conduct of this item would be likely

that of deceased natural persons

Section 7(2)(i)

Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)

to result in the disclosure of information for which good reason for withholding would exist under Section 7

**MINUTES OF FINANCE AND POLICY COMMITTEE, HELD IN THE COUNCIL CHAMBERS,
FIRST FLOOR, CIVIC THEATRE, 88 TAY STREET, INVERCARGILL ON TUESDAY 18 MARCH
2025 AT 2.00 PM**

Present: Cr L F Soper (Chair)
Mayor W S Clark
Cr A J Arnold
Cr R I D Bond
Cr T Campbell
Cr G M Dermody
Cr D J Ludlow
Cr I R Pottinger
Rev E Cook – Māngai – Waihōpai

In Attendance: Mrs P Christie – Group Manager – Finance and Assurance
Mrs T Hurst – Group Manager – Community Engagement and Corporate Services
Mr J Shaw – Group Manager - Consenting and Environment
Ms R Suter – Manager – Strategy and Policy
Ms A McDowell – Corporate Analyst
Mr J Botting – Manager – Financial Planning
Ms L Knight – Manager – Strategic Communications
Ms K Braithwaite – Digital and Communications Advisor
Ms M Sievwright – Senior Executive Support

1. Apologies

Cr P Kett, Mrs P Coote

Moved Cr Ludlow, seconded Rev Cook and **RESOLVED** that the apologies be accepted.

2. Declaration of Interest

Nil.

3. Public Forum

Nil.

**4. Minutes of the Finance and Policy Committee Meeting held on Tuesday
19 November 2024**

A5642095

Moved Cr Campbell, seconded Cr Dermody and **RESOLVED** that the Minutes of the Finance and Policy Committee meeting held on Tuesday 19 November 2024 be confirmed.

5. 2024/2025 Quarter Two Performance - Great South Update

A5768720

Ms Chami Abeysinghe and Ms Suzanne Hotton (Great South) took the meeting through a PowerPoint presentation which outlined what was achieved to date against their Statement of Intent for 2024/25. Some of the key outcomes included Data Insights Southland Hub (DISH) had been launched in November 2024; Aquaculture had moved to stage 2 which was to prepare a report from the stakeholder engagement; tourism marketing and increase in regional and business events.

Staff had integrated and repositioned themselves after the restructure from the previous year. The outcome was the work for the region was being undertaken.

In response to a question regarding carbon farming / forestry and if this was on non productive land, it was noted there was a portion of productive land that was being used but the full analysis would be reported on.

In response to a question regarding moving away from boilers to wood burners and electric, and where the electricity generation was coming from, it was noted there were several new propositions being considered, however with the energy stated, Great South were looking at future demand and speaking with current customers such as Tiwai. It was important these discussions needed to be region-wide and not just city-wide.

In response to a question around any areas of change from the previous report, it was noted things were the same.

In response to a question regard the Callaghan funding, and what percentage Invercargill had received, it was noted that the funding information was not available.

In response to a question regarding DISH, it was noted this was about monitoring and reporting back transparently.

In response to a question regarding the strategy for climate change and avoiding having two strategies, it was noted that engagement had happened with Environment Southland and working groups so this was a cohesive picture.

In response to a question regarding the impact on roading from logging trucks, and impact on infrastructure and community, it was noted that it was important to look at this cohesively. Anything which had already happened had been by private landowners and there was an urgent need to look at this and discussed with the Joint Shareholders.

Moved Cr Ludlow, seconded Cr Bond and **RESOLVED** that the Finance and Policy Committee:

1. Receives the report "2024/2025 Quarter Two Performance - Great South Update".
2. Receives the Great South report on Quarter Two Performance (A5768700).

6. 2024/2025 Quarter Two Performance

A5783520

Mrs Patricia Christie, Ms Rhiannon Suter and Mr Jaimee Botting spoke to the report.

It was noted that normal trends were being seen in this Quarter and were in a slightly better position.

In response to a question regarding the survey, and if there would be a mixture of in person and online responses, it was noted that the online survey was seeking feedback from users of the service, however it was agreed that on-site surveying was important and continued to happen, however this was dependent on budgets.

In response to a question regarding cashflow forecasting and duplication of \$1.2 million, it was noted that staff could not spend unless it was budgeted to be spent. There were a lot of controls in place, however some of this was reactive.

In response to a question regarding the hydroslide, it was noted the answer was not available at this time.

In response to a question regarding delaying the museum, it was noted this paper had been written as at December and further updates would be provided at the next meeting.

In response to a question regarding the approach of revisiting the budget as time went on, and retrospectively changing the budget, it was noted that staff kept the plan which did not change, however budget changes were made during the year.

Moved Rev Cook, seconded Cr Dermody and **RESOLVED** that the Finance and Policy Committee:

1. Receives the report "2024/2025 Quarter Two Performance (December 2024)".
2. Notes that 81 of 113 (72%) of the performance measures are either met or on track, 13 are being monitored (12%) and twelve (11%) will not be able to be met in 2024/2025. This compares to 68% in Quarter Two of the previous financial year and is no change to Quarter One this year.
3. Notes the performance report contains provisional results and these may change as more data is accumulated throughout the year.
4. Notes that seven of the 17 activities have a year-to-date net operating financial performance variance lower than budget by more than 5%. This compares to eight in Quarter One.

Moved Cr Ludlow, seconded Cr Dermody and **RESOLVED** that the Finance and Policy Committee:

Recommend to Council:

5. Approves the budget adjustments outlined in the Schedule of changes to the plan (budget) in the Quarter Two.

7. Financial Update at 31 January 2025

A5794995

Mr Jaimee Botting and Mrs Patricia Christie spoke to the report.

Moved Cr Ludlow, seconded Cr Dermody and **RESOLVED** that the Finance and Policy Committee:

1. Receives the report "Financial Update as at 31 January 2025".
2. Notes the current state of Council finances.
3. Notes the current net debt and treasury position.
4. Notes that it has reviewed the sensitive expenditure listing provided.

Moved Cr Ludlow, seconded Cr Dermody and **RESOLVED** that the Finance and Policy Committee:

Recommend to Council:

5. To approve the budget adjustments outlined in the "Financial Update as at 31 January 2025" report and note these budget adjustments have been used to form the base position of the Annual Plan 2025/2026 opening net debt position for consultation.

8. Public Excluded Session

Moved Rev Cook, seconded Cr Campbell and **RESOLVED** that the public be excluded from the following parts of the proceedings of this meeting, namely:

Note: Mayor Clark voted against this motion.

- a. Minutes of the Public Excluded Session of the Finance and Projects Committee Meeting Held on 19 November 2024
- b. Financial Update – as at 31 January 2025

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

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a. Minutes of the Public Excluded Session of the Finance and Projects Committee	Section 7(2)(a) Protect the privacy of natural persons, including that of deceased natural persons	Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good

Meeting Held on 19
November 2024

Section 7(2)(h)

Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities

reason for withholding
would exist under Section 7

Section 7(2)(i)

Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)

b. Financial Update –
as at 31 January 2025

Section 7(2)(a)

Protect the privacy of natural persons, including that of deceased natural persons

Section 48(1)(a)

That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7

Section 7(2)(i)

Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)

There being no further business, the meeting finished at 3.49 pm.

2024/2025 QUARTER THREE PERFORMANCE – GREAT SOUTH UPDATE

To: Finance and Policy Committee

Meeting Date: Tuesday 20 May 2025

From: Trudie Hurst, Group Manager – Community Engagement and Corporate Services

Approved: Michael Day - Chief Executive

Approved Date: Monday 12 May 2025

Open Agenda: Yes

Purpose and Summary

This report provides the Committee with the opportunity to receive an update from Great South on their performance in Quarter Three of the 2024/2025 Financial Year.

Recommendations

That the Finance and Policy Committee:

1. Receives the report "2024/2025 Quarter Three Performance - Great South Update".
2. Receives the Great South report on Quarter Three Performance (A5905773).

Background

As a Council Controlled Organisation (CCO), Great South are required to include their KPIs in their Statement of Intent and Council is required to include these within their Long-term Plan. The final version of the KPIs were not ready at the time of the adoption of the Long-term Plan at the end of June and as a result there is a further set of KPIs which is different.

Legally, Council is required in our Annual Report to report for CCOs against what is in the Long-term Plan. Audit advice is that any change in performance measures either for Council or for CCOs following adoption of the Long-term Plan, would require a Long-term Plan amendment.

Similar to the previous quarters, Great South is reporting against their Statement of Intent KPIs. The Long-term Plan set KPIs will be reported on in the Annual Report as required.

Issues

Final Statement of Intent Performance Measures

For transparency, the table on the next pages provides a comparison of the KPIs set in the Long-term Plan and how they have changed to those set in the Statement of Intent.

LTP KEY PERFORMANCE INDICATORS		STATEMENT OF INTENT KEY PERFORMANCE INDICATORS	
Description	KPI target 2024/25	Description	KPI target 2024/25
Data and Insights Provide up-to-date and accurate data and insights to inform decision making via regional data dashboards and repository.	<ul style="list-style-type: none"> • Further develop regional data dashboards along with sustainability, housing and tourism dashboards. 	Data and Insights Provide up-to-date and accurate data and insights to inform decision making via regional data dashboards and repository.	<ul style="list-style-type: none"> • Launch DISH – Digital Insights Southland Hub including six dashboards, a website and a cloud-based processing system. • Prepare a shared service proposal for Councils to use and support DISH.
Develop and circulate regular data reports derived from the regional dashboards (Dashboards may include: housing, regional indicators, tourism and environmental / climate change data).	<ul style="list-style-type: none"> • Produce and distribute. • Undertake gap analysis of further data needs. 		
Advocacy and Submission Advocate for and/or prepare submissions regarding key issues including housing, telecommunications, skills development, roading and transport, and carbon forestry.	<ul style="list-style-type: none"> • Hold bi-annual meetings with central government officials at MBIE, NZTE, MHUD, MfE, MPI etc. 	Advocacy and Submission Advocate for and/or prepare submissions and funding applications for issues of importance to the region.	<ul style="list-style-type: none"> • Hold bi-annual meetings with central government officials at MBIE, NZTE, MHUD, MfE, MPI etc. • Prepare a minimum of two submissions on issues of regional significance. • Support Councils and stakeholders to apply for RIF as applicable.
Housing Build on regional housing planning undertaken in 2023/24 as part of Beyond 2025.	<ul style="list-style-type: none"> • Facilitate Implementation of the Regional Housing Action Plan, including any regional housing forums. • Maintain Regional Digital Housing Portal and website. 	Housing Implement priorities from the Murihiku Southland Housing Action Plan.	<ul style="list-style-type: none"> • Deliver four projects from the Housing Action Plan. • Support individual Councils with their housing planning considering current and future community and industry needs.
Water Investigate current and future water resilience.	<ul style="list-style-type: none"> • Investigate development of a Water Resilience Plan in partnership with Environment Southland and the wider industry. • Advocate to secure Sky TEM airborne surveying for 2024/2025 (subject to external funding). 		
Transport Data and insights provided to support decision making around regional transport network.	<ul style="list-style-type: none"> • Investigate development of a multi-mode Integrated Transport Plan. 		
Economic Diversification Encourage regional economic diversification by providing data and supporting investigation.	<ul style="list-style-type: none"> • Create a Regional Industry Capability Profile. 		

		Aquaculture Facilitate and develop a regional approach to realise the benefits of Aquaculture as a diversification opportunity.	<ul style="list-style-type: none"> Facilitate development of a Regional Aquaculture Strategy. Support local and central government, and Iwi, to provide enabling regulation and infrastructure to build an aquaculture industry in Southland.
Support agricultural sector land - use and support farmer decision making.	<ul style="list-style-type: none"> Prepare and implement a project on how to share land-use data with farmers (externally funded). Update soils database and growing degree days seasonal breakdown analysis. Undertake ongoing analysis and monitoring of regional farming (livestock numbers, forestry growth, and water allocation). 	Agriculture Support agricultural sector land - use and support farmer decision making.	<ul style="list-style-type: none"> Analysis of relevant agricultural sector data to feed into the Regional Emissions Report for 2025.
Forestry Working with Councils, support further investigation of the impacts of unrestricted forestry in our region.	<ul style="list-style-type: none"> Provide data and insights to support carbon forestry advocacy for regulatory certainty. 	Forestry Support further investigation of the impacts of unrestricted forestry.	<ul style="list-style-type: none"> Provide data and insights regarding changing land use and the impacts of carbon forestry.
Regional Strategic Planning Facilitate and deliver regional strategies, feasibility assessments and plans as required by shareholders.	<ul style="list-style-type: none"> Complete Regional Aquaculture Strategy. Complete Provenance and Branding Export Investigation. 		
Digital Presence Great South website redesigned to ensure accurate and up-to-date information is provided to shareholders and wider communities.	<ul style="list-style-type: none"> Redesign and launch website. 10% increase in visitors to the website from 2023/24 baseline. 		
		Connectivity Monitor digital connectivity in the region.	<ul style="list-style-type: none"> Deliver the Digital Connectivity Report which tracks mobile phone coverage across the region.
Building Capability in our Businesses Continue support for businesses via a range of services including Regional Business Partner (RBP), workshops, events, webinars, and Callaghan Innovation Research and Development.	<ul style="list-style-type: none"> Great South Business Consultations 150. Great South Business Engagements 250 (MBIE Contract ends 2024/25). 	Communications Continue to connect with businesses within the region to provide information on RBP and Callaghan Innovation opportunities.	<ul style="list-style-type: none"> Publish Beyond Great – Great South's Business Newsletter six times per year. Showcase six Southland businesses achieving success.

		Business in Southland - A Regional Guide Resource document that outlines useful information for new and potential businesses to the region.	<ul style="list-style-type: none"> • Develop and publish a regional guide to support new businesses to Southland.
		Consumer Marketing Promote Murihiku Southland as a year-round destination for travellers from New Zealand, Australia and other key markets, resulting in more visitors.	<ul style="list-style-type: none"> • Ensure 85% of website traffic comes from key markets in NZ, Australia, North America, Europe, Asia. • Three digital campaigns.
		Content Development Increase awareness and preference for Murihiku Southland as a year-round destination for travellers through improved marketing.	<ul style="list-style-type: none"> • Three Marketing collateral updated including Murihiku Visitor Guide, Murihiku Eats and Hike Fiordland.
Content Focus on Web, Social, PR/Media and Partnerships (e.g., AirNZ)	<ul style="list-style-type: none"> • Ensure 85% of website traffic comes from key markets in NZ, Australia, North America, Europe, Asia. • Five-eight media famils held. • 45 media results achieved. 	Media Increase positive travel media coverage for Murihiku Southland, promoting the region's diverse activities and experiences and drive visitor numbers.	<ul style="list-style-type: none"> • Three media famils • 15 media results.
Showcasing Our Region Trade Events, Trade Famils and TRENZ.	<ul style="list-style-type: none"> • Attend five trade shows, two partnered famils, two Murihiku itineraries adopted from Milford Opportunities Project. • Develop one new iwi experience. 	Showcasing Our Region Trade Events, Trade Famils and TRENZ.	<ul style="list-style-type: none"> • Attend five trade shows. • Attend two partnered famils. • Two Murihiku itineraries adopted from the Milford Opportunities Project.
		New Experiences	<ul style="list-style-type: none"> • Develop one new iwi experience.
Business Events Deliver Business Events Strategy.	<ul style="list-style-type: none"> • Attend three conference events. • Confirm four new conferences for the region. • Host two famils in Murihiku. • Deliver TECNZ conference. 	Business Events Develop Murihiku Southland as a Business Events destination.	<ul style="list-style-type: none"> • Attend three conference events.
Destination Development Progress key projects from the Murihiku Southland Destination Strategy 2023 -2029.	<ul style="list-style-type: none"> • Progress at least five projects from the Murihiku Southland Destination Strategy 2023 – 2029. 	Destination Development Progress projects from the Murihiku Southland Destination Strategy (MSDS).	<ul style="list-style-type: none"> • Develop an Implementation Plan for MSDS. • Progress three projects from MSDS which includes delivering the Murihiku Southland Sustainable Tourism programme.

Murihiku Southland sustainable tourism programme.	<ul style="list-style-type: none"> Two Murihiku Sustainable Tourism Programmes held. 		
Maintain website calendar listings for regional events.	<ul style="list-style-type: none"> 10% increase on number of events listed (baseline: 690). 10% increase on number of overall page views (baseline: 40,000). 15% increase on number of overall page views from within Southland (baseline: 14,000). 	Regional Events Calendar Maintain southlandnz.com website calendar listings for regional events.	<ul style="list-style-type: none"> 10% increase on number of events listed (baseline: 690). 10% increase on number of overall page views (baseline: 40,000). 15% increase on number of overall page views from within Southland (baseline: 14,000).
Support Major Southland Events	<ul style="list-style-type: none"> Support delivery of Burt Munro Challenge. Deliver ILT Kidzone Festival. 	Unmissable Regional Events	<ul style="list-style-type: none"> Support delivery of Burt Munro Challenge. Deliver ILT Kidzone Festival.
		Regional Marketing of Events	<ul style="list-style-type: none"> Six cluster events. Four seasonal campaigns. Marketing of unmissable events.
Monitor Emissions Complete annual regional emissions reporting by emissions source.	<ul style="list-style-type: none"> Produce annual emissions report. 	Monitor Emissions Complete annual regional emissions reporting.	<ul style="list-style-type: none"> Produce the Regional Emissions Report for 2024.
		Energy Planning Implement the Net Zero Southland Report.	<ul style="list-style-type: none"> Review and update the Net Zero Southland - Economic Mitigation Pathways Analysis to Net Zero Emissions for Southland Report (March 2021).
Deliver business decarbonisation outreach and public socialisation workshops.	<ul style="list-style-type: none"> Two information workshops and at least one Decarbonisation Workshop Series held. 		
Implement the Regional Energy Strategy	<ul style="list-style-type: none"> Prepare reports on 'biogenic capture and use' opportunities and 'woody mass' availability. 	Implementation of the Regional Energy Strategy	<ul style="list-style-type: none"> Prepare an Action Plan to guide implementation of the Regional Energy Strategy. Prepare two technical reports to support the development 'biogenic methane capture and use' opportunities and 'woody bio-mass' market growth. Prepare a spatial plan identifying favourable locations for renewable energy generation.
Implement the Regional Energy Strategy	<ul style="list-style-type: none"> Prepare reports on 'biogenic capture and use' opportunities and 'woody mass' availability. 		

Next Steps

Great South performance will be reported quarterly to the Finance and Policy Committee.

Attachments

Attachment 1 – Great South Quarter Three 2024/2025 Accountability Report for Invercargill City Council (A5905773).

A5905773



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-26			
DISH - Launch Operate and Maintain DISH			
Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_32
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report <div>Target Actual</div> <p>Launch & Promote MVP - Completed Q2</p> <p>Schedule of reports</p> <ul style="list-style-type: none"> - Report schedule completed Q2. - First quarterly tourism report (Oct-Dec 2024) has been delivered to external stakeholders. - Economic quarterly completed (Oct-Dec 2024) - to be circulated with stakeholders <p>Consider upgrading existing dashboards or development of 2 new dashboards - Underway.</p> <ul style="list-style-type: none"> - Work continues to develop "Wellbeing" and "Net Zero" dashboards. - Consideration of Housing dashboard will occur with development of Housing Quarterly report as above. 			

SOI-2025-27			
DISH - Grow and Expand			
Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_33
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report <div>Target Actual</div> <p>Socialise Dish: - Report to JSC in February which provided possible scenarios of the future of DISH. Councils are currently having internal discussions regarding the scenarios.</p>			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

Agreed Data Practices - Data Governance framework completed and awaiting sign off and inclusion in next steps of the operation of DISH

-

Identify list of key datasets: Completed

Enhance access to and storage of geospatial and geocoded data - While DISH has the capability to support storage, interpretation and sharing of geospatial data, if and how this will happen is yet to be discussed by the Councils.

Identify potential shared cost and revenue recovery mechanisms - Complete

- Potential shared costs was a component of the scenarios that were presented at the JSC meeting at the start of February. Councils are discussing this internally.
- Discussions with Environment Southland have been favourable for shared costs and next steps are being discussed.

SOI-2025-34			
Regional Advocacy and Deals - Meetings with Central Government			
Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_34
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report <div>Target Actual</div>			
Key focus areas continue to be: Housing, Energy, Aquaculture, Tourism, Regional Development and Transport which aligns with regional priorities in the SOI (and as mandated by our owners).			
<ul style="list-style-type: none">- Multiple meetings with govt officials related to aquaculture as previously stated above.- Minister visits and associated advocacy: Minister Meager, Hon Andy Woods, Minister Bishop,- Regional Summit of Minister Jones successfully held with 5 ministers attending.- Great South developed Regional Deals proposal on behalf of regional leaders and submitted to DIA for consideration.			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-36			
Regional Advocacy and Deals - Submissions			
Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_36
KPI Status	06 Complete	Quarter Status	09 Complete
Q3 Report Target Actual Two submissions were completed and submitted to the Department of Conservation: 1. Charging for Access to some Public Conservation Land 2. Modernising Conservation Land Management All GM's of Great South feed into these submissions			

SOI-2025-35			
Regional Advocacy and Deals - Funding Applications			
Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_35
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report Target Actual Socialisation of the Regional Infrastructure fund - Regional Deals application - Funding application submitted for Youth Futures to Tindall Foundation - Advice and data provided to support applications to RIF. Follow up support for potential applications for RIF for relevant parties - Underway - Details of applicants cannot be disclosed due to confidentiality and/or commercial sensitivity.			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-37			
Housing - Deliver 4 projects from the Housing Action Plan Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_37
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report <div>Target Actual</div> <p>Q3: 2 projects complete and 2 underway.</p> <p>PROJECT 1: Prepare discussion document for regional leaders which outlines options for a regional housing framework and structure - COMPLETED Q1</p> <p>PROJECT 2: Underway</p> <ul style="list-style-type: none"> - Website developer contracted to develop "Build Southland" website and work build underway. - Looking to be completed by early June 2025. <p>PROJECT 3: Maintain the housing data dashboard and produce associated reporting where reporting permits - Underway - Initial discussions have started to frame out the housing report (see above KPI's in DISH).</p> <p>PROJECT 4: A 'development ready' customer journey mapping exercise with each of the southland councils. this will show the experience of the consenting / house building process from the perspective of builders, homeowners, and developers, with the outcome being observations and recommendations to help the region - Complete</p> <ul style="list-style-type: none"> - Recommendations from the report discussed with all councils involved in the project and next steps decided upon. - Council staff updated on findings. - Recommendations have been presented to the user group that inputted into the project. - The 'Build Southland' portal is a recommendation from this project and is being implemented as above. 			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-41			
Housing - Support Individual Councils			
Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_38
KPI Status	02 In Progress	Quarter Status	07 Delivered
Q3 Report Target Actual Complete - Ongoing support provided as required by individual councils. - Looking to hold a Regional Housing Forum event in June in partnership with the Councils (scoping and event planning underway). - Housing advocacy a key focus with presentations to Minister Bishop re Council's need			

SOI-2025-31			
Aquaculture - Facilitate the Development of the Regional Aquaculture Strategy			
Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_39
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report Target Actual Scope the Aquaculture Strategy: Scope has been completed and is now guiding the development of the strategy. Development of the Aquaculture Strategy: The development of the strategy is underway. The scoping process identified 6 stages with the first stage being 34 stakeholder conversations (Complete). Stage 2 is a summary report of the conversations and identification of key themes and areas for future focus.			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-32			
Aquaculture - Support local and central government and Iwi Regional Strategy			
Owner	Bobbi Brown	Old KPI ID	SOI 2425_40
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report Target Actual Socialisation of aquaculture with iwi and councils including connecting with Private sector: - Meetings and follow up emails with Government staff to discuss what support could be provided to Southland - MPI/Fisheries NZ, Biosecurity NZ, MSD, NZTE and Kānoa. - Support for South Port and other infrastructure providers to investigate options. - NZ Govt Aquaculture Strategy has been released in this quarter and partnership with MPI to align Southland's approach via Strategy. - Infometrics brief scoped to support understanding infrastructure implications for various scenarios. Support ES with the Regional Coastal Plan: The Regional Coastal Plan is progressing alongside process to develop the Aquaculture Strategy. Conversations about marine spatial planning which has come up in 34 conversations in Stage 1.			

SOI-2025-96			
Analyse agricultural data and feed into the Regional Emissions Report for 2024 Strategic Projects			
Owner	Steve Canny	Old KPI ID	SOI 2425_24
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report Target Actual This data is currently being reviewed in line with the regional emissions report. The report is on track to be completed by Q4, as scheduled.			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-97			
Forestry - Land use change data and insights			
Strategic Projects			
Owner	Steve Canny	Old KPI ID	SOI 2425_25
KPI Status	02 In Progress	Quarter Status	01 Pending
Q3 Report <div>Target Actual</div>			
Waiting for the harvest and planning data from MPI to complete the final version of the report. This data is crucial for the Q4 update, and no further action is required for Q3 until the data is received			

SOI-2025-98			
Deliver the report which tracks mobile phone coverage across the region			
Strategic Projects			
Owner	Steve Canny	Old KPI ID	SOI 2425_26
KPI Status	06 Complete	Quarter Status	07 Delivered
Q3 Report <div>Target Actual</div>			
KPI completed in Q2 - report has been completed.			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-42

Publish Beyond Great - Great South's Business Newsletter 6 times per year
Business Support and Diversification

Owner	Chami Abeysinghe	Old KPI ID	SOI 2425_21
KPI Status	02 In Progress	Quarter Status	04 On Schedule

Q3 Report Target **2** Actual **1**

January newsletter sent 30/1/2025.
March newsletter sent slightly late on 8/4/2025 due to waiting for some key information that we wanted to share.

SOI-2025-61

Showcase 6 Southland businesses achieving success
Business Support and Diversification

Owner	Chami Abeysinghe	Old KPI ID	SOI 2425_22
KPI Status	02 In Progress	Quarter Status	03 Behind Schedule

Q3 Report Target **2** Actual **1**

We have showcased 4 businesses to date.



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-62			
Businesses in Southland - guide to our region			
Business Support and Diversification			
Owner	Chami Abeysinghe	Old KPI ID	SOI 2425_23
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report <div>Target Actual</div> <p>In progress. Scheduled for completion in Q4.</p>			

SOI-2025-65			
Ensure 85 Percent of website traffic comes from key markets (Tourism Marketing)			
Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_01
KPI Status	02 In Progress	Quarter Status	09 Complete
Q3 Report <div>Target Actual</div> <p>Results for Website visitation as of 31 March:</p> <ul style="list-style-type: none"> - Southland NZ: 92% of total pageviews (900,420) come from our key markets (goal is 85%) - Fiordland NZ: 80% of total pageviews (259,748) come from our key markets (goal is 85%) <p>Top visited pages during Q3.</p> <p>Southland NZ:</p> <ol style="list-style-type: none"> 1. Events - 85% of visitors come from New Zealand, specifically Southland (28%), Canterbury (23%) and Auckland (18%) 2. Autumn Event Guides - 96% of visitors come from New Zealand, specifically Canterbury (41%), Otago (18%) and Southland (14%) 3. Events -Back Your Backyard - 93% of visitors come from New Zealand, specifically Southland (32%), Canterbury (25%) and Auckland (16%) 			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL

KPI REPORT 2024/25 – Q3

4. Fiordland - Accommodation- 40% of visitors come from Australia and New Zealand (31%), specifically New South Wales (16%), Queensland (9%) and Auckland (9%)

5. Invercargill - Things to Do - 85% of visitors come from New Zealand, specifically Canterbury (34%), Auckland (22%) and Otago (10%)

Fiordland NZ:

1. Fiordland National Park
2. Doubtful Sound
3. Te Anau
4. Day Walks Te Anau
5. Homepage

Notes on Website Traffic:

The Autumn Event Guide is visited so often due to social advertising with an additional events budget. It's also interesting to note that all except for Fiordland Accommodation are mostly visited by a domestic audience.

Marketing Website:

<https://lookerstudio.google.com/u/0/reporting/5a134124-017b-46ca-8e95-7e0ea69a8da9/page/1M>

Results for Social Engagement: Social reach and impressions for Fiordland from 1 July to 31 March 2025 versus the same period the previous year are down roughly 73% across Facebook and Instagram due to the lack of campaigns, which is an increase from the previous report of down 80%. For Southland, the numbers on Facebook are on par with last year's numbers. This is due to ad campaigns. Instagram is now down 65% (previous report was 75%) as we are not running any campaigns on Instagram. However, compared to the previous report, we have doubled our reach for both Southland NZ and Fiordland NZ.

Southland NZ:

- Reach: 4,086,002 people
- Followers: 169,300 people

Fiordland NZ

- Reach: 1,487,744 people
- Followers: 49,239 people



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-66			
3 Digital Campaigns (Tourism Marketing)			
Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_02
KPI Status	06 Complete	Quarter Status	09 Complete
Q3 Report Target 1 Actual 1 Campaign Overview: Spring Social Campaign: - 5 August - 1 October 2024 (Domestic) - Completed in Q1 - 1 March - 30 April 2025 (International) - Currently Live Autumn Social Campaign - 1 September - 31 October 2024 (International) - Completed in Q2 - 15 February - 15 April 2025 (Domestic) - Currently Live Summer Social Campaign - 15 November - 5 January 2025 (Domestic) - Completed in Q2 - 1 June - 31 July 2025 (International) - Q4 Like Social Campaign Southland - 8 January - 28 February 2025 - Completed in Q3 Seasonal Newsletter Signup Campaign 13 December - 27 December 2024 - Completed in Q2 Take Time Off - Te Anau Time Social Campaign 9 December 2024 - 20 January 2025 - Completed in Q3 Like Social Campaign Fiordland 12 December 2024 - 6 February 2025 - Completed in Q3			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL

KPI REPORT 2024/25 – Q3

NZME - Australia Campaign

- 1 July 2024 - 31 August 2024 - Completed in Q1

NZME - Always On Domestic

- 1 July 2024 - 30 June 2025 - Currently Live

Currently Live:

Autumn Social Campaign (Domestic) 15 February - 15 April 2025

The Autumn Social campaign aims to promote Murihiku Southland as a destination for visitors during autumn. The campaign highlights the region's events and experiences, encouraging travellers to explore our stunning landscapes, indulge in delicious cuisine, and try things unique to Southland.

- "Events" ads primarily focus on a local domestic audience, promoting community engagement and participation.

- "Things to Do" ads highlight various activities and attractions that appeal to visitors from various backgrounds.

Spring Social Campaign (International) 1 March - 30 April 2025

The Spring Social campaign aims to promote Murihiku Southland as a visitor destination during spring. The campaign highlights the region's events and experiences, encouraging travellers to explore our stunning landscapes, indulge in delicious cuisine, and try things unique to Southland.

- "Events" ads primarily focus on a local domestic audience, promoting community engagement and participation.

- "Things to Do" ads focus on domestic and international audiences, highlighting various activities and attractions that appeal to visitors from various backgrounds.

Like Social Campaign Southland

Social Campaign to promote following our social channels to our key audiences worldwide

Take Time Off - Te Anau Time Campaign

The Take Time Off Social Campaign aims to promote Te Anau as a summer destination. The campaigns target travellers across New Zealand (excluding Te Anau & surroundings) interested in outdoor travel and outdoor recreation. The Campaign uses creative from the popular Te Anau Time campaign and highlights the need to "take time off" to experience something new.

Like Social Campaign Fiordland

Social Campaign to promote following our social channels to our key audiences worldwide

NZME - Always On Domestic 1 July 2024 - 30 June 2025

No new data received from NZME since last Quarter

The Always On Campaign generated awareness and consideration of travelling to Southland. It targeted people in Auckland and Otago interested in travel, sustainability, food & beverage. Between July and November, the ads were seen over 865,000 times by 343,000 unique people, which means people have seen this Campaign an average of 2.5 times. That motivated them to click through to our website to learn more 1,777 times.



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

Results 1 July 2024 - 30 March 2025
Autumn Social Campaign:
Impressions: 506,237
Reach: 213,055
Clicks to Site: 17,851
Summer Social Campaign:
Impressions: 306,579
Reach: 95,600
Clicks to Site: 5,274
Spring Social Campaign:
Impressions: 166,490
Reach: 100,378
Clicks to Site: 6,114
Southland NZ Like Campaign
Impressions: 776,997
Reach: 363,384
New Followers: 7,062
Fiordland NZ Like Campaign
Impressions: 214,521
Reach: 158,828
New Followers: 4,465
Take Time Off - Te Anau Time Campaign
Impressions: 231,313
Reach: 103,077
Clicks to Site: 55
NZME Always On Campaign (No updated data since Q2)
Impressions: 865,952
Reach: 343,630
Clicks to Site: 1,777



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-67			
Updated 3 Marketing Collateral (Tourism Marketing) Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_03
KPI Status	02 In Progress	Quarter Status	09 Complete
Q3 Report <div> <div>Target</div> <div>Actual</div> </div> <p>Hike Fiordland: The Hiking Passport Guide - Printed and distributed</p> <p>Murihiku Eats: The Murihiku Southland Food Guide - Printed and distributed</p> <p>Murihiku Southland Visitor Guide and Map (Postponed) - The map design has been developed in collaboration with Naked Creative. - Naked Creative has created a new layout of the Brochure - Currently under review with the team to adjust key messages and imagery. - Once finalised, the project will be sent to the printer for distribution by the end of Q4.</p>			

SOI-2025-68			
3 Famils (Tourism Marketing) Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_04
KPI Status	06 Complete	Quarter Status	09 Complete



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

Q3 Report	Target 1 Actual 4
6. January: TNZ (Minecraft) Recce Milford 7. February: TNZ (Minecraft) Promo Shoot Milford 8. March: TNZ Hardest Geezer Campaign/Famil Bluff &Te Araroa Trail 9. March: TNZ (Minecraft) Influencer Singapore	
Famils Currently in the works/Updates - TNZ (Minecraft) Influencer India (April) - TNZ (Minecraft) Influencer USA (April) - TNZ (Minecraft) Influencer Australia (April) - TNZ (Minecraft) Influencer China (April) - TNZ Uk & Germany Trade Famil (April) - Pre TRENZ Agent Famil (May) - TNZ Staff - Post TRENZ Famil (May) - TNZ ENZ Staff Famil (June) - TNZ German Media Rakiura Famil (June)	

SOI-2025-69

15 Media Results (Tourism Marketing)

Regional Promotion

Owner	Mark Frood	Old KPI ID	SOI 2425_05
KPI Status	06 Complete	Quarter Status	09 Complete

Q3 Report

Target 4 Actual 3

Visit Southland March:

1. Wilderness Magazine - Walking Ad

Visit Fiordland March:

1. Wilderness Magazine - Walking Ad

2. Metropol Magazine - Fiordland Editorial and Ad



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

<p>Media Coverage for Southland during Q3:</p> <ul style="list-style-type: none">- The number of stories generated is: 72 (Year to date: 131)- with an Equivalent Advertising Value (EAV) of: \$11,004,804 (TNZ) (Year to date: \$16,770,863) <p>Media Coverage for Fiordland:</p> <ul style="list-style-type: none">- The number of stories generated is: 104 (Year to date: 234)- with an Equivalent Advertising Value (EAV) of: \$3,171,259 (TNZ) (Year to date: \$10,910,334)		
ICC Delivered: 1	SDC Delivered: 2	GDC Delivered: 1
1. Wilderness Magazine - Walking Ad	1. Wilderness Magazine - Walking Ad 2. Metropolis Magazine - Fiordland Editorial	1. Wilderness Magazine - Walking Ad

SOI-2025-70

Attend 5 trade shows (Tourism Trade)
Regional Promotion

Owner	Mark Frood	Old KPI ID	SOI 2425_06
KPI Status	02 In Progress	Quarter Status	02 In Progress
<p>Q3 Report Target 1 Actual 1</p> <p>Tourism Export Council Conference Tradeshow - Invercargill August 2024 Murihiku Operator (6 companies) training - Auckland August 2024</p> <p>Regional Tourism Organisation Inbound operator training March 2025</p> <p>Upcoming: Tourism Rendezvous New Zealand (TRENZ) May 2025</p>			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-71			
Attend 2 partnered famils (Tourism Trade)			
Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_07
KPI Status	06 Complete	Quarter Status	09 Complete
<div><div>Q3 Report</div><div>Target 1 Actual 4</div><div>3 Partnered Famils completed to date. This KPI is now complete.</div><div>January: TNZ (Minecraft) Recce Milford February: TNZ (Minecraft) Promo Shoot Milford March: TNZ Hardest Geezer Campaign/Famil Bluff &Te Araroa Trail March: TNZ (Minecraft) Influencer Singapore</div><div>Partnered Famils Currently in the works/Updates</div><div><div>- TNZ (Minecraft) Influencer India (April)</div><div>- TNZ (Minecraft) Influencer USA (April)</div><div>- TNZ (Minecraft) Influencer Australia (April)</div><div>- TNZ (Minecraft) Influencer China (April)</div><div>- TNZ 100% Pure NZ UK & Germany Trade Famil in Fiordland & Southland (April)</div><div>- Pre TRENZ Agent Famil in Fiordland & Southland(May)</div><div>- TNZ Staff - Post TRENZ Famil in Fiordland & Southland (May)</div><div>- TNZ ENZ Staff Famil in Southland (June)</div><div>- TNZ German Media Rakiura Famil (June)</div></div></div>			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-72			
2 Murihiku itineraries adopted from Milford Opportunities Project (Tourism Trade)			
Regional Promotion			
Owner	Mark Flood	Old KPI ID	SOI 2425_08
KPI Status	06 Complete	Quarter Status	09 Complete
Q3 Report Target 1 Actual 2 Grand Pacific Tours tour group extension of Te Anau Invercargill Dunedin as part of a South Island wide itinerary Development of Southern Way targeting Gold Coast Australia trade itineraries supported by MBIE Regional Tourism Boost Fund, Jet star and ANCRO (trade channel partner). \$350,000 was received to support this program with Great South as the lead RTO in collaboration with 6 other regional tourism organisations			

SOI-2025-73			
Develop 1 new iwi experience (Tourism Trade)			
Regional Promotion			
Owner	Mark Flood	Old KPI ID	SOI 2425_09
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report Target Actual Te Matahi o te Tau – wayfinding by the Matariki Stars Murihiku Continued development of mapping and content supporting story telling around the Matariki Pou around Murihiku. This wayfinding journey was co-funded by the Ministry of Business, Innovation and Employment's Tourism Infrastructure Fund (TIF) (Great South did the submission application) and the Southland District Council. Each pou represents one of the prominent stars in the Matariki cluster and Puaka, which heralds the Māori New Year. In Māori pūrākau (storytelling), each star is characterised by an entity who relates to the surroundings or the seasons they watch over.			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL

KPI REPORT 2024/25 – Q3

The Pou are located at 8 sites currently. Tupuārangi on Stewart Island/Rakiura, Ururangi at Slope Point, Waitā at Curio Bay, and Tupuānuku at Mandeville. Hiwa-i-te-rangi at Taramea/Howells Point, Waiti at Garston, and Waipunarangi at Te Anau. In the future, there will be one at Bluff/Motupōhue - Pōhutukawa, and Puaka will be erected in Invercargill.

SOI-2025-64

Attend 3 conference events (Business Events)

Regional Promotion

Owner	Mark Frood	Old KPI ID	SOI 2425_12
KPI Status	06 Complete	Quarter Status	04 On Schedule

Q3 Report

Target Actual

Nil for Q3.

This KPI was achieved in Q2

SOI-2025-95

Murihiku Southland Destination Strategy - Implementation Plan Development

Regional Promotion

Owner	Mark Frood	Old KPI ID	SOI 2425_11
KPI Status	02 In Progress	Quarter Status	05 Ahead Of Schedule

Q3 Report

Target Actual

The first draft has been completed by our graphic designer. This is now undergoing further edits and is expected to be complete within April 2025.



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL

KPI REPORT 2024/25 – Q3

SOI-2025-94			
Progress at least 3 projects from the Murihiku Southland Destination Strategy 2023-2029			
Regional Promotion			
Owner	Mark Flood	Old KPI ID	SOI 2425_10
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report <div>Target Actual</div> <p>Dark Skies</p> <ul style="list-style-type: none"> * Working alongside Te Ao Marama to create content to promote the Matariki Pou around the region. Developed a joint photography brief to get this work underway. * Confirmed the Royal NZ Astronomical Society annual speaker series will visit Rakiura in May * Continue to work on inputting and assessing images and information collected in relation to lighting compliance from my trip to Milford Sound. * Worked with DSI committee member on most appropriate dark sky accreditation type to pursue in light of visitation to Milford. This will be an International Dark Sky Park. This has now been agreed upon with DoC and an update sent to the kaitiaki rūpū. * Completed the Dark Sky International annual report for Rakiura International Dark Sky Sanctuary. * Met with consultants working on the Environment Southland Coastal Plan review to ensure dark skies lighting considerations are reviewed as part of this process. <p>Te Taurapa o Te Waka - Motupōhue Bluff Visitor Experience</p> <ul style="list-style-type: none"> * Met with Corey from Awarua Rūnaka in relation to the next steps for the Matariki Pou and TTOTW project. <p>Bluff Motupōhue Tourism Master Plan</p> <ul style="list-style-type: none"> * Met with Councillor Dermody and ICC staff about the process to review the BMTMP in conjunction with the Bluff Community Board * Prepared and presented a report to the Bluff Community Board for inclusion in their meeting held on the 17th March. This focussed on the process to review the BMTMP and create an implementation plan for the next 3-5 years. This was well received and a workshop to progress this will be undertaken in the next quarter. * Investigated options for more specific data measurement for Bluff, in order to better track the impact of tourism in the town. * Presenting on the BMTMP at the NZ Planning Institute Conference being held in Southland. * Continue to meet with and work alongside the Project Coordinator. <p>Tourism Sector Sustainability</p> <ul style="list-style-type: none"> * The Murihiku Southland Sustainable Tourism Programme is currently on hold until there is resource to support its delivery as this was a joint activity with the Sustainability Planner role which is 			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

currently unfilled.
* RTNZ has requested information from RTOs about signing the Glasgow Declaration for Climate Action. This will be worked through and our pathway decided, however our ability to progress this work is impacted by resource.
Southland Murihiku Food Tourism Strategy implementation
* Further filming for our regional food video has taken place and the editing stage has begun
* The external contractor working on key actions from the Southland Murihiku Food Tourism Strategy is progressing well. Their work will likely be complete by the end of April, with integration into the SouthlandNZ website to follow.
Other
* Worked with the Regional Strategy team on the tourism reporting that will become a regular feature alongside DISH. Also met with the team on future economic modelling scenarios to be completed by Infometrics.
* Provided input and recommendations for Great Souths submission on proposed DoC policy changes regarding modernising conservation land management and charging for access to some conservation land
* Working to have the community sentiment in relation to tourism research that was undertaken in 2023 repeated, as per our two-yearly cycle. Angus and Associates will undertake this for us with budget already allocated.
* Met with Andrea from TPK on Māori tourism developments in the region and how we can connect/ support these efforts.

SOI-2025-86			
Increase on number of events listed on SouthlandNZ Calendar (Events)			
Regional Promotion			
Owner	Mark Flood	Old KPI ID	SOI 2425_13
KPI Status	02 In Progress	Quarter Status	04 On Schedule
Q3 Report			
Target Actual			
1 July - 31 March year to date: 110 (The number of events that occurred during the time period)			



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KPI REPORT 2024/25 – Q3

SOI-2025-87			
Increase overall page views on SouthlandNZ regional calendar (Events)			
Regional Promotion			
Owner	Mark Flood	Old KPI ID	SOI 2425_14
KPI Status	Q2 In Progress	Quarter Status	05 Ahead Of Schedule
Q3 Report Target 33000 Actual 79283			
<p>1 July - 31 March year to date results: 79,283</p> <p>Arts Murihiku Events Calendar (/arts-murihiku-events-calendar/): 1,103 Heritage South (/heritage-south/): 163 ILT (https://ilt.co.nz/ilt-events-calendar/): 56 What's on Invers (https://whatsoninvers.nz/whats-on/): 231 ILT Stadium (/ilt-stadium-southland/): 650 Active Southland (/active-southland-calendar/): 761 Southland Tribune (/tribune/): 2,068</p> <p>Events in Southland (/events/events-southland/): 33,004 SouthlandNZ main events calendar (/events/): 23,501</p> <p>Spring campaign (/events/southland-event-guides/spring-event-guide/): 2,126 Summer campaign (/events/southland-event-guides/summer-event-guide/): 5,068 Autumn campaign (/events/southland-event-guides/autumn-event-guide/): 10,139 Winter campaign (/events/southland-event-guides/winter-event-guide/): 413</p> <p>*Note: The pageviews for third-party calendars may be higher, as iframe usage does not contribute to pageview counts. It would be beneficial to request quarterly reports on calendar pageviews from third-party providers whenever possible.</p>			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-88			
Increase overall views from Southland Residents on SouthlandNZ Regional Calendar (Events)			
Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_15
KPI Status	02 In Progress	Quarter Status	05 Ahead Of Schedule
Q3 Report Target 12075 Actual 24617			
<p>1 July - 31 March pageview results: 24,617</p> <p>Arts Murihiku Events Calendar (/arts-murihiku-events-calendar/): 1,103 of which 383 came from Southland</p> <p>Heritage South (/heritage-south/): 163 of which 72 came from Southland</p> <p>ILT (https://ilt.co.nz/ilt-events-calendar/): 56 of which 44 came from Southland</p> <p>What's on Invers (https://whatsoninvers.nz/whats-on/): 231 of which 105 came from Southland</p> <p>ILT Stadium (/ilt-stadium-southland/): 650 of which 216 came from Southland</p> <p>Active Southland (/active-southland-calendar/): 761 of which 226 came from Southland</p> <p>Southland Tribune (/tribune/): 2,068 of which 881 came from Southland</p> <p>Events in Southland (/events/events-southland/): 33,004 of which 12,033 came from Southland</p> <p>SouthlandNZ main events calendar (/events/): 23,501 of which 7,291 came from Southland</p> <p>Spring campaign (/events/southland-event-guides/spring-event-guide/): 2,126 of which 577 came from Southland</p> <p>Summer campaign (/events/southland-event-guides/summer-event-guide/): 5,068 of which 1,127 came from Southland</p> <p>Autumn campaign (/events/southland-event-guides/autumn-event-guide/): 10,139 of which 1,617 came from Southland</p> <p>Winter campaign (/events/southland-event-guides/winter-event-guide/): 413 of which 45 came from Southland</p>			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-89			
Support delivery of Burt Munro Challenge (Event Delivery)			
Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_16
KPI Status	06 Complete	Quarter Status	07 Delivered
Q3 Report Target Actual			
Burt Munro Challenged delivered with reduced staffing hours, due to departure of full time Major Events position. Funding accountability yet to be completed. Event tidy up complete, including computer files. No set up for 2025 event has commences, as this is being left for the new staff member to complete, as it will support with event knowledge setting up files for next event.			

SOI-2025-90			
Deliver ILT Kidzone Festival (Event Delivery)			
Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_17
KPI Status	06 Complete	Quarter Status	07 Delivered
Q3 Report Target Actual			
ILT Kidzone successfully delivered in July 2024, meeting the KPI target for the 2024/25 FY.			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL

KPI REPORT 2024/25 – Q3

SOI-2025-91			
Regional Marketing Cluster Campaigns (Events)			
Regional Promotion			
Owner	Mark Frood	Old KPI ID	SOI 2425_18
KPI Status	02 In Progress	Quarter Status	04 On Schedule
Q3 Report <div>Target Actual</div> <p>Event marketing is done via seasonal social media campaigns through the Southland NZ Channel. For more information go to: SOI-2025-66 - 3 Digital Campaigns</p> <p>Completed:</p> <p>Autumn Social Campaign (International) 15 February - 15 April 2025</p> <p>The Autumn Social campaign aims to promote Murihiku Southland as a destination for visitors during autumn. The campaign highlights the region's events and experiences, encouraging travellers to explore our stunning landscapes, indulge in delicious cuisine, and try things unique to Southland.</p> <ul style="list-style-type: none"> - "Events" ads primarily focus on a local domestic audience, promoting community engagement and participation. - "Things to Do" ads highlight various activities and attractions that appeal to visitors from various backgrounds. <p>Summer Social Campaign (Domestic) 15 November 2024 - 5 January 2025 & 8 January - 14 February 2025</p> <p>The Summer Social campaign aims to promote Murihiku Southland as a destination for visitors during summer. The campaign highlights the region's events and experiences, encouraging travellers to explore our stunning landscapes, indulge in delicious cuisine, and try things unique to Southland.</p> <ul style="list-style-type: none"> - "Events" ads primarily focus on a local domestic audience, promoting community engagement and participation. - "Things to Do" ads highlight various activities and attractions that appeal to visitors from various backgrounds. <p>Like Social Campaign (Domestic) 8 January - 28 February 2025</p> <p>The Like Social campaign aims to increase the followership on the Southland NZ Social channel by using event imagery and videos.</p> <p>Summer Holiday Activity Guide 1 January- 21 January 2025 (City Centre)</p> <p>The Summer Holiday Activity Guide campaign aims to promote Invercargill's activities during the Summer break, targeting families to come to Invercargill.</p> <p>Southland Heritage Month: 7 February - 7 March 2025</p>			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

<p>The Southland Heritage Month campaign aims to promote heritage events during the month of march for locals and visitors to enjoy.</p>
<p>Results during Q3:</p> <p>Autumn Social Campaign:</p> <p>Impressions: 341,337</p> <p>Reach: 97,864</p> <p>Clicks to Site: 8,208</p> <p>Summer Social Campaign:</p> <p>Impressions: 192,208</p> <p>Reach: 71,024</p> <p>Clicks to Site: 3,500</p> <p>Like Social Campaign:</p> <p>Impressions: 776,997</p> <p>Reach: 363,384</p> <p>New Followers: 7,062</p> <p>Southland Heritage Month:</p> <p>Impressions: 157,531</p> <p>Reach: 92,911</p> <p>Clicks to Site: 103</p> <p>Summer Holiday Activity Guide</p> <p>Impressions: 134,760</p> <p>Reach: 35,809</p> <p>Clicks to Site: 2,106</p>



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-100			
Produce the Regional Emissions Report			
Strategic Projects			
Owner	Steve Canny	Old KPI ID	SOI 2425_27
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report	Target	Actual	
We are still awaiting the final data from MPI and MfE for forestry, therefore, it is likely that the final emissions report can be released by December 2025.			
We have completed everything we can, and the draft report will be finished by the end of the current financial year (June 30th), and the final report will be completed in Q2 of the next financial year.			

SOI-2025-101			
Review and update the Net Zero Southland			
Strategic Projects			
Owner	Steve Canny	Old KPI ID	SOI 2425_28
KPI Status	02 In Progress	Quarter Status	04 On Schedule
Q3 Report	Target	Actual	
Sarah Gnirss has been commissioned to run the NetZero 2025 review. The report is on track to be completed by end of Q4, as scheduled.			



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-102

Prepare an Action Plan to guide implementation of the Regional Energy Strategy

Strategic Projects

Owner	Steve Canny	Old KPI ID	SOI 2425_29
KPI Status	02 In Progress	Quarter Status	04 On Schedule

Q3 Report Target Actual

- * Updated the list of boilers that have been converted and identified those that still need to be converted
- * Currently evaluating the availability of biomass, with the evaluation expected to be completed within the next fortnight. This evaluation is crucial for understanding the biomass supply for the region.
- * The action plan for the regional energy strategy is on track to be completed by June 30th. This plan will guide the implementation of various energy initiatives in the region.

SOI-2025-104

Prepare two technical reports for biogenic methane and woody-biomass

Strategic Projects

Owner	Steve Canny	Old KPI ID	SOI 2425_30
KPI Status	02 In Progress	Quarter Status	02 In Progress

Q3 Report Target Actual

- o Biogenic Methane Report: This report will be completed by the end of June, providing updated data and insights on biogenic methane.
- o Woody Biomass Report: A technical report on woody biomass would also be prepared by the end of June. This report will include data on woody biomass projects and their potential impact.



GREAT SOUTH ACCOUNTABILITY REPORT FOR INVERCARGILL CITY COUNCIL
KPI REPORT 2024/25 – Q3

SOI-2025-105			
Prepare a spatial plan identifying favourable locations for renewable energy generation			
Strategic Projects			
Owner	Steve Canny	Old KPI ID	SOI 2425 31
KPI Status	02 In Progress	Quarter Status	02 In Progress
Q3 Report	Target	Actual	
The report has been completed and sent to Environment Southland for review.			

2024/2025 QUARTER THREE PERFORMANCE REPORT (MARCH 2025)

To: Finance and Policy Committee

Meeting Date: Tuesday 20 May 2025

From: Patricia Christie, Group Manager – Finance and Assurance

Approved: Michael Day - Chief Executive

Approved Date: Thursday 15 May 2025

Open Agenda: Yes

Purpose and Summary

This report provides the Finance and Policy Committee with an overview of performance, including financial performance for Quarter Three.

Recommendations

That the Finance and Policy Committee:

1. Receives the report "2024/2025 Quarter Three Performance Report (March 2025)".
2. Notes that 66 of 113 (58%) of the performance measures are either met or on track, thirteen are being monitored (12%) and ten (9%) will not be able to be met in 2024/2025. This compares to 72% in Quarter Two and 67% in Quarter Three of 2023/2024.
3. Notes that Quarter Three results for eighteen venues performance measures are not available this quarter.
4. Notes the performance report contains provisional results and these may change as more data is accumulated throughout the year.
5. Notes that four of the 17 activities have a year-to-date net operating financial performance variance lower than budget by more than 5%. This compares to seven in Quarter Two.

Recommend to Council:

6. Approves the budget adjustments outlined in the Schedule of changes to the plan (budget) in the Quarter Three Performance Report.

Background

The Quarterly Performance Report provides a snapshot of performance in service delivery, including financial performance which underpins this delivery.

The format of financial reporting has been revised. From this financial year, Council will report Adjusted Plan figures rather than Forecasts. This will assist in providing greater transparency and clarity as to how agreed budget changes have been made to plan and how actuals are tracking against the Adjusted Plan.

Issues

Management of the business

At a high level there are a number of key metrics across performance to particularly consider.

- Service performance – at the end of Quarter Three, 68% of performance measures set by Council¹ are on track or being monitored (compared to 93% in Quarter One and 83% in Quarter Two), noting that results for eighteen measures were not available at the time of the report. This is against an annual target of 80%.
- Capital programme delivery - 80% of the budgeted capital programme for the first nine months of the year had been delivered. Expenditure during Quarter Three had stepped up compared to the first two quarters however is now tracking below year-to-date budget by \$7.1 million. Projects tracking below budget include Branhholme supply main renewal (\$1.4 million) and Roading renewals (\$3.9 million) due to poor weather delaying work during the first half of the year, and Te Unua (\$3.0 million) from timing differences for work completed. The year-to-date capital delivery equates to 47% of the annual capital expenditure budget.
- Financial performance – At the end of Quarter Three, operational budgets are +16.9% of the Long-term Plan (+ Additional budget decisions). This is against a target of +/- 5%.

Service performance

The 2024–2034 Long-term Plan identified 40 levels of service and 113 measures against which performance would be measured for its activities. The levels of service identify areas of performance Council wanted to provide to its community and the measures are performance indications as to whether the levels of service have been achieved.

Of the 40 levels of service, 24 (60%) are on track to be met in 2024/2025 (same as Quarter Two and down from 65% in Quarter One), eight (20%) are being monitored as potential risks (down from 28% in Quarter One and 25% in Quarter Two) and seven (18%) will not be met (up from 5% in Quarter One and 13% in Quarter Two). The following areas are no longer on track: one aquatic services level of service is at risk and two other levels of service will not be met (solid waste management and property).

¹ As opposed to those set by DIA

At the end of Quarter Three, 66 performance measures (58%) were on track to meet yearly targets, with a further 18 measures awaiting results (of these, five were previously reported as unlikely to meet their yearly targets). This compares to 72% in Quarter Two 2024/2025 and 67% in Quarter Three of 2023/2024.

There are a further 13 measures which are currently being monitored (12%), and 10 which will not be met this year – four regulatory measures which require 100% delivery, two relate to public visits to Te Pātaka Taoka Southern Regional Collections Facility, one relating to the number of fatalities and serious injury crashes, unplanned pool closures, public toilets being operational 95% of the time and amount of waste to landfill.

Two performance measures were not planned to be and will not be reported in 2024/2025 – annual number of Te Unua Museum of Southland users and voter participation.

Performance across the three waters areas remains strong, with no areas at risk of non-delivery.

Four of the six roading measures are on track to be achieved. To date, the number of serious injury crashes reported had exceeded the previous year's number, resulting in a failed measure. Road safety remains a priority for Council and the Roding team continue to monitor trends and crash sites. Campaigns/education efforts have run in partnership with SDC and GDC, for a region-wide approach to the road safety for all modes (pedestrians, cyclists and motorists). However, central funding for road safety promotion has been reduced and Council has had to adjust the reach of these programmes to match funding.

Of the five Solid Waste performance measures, three are on track, one is being monitored (discarded materials rate) and one will not be achieved (kerbside waste sent to landfill). WasteNet continues to provide education and communication on waste minimisation techniques to support attainment of this measure, however this requires significant behaviour change which is a long-term process.

Leisure, Recreation and Wellbeing Services

User numbers across Council parks and recreation spaces, the Library, He Waka Tuia and the bus service are tracking well and remain on track to achieve the yearly targets. Particularly notable are the number of parks and recreation spaces exceeding one million users, likely as a result of a number of events held during the warmer months, animal and Tuatara exhibits and animal reserve tour booking.

While user numbers increased from Quarter Two, Splash Palace user numbers were lower than expected due to the leisure pool being closed for three weeks for maintenance, and due to unplanned closures or adjusted hours due to low staffing numbers. As a result, the KPI is being monitored.

Council continues to be responsive to the community, with response times to urgent and non-urgent parks and recreation and elderly persons housing in line with the set targets.

Eighteen of the 21 Venues and Events Services measures were unable to be reported this quarter due to staff sickness.

Corporate and Regulatory Services

Highlights from the Corporate and Regulatory Services areas include:

- The number of activities and events supported by the Community Wellbeing Fund has exceeded the yearly target (54 projects supported to date, 14 above target).
- All food premise registrations and alcohol licences have been issued within the statutory timeframes.
- Although missing their legislative targets, the Building Department continues to deliver a high level of service, exceeding industry performance expectations.
- Satisfaction with building, planning and property records as well as consenting process continues to be above target.
- 98% of requests for services are under investigation or closed within 10 working days of being raised. All other Corporate Services measures are on track to be met.

Council saw a significant increase in the number of Land Information Memorandum Reports issued in Quarter Three – 215, compared to 199 in Quarter Two and 187 in Quarter One. Of the 215 issued, 75 were outside of the 10-working day timeframe, resulting in a missed target for the year. The 10-working day statutory timeframe was only breached during the month of March.

Five of the seven Property Services measures remain on target. Satisfaction with the District's public toilets continues to be monitored, while the percentage of public toilets being operational 24 hours per day will not be met this financial year. This is due to delays in sourcing replacement parts for two Exeloo toilets in February 2025, along with vandalism to toilets in July 2024.

All but one of the Investments measures are on target. Net interest income is being monitored due to the ICL advance balance decreasing and therefore reducing the interest received.

Satisfaction

For most areas, satisfaction has remained similar to results seen in previous quarters or slightly decreased.

Satisfaction with the opportunities Council provides for community involvement in decision making has increased from 15% at the end of Quarter One to 23% at the end of Quarter Three. Themes did not vary greatly from previous quarters however there were slight decreases in the percentage of respondents who said Council does not listen and that engagement opportunities are not advertised.

While still below target, satisfaction with parks and recreation spaces increased by five points in Quarter Three to 71% (up from 66% in Quarter Two). Most open-ended answers to support the satisfaction rating acknowledge that the parks and recreation spaces are 'great/amazing', are well maintained and specifically mention Queens Park as being great, with the latter two being mentioned more frequently during 2024/2025 compared to the previous two years.

Some comments supporting these statements are included below:

- Always looks beautiful, this is what makes Invercargill to be proud of.
- Appreciate the work going into keeping the park very beautiful in all seasons.
- Excellent, well kept. Love the food growing in the park initiative.
- Invercargill has some excellent parks. a true credit to the team that looks after them, particular Queens Park, it's simply incredible. one of the highlights of living in this city.
- So lucky with so many spaces available. Queens Park is just the jewel in the crown

Satisfaction is a complex multifactor indicator which reflects a large number of underpinning trends, including direct experience, word of mouth, experience v. level of expectation which change over time, background levels of general satisfaction, weather/ seasonal factors and many other things.

On-site survey is planned for the Arts, Culture and Heritage activity in Quarter Four. The potential to add weighting of these results is being explored with the survey provider.

Financial Performance

For the nine months to 31 March 2025, excluding depreciation, Council had a net operating surplus of \$28.4 million. This is \$4.1 million better than budget of \$24.3 million.

Including depreciation, Council had a net operating deficit for the first nine months of the year of \$5.3 million, this is \$4.2 million better than the \$9.5 million deficit budgeted and \$2.8 million better than the same period last year.

Total revenue for the nine months up to 31 March 2025 was \$100.7 million, higher than budget by \$0.7 million and higher than last year by \$9.1 million. Higher revenue had mainly been generated by higher interest rates on term deposits during the year.

Total expenditure for the nine months up to 31 March 2025 was \$106.0 million, lower than budget by \$3.5 million and higher than last year by \$6.6 million. Expenditure is tracking lower than budget due to managing filling staff vacancies, less reactive maintenance required to date this year as a result of improved schedule maintenance and managing operational expenditure.

From an activity view, four of the 17 activities' net operating financial performance were lower than budget by more than 5% variance. These include:

- Roading - Subsidy revenue is tracking lower with the funds from the March claim was not received until Quarter Four.
- Aquatic Services – General admissions revenue remains down on budget with economic conditions encouraging frequent visitors to purchase memberships to reduce their costs. The higher electricity and woodchips consumption in Quarter Two, which was used to heat the pool due to the cooler weather, has corrected with the expected warmer summer months in Quarter Three arriving. Costs are also being managed to minimise the YTD net operating deficit.

- Public Transport – Subsidy revenue is tracking lower with the funds from the March claim not received until Quarter Four. Total Mobility expenses continue to run higher however NZTA Waka Kotahi plan to top up the subsidy allocation by \$200,000 in Quarter Four.
- Corporate Services – Expenses are more than anticipated due to Local Water Done Well analysis work completed and timing differences in the staff cost allocation to capital projects. The Local Water Done Well work will be offset with Government funding to be received in quarter four.

There are a number of activities that have their net operating financial performance better than budget. Some of the larger variances include:

- Sewerage - Revenue is higher than expected due to Tradewaste revenue being received in advance. Expenses are favourable due to less reactive maintenance occurring this year as a result of improved schedule maintenance and running similar to last year. Sewerage model calibration, CCTV work and emptying Clifton sludge pond 1 due to happen in the Fourth Quarter.
- Arts, Culture and Heritage - Revenue is higher than expected due to higher recoveries for project Ark. During Quarter Two, Council withdrew from the Southland Regional Heritage Committee and therefore ended the grant payments to the committee. The rates funding for the grant, which would be paid back to Council via Te Kupeka Tiaki Toaka Trust, will instead be retained in Council for the operating the collections area. Expenditure is tracking lower due to Southern Regional Collections team still settling into its new operational level since the relocation and timing of various staff vacancies within the collection team, along with the Te Unua team who are still in the establishment phase.
- Investments - Finance revenue is more than anticipated due to high interest rates on term deposits during the year. This is expected to lower as maturing term deposits will likely renew onto lower interest rates based on the current decreasing interest rate market.

Change in policy on accruals

As Council is aware, a change in accounting practice has been implemented from December 2023, moving from an accrual basis, to an invoice processed focus. Under an invoice processed focus invoices for work completed in September will be received and paid in the following month October. As a consequence, Quarter One typically has lower expenditure as only two months includes the full costs. However, at year-end accruals are completed in June, as part of the Annual Report process, to ensure all the costs show in the correct financial year. Therefore, the last quarter typically had higher expenditure as it includes four months of full costs. The budgets have been phased to reflect this, with lower expenditure budgets in July and higher expenditure budgets in June.

The invoices being paid in the following month would have been previously accrued and captured within the month the work incurred. Moving to an invoice process focus will reduce the number of manual accruals processed at the end of each month, and the following benefits will be gained:

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

Some of the variances within this report are due to this change in treatment. Over the coming year, continued revision to phasing will be completed. This phasing will also be applied to next years' Annual Plan numbers for a better comparison. The exceptions to this are finance revenue and expenses (principally interest), as well as salary and wages costs as these transactions fluctuate during the year due to when financial instruments mature and when employee leave is taken.

Most other revenue and expenses are consistent throughout the year, therefore are easier to adapt to the new treatment. There is no impact on the year-end figures as a full accrual process will still be completed in the month of June 2025 for the annual report.

Capital Delivery

Capital expenditure of \$33.5 million had been spent in the first nine months to 31 March 2025. This is lower than budget by \$7.1 million and is higher than last year spend by \$4.7 million. The programme had been slower in the first half of the year. Capital contracting is traditionally slower in Quarter One and wet weather in Quarter Two delayed work from being carried out. Quarter Three had seen an increase in delivery with \$13.8 million delivered.

There are a number of larger projects that are planned to be progressed over the remainder of the final quarter, including Project 1225, Bluff Boat Ramp, continuation of Bransholme Pipeline & the completion of the Surrey Park Grandstand renewal as well as roading and pipe renewal work.

As signalled at the time of adoption of the Long-term Plan, Council's capital programme is a step change from the trend history of Council. This is being driven both by renewals in the horizontal infrastructure as the system ages and by Council's more ambitious project programme. Council's delivery is increasing but not fast enough to keep pace with the planned programme. A review was carried out in Quarter Three to realign the capital programme to what can be delivered this year. \$71.7 million of capital is now expected to be delivered this year compared to the original plan (100% delivery) of \$92.7 million.

Roadmap to Renewal Projects

The construction of the Te Unua Museum of Southland base remains on schedule. The concrete floors have been completed, and the precast walls have been erected for the West building. On the East side, all screw piles and ground beams have been completed, preparing the area for the installation of precast elements and structural steel. The third building consent, lodged at the end of December, is still undergoing the consenting process. The Gibson Group design is currently behind schedule, however commencement of the Waihopai contract has bolstered confidence in the strategy to recover the lost time.

At the end of Quarter Three, Surrey Park Grandstand Renewal project was over halfway through the construction phase, with the stadium roof and exterior cladding replacement completed. Timeline had pushed out by 2-4 weeks, with the project team reporting completion within June 2025. In the Quarters One and Two Roadmap to Renewal infographics, the completion date was reported incorrectly as June 2026. This has now been rectified.

Stage One of CCTV has been completed on time and budget and the network was fully commissioned and livened in February 2025. Direction on proceeding with Stage Two planning and scoping will be worked through in Quarter Four.

City Streets Upgrade is progressing well, with the construction works led by the developer commencing, to align with their intended opening. Work will progress from Dee Street to Leven Street to continue to provide construction access for the carpark and hotel.

The design of the new toilet and fish processing station at the Bluff boat ramp is now complete, with the order placed in February 2025. This is currently tracking well to the overall target programme to completion. The boat pontoons are both installed, and further minor additional bracing and piling was required, and subsequently designed by the structural engineers. Pricing and a change request process is complete for these additional works, which is targeted to commence in April 2025 and be complete in June 2025.

Budget Changes

During Quarter three, changes were made to the 2024/2025 budget. These are detailed in the Schedule of changes to the plan (Budget) section of the Performance report attachment.

These changes are the final ones for the year and were used to form the opening balances of the balance sheet within the Annual Plan 2025/2026.

The key budget changes included in the March 2025 Performance report that Council will be asked to approve include:

Operational

- +\$2.3 million subsidy revenue brought forward from future years for Project 1225. Some of the funding allocations from external organisations had been brought forward from future years to align with construction work.
- +\$0.5 million Local Water Done Well costs for 2024/2025. This is offset by revenue recovered from other Councils for services we have provided them during 2023/2024 and 2024/2025 and Government subsidy, totalling +\$0.6 million.
- +\$0.8 million higher depreciation adjustment to align with the capital programme movements and updates to Council's asset register.

Capital

- +\$3.7 million capital brought forward from 2026/2027 from the Civic Administration Building redevelopment to allow commencement of relocating existing staff from Civic Administration Building to other locations.
- -\$2.0 million of capital deferred to future years as programmes will not be completed this year. These include Branhholme supply main renewal (-\$0.8 million), Mersey Street waste

water duplication project (-\$0.3 million), Elderly housing - Site 2 development (-\$0.4 million) and Our Council Programme (-\$0.5 million).

Next Steps

The Quarter Four Performance report will be brought to the Finance and Policy Committee in September 2025. A high-level financial update up to end of May 2025 will be included in the Finance Update paper in July 2025.

Attachments

Attachment 1 – ICC Performance Report Q3 2025 (A5891179)

Attachment 2 – Quarter Three 2024/2025 Roadmap to Renewal Infographic (A5888494)

A5891179



PERFORMANCE REPORT

As at 31 March 2025





PERFORMANCE REPORT

As at 31 March 2025

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Capital Delivery Performance

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Sewerage
Stormwater
Roading
Solid Waste
Leisure, Recreation and Wellbeing Services
Corporate and Regulatory Services
Support of External Organisations

3 All Of Council Detail

Traffic Light Colour Key & Report Guide
Non Financial Performance
Financial Performance
Schedule of changes to plan (budget)





PERFORMANCE REPORT

As at 31 March 2025

Section 1 - Council Performance Summary

Non Financial Performance

Financial Performance

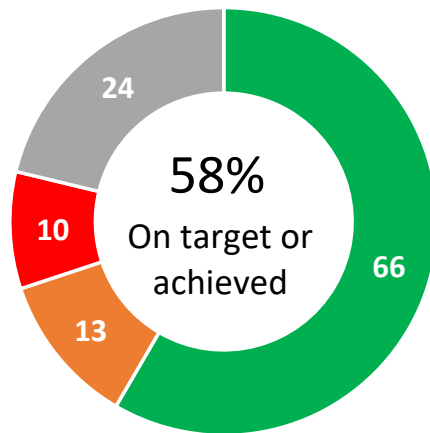
Capital Delivery Performance



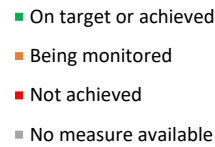
Invercargill City Council

Council Summary

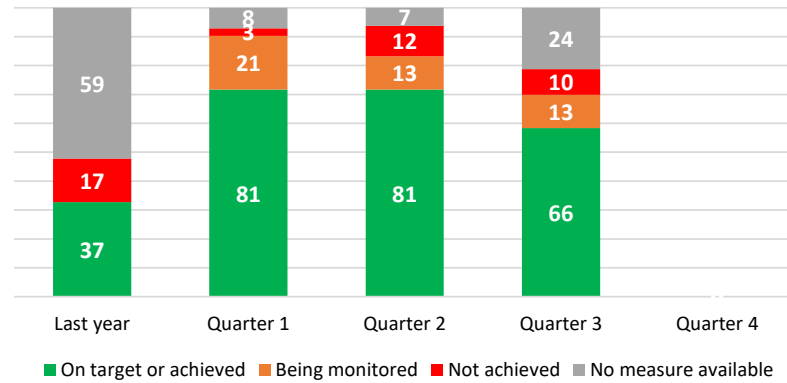
Non Financial Performance				
Level of Service (total 40)	On target or achieved	Being monitored	Not achieved	No measure available
	24 60%	8 20%	7 18%	1 3%



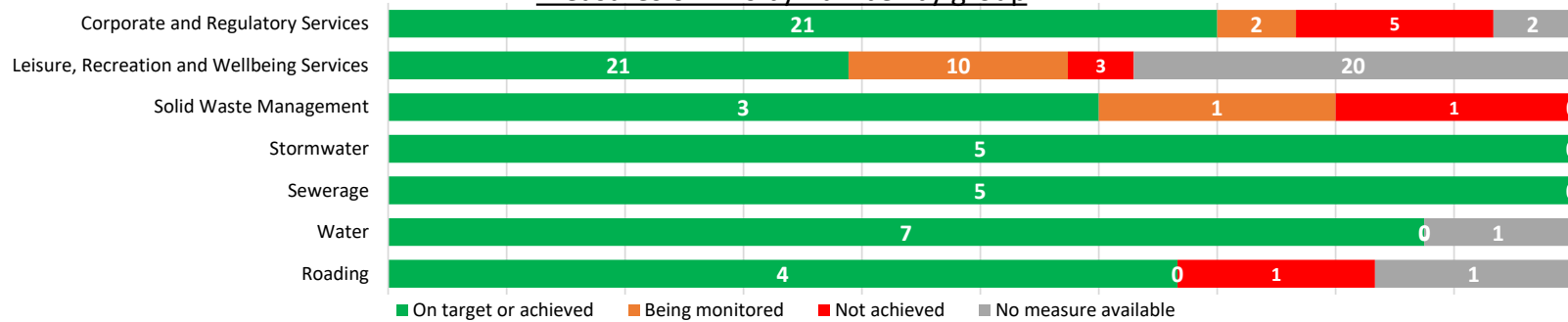
Measures of KPIs
(113 total measures)



Measures of KPIs by number by quarter



Measures of KPIs by number by group



Invercargill City Council

Council Summary

Non Financial Performance

The 2024–2034 Long-term Plan identified 40 levels of service and 113 measures against which performance would be measured for its activities. The levels of service identify areas of performance Council wanted to provide to its community and the measures are performance indications as to whether the levels of service have been achieved.

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Invercargill City Council

Council Summary

Non Financial Performance

Leisure, Recreation and Wellbeing Services

User numbers across Council parks and recreation spaces, the Library, He Waka Tuia and the bus service are tracking well and remain on track to achieve the yearly targets. Particularly notable are the number of parks and recreation spaces exceeding one million users, likely as a result of a number of events held during the warmer months, animal and Tuatara exhibits and animal reserve tour booking.

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Corporate and Regulatory Services

Highlights from the Corporate and Regulatory Services areas include:

- The number of activities and events supported by the Community Wellbeing Fund has exceeded the yearly target (54 projects supported to date, 14 above target).
- All food premise registrations and alcohol licences have been issued within the statutory timeframes.
- Although missing their legislative targets, the Building Department continues to deliver a high level of service, exceeding industry performance expectations.
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Invercargill City Council

Council Summary

Non Financial Performance

Five of the seven Property Services measures remain on target. Satisfaction with the District's public toilets continues to be monitored, while the percentage of public toilets being operational 24 hours per day will not be met this financial year. This is due to delays in sourcing replacement parts for two Exeloo toilets in February 2025, along with vandalism to toilets in July 2024.

All but one of the Investments measures are on target. Net interest income is being monitored due to the ICL advance balance decreasing and therefore reducing the interest received.

Satisfaction

For most areas, satisfaction has remained similar to results seen in previous quarters or slightly decreased.

Satisfaction with the opportunities Council provides for community involvement in decision making has increased from 15% at the end of Quarter One to 23% at the end of Quarter Three. Themes did not vary greatly from previous quarters however there were slight decreases in the percentage of respondents who said Council does not listen and that engagement opportunities are not advertised.

While still below target, satisfaction with parks and recreation spaces increased by five points in Quarter Three to 71% (up from 66% in Quarter Two). Most open-ended answers to support the satisfaction rating acknowledge that the parks and recreation spaces are 'great/amazing', are well maintained and specifically mention Queens Park as being great, with the latter two being mentioned more frequently during 2024/2025 compared to the previous two years.

Some comments supporting these statements are included below:

- Always looks beautiful, this is what makes Invercargill to be proud of.
- Appreciate the work going into keeping the park very beautiful in all seasons.
- Excellent, well kept. Love the food growing in the park initiative.
- Invercargill has some excellent parks. a true credit to the team that looks after them, particular Queens Park, it's simply incredible. one of the highlights of living in this city.
- So lucky with so many spaces available. Queens Park is just the jewel in the crown

Satisfaction is a complex multifactor indicator which reflects a large number of underpinning trends, including direct experience, word of mouth, experience v. level of expectation which change over time, background levels of general satisfaction, weather/ seasonal factors and many other things.

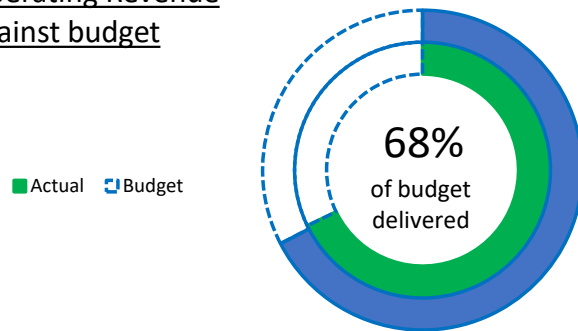
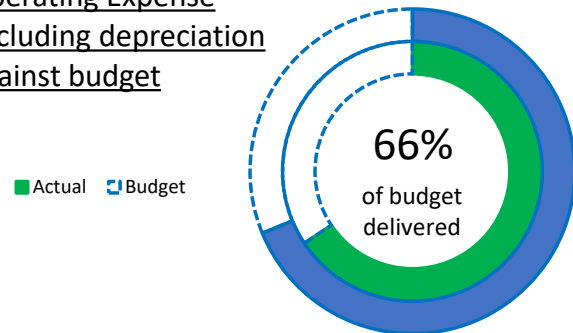
On-site survey is planned for the Arts, Culture and Heritage activity in Quarter Four. The potential to add weighting of these results is being explored with the survey provider.

Invercargill City Council

Council Summary

Financial Performance

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$28.4 million	\$24.3 million	\$4.1 million	\$38.4 million	\$43.9 million	\$-5.5 million

Operating Revenue
against budgetOperating Expense
excluding depreciation
against budget

Net operating surplus By activity excluding depreciation	YTD Act vs Bud Variance (\$000)	Full Year Bud vs Plan Variance (\$000)
Infrastructure		
Water	- 46	- 273
Sewerage	+ 1,577	+ 60
Stormwater	+ 122	+ 195
Roading	- 619	- 1,884
Solid Waste	+ 438	- 409
Leisure, Recreation and Wellbeing Services		
Aquatic Services	- 142	- 403
Arts, Culture and Heritage	+ 1,061	- 415
Elderly Persons Housing	+ 475	+ 31
Libraries	+ 63	+ 13
Public Transport	- 426	+ 280
Parks and Reserves	+ 322	- 1,572
Venues and Events Services	+ 129	- 167
Corporate and Regulatory Services		
Democratic Process	+ 513	- 299
Regulatory Services	+ 243	- 1,052
Investments	+ 630	- 544
Property Services	+ 95	+ 2,258
Corporate Services	- 337	- 1,323
Total ICC	+ 4,098	- 5,504

Variance Colour Key:	Less than 90%	Between 90%-95%	95% or greater
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Invercargill City Council

Council Summary

Financial Performance

For the nine months to 31 March 2025, excluding depreciation, Council had a net operating surplus of \$28.4 million. This is \$4.1 million better than budget of \$24.3 million.

Including depreciation, Council had a net operating deficit for the first nine months of the year of \$5.3 million, this is \$4.2 million better than the \$9.5 million deficit budgeted and \$2.8 million better than the same period last year.

Total revenue for the nine months up to 31 March 2025 was \$100.7 million, higher than budget by \$0.7 million and higher than last year by \$9.1 million. Higher revenue had mainly been generated by higher interest rates on term deposits during the year.

Total expenditure for the nine months up to 31 March 2025 was \$106.0 million, lower than budget by \$3.5 million and higher than last year by \$6.6 million. Expenditure is tracking lower than budget due to managing filling staff vacancies, less reactive maintenance required to date this year as a result of improved schedule maintenance and managing operational expenditure.

From an activity view, four of the 17 activities' net operating financial performance were lower than budget by more than 5% variance. These include:

- Roading - Subsidy revenue is tracking lower with the funds from the March claim was not received until Quarter Four.
- Aquatic Services – General admissions revenue remains down on budget with economic conditions encouraging frequent visitors to purchase memberships to reduce their costs. The higher electricity and woodchips consumption in Quarter Two, which was used to heat the pool due to the cooler weather, has corrected with the expected warmer summer months in Quarter Three arriving. Costs are also being managed to minimise the YTD net operating deficit.
- Public Transport – Subsidy revenue is tracking lower with the funds from the March claim not received until Quarter Four. Total Mobility expenses continue to run higher however NZTA Waka Kotahi plan to top up the subsidy allocation by \$200k in Quarter Four.
- Corporate Services – Expenses are more than anticipated due to Local Water Done Well analysis work completed and timing differences in the staff cost allocation to capital projects. The Local Water Done Well work will be offset with Government funding to be received in quarter four.

Invercargill City Council

Council Summary

Financial Performance

There are a number of activities that have their net operating financial performance better than budget. Some of the larger variances include:

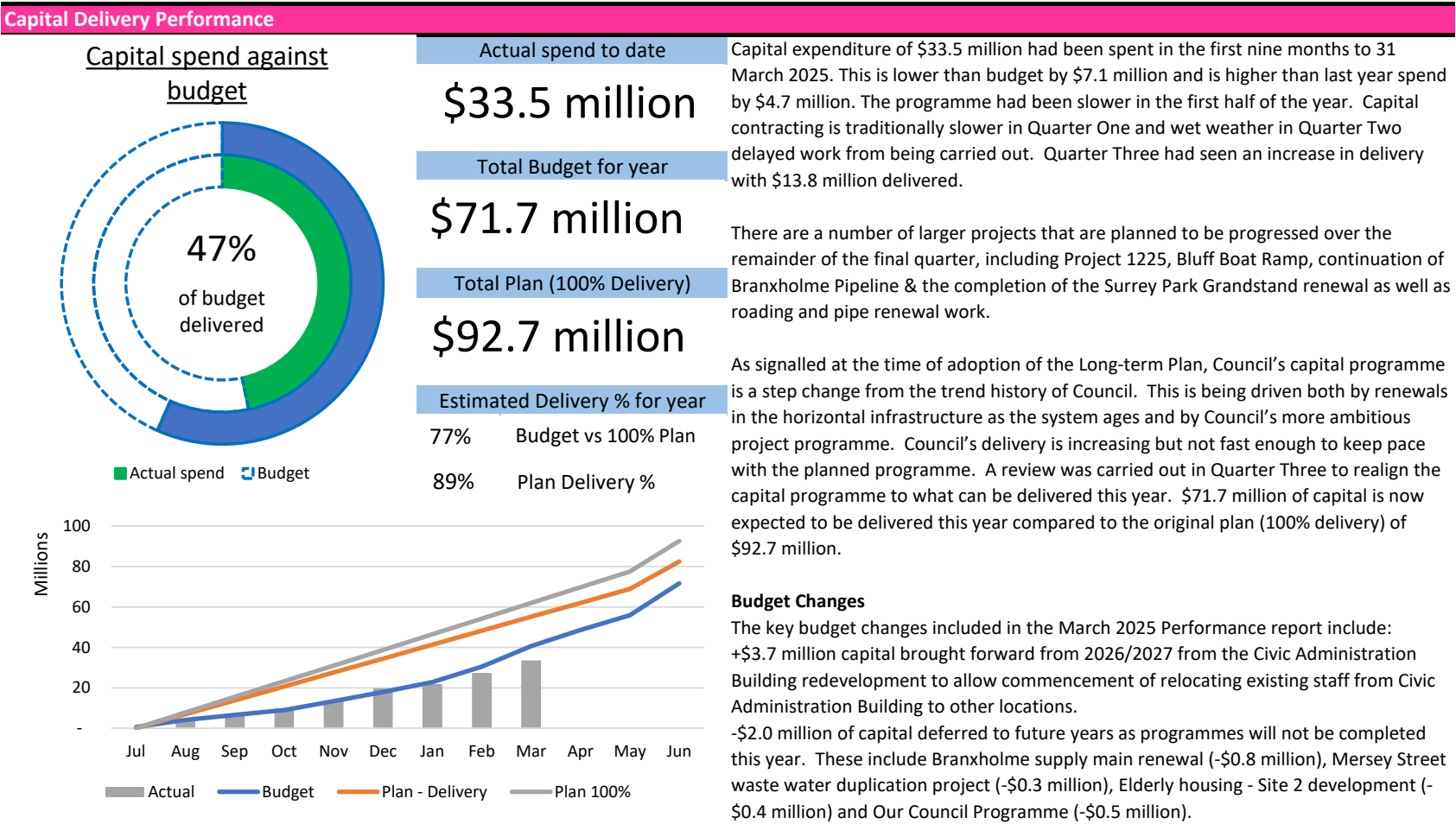
- Sewerage - Revenue is higher than expected due to Tradewaste revenue being received in advance. Expenses are favourable due to less reactive maintenance occurring this year as a result of improved schedule maintenance and running similar to last year. Sewerage model calibration, CCTV work and emptying Clifton sludge pond 1 due to happen in the Fourth Quarter.
- Arts, Culture and Heritage - Revenue is higher than expected due to higher recoveries for project Ark. During Quarter Two, Council withdrew from the Southland Regional Heritage Committee and therefore ended the grant payments to the committee. The rates funding for the grant, which would be paid back to Council via Te Kupeka Tiaki Toaka Trust, will instead be retained in Council for the operating the collections area. Expenditure is tracking lower due to Southern Regional Collections team still settling into its new operational level since the relocation and timing of various staff vacancies within the collection team, along with the Te Unua team who are still in the establishment phase. ☐
- Investments - Finance revenue is more than anticipated due to high interest rates on term deposits during the year. This is expected to lower as maturing term deposits will likely renew onto lower interest rates based on the current decreasing interest rate market.

Budget Changes

The key budget changes included in the March 2025 Performance report include:

- +\$2.3 million subsidy revenue brought forward from future years for Project 1225. Some of the funding allocations from external organisations has been brought forward from future years to align with construction work.
- +\$0.5 million Local Water Done Well costs for 2024/2025. This is offset by revenue recovered from other Councils for services we have provided them during 2023/2024 and 2024/2025 and Government subsidy, totalling +\$0.6 million.
- +\$0.8 million higher depreciation adjustment to align with the capital programme movements and updates to Council's asset register.

Invercargill City Council
Council Summary





PERFORMANCE REPORT

As at 31 March 2025

Section 2 - Activity Performance

Water

Sewerage

Stormwater

Roading

Solid Waste

Leisure, Recreation and Wellbeing Services

Aquatic Services

Arts, Culture and Heritage

Elderly Persons Housing

Libraries

Public Transport

Parks and Reserves

Venues and Events Services

Corporate and Regulatory Services

Democratic Process

Regulatory Services

Investments

Property Services

Corporate Services

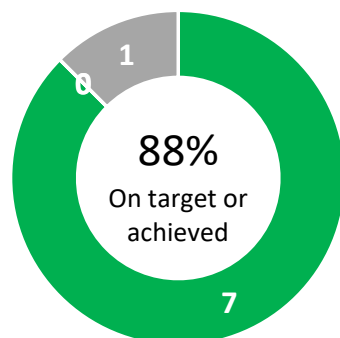
Support of External Organisations



Wai

Water

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (8 total measures)

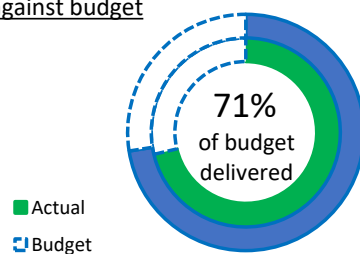
- On target or achieved
- Being monitored
- Not achieved
- No measure available

All Water performance measures are set by the DIA. At the end of Quarter Three, all but one remain on track to meet their targets for 2024/25. The water loss percentage will be available at the end of Quarter Four.

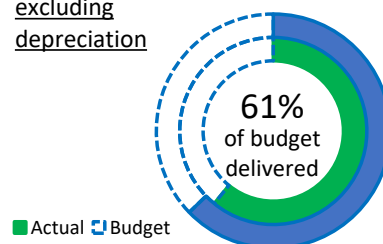
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$5.9 millions	\$6.0 millions	-\$0.0 millions	\$7.4 millions	\$7.7 millions	-\$0.3 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation



Lower water usage billing revenue was generated in the early part of the year with a number of customers using their annual free allowance and wet weather contributing to lower sales. This has been offset by lower operational costs.

Waikeri

Sewerage

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (5 total measures)

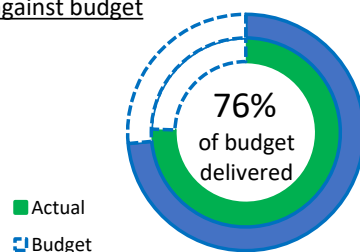
- On target or achieved
- Being monitored
- Not achieved
- No measure available

All Sewerage performance measures are set by the DIA, and remain on track to meet their annual targets.

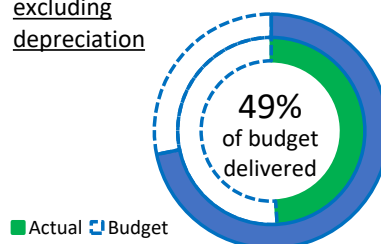
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$6.6 millions	\$5.0 millions	+\$1.6 millions	\$6.7 millions	\$6.7 millions	+\$0.1 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation



Revenue is higher than expected due to Tradewaste revenue being received in advance. Expenses are favourable due to less reactive maintenance occurring this year as a result of improved schedule maintenance and running similar to last year. Sewerage model calibration, CCTV work and emptying Clifton sludge pond 1 due to happen in the Fourth Quarter. There is no material change between Plan and Budget.

Wai tupuhi

Stormwater

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (5 total measures)

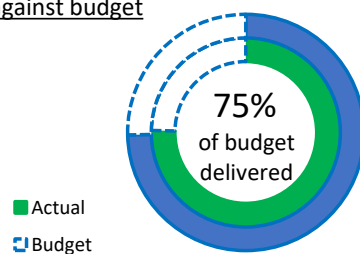
- On target or achieved
- Being monitored
- Not achieved
- No measure available

Stormwater performance measures remain on track to meet their annual targets.

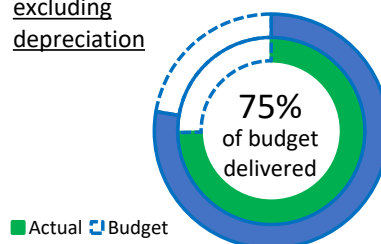
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$3.1 millions	\$3.0 millions	+\$0.1 millions	\$4.1 millions	\$3.9 millions	+\$0.2 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation



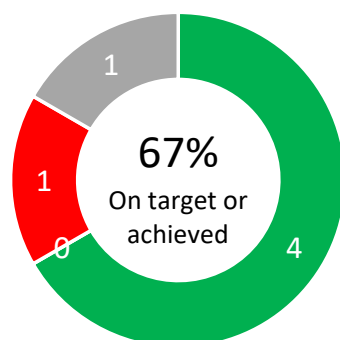
Revenue is higher than budget due to an additional multi year catch up in rental revenue this year. Expenses are running slightly lower than expected and should be fully expended by year end.

Depreciation is the only material change between Plan and Budget, full year reduced by \$300k due to the revaluation being lower than expected in the Annual Plan and movements within the capital programme.

Ratonga rori

Roading Services

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs

(6 total measures)

- On target or achieved
- Being monitored
- Not achieved
- No measure available

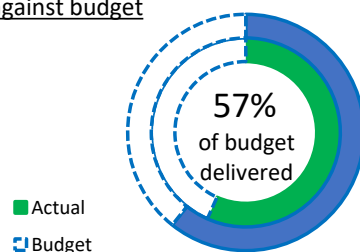
Four of the six roading measures are on track to be achieved.

To date, the number of serious injury crashes reported has exceeded the previous year's number, resulting in a failed measure. Road safety remains a priority for Council and the Roding team continue to monitor trends and crash sites. Campaigns/education efforts have run in partnership with SDC and GDC, for a region-wide approach to the road safety for all modes (pedestrians, cyclists and motorists). However, central funding for road safety promotion has been reduced and Council has had to adjust the reach of these programmes to match funding. This measure is set by the Department of Internal Affairs (DIA) and the annual targets are expected to decrease each year, with a target of zero by 2030 (in line with the Government's Road to Zero Strategy).

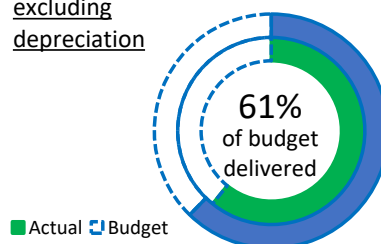
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$5.1 millions	\$5.8 millions	-\$0.6 millions	\$9.7 millions	\$11.6 millions	-\$1.9 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation

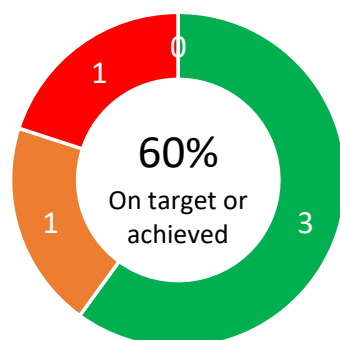


Budget is aligned to NZTA Waka Kotahi agreed allocation. Subsidy revenue from NZTA Waka Kotahi is lower than budget due to timing differences between logging claims and payments received and is expected to be on budget in Quarter Four. The work program is advancing well and has accelerated during the warmer weather.

Para

Solid Waste Management

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (5 total measures)

- On target or achieved
- Being monitored
- Not achieved
- No measure available

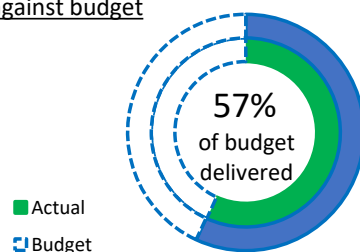
Regional Solid Waste Management performance measures have followed the expected seasonal trends, and overall, results are comparable to those observed in Quarter Three of 2024/2025 when excluding the impact of the Bluecliffs closed landfill remediation activities in FY2023/24. Of the five regional Solid Waste performance measures, three are on track to be achieved.

While Councils continues to see stagnant/no growth in waste output, it is unlikely Councils will meet the target for a reduction in kerbside waste sent to landfill. Furthermore, the regional discarded material rate per person is being monitored as it is currently trending to exceed the target. WasteNet, on behalf of ICC, GDC and SDC, continues to provide education and communication on waste minimisation techniques to support attainment of this measure, however this requires significant behaviour change which is a long-term process.

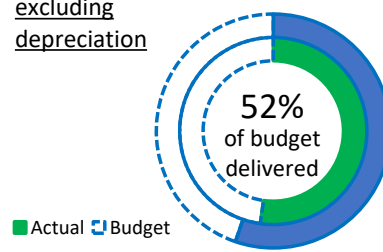
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$0.6 millions	\$0.1 millions	+\$0.4 millions	-\$0.2 millions	\$0.2 millions	-\$0.4 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation

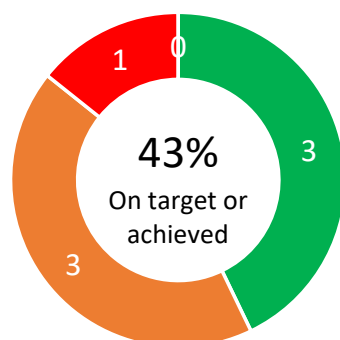


There was a notable reduction in waste volumes generated across the region throughout 2023/24 in comparison to historic averages. This was largely attributed to economic conditions which resulted in reduced consumer expenditure and consumption, and thus waste generation. This pattern has continued to date in 2024/25 and has resulted in operating expenses being lower than expected. WasteNet is continuing to educate the community to improve waste minimisation and recycling results.

Leisure, Recreation and Wellbeing Services

Aquatic Services

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (7 total measures)

- On target or achieved
- Being monitored
- Not achieved
- No measure available

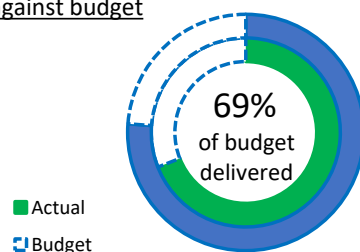
Learn to swim participation, adherence to pool water standards and availability of public lanes continue to be on track to meet their yearly target.

The three week closure of the leisure pool (for maintenance), a high number of unplanned pool closures and adjusted hours due to low staffing numbers have impacted on the number of users, with lower than expected participation levels. Council will continue to closely monitor participation and pool closure numbers.

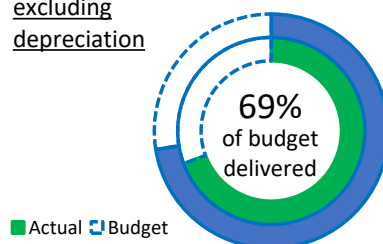
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
-\$0.3 millions	-\$0.1 millions	-\$0.1 millions	-\$0.4 millions	\$0.0 millions	-\$0.4 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation

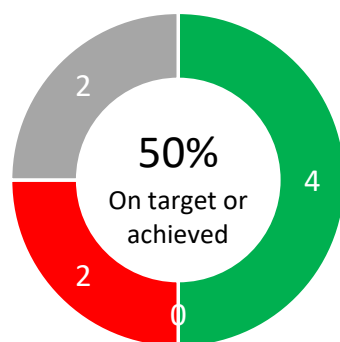


General admissions revenue remains down on budget with economic conditions encouraging frequent visitors to purchase memberships to reduce their costs. The higher electricity and woodchips consumption in Quarter Two, which was used to heat the pool due to the cooler weather, has corrected with the expected warmer summer months in Quarter Three arriving. Costs are also being managed to minimise the YTD net operating deficit.

Leisure, Recreation and Wellbeing Services

Arts, Culture and Heritage

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (8 total measures)

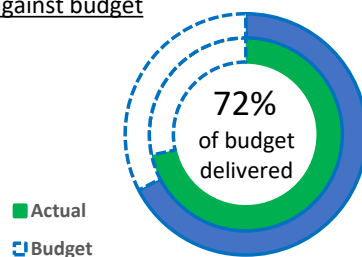
- On target or achieved
- Being monitored
- Not achieved
- No measure available

He Waka Tuia performance measures remain on track to meet their annual targets. Due to the condition of Te Pātaka Taoka not being operational, its two performance measures focused on visit numbers, will not be achieved in 2024/25.

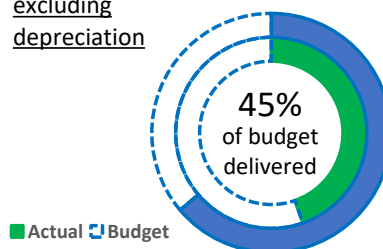
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$1.2 millions	\$0.1 millions	+\$1.1 millions	-\$0.1 millions	\$0.3 millions	-\$0.4 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation



Revenue is higher than expected due to unbudgeted recoveries for project Ark. During Quarter Two, Council withdrew from the Southland Regional Heritage Committee and therefore ended the grant payments to the committee. The rates funding for the grant, which would be paid back to Council via Te Kupeka Tiaki Toaka Trust, will instead be retained in Council for the operations the collections area. Expenditure is tracking lower due to Southern Regional Collections team still settling into its new operational level since the relocation and timing of various vacancies within the collection team, along with the Te Unua team who are still in the establishment phase.

Leisure, Recreation and Wellbeing Services

Elderly Persons Housing

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs

(4 total measures)

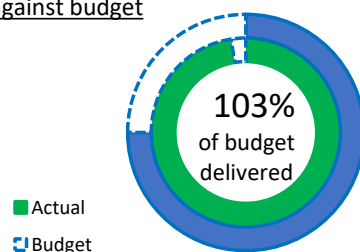
- On target or achieved
- Being monitored
- Not achieved
- No measure available

Council's housing units continue to be occupied in excess of the 95% target, and to date all requests for service have been responded to within the specified timeframes and regular inspections are undertaken every six months.

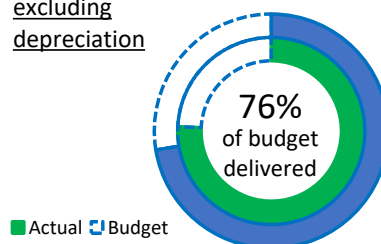
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$0.7 millions	\$0.3 millions	+\$0.5 millions	\$0.3 millions	\$0.3 millions	+\$0.0 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation



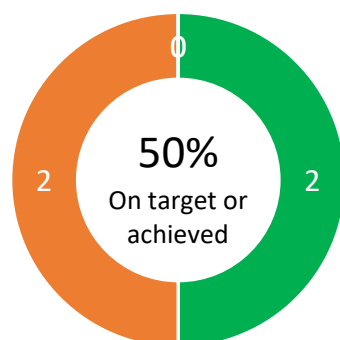
Revenue is higher than expected due to Government capital subsidy being received this year relating to the Glazing Project work carried out last year. Tenancy revenue is as anticipated.

Higher maintenance costs due to a higher than normal turnover of tenancy and refurbishing cost has started to even out in Quarter Three and is expected to be on budget by year end.

Leisure, Recreation and Wellbeing Services

Libraries

Non Financial Performance - Summary as at 31 March 2025

Measures of KPIs

(4 total measures)

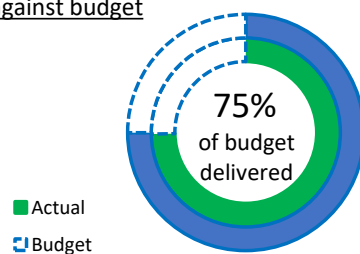
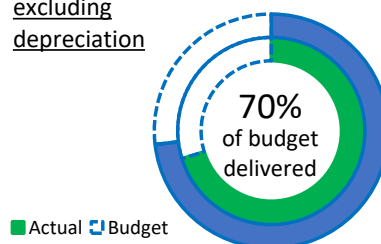
- On target or achieved
- Being monitored
- Not achieved
- No measure available

User numbers (including website engagements) remain on track to reach the 500,000 target for the year. Similar to previous quarters, physical collection measure remains below target as a result of budget reduction and vacancies in the buying team. However, the collections budget for 2025/2026 has been increased and recruitment is underway, which is expected to improve performance during 2025/2026 FY. While the percentage of the current physical collection has declined, the activity has invested in e-content to diversify and better meet the needs of the community .

To date, satisfaction levels have remained high, albeit lower than target and previous years' results.

Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$0.5 millions	\$0.4 millions	+\$0.1 millions	\$0.5 millions	\$0.5 millions	+\$0.0 millions

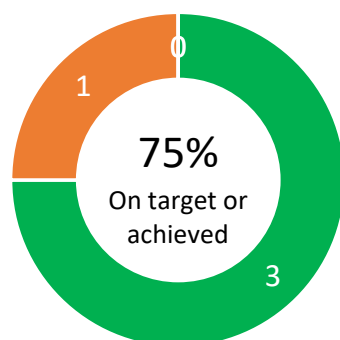
Operating Revenue against budgetOperating Expense against budget excluding depreciation

Fees and charges revenue is slightly lower but is expected to be on budget at year end after the June book sale. Expenses are lower than budget due to lower use of materials and consumables from the timing of maintenance contract work being carried out.

Leisure, Recreation and Wellbeing Services

Public Transport

Non Financial Performance - Summary as at 31 March 2025

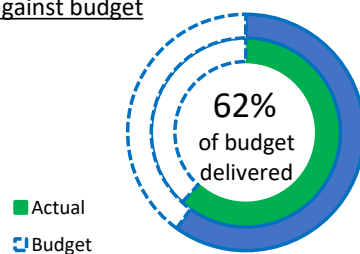
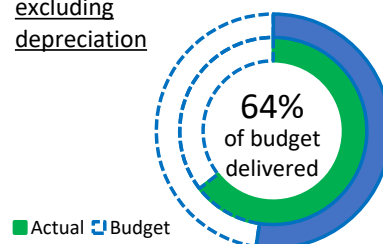
Measures of KPIs
(4 total measures)

- On target or achieved
- Being monitored
- Not achieved
- No measure available

Public transport user numbers continue to track well against the target, however showing a flat trend over the last two quarters. Satisfaction with quality of the bus service has increased to 55%, while satisfaction with the price of bus service has remained the same. It should be noted that should fares increase, this will likely impact both patronage and satisfaction.

Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$0.1 millions	\$0.5 millions	-\$0.4 millions	\$0.3 millions	\$0.1 millions	+\$0.3 millions

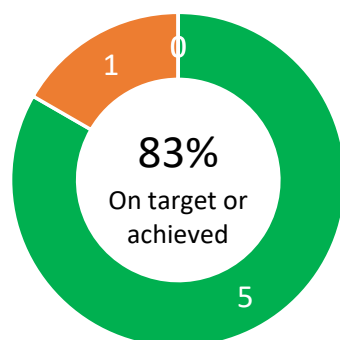
Operating Revenue
against budgetOperating Expense against budget
excluding depreciation

Budget is aligned to NZTA Waka Kotahi agreed allocation. The bus service on running to budget. Total Mobility costs are running higher than budget with NZTA Waka Kotahi topping up the subsidy allocation by \$200k in Quarter Four.

Leisure, Recreation and Wellbeing Services

Parks and Reserves

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (6 total measures)

- On target or achieved
- Being monitored
- Not achieved
- No measure available

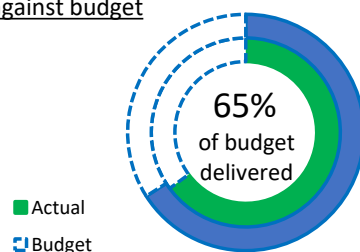
At the end of Quarter Three, four of the five measures remain on track to be met.

Satisfaction remains below target and negative commentary regarding the Low Mow trial has continued despite its finish. Roding corridor concerns similarly are erroneously linked to this activity. It may take some time for the community to regain trust in area but an increase in satisfaction is encouraging (71%, up from 66% in Quarter Two).

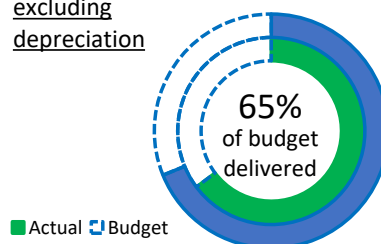
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$0.2 millions	-\$0.2 millions	+\$0.3 millions	\$0.2 millions	\$1.8 millions	-\$1.6 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation

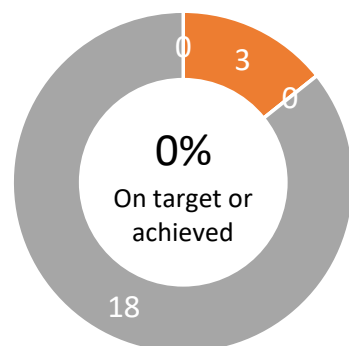


Cemeteries and crematorium revenue is lower than anticipated and it is unlikely demand will increase by year end. Sportsground revenue has improved as the winter sports code began in Quarter Three. Other revenue is higher than planned due to sale plant, additional grazing revenue and insurance recoveries. Some of this year's planned forestry harvest was processed in 2023/24 to take advantage of the market price in the last financial year so the budget has been adjusted. Expenses are tracking below budget with the Indoor Stadium Trust grant invoice for Quarter three not yet received.

Leisure, Recreation and Wellbeing Services

Venues and Events Services

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (21 total measures)

- On target or achieved
- Being monitored
- Not achieved
- No measure available

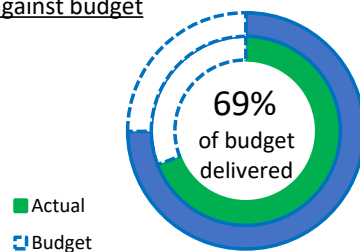
Eighteen of the 21 measures were unable to be reported.

Of the three venues, the Civic Theatre was the most commonly visited, and there was a high level of satisfaction with the venue (71%). Satisfaction with Scottish Hall increased, while satisfaction with Rugby Park dipped below target.

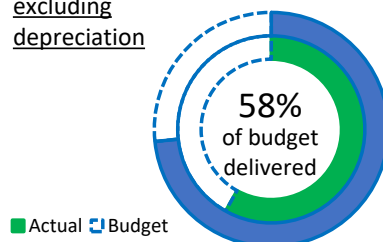
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$0.0 millions	-\$0.1 millions	+\$0.1 millions	-\$0.1 millions	\$0.0 millions	-\$0.2 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation

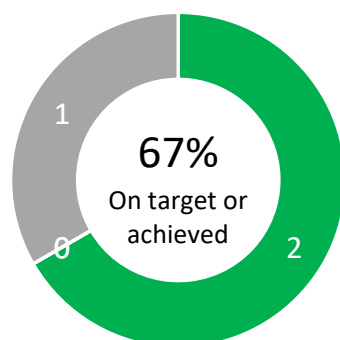


Revenue for Quarter three has dropped back as predicted due minimal events held so scheduled maintenance could be undertaken. As a result operating and employee expenditure is also down as casual staff were not required with low events occurring. Bookings volumes will increase again during Quarter four.

Corporate and Regulatory Services

Democratic Process

Non Financial Performance - Summary as at 31 March 2025

Measures of KPIs

(3 total measures)

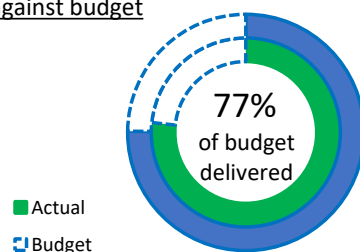
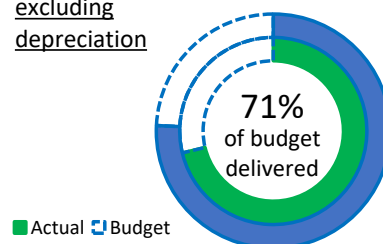
- On target or achieved
- Being monitored
- Not achieved
- No measure available

At the end of Quarter Three, satisfaction reached 23%. Themes did not vary greatly from previous quarters however there were slight decreases in the percentage of respondents who said Council does not listen (40% in Quarter Two, 36% in Quarter Three), and that engagement opportunities are not advertised (9%, down to 6%).

Council continues to see strong demand for the Community Wellbeing Fund.

Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$0.3 millions	-\$0.2 millions	+\$0.5 millions	-\$0.3 millions	\$0.0 millions	-\$0.3 millions

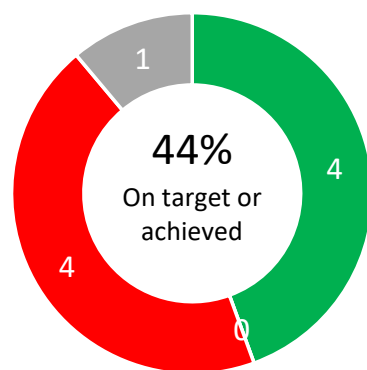
Operating Revenue against budgetOperating Expense against budget excluding depreciation

Community Grants have been uplifted slightly slower than anticipated during Quarter three. These will be managed over the rest of the year to align with the budget allocation.

Corporate and Regulatory Services

Regulatory Services

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (9 total measures)

- On target or achieved
- Being monitored
- Not achieved
- No measure available

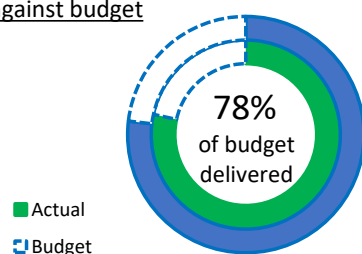
While a small number of building consents, non-notified resource consents and code compliance certificated were granted outside of the statutory timeframes resulting in three missed measures, the Building and Planning team continues to deliver a high level of service. Council saw a significant increase in the number of Land Information Memorandum Reports issued in Quarter Three – 215, compared to 199 in Quarter Two and 187 in Quarter One. Of the 215 issued, 75 were outside of the 10 working day timeframe, resulting in a missed target for the year. The 10 working day statutory timeframe was only breached during the month of March. Resourcing has since been addressed.

All food licenses and alcohol licencing have been issued within target timeframes.

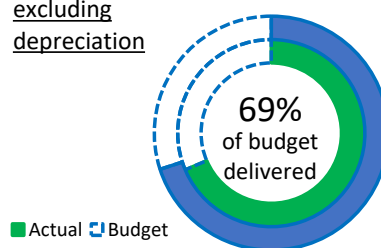
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$1.1 millions	\$0.9 millions	+\$0.2 millions	\$0.4 millions	\$1.5 millions	-\$1.1 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation

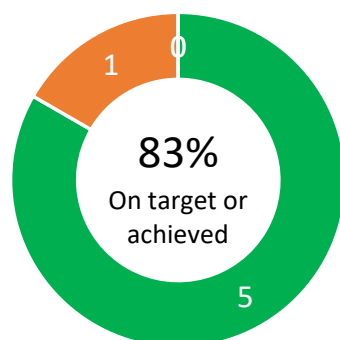


Environmental Services revenue is lower than anticipated due to reduced parking fine volumes as a result of the infringement fee increase set by Government which came into effect on 1 October 2024. Planning and Building has seen an increased volume of commercial consents and LIMs this year which resulted in higher revenue than expected. Grant expenses for the Seismic grant have been uplifted faster than anticipated which will be funded from the reserve at year end.

Corporate and Regulatory Services

Investments

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (6 total measures)

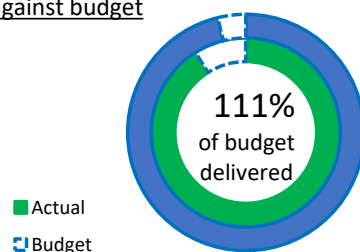
- On target or achieved
- Being monitored
- Not achieved
- No measure available

Property occupancy levels, percentage of portfolio income over asset value and net rate of return, as well as dividend income are on track to meet their targets. For other investments, the net interest income is being monitored due to the ICL advance being lower than planned.

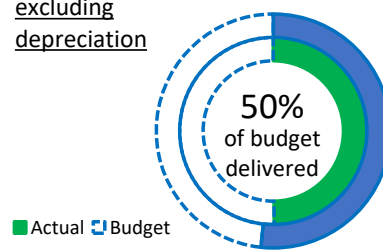
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$2.1 millions	\$1.5 millions	+\$0.6 millions	-\$3.7 millions	-\$3.1 millions	-\$0.5 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation

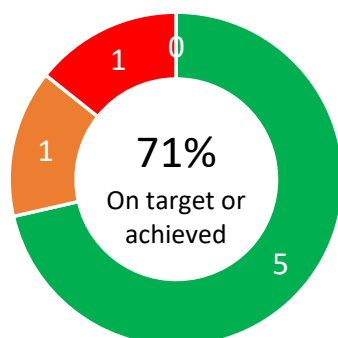


Finance revenue is more than anticipated due to high interest rates on term deposits during the first half of the year. This is expected to come back in line with budget due to maturing term deposits will likely renew on to lower rates based on the current decreasing interest rate market. The budget has been decreased as lower interest is now expected to be received due to A) the short-term advance of \$18 million to Invercargill City Holdings Limited was repaid in July 2024, 4 months earlier than planned in the LTP; B) the average balance of the Invercargill Central advance is lower than planned due to repayments received. Investment Property remains inline with budget with lower electricity costs over the summer months.

Corporate and Regulatory Services

Property Services

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs (7 total measures)

- On target or achieved
- Being monitored
- Not achieved
- No measure available

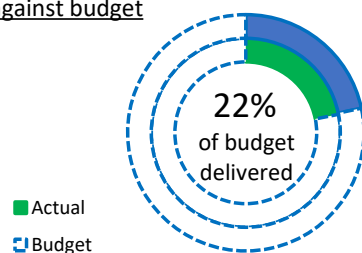
Five of the seven Property Services measures remain on target. Satisfaction with the District's public toilets continues to be monitored, while the percentage of public toilets being operational 24 hours per day will not be met this financial year. This is due to delays in sourcing new pumps for Queens Park and Bluff toilets, where the Infrastructure Operations team had to find a new supplier due to a defect with the existing supplier's pumps. There was also an issue with doors not closing, effecting Don Street toilet. This has been rectified and monitored closely.

In addition, there have been several repairs needed at Stirling Point toilets and as a result, likely as a result of high usage. As a result, the toilets will be replaced this financial year, with a new double pan unit to be installed at Stirling Point to replace the current unit.

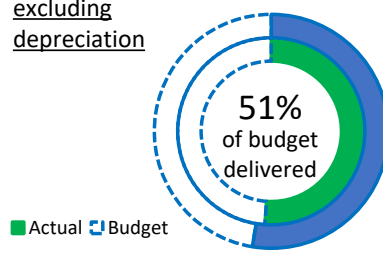
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
-\$0.0 millions	-\$0.1 millions	+\$0.1 millions	\$6.2 millions	\$4.0 millions	+\$2.3 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation



Revenue is higher due to a portion of the ILT \$0.5m subsidy for the new museum being received. The total of \$6.2m of external funding is phased to Quarter four as timing of receiving funding can vary with part of this subsidy now not expected until future years.

Operational property expenses are slightly above budget due to increased inspection compliance costs.

Public Toilets are running in line with budget.

Corporate and Regulatory Services

Corporate Services

Non Financial Performance - Summary as at 31 March 2025



Measures of KPIs

(5 total measures)

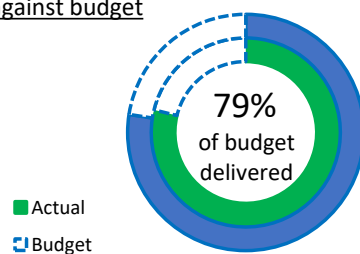
- On target or achieved
- Being monitored
- Not achieved
- No measure available

All Corporate Services measures remain on target – 98% of Requests for Service are being dealt with within ten working days of being raised and 91% of suppliers are being paid on time. The call centre has been available almost 100% of the time and face-to-face services in Invercargill and Bluff remain available to the community with very brief interruptions.

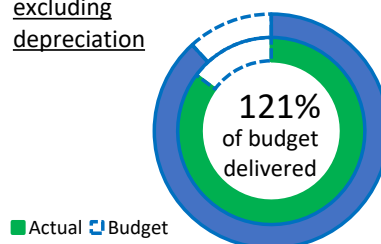
Financial Performance - Summary as at 31 March 2025

YTD net operating surplus/(deficit) excluding depreciation			Full Year Budget Surplus/(Deficit) excluding depreciation		
Actual	Budget	Variance	Budget	Plan	Variance
\$1.2 millions	\$1.6 millions	-\$0.3 millions	\$7.2 millions	\$8.6 millions	-\$1.3 millions

Operating Revenue against budget



Operating Expense against budget excluding depreciation



Local Water Done Well analysis expenses and timing differences in the staff cost allocation to capital projects have been offset by the underspend in the Wellbeing Fund, which has resulted from challenges finding a suitable partner to facilitate this work. The Local Water Done Well expenses have been offset with Government funding recovered in Quarter Three.

Invercargill City Council

Support for external organisations

Organisation / Fund	Budget	Actual	Funds remaining	Plan	Budget vs Plan Variance	Commentary
	Full year (\$000)	YTD (\$000)	(\$000)	Full year (\$000)	Full year (\$000)	
Active Southland	52	52	-	52	-	All of the grant has been uplifted for the year
Bluff Indoor Pool Trust	129	129	-	129	-	All of the grant has been uplifted for the year
Bluff Maritime Museum Trust	40	40	-	40	-	All of the grant has been uplifted for the year
Emergency Management Southland	462	340	122	462	-	Quarter One, Two and Three grants have been uplifted
Great South	1,868	1,401	467	1,868	-	Quarter One, Two and Three grants have been uplifted
Invercargill Public Art Gallery / He Waka Tuia	613	358	255	613	-	The first seven months of grants have been uplifted
Saving Grace (IC2 Trust)	200	200	-	200	-	All of the grant has been uplifted for the year
South Alive	25	25	-	25	-	All of the grant has been uplifted for the year
Southland Indoor Leisure Centre Trust	700	350	350	700	-	Only Quarter One and Two grants have been uplifted.
Southland Regional Heritage Committee	360	358	2	1,074	714	Invercargill City Council withdrew from Southland Regional Heritage Committee at the end of October 2024 ending the future grant payments. The funds used for the grant will be held within the Arts, Culture and Heritage activity for the collection operations and replaces the revenue from Te Kupeka Tiaki Taoka - Southland Regional Collections Trust which is no longer received
Southland One Stop Shop Trust	33	34	-1	33	-	All of the grant has been uplifted - difference is rounding
Te Ao Marama Inc.	110	-	110	110	-	All of the grant has been uplifted for the year
	4,540	3,235	1,305	5,254	714	
Other grants funds:						
Community Wellbeing fund	565	364	201	565	-	Forty-one projects were supported in the first quarter
Heritage Building Strategy fund / Seismic Strengthening Funding	200	201	-1	200	-	Heritage Building awaiting for applicants to uplift grants once work has been completed. Seismic Strengthening grants have been overallocated due to the timing of the grant uplift spanning two financial years, and will be funded from the reserve at year end.
Facilities Maintenance fund	100	-	100	100	-	Not yet uplifted
	865	565	300	865	-	

Section 3 - All Of Council Detail



PERFORMANCE REPORT

As at 31 March 2025

Non Financial Performance

List of KPI measures

Financial Performance

*Statement of Comprehensive
Revenue and Expense
Statement of Financial Position*

Schedule of changes to plan (budget)



Invercargill City Council

Traffic Light Colour Key & Report Guide

Non Financial Performance

On target or achieved
Being monitored
Not achieved
No measure available



Financial Performance

Less than 90%
Between 90% and 95%
Between 95% and 105%
Between 105% and 110%
More than 110%



Revenue

Positive variance (+) = YTD Actual income higher than budget
Negative variance (-) = YTD Actual income lower than budget
Positive variance (+) = Full year budget income higher than plan
Negative variance (-) = Full year budget income lower than plan

Capital Delivery Performance

Less than 90%
Between 90% and 95%
Between 95% and 105%
Between 105% and 110%
More than 110%



Expenses & Capital

Positive variance (+) = YTD Actual spend lower than budget
Negative variance (-) = YTD Actual spend higher than budget
Positive variance (+) = Full year budget spend lower than plan
Negative variance (-) = Full year budget spend higher than plan

Financial numbers

Plan = Year 1 of the Long-term Plan 2024-2034

Actual financial figures within the report for quarters 1, 2 & 3 are based on an invoices processed. It excludes work that may have been completed during the period but the invoice has not been raised.

Actual financial figures within the report for quarter 4 include but invoices processed and an accrual for work that may have been completed during the year but the invoice has not been raised.

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Water								
The extent to which the local authority's drinking water supply complies with the following parts of the drinking water quality assurance rules: (a) 4.4 T1 Treatment Rules; (b) 4.5 D1.1 Distribution System Rule; (c) 4.7.1 T2 Treatment Monitoring Rules; (d) 4.7.2 T2 Filtration Rules; (e) 4.7.3 T2 UV Rules; (f) 4.7.4 T2 Chlorine Rules; (g) 4.8 D2.1 Distribution System Rule; (h) 4.10.1 T3 Bacterial Rules; (i) 4.10.2 T3 Protozoal Rules; and (j) 4.11.5 D3.29 Microbiological Monitoring Rule.	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)	Less than 30%							Annual measure - to be reported in Quarter Four.
The average consumption of drinking water per day per resident within the Invercargill City Council territorial district	Less than 300 litres/day	209.9 litres/day						
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	23 minutes						
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	1 hour 37 minutes						
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	2 days, 4 hours and 30 minutes						
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	2 days, 19 hours and 44 minutes						

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
The total number of complaints received by Council per 1,000 connections about any of the following: - Drinking water clarity - Drinking water taste - Drinking water odour - Drinking water pressure or flow - Continuity of supply - Council's response to any of these issues	<10 in total	2.21						A change in internal systems and processes impacting water requests for service has been implemented, affecting Quarter Three results. KPI remains on track to achieve the target.

Sewerage

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Number of dry weather sewerage overflows per 1,000 properties - DIA Performance Measure 1 (system and adequacy)	Max 4	0.543						
Compliance with Council's resource consents for discharge from its sewerage system measured by the number of: (DIA Performance measure 2 (discharge compliance)) - Abatement notices - Infringement notices - Enforcement orders - Convictions Received by the Council in relation to those resource consents.	Max 0	0						
a) The median response time from notification to arrival on-site to attend sewerage overflows resulting from a blockage or other fault in the sewerage system	<1 hour	26 minutes						
b) The median response time from notification to resolution of sewerage overflows resulting from a blockage or other fault in the sewerage system	<6 hours	1 hour 39 minutes						
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	2.58						

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Stormwater								
Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
DIA Performance measure 1 (system adequacy) (a) The number of flooding events that occur in the Invercargill City district	0.0	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)	0.0	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 - Convictions Received by Council in relation to those resource consents.	0.0	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	<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)	<4	1.97						

Roading Services

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
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	Lower than baseline	13 serious crashes (1 fatality, 20 people with serious injuries)						Annual measure. Quarterly figures for 2024/25 show a flat trend, but the overall number of crashes has increased from previous year. Road safety is a priority for Council and the Roothing team continue to monitor trends and crash sites. Campaigns/education efforts in this area have been done in partnership with SDC and GDC - Council partners with SDC and GDC for a region-wide approach to the road safety for all modes (pedestrians, cyclists and motorists). However, central funding for road safety promotion has been reduced and Council had to adjust the reach of these programmes to match funding.
The number of crashes involving intersections	Lower than baseline	32 crashes (9 serious, 23 minor)						Annual measure. Crashes at intersections are a consistent issue in Invercargill.

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
The average quality of ride, on a sealed local road network, measured by smooth travel exposure	Higher than the previous annual national average							Data not available (Te Ringa Maimoa data is released annually).
The percentage of the sealed local road network that is resurfaced	>5.55%	10%						Interim result - final figure will be available on Quarter Four once all data has been processed.
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	1.81%						
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% of requests are responded to in five or less business days	80.86%						While still above target, percentage of requests for service responded to in 5 business days or less has been trending down since end of 2024 FY. This is largely due to staffing levels. To address this, the Rooding Operations team is meeting weekly to review new and open RFS and will implement changes to the way Rooding requests for service are recorded and allocated to staff. An error in the RFS data calculation was identified, through this the percentages have been recalculated. Additional processes of validating data have been put in place to mitigate these in the future.

Solid Waste Management

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Regional discarded materials rate per person per annum (kgs)	≤650 Kg	490.26						The regional discarded materials rate per person at the end of Quarter Three is 35kg/person less than the same period of FY2023/24. This difference is primarily due to volumes recieved from the Bluecliffs closed landfill remediation activities which occurred in FY2023/24 Quarter Three. To achieve the regional discarded materials rate per person per annum target of 650kg/person, the FY2024/25 Quarter Four result will need to be lower than the previous year and as such, there is a medium to high potential that this KPI will not be achieved.
Recovery of recyclable materials (Actual Recycled - Invercargill City Council and Southland District Council)	≥4650 tonnes	3498						The actual recycled rate as at FY2024/25 Quarter Three is generally comparable with the same period of FY2023/24. On the basis of previous trends, it is expected that the FY2024/2025 target will be achieved.
Invercargill City and Southland District Councils actual recycled rate per person per annum (Kg)	≥54 Kg	38						The actual recycled rate per person as at FY2024/25 Quarter Three is generally comparable with the same period of FY2023/24. On the basis of previous trends, it is expected that the FY2024/25 target will be achieved.

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Reduction in kerbside waste sent to landfill	≤17000 tonnes	15887						The volume of waste collected via kerbside refuse services as at FY2024/25 Quarter Three is generally comparable with the same period of FY2023/24. Given the Quarter Three result and considering historic data, it is unlikely that this KPI will be achieved. WasteNet provide education and communication on waste minimisation techniques to support attainment of this KPI, however this requires significant behaviour change which is a long-term process.
Waste diversion from landfill	30%	31%						The waste diversion from landfill result as at FY2024/25 Quarter Three is generally comparable with the same period of FY2023/24. On the basis of previous trends, it is expected that the FY2024/2025 target will be achieved.

Aquatic Services

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Annual number of Splash Palace users	Number of users per head of (Invercargill City) population	6.8	4.91					Quarter Three saw a reduction in participation than what was expected due to the leisure pool being closed for 3 weeks and unplanned closures or adjusted hours due to low staffing numbers.
	Total number of Splash Palace users	390,000	284,576					
Learn to swim participation		700	2429					
Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010 to ensure the health and safety of pool users.		100%	100%					
Percentage of residents satisfied with the Splash Palace	75%	65%						Satisfaction responses increased in Quarter Three with a total of 373 responses (up from 64 responses in Quarter one), this is a good result considering no on-site responses were taken. There was however a drop in satisfaction from Quarter Two results. Open ended responses showed a decrease from quarter two with users who rated Splash Palace as 'good' or 'good for kids' being 49%, whilst 18% continued to have concerns with changing room layout and poolside access (down from 22% in Quarter Two). There was also a decline in users commenting on the cost of visiting Splash Palace down from 36% in 2022/23 to 6% in 2024/25. Notably we have also seen reductions in responses to 'poor staff/instructors/lifeguards' going from 11% in 2022/23 to 3% in 2024/25, and additionally an increase in responses to 'good staff' up from 2% in 2022/23 to 14% in 2024/25.
Time when a minimum of four 25 metre public lanes are available for swimming	95%	98%						There were two more unplanned pool closures in Quarter Three due to faecal incidents and 4 due to pool closures or reduced hours which resulted from insufficient staffing. Faecal incidents are out of the control of staff and staffing numbers are being addressed as quick as the process allows. Solutions are being discussed as to how Splash Palace could reduce the number of faecal incidents moving forward.
The number of unplanned pool closures	Less than 15 pool closure/year	21						

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure		Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Arts, Culture and Heritage									
Measure		Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Annual number of He Waka Tuia users	Number of users per head of (Invercargill City) population	0.33	0.26						
	Total number of He Waka Tuia users	19,000	14,918						He Waka Tuia held ran 21 public programmes this quarter, with a focus on activities for young people. A number of programmes were also held in connection with Heritage Month.
Percentage of residents satisfied with He Waka Tuia Museum and Art Gallery		20%	42%						Satisfaction levels remain constant with feedback acknowledging the transitional nature of the facility. There was an increase in respondents who indicated He Waka Tuia was a good facility and/or had good exhibitions. A quarter of respondents said the facility was small and there were not enough exhibits, and some continue to raise the issue of the facility not being a replacement for the museum
Number of onsite and off-site exhibitions which celebrate our collections and the stories of Southland		12 exhibitions per annum 4 off-site; 8 onsite	8 onsite exhibitions, 3 offsite exhibitions						Three offsite exhibitions were held this quarter at the Library, Transport World and Community Trust South. Exhibitions featured works from the Southland Art Foundation, and Te Kupeka Tiaki Taoka Southern Regional Collections Trust collections.
Annual number of visits to access the collection		300	0						This KPI will not be achieved for the 2024/25 year due to there being no intention to allow visitors to Te Pātaka Taoka while we continue to progress with organising staff and public areas and the collection items within the facility.
Annual number of school visits		10	0						This KPI will not be achieved for the 2024/25 year due to there being no intention to allow visitors to Te Pātaka Taoka while we continue to progress with organising staff and public areas and the collection items within the facility.
Annual number of Te Unua - Museum of Southland users	Total number of Te Unua - Museum of Southland users	0	0						not measured in 2024/2025
	Total number of Te Unua users per head of (Invercargill city) population	0	0						not measured in 2024/2025

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Elderly Persons Housing								
Units are occupied 95% of the time	95%	97%						
Requests for service are responded to and remedial action in place: - Urgent	24 hours	100% of RFS responded to and remedial action in place within 24 hours (average time 25 minutes)						No urgent requests for service were received in Quarters Two and Three. Two urgent RFS were received in Quarter One.
Requests for service are responded to and remedial action in place: - Non-Urgent	5 working days	100% of RFS responded to and remedial action in place within 5 working days (average time less than 1 day)						A total of 224 non-urgent requests for service have been received to date (88 of these were received in Quarter Three).
Regular inspections are undertaken	100%	100%						312 inspections have been undertaken to date (87 of these were carried out during the third quarter).

Libraries

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Percentage of physical collections added in the past 5 years (excludes heritage collections)	≥60%	49%						Reduced collection budget for the past two years as well as vacancies in the buying team, has resulted in a further reduction in Quarter Three.
Percentage of residents satisfied with the library service	≥ 85%	77%						To date, satisfaction levels have remained high, albeit lower than previous years. Most open ended feedback focuses on the facility being 'great' (or similar comments), helpful staff and good programmes/activities. However, there was an increase in respondents noting that there was no communication regarding programmes and activities, and that there was nothing good for children.
Annual number of library users	Physical visitors + website engagement = total number of Library users	500,000	387,789					
	Total number of users (physical visitors + website engagement) per head of (Invercargill city) population	8.8	6.68					

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure		Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Public Transport									
Measure		Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Annual number of public transport users	Number of users per head of (Invercargill City) population	2.5	2.67						
	Total number of public transport users	143,000	116,469						
Percentage of residents satisfied with quality of bus service		43%	55%						At the end of Quarter Three, 88 people provided a satisfaction rating for the quality of bus service. Almost a third of responses said the service is 'good' (31%). However there was an increase in those who commented on the convenience of the service (19%, up from 6% in Quarter Two). Coverage of the service and timetable issues continued to be raised by 19% and 12% of respondents, respectively.
Percentage of residents satisfied with price of bus service		60%	57%						
									At the end of Quarter Three, 88 people provided a satisfaction rating for the cost of bus service. A small number of respondents commented on the bus service being cheap (3%). Lower satisfaction with price could be a reflection of recent public consultation and media attention on possible changes to the structure of bus fares.

Parks and Reserves

Measure		Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Queens Park is accredited as a "Garden of National Significance"		Maintained	Maintained						Accreditation received at the end of 2024.
Percentage of residents satisfied with parks and recreation spaces		80%	71%						Negative commentary regarding the Low Mow trial has continued despite its finish. Roding corridor concerns similarly are erroneously linked to this activity. It may take some time for the community to regain trust in area but an increase in satisfaction is encouraging.
Annual number for park usage	Percentage of users per head of (Invercargill city) population	75%	93%						
	Total number of park user counts	939,291	1,067,185						Tracking data indicates a notable increase in user activity from Quarter Three 2023/24 when compared to Quarter Three of 2024/25, particularly in the Bond Street area, Estuary Walkway and in Queens Park. The period has seen a marked rise in engagement, especially with animal and Tuatara exhibits, as well animal reserve tour bookings, with a total of 167 attendees during February and March (schools booking in large groups and also smaller individual bookings). Events contributing to this increase include Shakespeare in the Park in February, Surf to City and the New Zealand Pipe Band Nationals in March. These events have likely played an important role in boosting visitor numbers during the warmer months.

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Percentage of urgent requests for Parks and Recreation services are completed within specified timeframes.	90%	92%						In Quarter Three, a total of 13 RFS items were submitted with urgent priority. Of these, seven were completed within the designated one-day timeframe. The remaining four were assessed within 24 hours and subsequently incorporated into appropriate workflows with one already part of an ongoing project. The reason for the percentage drop is due to these four RFS being actioned without the correct dates recorded in the system and action in place, and closed based on the completion of the required work. RFS training is in progress and a priority for the Parks team.
Number of Active Partnerships in place to support activation of Parks and Recreation Space	10	12						

Venues and Events Services

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Civic Theatre Occupancy - Main auditorium	35%	42%						Quarter Three data is not currently available
Civic Theatre Occupancy - Auxiliary Rooms	40%	26%						Quarter Three data is not currently available
Civic Theatre - Hireage								
Not for Profit-Local	≥35	23						Quarter Three data is not currently available
Not for Profit - National/ International	≥20	0						Quarter Three data is not currently available
Commercial - Local	≥10	2						Quarter Three data is not currently available
Commercial - National/ International	≥30	20						Quarter Three data is not currently available
Percentage of residents satisfied with the Civic Theatre	80%	71%						At the end of Quarter Three, satisfaction with the Civic Theatre has declined to 71%. While most open ended responses were positive, concerns including the venue being expensive and underused, as well as being accessible to all were also raised.

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure		Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Scottish Hall - Occupancy		30%	36%						Quarter Three data is not currently available
Scottish Hall - Hirage	Not for Profit - Local	≥55	50						Quarter Three data is not currently available
	Not for Profit - National/ International	≥5	0						Quarter Three data is not currently available
	Commercial - Local	≥5	3						Quarter Three data is not currently available
	Commercial - National/ International	≥3	0						Quarter Three data is not currently available
Percentage of residents satisfied with the Scottish Hall		60%	56%						At the end of Quarter Three, satisfaction with the Scottish Hall was relatively positive (56%, up from 47% at the end of Quarter Two). The majority of those who commented indicated that the venue was good or great, while the next most common response was that it was 'average'.
Rugby Park - Occupancy		7%	7%						Quarter Three data is not currently available
Rugby Park - Hirage	Not for Profit - Local	≥10	1						Quarter Three data is not currently available
	Not for Profit - National/ International	≥2	5						Quarter Three data is not currently available
	Commercial - Local	≥2	8						Quarter Three data is not currently available
	Commercial - National/ International	≥8	1						Quarter Three data is not currently available

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure		Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Percentage of residents satisfied with Rugby Park		40%	34%						One in three of those who used Rugby Park were satisfied with the venue (34%). Open ended responses were largely critical. Participants expressed concern regarding the maintenance and management of Rugby Park. Many suggested that the grandstand should be fixed, that the venue was in poor condition, and should be sold.
Annual number of users across all venues	Number of users per head of (Invercargill City) population	1	0.9						Quarter Three data is not currently available
	Total number of venue users	63,000	52,081						Quarter Three data is not currently available

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Democratic Process								
Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Percentage of residents satisfied with the opportunities Council provides for community involvement in decision making	20%	23%						Interest in the fund remains high with increasing numbers of applications.
Voter participation in elections	N/A - No election	N/A - No election						
Number of activities or events supported by the Community Wellbeing Fund	40	54						

Regulatory Services

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Building consents are granted within statutory timeframe	100% of building consents are granted within statutory timeframe	99.33%						237 consents were granted in Quarter Three with only 2 consents outside the statutory timeframe (769 contents granted at end of Quarter Three, with 5 granted outside statutory timefraes). Both consent that breached the statutory timeframes were complex commercial consents. Council continued to receive commercial applications and have had a number of pre-application meetings for commercial buildings during Quarter Three. IANZ completed the internal audits in January 2025 and advised their performance expectation is 95%.
Non-notified resource consents not requiring a hearing are granted within statutory timeframe	100% of non-notified resource consents are granted within statutory timeframe	93%						89% of non-notified consents were processed within statutory timeframes in Quarter Three (93% average YTD, 132 non-notified resource consents granted in total with 10 granted outside of the statutory timeframes). The Planning team have no control over the number of consents received and have a static level of resources available for processing, so depending on the number and type of consent applications received, it is normal that compliance with statutory timelines varies. The quarter saw a decrease of 29% in the number of consents received, from 54 in Quarter Two to 38 in Quarter Three. Timelines for several applications were lengthened due to complexity or delays in receiving internal comments. However, the majority are still due to the lag in receiving replies from the applicants to requests for information – by the time the necessary information was received, the planners were already at full capacity with other projects. 2 of the 4 consents that were not completed in statutory timeframes were combined subdivision and land-use consents.

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Code Compliance Certificates are issued within statutory timeframe	100% of Code Compliance Certificates are issued within statutory timeframe	97%						217 CCCs were issued in Quarter Three, with 7 issued outside of the statutory timeframe (669 CCCs issued to date with 20 issued outside of statutory timeframes). The issue of CCCs is a manual process subject to human error and continuous performance attention. The BCA is currently reviewing a system that automates the process which would address the issue. IANZ completed the internal audits in January 2025 and advise their performance expectation is 95%.
Food premises are registered within 20 working days	100% of food premises are registered within 20 working days	100%						Five new food registrations for Quarter Three (45 to date).
Alcohol licences not requiring a hearing are granted within 30 days	100% of alcohol licences not requiring a hearing are granted within 30 days	100%						63 applications not requiring a hearing were issued in Quarter Three (total of 294 issued to date). One application (Special Licence for Bluff Oyster and Food Festival) went to hearing.
Land Information Memorandum (LIM) Reports are issued within 10 working days	100%	88%						215 LIM Reports were issued in Quarter Three - of these, 75 were issued outside of the 10 working day timeframe (a total of 601 LIM reports have been issued to date). Quarter Three volumes have increased dramatically, driven by lower mortgage interest rates, buoyant market, property investors, first time buyers in the context of Invercargill's price point. In addition, obtaining a LIM Report is becoming a requirement imposed by many banks and insurance companies. January had a 97% increase in lodged LIMS, February 54% and 32% in March. Number of LIMS lodged are sitting in the 80's and 90's now (whereas 40-50 LIMS was previously the norm). Issues with having to handle more paper files also is severely impacting timelines. March was the first month where LIMS began going over 10 working days due to the impacts of volumes, recalling paper files from offsite, and increase in paper file handling required.
Percentage of residents satisfied with service received from the Building, Planning and Property Records Department	50%	65%						At the end of Quarter Three, 156 residents who have made contact with Building, Planning and Property Records Department in the last 12 months provided feedback on their interaction. Open ended feedback from 61 of these) highlighted that for approx. one third of respondents, the process was good or as expected, while for another third the process was poor or customers felt ICC didn't deliver. The representativeness of these figures is hard to discern given that ICC processes about 1000 building consents per year and over 200 resource consents.

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Percentage of residents satisfied with the building and/or resource consent process	50%	64%						At the end of Quarter Three, 74 residents who applied for building or resource consents in the last 12 months provided feedback. Open ended feedback on consents was very limited (13), however, with 5 respondents highlighting a 'good' or as expected process. As above the representativeness of these figures is hard to discern given that ICC processes about 1000 building consents per year and over 200 resource consents.
Amount of eligible applications received to support heritage buildings (earthquake strengthening and/or heritage improvements)	Council's Heritage Funds are at least 90% subscribed each financial year							Annual measure - will be reported in Quarter Four.

Investments

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Occupancy levels are greater than 95%	>95%	100%						
Total Gross Income over Total Asset Value								
Total portfolio	4%	5.69%						
Portfolio excluding Strategic, Development and Vacant land	5%	6.03%						
Net rate of return is greater than Council's planned cash deposit rate for the portfolio excluding Strategic, Development and Vacant land	> planned cash deposit rate 3.5%	5.21%						
Net interest income is higher than budgeted	> Budget	(451,007)						ICHL advance repaid Jul 2024 & ICL advance \$2.7m lower than plan with ICL repaying part of advance (Debt interest however fixed)
Dividend income is in line with budget	= Budget	0						Planned dividends of \$9.5 million has now been received for the year

Property Services

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Requests for service are responded to and remedial action in place: - Emergency - H&S related requests.	24 hours	100% of RSF responded to and remedial action in place within 24 hours (average time 7 hours)						No urgent requests for service were received in Quarter Three. The 10 urgent requests for service received in Quarter One and Two were responded to promptly. The overall average response time to date is 7 hours.

Invercargill City Council

Non Financial Performance - List of KPI measures

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Requests for service are responded to and remedial action in place: - Non-Urgent routine requests.	5 working days	100% of RFS responded to and remedial action in place within 5 working days (average time 1 day)						In Quarter Three, 29 non urgent RFS were responded to within 5 working days. 27 requests were responded two within 2 working days and 2 requests were responded to between 3 and 5 days. To date, 102 non urgent RFS have been received and responded to within the specified timeframe.
All buildings have a current Building Warrant of Fitness	100%	100%						
Condition assessments are not older than 5 years old (of agreed buildings)	80%	100%						
Asbestos Management Plans are reviewed and updated so they are not older than 5 years.	80%	89%						Re-surveying and plan reviews for 30 sites have been completed in Quarter Three resulting in full compliance for the quarter.
Percentage of residents satisfied with public toilet facilities in Invercargill District	55%	36%						Respondents were asked to rate and comment on public toilets for the first time in 2024/2025. Feedback to date show that 27% believe toilets are good and 26% believe they are clean. 15% said more toilets are needed. A small number of respondents commented on toilets being vandalised, maintenance issues (driers in particular) or did not believe auto toilets are good. Officers continue to monitor and manage the operational maintenance and cleaning of all toilet facilities on a scheduled basis.
Public toilets are operational 95% of open hours (which is 24 hours per day)	95%	91%						Delays in sourcing of replacement plant items in February necessitated in two Exeloo toilets unavailable for a period of time. This along with vandalism to toilets in July 2024 resulted in a missed target.

Corporate Services

Measure	Target	YTD Result	LY	Q1	Q2	Q3	Q4	Commentary
Percentage of Requests for Service under investigation/ closed within 10 working days of being raised	80%	98%						
Percentage of suppliers who are paid on time	85%	91%						
Accessible customer service	Customers are provided with a 24 hour 7 day a week call centre	99%	99.99%					
	Invercargill customers are provided with face to face customer services	1880 hours per annum	1482.92					
	Bluff customers are provided with face to face customer services	2045 hours per annum	1556.25					

Invercargill City Council

Financial Performance**Statement of Comprehensive Revenue and Expense**

		Actual	Budget	Actual vs Budget Variance	Budget	Plan	Budget vs Plan Variance
		YTD	YTD	YTD	Full year	Full year	Full year
		(\$000s)	(\$000s)	(\$000s)	(\$000s)	(\$000s)	(\$000s)
Rates and penalties:	General rates	35,092	35,082	+ 10	46,776	46,712	+ 64
	Targeted rates	23,398	23,398	- 0	31,197	31,184	+ 13
	Rates penalties	766	858	- 92	965	965	-
Subsidies and grants:	Subsidies and grants for operating purposes	3,467	3,530	- 63	6,428	5,492	+ 936
	Subsidies and grants for capital expenditure	2,205	2,299	- 94	14,984	14,239	+ 746
Income from activity:	Fees & charges revenue	15,915	16,091	- 176	25,478	27,710	- 2,231
	Rental revenue	2,691	2,652	+ 39	3,536	3,699	- 163
	Fines & infringements	1,213	1,142	+ 71	1,522	1,519	+ 3
	Other Revenue	3,931	3,390	+ 541	5,209	7,496	- 2,287
Investment revenue:	Finance Revenue	2,558	2,131	+ 427	2,872	3,643	- 771
	Dividends & subvention payments	9,457	9,457	-	9,457	9,457	-
Total revenue		100,692	100,030	+ 662	148,425	152,116	- 3,691
Employee expenses:	Salaries & Wages Expenses	25,348	26,221	- 873	34,947	33,757	+ 1,190
	ACC expenses	104	123	- 19	163	157	+ 5
	Other Staff expenses	1,077	1,418	- 341	2,064	2,105	- 41
Other expenses:	Administration expenses	3,785	3,831	- 46	5,832	5,484	+ 348
	Elected reps & Mana Whenua expenses	617	619	- 2	847	847	-
	Consultancy expenses	1,316	1,461	- 145	4,208	4,368	- 160
	Operational expenses	20,446	21,426	- 980	36,081	35,578	+ 503
	Utilities expenses	7,495	7,650	- 155	9,754	9,582	+ 173
	Repairs & maintenance	5,087	6,389	- 1,302	9,893	9,087	+ 807
	Grants & subsidies expenses	4,611	4,686	- 75	6,063	6,728	- 665
	Internal job cost allocation	(2,083)	(2,612)	+ 529	(5,817)	(5,817)	- 0
	Internal charges and overheads recovered	(1,750)	(1,846)	+ 96	(2,731)	(2,741)	+ 10
	Internal charges and overheads applied	1,751	1,846	- 95	2,731	2,741	- 10
Finance expenses:	Finance Expenses	4,457	4,482	- 24	5,976	6,268	- 292
Depreciation:	Depreciation and Amortisation	33,717	33,817	- 99	45,182	47,038	- 1,856
Total expenses		105,979	109,509	- 3,531	155,193	155,182	+ 11
Net operating surplus / (Deficit)		-5,286	-9,479	+ 4,193	-6,768	-3,066	- 3,702

Invercargill City Council

Financial Performance**Statement of Comprehensive Revenue and Expense**

	Actual	Budget	Actual vs Budget Variance	Budget	Plan	Budget vs Plan Variance
	YTD	YTD	YTD	Full year	Full year	Full year
	(\$000s)	(\$000s)	(\$000s)	(\$000s)	(\$000s)	(\$000s)
Other gains/(losses)	-	-	-	819	1,062	- 243
Surplus / (deficit) before tax	-5,286	-9,479	+ 4,193	-5,949	-2,004	- 3,945
Income tax expense	-	-	-	-	-	-
Surplus / (deficit) after tax	-5,286	-9,479	+ 4,193	-5,949	-2,004	- 3,945
Property, plant and equipment revaluation gain (loss)	-	-	-	17,567	62,785	- 45,218
Carbon credit revaluation gains/(losses)	-	-	-	-	-	-
Cash flow hedges	-	-	-	-	-	-
Total other comprehensive revenue and expense	-	-	-	17,567	62,785	- 45,218
TOTAL COMPREHENSIVE REVENUE AND EXPENSE	-5,286	-9,479	+ 4,193	11,618	60,781	- 49,163

Statement of Comprehensive Revenue and Expense Variance**Revenue**

General & Targeted rates

Rates revenue is higher than plan due to greater than expected growth above the projected rating base.

Rates penalties

Although rates penalties are tracking lower than expected, they were \$70,000 higher than for the same period last year.

Subsidies and grants for operating purposes

Funding from the Mar NZTA subsidy claims was not received until quarter four for Roothing and Public Transport. Budget has been adjusted to align with NZTA Waka Kotahi agreed final funding allocation.

Subsidies and grants for capital expenditure

Funding from the Mar NZTA subsidy claims was not received until quarter three for Roothing and Public Transport. Budget has been adjusted to align with NZTA Waka Kotahi agreed final funding allocation.

Fees & charges revenue	<p>Water revenue was under budget due to number of customers are using their annual free allowance and wet weather has contributed to lower sales.</p> <p>Aquatic Centre revenue is down on budget with economic conditions encouraging frequent visitors to purchase memberships instead of general admissions revenue to reduce their costs.</p> <p>Cemeteries, crematorium and sportsground revenue is also lower than anticipated. It is unlikely that demand will increase to meet budget.</p> <p>These decreases are partly offset by revenue from higher commercial consent volumes and Tradewaste revenue received in advance.</p>
Rental revenue	Year to date actuals are higher than budget with minor adjustments made to budget when compared to plan. These are based on rental renewal timing.
Fines & infringements	Year to date actuals are tracking higher than budget and minor adjustments make to budget when compared to plan.
Other Revenue	Budget is lower than plan as forestry revenue is under achieved due to some of this year's planned harvest being processed in 2023/24 to take advantage of the market price in the last financial year.
Finance Revenue	<p>Finance revenue is more than anticipated due to high interest rates on term deposits during the year to date. This is expected to come back in line with budget due to maturing term deposits will likely renew on to lower rates based on the current decreasing interest rate market.</p> <p>The budget has been decreased as lower interest is now expected to be received due to A) the short-term advance of \$18 million to Invercargill City Holdings Limited was repaid in July 2024, 4 months earlier than planned in the LTP; B) the average balance of the Invercargill Central advance is lower than planned due to repayments received.</p>
Dividends & subvention payments	The both dividends from Invercargill City Holdings Limited have been received for the year.
Expenses	
Salaries & Wages Expenses	Variances reflect differences between actual and planned staffing levels and movements.
Other Staff expenses	Actual spend on Employment related costs was \$293,000, Other staff costs, including, FBT & Health and Safety staff costs was \$216,000, and Training & Travel was \$568,000.
Administration expenses	Includes software licenses, subscriptions, legal, postage and printing expenses. Spend varies during the year based on timing of subscriptions and software licenses renewals.
Consultancy expenses	Variance reflects lower use of consultancy services across the Council, particularly in Roading & Planning service areas. The budget decrease reflects the change in reclassification of expenses between Consultancy, Operational and Repairs & Maintenance expenses

Operational expenses	<p>The main drivers for the first nine months underspend are:</p> <p>Sewerage - Sewerage model calibration, CCTV work and emptying Clifton sludge pond 1 now due to happen in the fourth quarter.</p> <p>Solid Waste - Lower waste volumes have contributed to lower associated costs.</p> <p>Arts and Culture - Less materials and consumables have been required and lower costs as area is still adapting to new operating levels since relocation.</p> <p>The budget increase reflects the change in reclassification of expenses between Consultancy, Operational and Repairs & Maintenance expenses</p>
Utilities expenses	<p>Includes insurance, electricity & rates expenses. Insurance expense budget has been increased from plan due to a change to risk rating of New Zealand, including Local Government activities, within the global insurance market.</p>
Repairs & maintenance	<p>The main drivers of for the first nine months underspend are:</p> <p>Sewerage - Lower reactive maintenance occurred year to date as a result of improved schedule maintenance and running similar to last year.</p> <p>Roading - Roothing is lower than budget in repairs and maintenance and is offset by a similar amount above budget in operational expenses where some repairs and maintenance expense has been booked.</p>
Grants & subsidies expenses	<p>The spend for the first nine month of the year are inline with budget. The budget is lower than plan due to the Council withdrawing from the Southland Regional Heritage Committee and no longer paying a grant to them. Instead these funds will be used to fund the collections area of the Arts, Culture and Heritage activity.</p>
Internal job cost allocation	<p>Recovery of internal staffing costs have been fully allocated to capital projects to date. IS staff costed to Our Council is adverse to budget due to delays in project timelines and staff fulfilment timing.</p>
Finance Expenses	<p>Year to date actuals are in line with budget and minor adjustments make to budget when compared to plan to reflect the lower borrowings balance due to lower capital programme spend.</p>
Depreciation and Amortisation	<p>Depreciation for the full year is lower than plan due to variances between final positions of capital work in progress / asset values balances for 2023/2024 and the estimated position of assets within the Long-term Plan 2024-2034. This includes Property files Digitisation \$1.0 million, Our Council projects \$0.8 million and property/other projects \$0.6 million. Differences between the actual and estimate three waters asset revaluation are also included \$0.1 million.</p>

Statement of Financial Position

As at 31 March 2025

	Actual	Budget	Plan	Budget vs Plan	Annual Report
	YTD	Full Year	Full Year	Variance	Full Year
	Mar 2025	2025	2025	2025	2024
	(\$000)	(\$000)	(\$000)	(\$000s)	(\$000)
ASSETS					
Cash and cash equivalents	6,792	12,122	2,311	+ 9,811	12,373
Trade and other receivables	26,814	13,428	17,025	- 3,597	13,428
Prepayments	2,928	1,721	1,372	+ 349	1,721
Inventories	366	366	619	- 253	366
Property, plant and equipment	1,177,683	1,213,343	1,261,291	- 47,948	1,172,776
Intangible assets	2,304	11,159	9,932	+ 1,227	7,650
Biological assets	3,893	4,030	4,502	- 472	3,894
Investment property	27,210	25,958	26,815	- 857	27,486
Investment in subsidiaries	76,569	76,569	76,569	-	76,569
Other financial assets - other investments	45,725	46,140	44,317	+ 1,823	60,002
Derivative financial instruments	365	365	751	- 386	365
TOTAL ASSETS	1,370,649	1,405,201	1,445,504	- 40,303	1,376,630
LIABILITIES					
Trade and other payables	22,394	15,588	19,225	- 3,637	15,585
Provisions	1,381	1,318	877	+ 441	1,429
Employee benefit liabilities	2,714	4,434	3,921	+ 513	4,434
Borrowings	146,380	169,210	181,609	- 12,399	152,146
Tax payable	32	0	0		2
Total liabilities	172,901	190,550	205,632	- 15,082	173,596
TOTAL EQUITY					
Retained earnings	358,216	354,624	361,211	- 6,587	363,502
Other reserves	839,532	860,027	878,661	- 18,634	839,532
Total equity	1,197,748	1,214,651	1,239,872	- 25,221	1,203,034
TOTAL LIABILITIES AND EQUITY	1,370,649	1,405,201	1,445,504	- 40,303	1,376,630

Statement of Financial Position Variance

Assets

Cash and cash equivalents	Change reflects a mixture of the 2023/2024 closing actual amount and timing of rates revenue received and supplier payments made.
Trade and other receivables	Change aligns the balance with the 2023/2024 closing actual amount
Prepayments	Change aligns the balance with the 2023/2024 closing actual amount
Inventories	Change aligns the balance with the 2023/2024 closing actual amount
Property, plant and equipment	Change reflects A) variances in movements of the capital programme spend between budget and the assumption in the plan; B) variances in the 2023/2024 asset revaluation amount between the assumption in the plan and actual valuation.
Intangible assets	Change reflects variances in movements of the capital programme spend between budget and the assumption in the plan.
Biological assets	Change reflects variances in movements of the revaluation estimate between budget and the assumption in the plan.
Investment property	Change reflects A) variances in movements of the capital programme spend between budget and the assumption in the plan; B) variances in the 2023/2024 asset revaluation amount between the assumption in the plan and actual valuation; C) timing variances of potential sale of properties.
Investment in subsidiaries	This balance includes shares held by Council in Invercargill City Holdings Limited
Other financial assets - other investments	Variance between plan and budget includes higher amounts of reinvestment of interest into term deposits above the assumption included in the Long-term plan.
Derivative financial instruments	Change aligns the balance with the 2023/2024 closing actual amount

Liabilities

Trade and other payables	Change aligns the balance with the 2023/2024 closing actual amount
Provisions	A provision for parking fine refunds was established after the Long-term plan was approved and has now been included in the budget.
Employee benefit liabilities	Change aligns the balance with the 2023/2024 closing actual amount
Borrowings	Borrowings are lower than plan as it reflects a lower capital programme spend than against plan.

Schedule of changes to the plan (budget)

The current Long-term Plan 2024-2034 (Plan) was approved by Council on 27 June 2024. The budget for 2023/2024 was created to capture changes that are variations to the Plan. The focus of performance monitoring is on YTD financial results compared to budget and the consideration of changes between budget and Plan. The following table provides a summary view of the budget changes made to date and includes decisions made at various Council meetings. These changes are now reflected in the revised budgets.

	Net Surplus / (Deficit) (\$000)	Capital (\$000)	
Long-term Plan 2024/2025	-3,066	82,634	
People and culture operations increase of \$265,000 to come from existing funding	0		Finance and policy report 17 September 2024
Depreciation revision	+ 2,521		An adjustment is required to the depreciation budget due to variances between final positions of capital work in progress / asset values balances for 2023/2024 and the estimated position of assets within the Long-term Plan 2024-2034. This includes Property files Digitisation \$1.0 million, Our Council projects \$0.8 million and property/other projects \$0.6 million. Differences between the actual and estimate three waters asset revaluation are also included \$0.1 million.
Capital Project changes:			
<i>Branxholme supply main renewal</i>		- 899	To maintain an unchanged total project life budget, an adjustment to the budget in this year is required for any over or under spend from the previous year. This adjustment is only done for capital projects with a set budget and lifespan i.e. Roadmap and Strategic projects .
<i>Alternative water supply - New supply source</i>		+ 526	
<i>Treatment Facilities - Bluff consent renewals</i>		- 207	
<i>City Streets - Esk Street West (Roadmap)</i>		+ 233	
<i>Bluff Boat Ramp - Stage 1 - Jetties (Roadmap)</i>		- 418	
<i>City Centre Masterplan Urban Play (Roadmap)</i>		- 55	
<i>Bluff Hill active recreation hub carpark redevelopment</i>		+ 606	
<i>Surrey Park grandstand renewals (Roadmap)</i>		+ 300	
<i>Civic Administration building - Redevelopment</i>		+ 182	
<i>Rugby Park building - Main stand strengthening</i>		+ 101	
<i>Our Council (Business Enhancement) Programme</i>		+ 550	
<i>CCTV - establishment (Roadmap)</i>		+ 1,065	Works on project are now expected to be completed in the current year instead of over three years. Total project costs remains unchanged.
<i>Pipe Network - General renewals</i>		+ 605	Mersey Street rising main pipe duplication project to be started a year ahead of plan. Total project costs remains unchanged.
Revised budget 2024/2025 as at Q1 performance reporting date	-545	85,223	
Revised rates revenue to align with generated rate set revenue	+ 77		Additional rating unit number growth above the assumption used in the LTP had generated additional revenue for the year.
Subsidy revenue revised to align with NZTA approved programme	- 1,236		in July 2024, NZTA approved the subsidised operational and capital programmes for the 2024-2027 period.
Lower Interest revenue from related party advances	- 846		Lower Interest is now expected to be received due to A) the short-term advance of \$18 million to Invercargill City Holdings Limited was repaid in July 2024, 4 months earlier than planned in the LTP; B) the average balance of the Invercargill Central advance is lower than planned due to repayments received.
Higher interest revenue from term deposit investments	+ 72		Bank Term Deposit rates have been higher during the first half of the year.

	Net Surplus / (Deficit) (\$000)	Capital (\$000)	
Insurance renewal higher than planned (Utilities expenses)	- 735		Insurance premiums were renewed in October and have increased higher than planned, reflecting world wide trend in insurance risk and rising asset replacement values.
Depreciation revision	- 322		Adjustments to align with Capital programme movements and updated asset register
Ocean Beach Remediation	- 360		Ocean Beach Remediation requires \$860k ICC share, \$500k was included in plan
Minor operational adjustments	+ 67		Minor adjustments & correction to classification errors
<u>Capital Project changes:</u>			
<i>Te Unua</i>		- 4,988	Revision to phasing of project to align with expect spend in 2024/2025. Total project spend was increased to align with Council approval in October 2025
<i>Additional Pool at Splash Palace</i>		- 155	Feasibility work deferred to future year. Capital spend still planned for 2033-2034
<i>Property - Aquatics</i>		- 831	Changing room renewal work has been deferred to future years
<i>Water Pipe Network - Supply</i>		- 1,236	Removal of duplication error as capital renewal for water supply pipes was also included as part of the Branhholme pipe line project.
<i>Roading & Public Transport programmes</i>		- 1,657	Capital programme adjusted to align with NZTA approved funding programme
<i>Library books</i>		+ 100	Increase collection spend back to pre Covid levels to build up/replace book collections, in particular Large Print - Fiction as well as increase online content and platforms
<i>Various projects</i>		+ 410	Minor adjustments to programme to align with expected spend for year
Revised budget 2024/2025 as at Q2 performance reporting date	-3,828	76,866	
	- 4,573	- 6,563	Adjustments outlines in the Financial update report at 31 January 2025 presented at the Finance and Policy Committee meeting on the 18th March 2025
Revised budget 2024/2025 after changes through the annual plan process	-8,401	70,303	
Change in timing of subsidy revenue for Project 1225	+ 2,320		Some of the funding allocations from external organisations has been brought forward from future years to align with construction work.
Local Water Done Well subsidy funding	+ 395		Government funding to reimburse council for some of the costs incurred from Local Water Done Well.
NZTA Waka Kotahi Total mobility allocation increase	-		NZTA Waka Kotahi has increased the funding allocation to cover total mobility costs. Both operating costs and subsidy funding increased by \$203,000
Local Water Done Well cost recovery	+ 228		Recovery of costs for Local water Done Water services and information provided to other Councils
Local Water Done Well cost	- 519		Increased estimated consultancy costs incurred 2024/2025 for Local Water Done Well work
Utilities - rates expenses	- 94		Adjustment to Rates expense to align with actual rates expense for the year
Depreciation revision	- 784		Adjustments to align with Capital programme movements and updated asset register
Minor operational adjustments	+ 87		Minor adjustments to programme to align with expected spend for year
<u>Capital Project changes:</u>			
<i>Civic Administration building redevelopment</i>		+ 3,739	Capital brought forward from 2026/2027 to allow commencement of relocating existing staff from Civic Administration Building to other locations.
<i>Branxholme supply main renewal</i>		- 750	Project work delayed due to weather and will now be completed in 2025/2026
<i>Mersey Street waste water duplication project</i>		- 297	Design work delayed in starting therefore construction will not start this year
<i>Elderly housing - Site 2 development</i>		- 460	Construction work to start later than planned and will now be completed in 2025/2026
<i>Our Council Programme</i>		- 500	Work deferred to later years in the project programme
<i>Rugby Park building - Main stand strengthening</i>		- 139	Project completed under budget
<i>Library Books</i>		- 100	Library collection renewals now planned to return to full levels from 2025/2026, not this year.
<i>Various projects</i>		- 80	Minor adjustments to programme to align with expected spend for year
Revised budget 2024/2025 as at Q3 performance reporting date	-6,768	71,716	



CONCEPT PLAN
DESIGN CONSTRUCTION

LINE OF PROGRESS

ESTIMATED COST

ROADMAP TO RENEWAL BUDGET

\$140.3 MILLION

\$111.00 MILLION

\$29.3 MILLION SPEND-TO-DATE

BALANCE

POLICY UPDATE – PROCUREMENT, ROAD NAMING AND CCTV POLICIES

To: Finance and Policy Committee

Meeting Date: Tuesday 20 May 2025

From: Rhiannon Suter – Manager – Strategy, Policy and Engagement,

Approved: Patricia Christie - Group Manager - Finance and Assurance

Approved Date: Thursday 15 May 2025

Open Agenda: Yes

Public Excluded Agenda: No

Purpose and Summary

This report provides the Finance and Policy Committee with the opportunity to review and deliberate on the revised Procurement Policy, Road Naming Policy and amendments to the CCTV Policy.

Recommendations

That the Finance and Policy Committee:

1. Receives the report "Policy Update – Procurement, Road Naming and CCTV Policies".
2. Receives the revised Procurement Policy, noting the changes proposed as part of the review process:
 - a. Addition of exemptions to the scope of the Policy to improve the clarity of its application.
 - b. Addition of the following sections:
 - Roles and Responsibilities.
 - Emergency Procurement.
 - Public Liability and Professional Indemnity Insurance.
 - Risk Management.
 - Record Keeping.
 - c. Updates to the Policy principles wording without changing the core intent.
 - d. Notes the minor change to Procurement Governance section
3. Receives the revised draft Road Naming Policy.

4. Notes the minor amendment to the CCTV Policy.
5. Notes that formal consultation is not recommended for these policies.

Recommendations to Council:

6. That it adopts the revised Procurement Policy.
7. That it retires the Public Liability and Professional Indemnity Insurance Policy, noting this matter is now incorporated within the revised Procurement Policy.
8. That it adopts the revised Road Naming Policy.
9. That it notes the minor amendment to the CCTV Policy.

Background

Procurement Policy

Council's Procurement Policy describes its strategic approach to planning, sourcing and managing its procurement in order to deliver value for money for ratepayers, whilst also allowing for procurement as a tool for advancing community wellbeing. The Procurement Policy communicates with in-house officers and external suppliers on Council's procurement process and its principles that it would uphold when engaging with the supplier market. Some optional social procurement principles are identified including employment of diverse groups, climate change and procurement from local businesses. These optional elements have not been systematically utilised; however, it is worth noting that from the adoption of the Policy Council had utilised 58% of its spend in local procurement.

The Policy first became effective in 2022 and is now due for review.

A draft version of the Policy was shared with Deloitte New Zealand – the internal audit partner for review and their feedback has been incorporated.

Formal consultation is not recommended as the amendments proposed as part of this review are of low significance under the Significance and Engagement Policy.

Road Naming Policy

The Road Naming Policy was adopted with non-mandatory inclusion of a Te Reo Māori name as one of three options. Developers are encouraged to consider a Te Reo option and to seek Mana Whenua guidance on options. This approach was taken in recognition that a list of appropriate Te Reo names had not yet been developed by Mana Whenua.

The Policy is due for review and an alternative approach to enabling inclusion of a Te Reo Māori name is now included.

CCTV Policy

Certain minor amendments have been made to the CCTV Policy. Additional definitions have been added for the Local Government Official Information and Meetings Act and the Public Records Act. The document control section has been updated to reflect the current Policy owner and to refer to a useful factsheet from the Association of Local Government Information Management. Within the body of the Policy, the role of "Parking Wardens" had been updated to the correct title of "Compliance Officer – Parking".

The Policy will next be reviewed in 2030, or sooner if needed for legislative compliance or operational currency. No other amendments are recommended at this time.

Issues and Options

Analysis

Procurement Policy

a. Policy Document Improvement

Council is on a maturity journey in its procurement. The current Policy is largely successful in describing its approach to procurement, however, there is the opportunity to streamline the document and remove some procedural level detail.

The draft Policy presented with this report retains the core intent of the current Policy but the structure and the wording has been improved to make it user-friendly with the appropriate level of information needed for the Policy document.

As part of the improvements, the revised Policy includes the policy exemptions to the scope of the Policy. The exemption list is in accordance with the Rule 11 of the Government Procurement Rules.

b. Social Procurement

Council's current Procurement Policy allows for, but does not require, inclusion of Social Procurement outcomes with the following examples provided:

Identify social procurement and sustainability goals. Some possible examples being:

- Diversity and disability targets e.g. Tangata Whenua and young people, people exiting correctional facilities & ex-offenders, lone parents, female workers (into male dominated roles), people who are not in employment or education or training, refugees, recently unemployed due to pandemics, earthquake & other disasters).
- Business development e.g. local and regional business, small and start-up business, Māori business and businesses actively achieving diversity and disability targets.
- Reducing carbon footprint e.g. energy efficiency and renewable resources, green vehicle strategies, building ratings, water use efficiency, recycling and waste management, steps taken to protect flora and fauna.

Council had not systematically utilised social procurement factors under the current Policy. Examples where Council was successful in enabling social procurement includes the recycling contract and food and beverage service tenders.

During Council workshops to support the development of the current Policy the primary priority for Councillors was support for local business. 58% of all contract bids are from local businesses.

Climate change outcomes in procurement have also been identified since adoption of the Procurement Policy.

The following approach is recommended for the revised Policy:

In recognition of Council's maturity in the area of procurement, the Policy focuses on monitoring of social procurement data regarding policies before moving to implement social procurement weighting in future years. The following items will be required to be provided by organisations tendering for Council business:

- Whether the business is a local business as defined by Council.
- Whether the business monitors its carbon impact and link to reporting if available.
- Whether the business records diversity employment data.

It is important to note that businesses not monitoring the information above will not be excluded from supplying Council. This approach is intended to increase Council understanding of its supplier market.

c. Public Liability and Professional Indemnity Insurance

Council currently has a "Public Liability and Professional Indemnity Insurance Policy" which is due for a review. This is a standalone Policy which is primarily used in Council's procurement processes.

An Internal review of this Policy identified that it is appropriate to combine it with the Procurement Policy, rather than being a standalone Policy.

The revised Procurement Policy incorporates the content of Public Liability and Professional Indemnity Insurance Policy and it is recommended that the current Public Liability and Professional Indemnity Insurance Policy be retired.

d. Emergency Procurement

This is a new section introduced in the draft Policy which describes Council's approach to procurement during an emergency.

The revised Policy defines Emergency Procurement as "*the purchase of goods, services and/ or services in direct response to an unforeseen event. This includes but are not limited to the following:*

- Failures of critical infrastructure or equipment.

- Unanticipated events that make it impossible for an agency to perform a statutory or critical function in the necessary timeframe.
- Critical health or environmental emergencies such as a pandemic or food safety incident.
- Civil disorder.
- Natural or manmade disasters, such as earthquakes, cyclones, tsunamis, volcanic eruptions, flooding, fires or contamination.

In an emergency, Council may make rapid procurement decisions as the situation requires. In such instances Council may not be able to operate under the Policy principles. In such circumstance the Policy creates an exemption that will allow Council to make procurement decisions without contravening legislation and Councils financial integrity.

e. *Procurement Governance*

Minor amendments are proposed to the procurement governance section of the Policy.

The current Policy allows for single written quotes for work of an estimate dollar value of \$0 - \$20,000. It is proposed that this be amended to reflect the current market conditions and economic landscape and be increased to \$50,000. The new estimate dollar value for single written quotes are \$0 - \$50,000.

Road Naming Policy

At the Infrastructure Committee meeting held on the 4 March 2025, an issue was raised with the Road Naming Policy around whether it was now appropriate to move to mandatory inclusion of a Te Reo Māori name as one of the three options provided.

Following discussion with the Mana Whenua Representatives it has become clear that it is not appropriate or possible to develop a list of pre-selected names as Whakapapa requires that the names selected are relevant to the specific location. Therefore, the following addition to the Policy is proposed:

"One of the three names is to be in Te Reo Māori to be agreed by the Councils Mana Whenua Representatives on Council officer request. Where it is not possible to provide a name within 20 working days of request, noting this will be the minimum notice provided, this requirement will be waived. "

This creates a mandate for considering Te Reo names as one of the required options in road naming applications. This will be enabled either by applicants (or developers) directly engaging with the local Mana Whenua or through Council officers on request by the applicant.

Significance

The revision of the Procurement Policy and the Road Naming Policy, and the amendments to the CCTV Policy as identified as of low significance under the Significance and Engagement Policy. As a result, formal consultation is not recommended.

Early engagement with Mana Whenua Representatives had been undertaken on the Road Naming Policy.

Community Views

Council received 14 submissions on the Procurement Policy in 2022, which were largely supportive and the key themes were social and sustainable procurement considerations. The current Policy was adopted incorporating those feedback and the revised draft version presented continues to retain them.

Council have not received any feedback on the Road Naming Policy from the community from the adoption of this Policy in 2022, although one individual has requested that living persons be allowable for road naming, a change which is not recommended as practical or line with New Zealand guidance.

Implications and Risks

Strategic Consistency

The revised Procurement Policy and the Road Naming Policy is consistent with the community outcomes of the Council long term vision.

In addition, the Procurement Policy is in line with Government procurement rules, the MBIE procurement guidelines and the Office of the Auditor General New Zealand.

Financial Implications

No financial implications are identified.

Procurement matters that require Council's direction will be presented to Council for decision.

Legal Implications

Procurement Policy

This revised draft Procurement Policy aligns with draft Government procurement rules that are being updated. The intention of the Policy is to guide Council practice with contract management rules.

Road Naming Policy

The Local Government Act 1974 grants Council the legal authority to approve road names. This Policy provides a framework for how to apply for road names and conditions proposed road names will need to meet.

Climate Change

Procurement Policy

One of the objectives of this Policy is to obtain the best value for money, taking into account whole of life costs and benefits, and sustainable solutions.

The strategic vision is to consider carbon emissions and climate mitigation issues in procurement processes to give effect to the Regional Climate Change Strategy adopted August 2024. It is important to note that Council is in a maturity journey in integrating climate consideration as part of its core business. As a starting step to improving sustainable procurement approach, the following wording is being introduced into the revised draft Policy:

"The following items will be required to be provided by organisations tendering for Council business.

- *Whether the business monitors its carbon impact and link to reporting if available"*

This wording does not create any leverages for businesses or suppliers that accounts their carbon emissions over others in Council's decisions. The intention is that this requirement will allow Council to gather data which will be beneficial in improving the sustainability consideration of this Policy as part of its next review.

Road Naming Policy

No identified implications.

Risk

Procurement Policy

Risk	Mitigation
Consistency in procurement practice across Council.	The revised Policy will be supported by training sessions for officers led by the Manager – Procurement Services. This effort will ensure the Policy is communicated and used across Council's businesses.
Government procurement rule updates	<p>The Government procurement rules are going through an update. The revised Policy incorporates the key elements of the proposed updates at a very high level and explains Council's position in its maturing procurement journey, relying on the relevant regulations for compliance.</p> <p>It is expected that the revised Policy will not require any amendments when the new Government Procurement Rule comes into effect. However, if amendments are needed, the Policy will undergo an early review to incorporate those changes.</p>

Promoting social wellbeing outcomes	<p>The revised Policy allows Council to ask suppliers for information on whether they are a local supplier, monitor their carbon footprint, and diversity employment.</p> <p>It is to be noted that the information required will not have any weight in the actual tender assessment process, but is a means to collect data to develop mechanisms to promote community outcomes through future iterations of this Policy.</p>
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Road Naming Policy

Risk	Mitigation
Failure to include at least one Te Reo Māori name for new roads	The new Policy seeks to mitigate this risk through implementing a simpler process for seeking a name and making it a requirement
Delay of process due to requirement to seek Te Reo Māori name	The process has been designed with timeframes included.

Next Steps

Procurement Policy

Following the adoption of this Policy, the Procurement team will engage with the Tier 3 management group to provide training. This will involve utilising the One Council Modules and embedding the training on the Policy as part of the employment package for selected roles.

Manager - Procurement Services will employ monitoring practices to ensure that the Policy and its principles are upheld by the wider organisation when engaging in procurement.

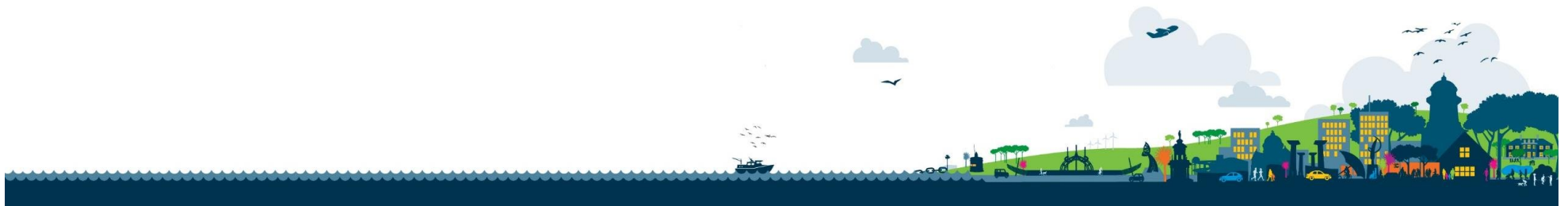
Attachments

1. Draft Procurement Policy (A5621874)
2. Draft Road Naming Policy (A5887094)
3. Amended CCTV Policy (A5049895)

A5621874



Draft Procurement Policy



Purpose

This policy describes Council's strategic approach to planning, sourcing and managing its procurement activities to deliver value for money for ratepayers, whilst also seeking to use procurement as a tool for advancing community outcomes.

Scope

This policy applies to all procurement activities undertaken by Council, with the exemption of:

- Acquisition of art and similar unique items of interest.
- Employment.
- Grants and sponsorship.
- Land acquisition.
- Leasing of Council-owned property and the leasing of property to Council.
- Payments to government and regulatory bodies.
- Procurement undertaken by Council Controlled Organisations that is not on behalf of Council.
- Tax.
- Treasury and financial instruments.
- Unsolicited proposals.

All procurement activities must be carried out by an authorised Council officer(s) and/ or a contractor(s) approved by Council to act on its behalf.

Elected members are responsible for setting Council's strategic approach to procurement, however, they are excluded from participating in the procurement of goods and services on Council's behalf.



Definitions

Council: means Invercargill City Council.

Emergency procurement: means the purchase of goods, services and/ or services in direct response to an unforeseen event. This includes but are not limited to the following:

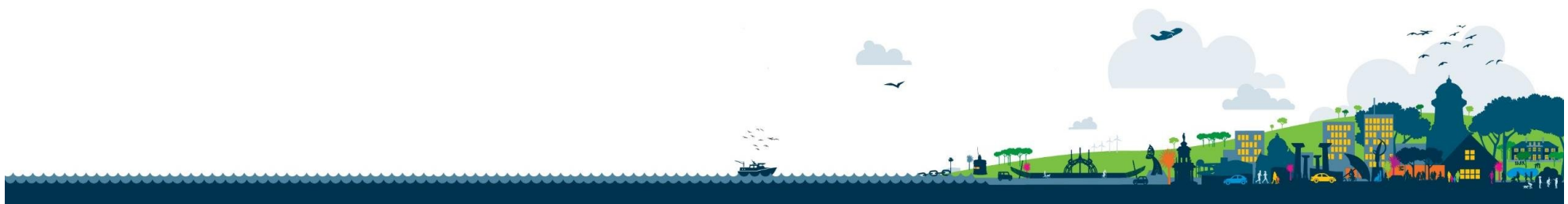
- failures of critical infrastructure or equipment,
- unanticipated events that make it impossible for an agency to perform a statutory or critical function in the necessary timeframe,
- critical health or environmental emergencies such as a pandemic or food safety incident,
- civil disorder, and
- natural or manmade disasters, such as earthquakes, cyclones, tsunamis, volcanic eruptions, flooding, fires or contamination.

Local supplier(s): means supplier(s) that operate within the Invercargill city boundaries and/or the wider Southland region.

Objectives

Council's objectives under this Policy are to:

- Obtain the best value for money, taking into account whole of life costs and benefits.
- Uphold the procurement principles when engaging with the competitive market.
- Ensure compliance with legislation in procurement processes and decision making.
- Ensure consistent procurement practice across Council.
- Align procurement activities with Council's Long-term Plan outcomes.



Relevant legislations and other documents

All procurement activities must comply with the following legislation, regulations and policies, including but not limited to:

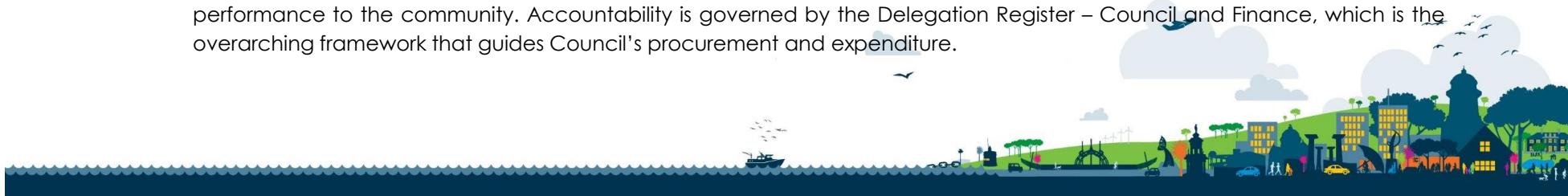
- [Local Government Act 2002](#);
- [Fair Trading Act 1986](#);
- [Local Government Official Information Meetings Act 1987](#);
- [Local Authorities \(Members' Interests\) Act 1968](#);
- [Health and Safety at Work Act 2015](#);
- [Government Procurement Rules](#);
- [Controller and Auditor – General – Procurement Guidance for Public Entities - Government rules of sourcing](#);
- [New Zealand Transport Agency – Procurement Manual](#);
- [ICC Roading Procurement Strategy](#);
- [Information Management Policy](#);
- [Conflict of Interest Policy](#);
- [Risk Management Policy](#);
- [Risk Management Framework Policy and Process](#); and
- Delegations Register – Finance and Council.

Procurement Principles

Council will uphold the following principles when undertaking procurement activities within the scope of the policy:

1. Accountability

Council will be accountable to provide the complete and accurate costs of its procurement processes, activities and performance to the community. Accountability is governed by the Delegation Register – Council and Finance, which is the overarching framework that guides Council's procurement and expenditure.



2. Transparency

Council will be transparent in its management of public funds to ensure accountability and integrity in its procurement activities and processes. This principle promotes clarity and shared understanding of respective roles and obligations of any organisations and/ or any external parties entering into any procurement arrangements with Council within the scope of this policy.

3. Value for money

This Policy promotes procurement practices aimed at delivering the best value for money. A core principle of value for money is that the lowest price may not always represent the best choice when evaluating options. Instead, selecting a supplier involves assessing how well proposed solutions, balance whole-of-life costs with quality and other non-cost factors to achieve optimal results.

4. Ethical and fair treatment

This Policy ensures ethical and fair treatment of all supplier(s) in procurement activities, upholding a high standard of professionalism, honesty and integrity. This principle enables Council to provide consistent approach to procurement processes and requirements, promoting trust and productive supplier(s) relationships.

5. Promoting social wellbeing outcomes

This Policy allows for but does not require social and sustainable procurement, in line with inclusive procurement principles. Council will work towards enabling social and sustainable procurement to support community wellbeing outcomes, with a particular focus on supporting local supplier(s), supporting disadvantaged groups and enabling improved environmental outcomes.



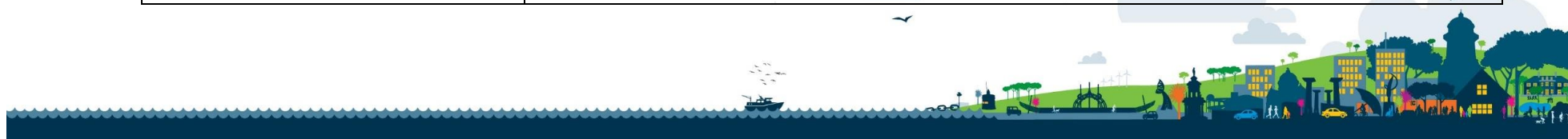
As the first step towards this, supplier(s) may be required to provide the following in order to better understand the information available.

- Whether the suppliers is a local supplier as defined by Council.
- Whether the supplier monitors its carbon impact and link to reporting if available.
- Whether the supplier records diversity employment data.

It is to be noted that this information will not be part of the tender assessment process, but is a means to collect data to develop mechanisms to promote community outcomes in the future.

Roles and Responsibilities

Role	Responsibility
All officers with financial delegations and elected members	Remain up to date with Council's procurement policy.
Tier 2 Managers- Group Managers	Responsible for the approval of commercial activities in accordance with Council's Financial delegations, and expenditure related to determine the commercial approach.
Manager – Procurement Services	Responsible for the approval of commercial approach, including exemptions, in line with this policy.
Procurement Specialist	Responsible for designing, developing and leading tailored commercial approaches for departments across the commercial lifestyle.
Tier 3 managers and/ or any officers authorised by a Tier 3 manager	Responsible for the day- to- day management of their contracts as part of the management and review components of the commercial lifestyle.
Risk Specialist and Risk and Continuous Improvement Team	Responsible for the day-to-day operational and strategic risk and assurance advice for Council, including Operational Risk Register assessments.



Role	Responsibility
Financial Planning and Financial Services Teams	Responsible for the day-to-day financial management, accounting, insurance, business performance and reporting support and advice for Council.

Where appropriate, Council may require legal advice on contracts, such matters will be advised at the discretion of Manager – Procurement Services.

Conflict of Interest

The Conflicts of Interest Policy and Code of Conduct for Elected Members and employees provide that any elected member or employee who has a partner or family member who is employed by a business that supplies goods or services to Council may have, or could be perceived as having influence over contracts or procurement at Council. Such instances must be declared in order to assess the conflict and manage any potential/ perceived risks.

Council Officers must refer to the Conflicts of Interest Policy in any instance of actual, potential or perceived conflict of interest.

Council will comply with Section 3 of the Local Authorities (Members' Interests) Act 1968 when entering into a contract with an elected member/ their business. Unless provided otherwise under section 3(3) of the Local Authorities (Members' Interests) Act 1968, a person cannot be elected, appointed or continue as a member of Council or any of its committees if they are involved in council contracts that exceed \$25,000 in total in any financial year.

Risk Management

Risk is inherent to Council when it comes to procurement activities and their management. Procurement risks will be assessed, scored and managed by the Manager – Procurement Services using the Risk Management Framework Policy and Process.

Where appropriate Council will engage with supplier(s) to develop risk mitigation strategies.



Monitoring and Audit

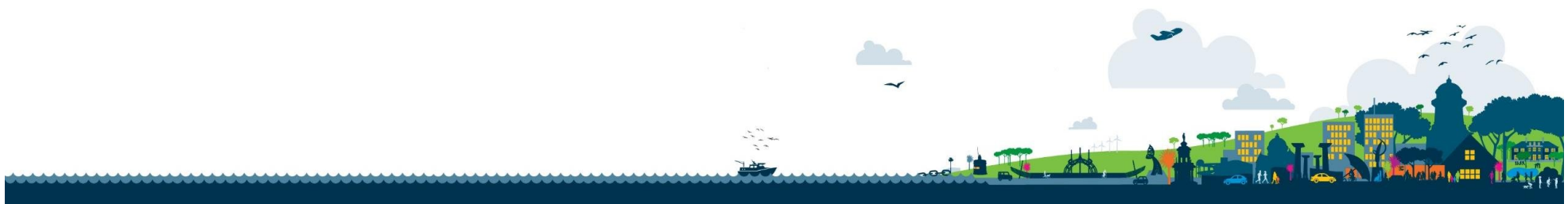
Council's procurement activities will be monitored every quarter by internal audit, and are subject to external audit by Audit New Zealand as part of the Annual Plan and Long-term Plan process.

Record Keeping

Council will document and keep record of all information in relation to its procurement under the Public Records Act 2005 to ensure that evidence is recorded to show the process resulting in a procurement activity . This information may include but is not limited to:

- Procurement plans,
- Detailed description of the goods or services required for respondents,
- Response form template to be completed including schedule of prices,
- Conditions of the tender,
- Any conflict of interest,
- Tender deliverables,
- a draft contract,
- Requests for quotes, and
- Health and Safety forms.

Such documents are recorded in accordance with the Information Management Policy, and they can be accessed by any party (including members of the public, any private or government agencies) by lodging an information request in accordance with the conditions of the Public Records Act 2005, the Local Government Official Information Meetings Act 1987 and the Privacy Act 2020.



Public Liability and Professional Indemnity Insurance

Public liability insurance covers personal injury or damage to property and/or third parties arising directly out of the actions or inactions of contractor(s) when carrying out work under the contract. Professional indemnity insurance covers any negligent act, error, or omission made by the contractor(s).

Before entering into any contract for services with any third party, Council Officers ensure that the third party holds adequate public liability and professional indemnity insurance coverage, sufficient to protect the interests of Council. If a contractor(s) cannot provide an acceptable level of insurance, they will be considered ineligible to work for Council. The required level of cover will be evaluated on a case-by-case basis.

Policy Exemptions

Council may consider exemptions to the principles of this policy in appropriate circumstances. Such circumstances may include but are not limited to the following:

- When emergency procurement is needed in response to any unforeseen events.
- When there is only one supplier is available due to the uniqueness of the goods, services, or works, or due to exclusive rights (e.g., intellectual property or licensing).
- When a competitive procurement process has been conducted which results in no compliant or acceptable responses, an exemption may be granted to negotiate directly with a supplier(s).
- When additional goods, services, or works are required to complete a project that was previously planned and competitively procured, and it is impractical to re-tender without disrupting continuity or incurring significant additional cost.



- Where changing the supplier would result in substantial additional cost, delay, or operational disruption to Council, an exemption may be justified to maintain efficiency and value for money.

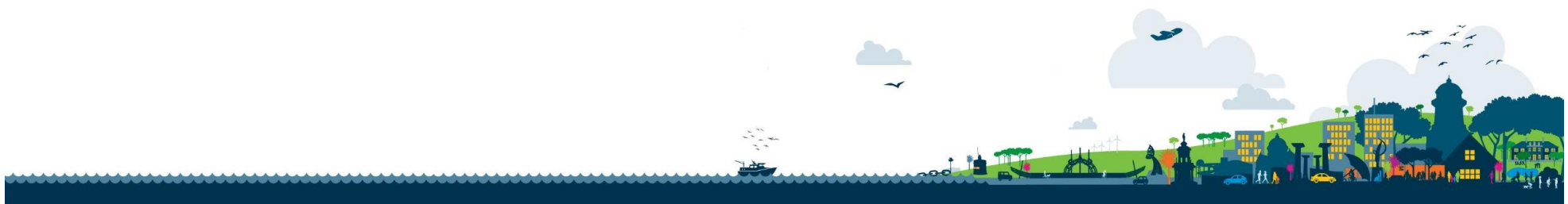
Any such exemptions under this policy must be made at the discretion of Group Manager – Finance and Assurance or Chief Executive.

Any perceived or identified risks by granting an exemptions under this policy will be recorded and responded in accordance with the Risk Management Framework Policy and Process.

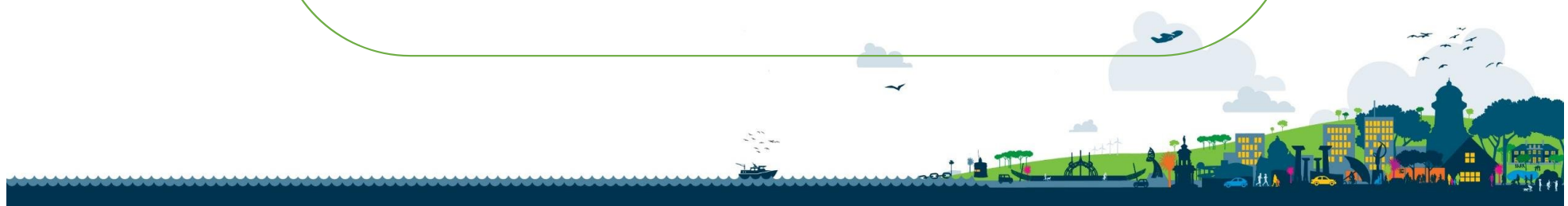
Emergency Procurement

Council will, from time to time need to react efficiently and effectively to genuinely unforeseen urgent circumstances. These situations may include the need for rapid procurement decisions and may mean it is not possible or prudent to satisfy all requirements of this Policy. When making procurement decisions in emergency situations, Council will act lawfully and with integrity, and within delegated authority.

Council will document and account for all emergency procurement activities. Council acknowledges that in emergency situations, there can be a higher risk of fraud, bribery, corruption and inflated prices. Council will look to include appropriate safeguards against these possibilities.



Revision History:	2022
Effective Date:	2025
Review Period:	This Policy will be reviewed every six (6) years, unless earlier review is required due to legislative changes, or is warranted by another reason requested by Council.
New Review Date:	2031
Associated Documents / References:	Information Management Policy Conflict of Interest Policy Risk Management Policy Controller and Auditor – General – Procurement Guidance for Public Entities - Government rules of sourcing New Zealand Transport Agency – Procurement Manual ICC Rooding Procurement Strategy Procurement code of conduct (A5830163)
Supersedes:	Procurement Policy 2022
Reference Number:	A5621874
Policy Owner:	Manager - Procurement Services
Relevant Roles	All Officers with financial delegations





Appendix 1 – Procurement Governance

Appendix 1 outlines Council's governance approach for procurement in relation to the estimated dollar value that it will use when determining the appropriate method and process in its procurement activities.

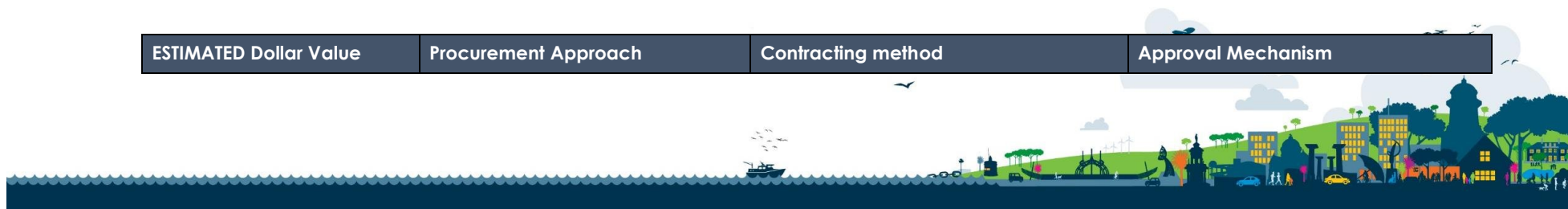
Council may apply the economic benefit conditions of the Government Procurement Rules as appropriate in its procurement decisions. Economic benefit considerations when applicable may be applied on a case by case basis for individual contracts at the discretion of Manager - Procurement Services.

It is to be noted that when New Zealand Transport Agency (NZTA) subsidised funds are utilised, Council may use the New Zealand Transport Agency – Procurement Manual and the ICC Rooding Procurement Strategy to inform roading procurement decisions.

ESTIMATED Dollar Value	Procurement Approach	Contracting method	Approval Mechanism
\$0 - \$50,000 plus GST	Direct Appointment – One quotation/ Supplier Panel	Purchase Order, Credit Card, Existing contracts	Delegations Register
\$50,000 to \$100,000 plus GST	Minimum of Three written quotes (if possible) / Supplier Panel	Purchase Order, Existing or new contracts	Delegations Register

For tenders estimated to be under \$100,000, responses can be emailed to procurement@icc.govt.nz or uploaded via Government Electronic Tendering System (GETS). If the aim is to target local suppliers for promoting local economic development, then Council Procurement email can be used.

ESTIMATED Dollar Value	Procurement Approach	Contracting method	Approval Mechanism
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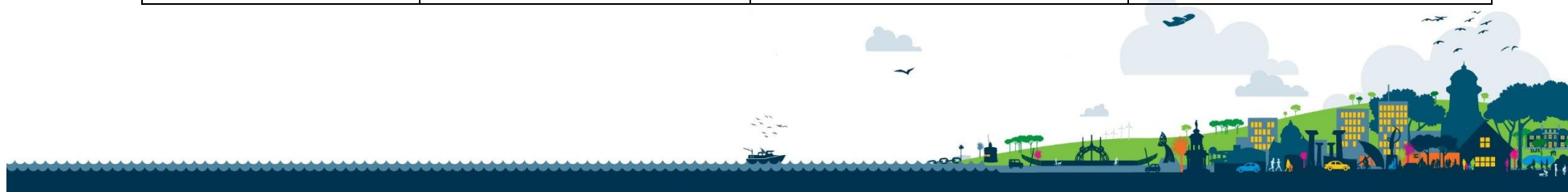


\$100,000 - \$200,000 plus GST	Restricted or Open Market Tender / Supplier Panel	Tender Initiation Checklist with non-price weightings, Contract Award Recommendation, New or existing contract	Delegated Financial Register, Group Manager Finance and Assurance and relevant Group Manager recommend tender call and approve the Tender Recommendation.
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Advice from Procurement team must be sought for all procurements above \$100,000.

Council will advertise all tenders estimated to be \$200,000 or over on GETS unless otherwise recommended by the relevant Group Manager.

ESTIMATED Dollar Value	Procurement Approach	Contracting method	Approval Mechanism
\$200,000 - \$500,000 plus GST	Open Market Tender / Supplier Panel	Tender Initiation Checklist with non-price weightings, Procurement plan, Contract Award Recommendation, New or existing contract	Delegated Financial Register, the relevant Group Manager recommends a tender call and approves the Tender Recommendation.
Over \$500,000 plus GST	Open Market Tender	Tender Initiation Checklist, Procurement Plan, Full Tender Evaluation Plan, Tender Recommendation (full version), New or existing contract	As above, with Chief Executive approval required and reporting to Council if the Contract is \$500,000 or more
Over \$5 million plus GST	Open Market Tender	As above, and Probity Advisor / Probity Auditor recommended	As above, and Probity Advisor Checklist completed or Probity Auditor appointed with Probity Auditor Report released prior to approvals. (Group Manager Finance and Assurance / Chief Executive to decide)



A5887094



Draft Road Naming Policy



Purpose

The Road Naming Policy provides a framework for naming of new roads and altering names of existing roads within Invercargill City District. It ensures the timely and consistent selection of road names that reflects the identity of the local community and Mātauranga Māori.

Scope

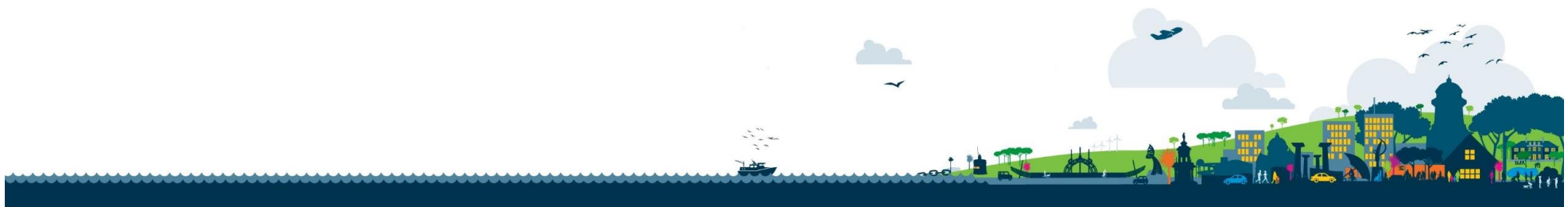
This Policy applies to the naming and renaming of roads, both public and private and other accesses that are created either through subdivision development, gazette notice or the formation of existing unformed legal road.

This Policy applies to the naming of any new roads or altering the names of any existing roads from 1 June 2022, the date when this Policy first came into effect.

Governing Legislation, Authorities and Standards

Section 319 of the Local Government Act 1974 assigns to Council general powers in respect of roads. Specifically, section 319 (j) which empowers Council, "To name and to alter the name of any road and to place on any building or erection on or abutting on any road a plate bearing the name of the road." The decision of Council is final.

Council's approach under this Policy is in line with the Australia Standard / New Zealand Standard (AS/NZS) 4819:2011 Rural and Urban Addressing.



Definitions

This Policy applies to roads as defined by the Local Government Act 1974 (the Act).

Access Lot: Private Way, being a parcel of land with shared ownership used for the purposes of access to the respective properties of the owners.

Access Way: Legal Road established for the purposes of providing pedestrian access usually between roads and / or public land.

Council: means Invercargill City Council.

Legal Road: any road legally established as a public road (section 315 (a)-(f) of the Act).

Private Roads: as defined by the Act being roads on private land, but intended for the use of the public generally.

Private Ways: as defined by the Act being roads on private land with restricted access (e.g. rights of way).

Right of Way: Private Way, being an easement granted to one or more parties over land for the purposes of access.

Road: land defined as road by section 315 of the Act, which includes land intended for use by the public generally. This includes access ways and service lanes, but excludes motorways.

Service Lane: Legal Road established for the purpose of providing alternative service vehicle access to property or similar purpose.



Road Naming Conditions

1. Roads that require a name

To ensure uniformity and effective addressing to allow location finding, the following roads and other access ways will be named under this policy:

- a. New legal road, including service lanes and access ways.
- b. Existing unnamed legal roads to be formed for vehicular traffic or public walkway.
- c. New private roads and private ways (including rights of way, access lots) where there are more than five allotments to use this road for their primary access and addressing.
- d. Any other road where there are clear benefits to the community in establishing a formal name.
- e. Existing named roads where alteration of the name is proposed.
- f. Where the access way forms an extension to, or is a continuation of, an existing named access way, then the current access way name will automatically apply.

2. Names for roads created by private subdivision

- a. The developer of a private subdivision is required to submit at least three proposed road names (noting which their preferred option is) for each new road created. The developer should use the criteria within the Procedure for Naming a Road to select appropriate names.



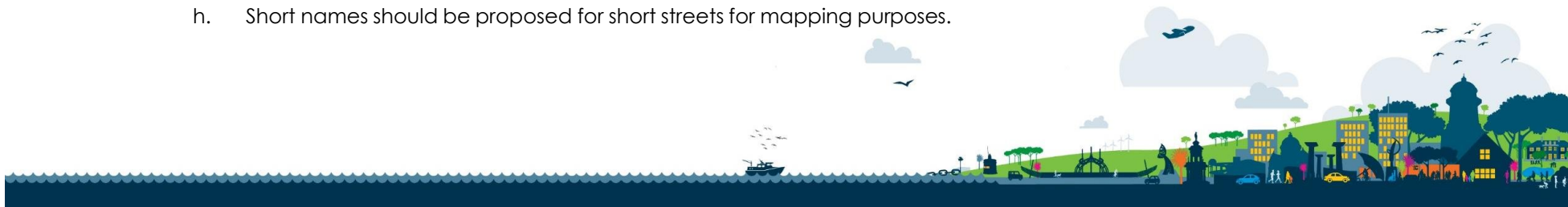
- b. One of the three names is to be in Te reo Māori to be agreed by Council's Mana Whenua Representatives on Council officer request. Where it is not possible to provide a name within 20 working days of request, noting this will be the minimum notice provided, this requirement will be waived.

3. Road names that can be used for the allocation of addresses

- a. All road names approved under this Policy can be used in the allocation of property numbers and addresses.

4. Selection of a road name

- a. New road names shall not be the same as, or similar to, existing road names within the Invercargill City District.
- b. Roads are to have only one name.
- c. Roads names must be spelled correctly, interpreted correctly, and not be offensive.
- d. New road name applications must be accompanied by the reason for each name, including any meaning, origins, historical background, and relationship with a theme and / or linkages with the area. Names must reflect historical, geographical or cultural significance associated with the area, a common or established theme in the area or the name of a noteworthy person.
- e. Roads should not be named after any commercial organisation or any living or recently deceased person.
- f. Road names must not be anagrams, amalgamations or derivatives of people's names.
- g. Names should be 15 characters or less including spaces but excluding suffix. Under special circumstances this could be extended slightly, however factors such as ease of emergency services and others to find / say the road name need to be considered.
- h. Short names should be proposed for short streets for mapping purposes.



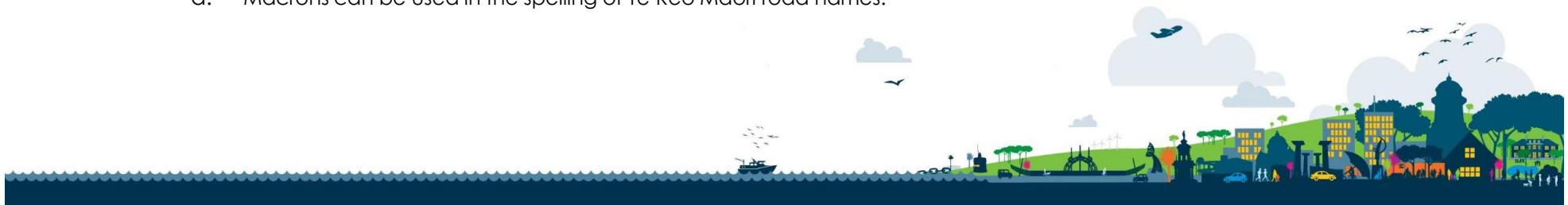
- i. Names in Te reo Māori or having reference to Māori persons or culture, must be accompanied by feedback from the relevant Runaka noting the name is appropriate.

5. Altering a name of an existing road

- a. Altering the name of an existing named road will only be undertaken if Council considers that the change will result in a clear benefit to the community.
- b. Benefits of changing road names may include:
 - To correct the spelling or punctuation.
 - To eliminate duplication in spelling or sound.
 - To prevent confusion arising from major changes to road layout.
 - To make geographical corrections.
 - To assign different names to separate ends of a road with a permanently impassable section somewhere along the length.
- c. When a private road or accessway is requested to be renamed a minimum of 80% of the property owners / residents must approve of the proposed change. There is no guarantee that a request will be approved.
- d. Where the name causes offence.

6. Punctuation

- a. Macrons can be used in the spelling of Te Reo Māori road names.



- b. Macrons are to be considered only for new names or where other changes to the spelling of a road name are proposed or where the use of macrons is of demonstrable importance to Mana Whenua.

7. Consultation

- a. Proposals for the naming of roads shall be consulted with anyone directly affected.
- b. Mana Whenua, through the Mana Whenua representatives, are to be consulted for all proposals involving Te Reo Māori names. This includes the requirement of Condition 2 – “Names for roads created by private subdivision” of this Policy. This is to ensure Te Reo Māori road names are relevant, appropriate and grammatically correct. Proposals to alter a road name shall be consulted by the applicant with the general public. Council can provide guidance on how this could be conducted.
- c. Evidence of consultation must be submitted to Council.

8. Signage

- a. Council will erect all signage at the cost of the applicant.



Revision History:	2022
Effective Date:	June 2025
Review Period:	This Policy will be reviewed every six (6) years, unless earlier review is required due to legislative changes, or is warranted by another reason requested by Council.
New Review Date:	2031
Associated Documents / References:	Local Government Act 19741 and AS/NZS 4819:2011 Rural and Urban Addressing
Supersedes:	Road Naming Policy 2022
Reference Number:	A5887094
Policy Owner:	Manager – Financial Services
Policy Training:	Property Database Officer



Procedure for Naming a Road

Step 1 - A proposal is submitted

In the case of a road resulting from a subdivision, new road names should be applied as early as possible. Council recommends proposed road names are submitted at the time an application for subdivision resource consent is submitted. If it is not done at this time, it should be done no later than the time of the issue of the RMA section 223 certificate or equivalent stage.

In the case of an existing unnamed road the application can be made at any time. Proposals to alter a road name can be made at any time.

In all other cases the application can be made just prior to formation or legalisation of the road.

The applicant is to submit to Council a documented request for the formal approval of a road name.

Each application shall be accompanied by:

1. Proposed new road name, including suffix provided by applicant or as recommended by Council officer.
2. For a new road created by subdivision provide:
 - a. The preferred name plus at least two alternatives listed in order of preference, one of which is to be in Te Reo Māori and to be agreed with the Council's Mana Whenua representatives of the Papatiupu Runaka. Council is able to assist with this process.
 - b. The legal description of the road and a copy of the subdivision plan legalising, or proposing to legalise, the road.



3. A location map highlighting the road.
4. A background to the names, and how they comply with the selection of a road name criteria noted Condition 4(d) of the Policy.
5. If proposing to alter an existing road name, include a justification showing clear benefits to the community for the change in accordance with the policy and guidelines.
6. Evidence of what consultation has taken place for the three names being submitted for consideration and approval, including where relevant, evidence of consultation with Mana whenua.
7. The applicant's contact details.

Where a proposal involves the naming of multiple roads, one application may be submitted for all names.

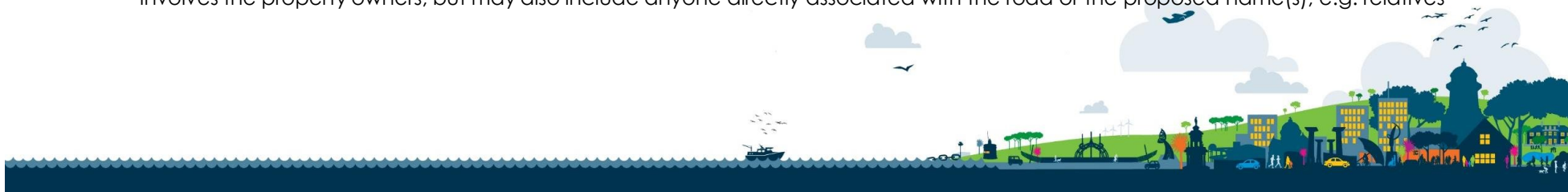
Step 2 – Staff assessment for compliance

Council staff receive the application and check the preferred and alternative names for compliance with the Road Naming Policy and Procedure.

1. Proposals not complying with the Policy are rejected and the applicant advised immediately.
2. Where the proposal does not fully comply with the Road Naming Policy and Procedure, the applicant is advised of this. The applicant is given the opportunity to amend the proposal or request that it proceed as originally proposed.

Step 3 – Consultation

The developer or person requesting the road name must consult with and request comment from affected parties. Usually, this involves the property owners, but may also include anyone directly associated with the road or the proposed name(s), e.g. relatives



of named people, Mana Whenua or associated organisations. Generally, there is no requirement to complete broader public consultation.

Step 4 – Formal consideration

Council approves, amends or declines the name proposed for the road by way of a formal resolution of Council. Where Council wishes to amend the proposed name, the resolution of the matter shall be left on the table to enable the amendment to be checked for compliance with this Policy and to obtain the agreement of the proposer of the name.

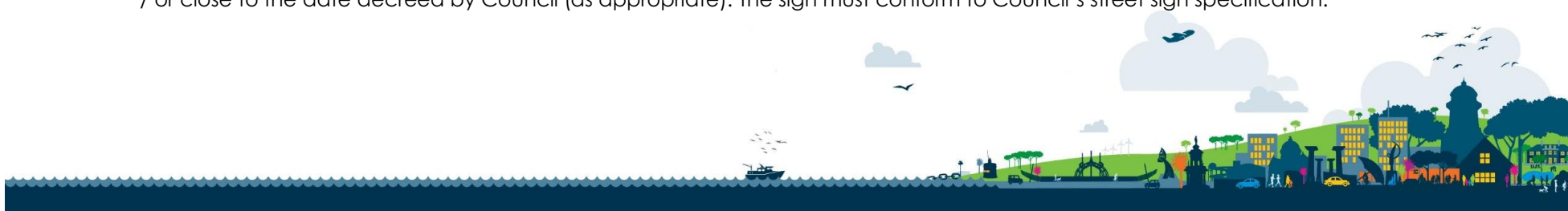
Council formally advises the applicant of Council's decision.

Step 5 – Implementation

Where the road is part of a subdivision or road legalisation, the road name is not official until it is vested as a road on deposit of the District Plan. In other cases the road name is official immediately, or from a date specified in the Committee resolution. In all cases, the road signage needs to be erected as soon as is practicable after it has been approved by Council. This is to provide addresses to allow for the delivery of construction supplies etc.

Immediately following Council approval of the name of any road, Council will advise Land Information NZ, and other relevant agencies and organisations

Council will arrange for the erection of street signs showing the name of the road. All costs associated with the creation and erection of such signs are borne by the applicant. The signs shall be erected as soon as practicable after the date of Council's resolution and / or close to the date decreed by Council (as appropriate). The sign must conform to Council's street sign specification.



Selection of a Road Name - Criteria

Similarity

There must not be another road name the same or similar within the Invercargill City District.

Identical names or homophones will not be accepted. If the road name consists of more than one word (excluding the suffix) then the significant part of the word should not be the same as the significant part of any other road name.

Alternative Names

Roads are to have only one name. It not acceptable to have a road which can be known by two names.

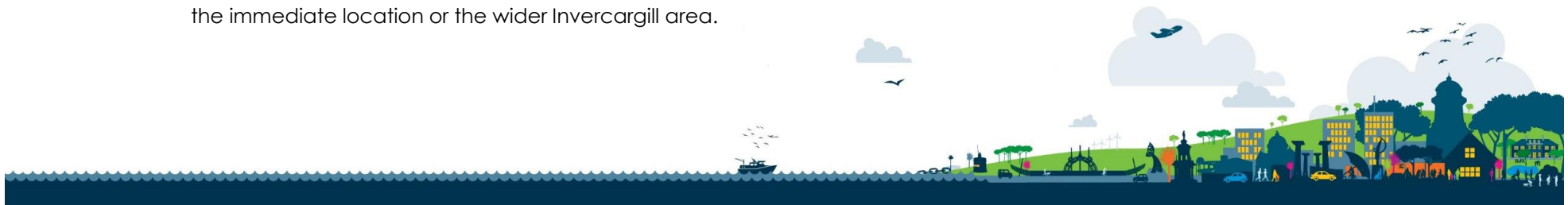
Where a name change is being considered, the new name must completely replace the use of the existing name and not offered as an alternative.

Appropriateness

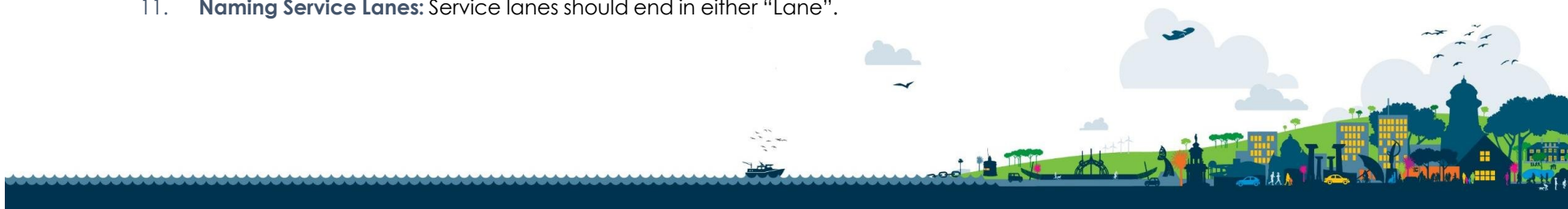
The name should have significant local content or meaning, with the meaning readily available to reference and verify.

The name must reflect one of the following:

1. **A common or established theme:** Where more than one road is being created in a subdivision, a common theme is recommended for the names. If a naming theme is already established in a suburb or subdivision, the names for that suburb or subdivision should remain consistent with the theme.
2. **An historical person:** The name of a notable person from early history. This person should ideally have a local association with the immediate location or the wider Invercargill area.



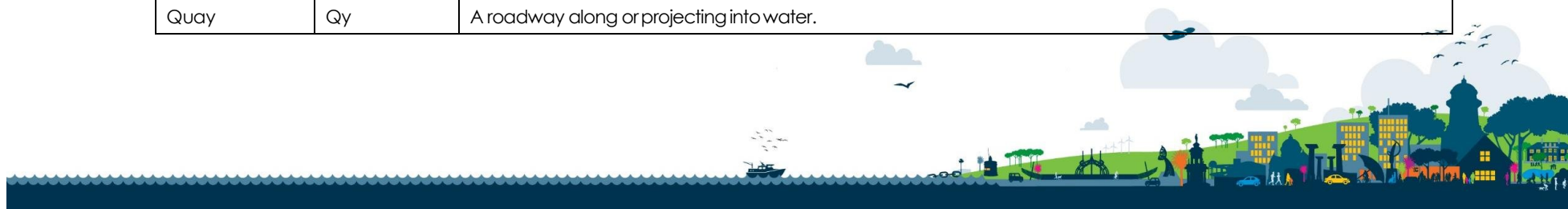
3. **An historical event:** The name of a notable event from early history, which should ideally have a local association with the immediate location or the wider Invercargill area.
4. **A significant feature of social, cultural or physical importance:** It is appropriate to name a road after a significant feature in the area (for example, geographical feature, landscape, flora, or fauna). Naming after features which do not exist in the area should be avoided (for example, naming after native trees or plants that are not evident in the area, or views that cannot be identified).
5. **A traditional or appropriate Māori name:** If the name is Māori, the name must be checked by the applicant with the Mana Whenua representatives to ensure that it is acceptable to Mana Whenua, and has been spelled and interpreted correctly.
6. **A personal name for special service:** This can be for conservation, sport, arts, research, community service or some other sphere of activity with a local or national association. Naming after persons living or recently deceased should be avoided.
7. **Alphabet and diacritics:** Only the English and Māori alphabets should be used. This means special characters and diacritical marks should not be used, except for the use of macrons in the spelling of Māori names.
8. **Amalgamation or Derivative Names:** Names that have been created by combining parts of two (or more) words or names into a single new word is to be avoided, as it may be difficult to identify the constituent parts of the name or how the name meets the appropriateness criteria above.
9. **Marketing Names:** Council may not necessarily accept the marketing name of the developer for a development as a road name for any road within a development.
10. **Naming Accessways:** Accessways are to follow one of the following conventions:
 - a. A new unique name ending with either "Path", "Walk" or "Way", e.g. Tutukiwi Walk.
11. **Naming Service Lanes:** Service lanes should end in either "Lane".



12. **Spelling and length:** Names are preferably short, simple to spell and easy to recall. Overly long names are difficult to fit on mail, maps and street signs. Names over 15 characters (including the space between the names but not including the suffix) will not normally be approved.
13. **Taste:** The name should not be considered to be in poor taste or otherwise likely to cause offence.
14. **Using names of people and organisations:** Full names should only be used where the name is of a reasonable length and the first name needs to be used to correctly identify the individual being commemorated. Full names that are longer than 15 characters will not normally be approved (refer spelling and length above). Consultation, approval and evidence of these are required in accordance with this Policy.
15. **Use of apostrophes, possessive 's' and hyphens:** The possessive 's' is not permitted except to avoid harsh euphony. Where used it should be without an apostrophe. Apostrophes and hyphens are discouraged, except where required to correctly spell a name (e.g. O'Conner Road, or naming a road after someone who has a hyphenated last name).
16. **Use of destination names:** There are some historical examples of destination names that use hyphens, for example Lorneville-Dacre Highway. The intent is to keep these historical names for now, however not approve any new roads in this way going forward.
17. **Use of a directional suffix:** North, South, East, West and Central have been used previously to names roads within the Invercargill region. An example being Marama Ave North. The intent is to keep existing road names using directional suffix, however not approve the use of these any further.
18. **Naming of Public Walkways:** Walkways in Invercargill have been allocated Māori bird names to date. The intent is for this to continue where practical.
19. **Road Name Suffix:** The road name suffix for the road should be the one that most accurately reflects the type of roadway that it is. A list of suggested suffixes and their meanings is included in the table below.



Suffix	Standard Abbrev	Definition
Alley	Aly	Usually a narrow roadway in a city or town.
Ara	Ara	Roadway
Arcade	Arc	Covered walkway with shops along the sides.
Avenue	Ave	A generally broad straight roadway with trees or other objects at regular intervals
Boulevard	Blvd	A broad main street often planted with trees and grass plots
Circle	Cir	Roadway that generally forms a circle; or a short enclosed roadway bounded by a circle.
Close	Cl	A short enclosed roadway.
Court	Crt	A short enclosed roadway; usually surrounded by buildings.
Crescent	Cres	A crescent shaped roadway, especially where both ends join the same thoroughfare.
Drive	Dr	An especially scenic road or street. A main connecting route in a subdivision or suburb.
Esplanade	Espl	Level piece of ground especially one used for public promenade
Glade	Gld	A roadway usually in a valley of trees.
Green	Gm	Roadway often leading to a grassed public recreation area.
Grove	Grv	A road that often features a group of trees standing together.
Lane	Lane	A narrow roadway between walls, buildings or a narrow country roadway.
Loop	Loop	Roadway that diverges from and re-joins the main thoroughfare.
Mews	Mews	Roadway in a group of houses.
Parade	Prde	A public promenade or roadway with good pedestrian facilities along the side.
Place	Pl	A short sometimes narrow enclosed roadway.
Quay	Qy	A roadway along or projecting into water.



Suffix	Standard Abbrev	Definition
Rise	Rise	A roadway going to a higher place or position.
Road	Rd	Open roadway primarily for vehicles.
Square	Sq	Roadway which forms a square shape, or an area of roadway bounded by four sides.
Steps	Stps	A set of steps for pedestrian access only.
Street	St	Public roadway in an urban area, especially where paved and with footpaths and buildings along one or both sides.
Te Ara	Te Ara	Roadway.
Terrace	Tce	A roadway on a hilly area that is mainly flat.
Track	Trck	A narrow country road that may end in pedestrian access.
Walk	Walk	Thoroughfare for pedestrians.
Way	Way	Short enclosed roadway.
Wharf	Whrf	A Roadway on a wharf or pier.
View	View	A roadway commanding a wide panoramic view across the surrounding areas – Kildare View



Altering and Road name

A reason for altering the name of a road may include:

1. To correct the spelling.
2. To eliminate duplication in spelling or sound.
3. To prevent confusion arising from major changes to road layout.
4. To make geographical corrections (e.g. for consistency with NZ Geographic Board decisions).
5. To assign different names to separate ends of a road with a permanently impassable section somewhere along the length.
6. Where the name causes offence.

Naming unnamed legal roads

It is not practical to name all of these roads especially where most of them may never be formed. Names should only be considered where these roads are to be formed for vehicular traffic, established as a public walkway or used for addressing.

Road name register

Names can be suggested for inclusion on to the Road Name Register by members of the public, Councillors or staff through [Let's talk](#) – Council's consultation and engagement portal.

Suggested names must meet the provisions of the Road Naming Policy.



Selection criteria: Suggested names for the approved list should include any locality constraints (e.g. some names may only be suitable for the locality in which they are known for).

Consultation: Mana Whenua will be consulted for any Māori names proposed. Suggested person names will require consultation with appropriate family members if possible. Similarly names of organisations or groups or closely associated with an organisation or group will require consultation with that group. Evidence of this will need to be provided when the suggested name is submitted to Council.

Approval: Names approved by Council will be listed on Council's website in the meeting minutes. If objections are received they will be considered at the following Committee meeting.

Use of the Road Name Register: Developers may use names from the list (following any limitations which may be attached to the road name). Proposals will otherwise follow the same approval process as other proposals. Council may use the Road Name Register for road names not involving private subdivision, or where no acceptable name has been provided by a developer.



A5049895



CCTV Policy

Effective 1 January 2024



CCTV Policy

Purpose

Council owns and operates a number of CCTV cameras at a number of locations around the Invercargill City District. The cameras have been set up for several purposes, including:

- Enhancing public safety and community wellbeing by deterring and preventing criminal and antisocial behaviour in public places throughout the district.
- Assisting other agencies, including the Police where appropriate, by detecting and providing evidence of potential criminal or other activity.
- Improving staff security in their interactions with the public, in relation to health and safety matters, and in civil defence situations.
- For business improvement, training and quality control in relation to cash handling and other transactions, and for monitoring how busy the front desk is so that staff can be deployed appropriately.
- Assisting Council with its regulatory functions, including by monitoring compliance with regulations, bylaws and other legislation.
- Protecting Council assets including buildings and infrastructure, including monitoring for trespass.
- Managing traffic and monitoring traffic movements in particular areas, including through vehicle and pedestrian counting.

By setting up CCTV cameras, Council incurs obligations under legislation including the Privacy Act (2020). This policy has been developed to explain how Council will operate and use its CCTV network, and ensure adherence to its privacy obligations. This CCTV Policy is to be read in conjunction with Council's Privacy Policy.





Scope

This policy applies to all cameras and similar monitoring devices used, owned, operated or managed by Invercargill City Council, including those in and around Council owned or operated buildings and facilities, body-worn cameras on Council staff, and other cameras that have been installed in public areas for general crime prevention and community safety purposes.

This policy applies to all Council employees, elected members, contractors of Council, and others involved in the authorised operation, maintenance and use of Council cameras.

Definitions

CCTV:	In this policy, the phrase “CCTV” is used to mean any type of camera, recording device, or other related technology. It is recognised that CCTV is a legacy term, specific to an increasingly redundant technology. However, it is widely understood to refer to the types of surveillance and monitoring technologies with which this policy is concerned.
Council:	Invercargill City Council
Privacy Act:	Privacy Act 2020
LGOIMA:	Local Government Official Information and Meetings Act 1987
Public Records Act:	Public Records Act 2005

Camera locations

CCTV Cameras are located throughout the Invercargill City District, on roads and state highways, and at Council owned and/or operated buildings and venues including Te Hīnaki Civic Building, the Civic Theatre, Invercargill Library, Splash Palace Aquatic Centre, Queens Park, Animal Care Facility, He Waka Tuia and the Bluff Service Centre. A full list of fixed camera locations and maps depicting the same are available on the Council website. Before placing new cameras Council must consider the matters identified in the CCTV Privacy Checklist Guidelines.





Each camera is placed in a location determined by Council to clearly achieve the purposes of the system as outlined above. They must not interfere with the usual use of that space.

New cameras will only be installed if Council is satisfied that they are necessary to achieve the purposes of the CCTV system, and if budget so allows. Refer to the Privacy Checklist for New Cameras. The location of any new cameras will be added to the website.

Fixed cameras will only be positioned to observe public locations or Council owned facilities. They will not be positioned to capture images of:

- Private spaces within public areas (such as changing rooms or bathrooms)
- Private residences (except incidentally or unavoidably as part of a wide angle shot or while panning past)
- The insides of buildings (except Council owned buildings)

Body-worn cameras are also used by certain Council officers (such as Compliance Officers – Parking or Animal Control Officers) to record interactions while carrying out their official duties. When used the Council officer will inform the individual with whom they are interacting that the wearable camera is in use. Refer to the Invercargill City Council Wearable Video Camera Guidelines.

The use of UAV's is governed by the Civil Aviation Authority. Council has a policy for the use of UAV's in its parks and reserves. Council when using drones for commercial purposes must comply with the Civil Aviation Authority Rules and ensure compliance with the Privacy Act.

Operation of cameras

Cameras capture video images only, not sound. They will operate for the minimum amount of time necessary to achieve their purpose (which may mean constant monitoring in some cases).





Signage

All areas covered by fixed CCTV cameras will be clearly signposted. The signs will:

- Be of a size and design to be readily visible to people entering the vicinity;
- Clearly communicate that cameras are or may be operating;
- Briefly describe why the CCTV system is being used (e.g., “crime prevention cameras in operation” or “traffic management cameras in operation”);
- State that the cameras are owned and operated by Council.

Detailed public notices will be placed on Council’s website to ensure the community is aware of the existence of CCTV.

Live monitoring

Monitors for live monitoring will be located in secure locations, so that only authorised and trained persons will have access to monitors. All access will be documented. Monitors will not be located in any position where they could be viewed by any unauthorised person.

In accordance with Principle 11 of the Privacy Act, Police may be given direct access to live footage on Council’s CCTV network. Council will ensure that there is at all times an operative Memorandum of Understanding with New Zealand Police which requires Police to comply with their privacy obligations in full.

Storage of footage

All information gathered through Council’s CCTV system will be stored securely at authorised Council locations. The specific storage period for data from each CCTV camera will be specified. Footage is kept for no longer than necessary to achieve its purpose, and will in all cases be deleted within ninety days unless a longer retention period is required for a specific purpose (eg, for evidence in criminal proceedings).

Any third parties whose services are used for storage of footage will be required to comply with the Privacy Act. No third party services or products will be used by Council unless it is satisfied that Council will be able to continue to meet its privacy obligations.





Use of footage

All recorded CCTV footage will be used strictly and solely for the purpose or purposes for which it was collected. Under no circumstances will Council authorise use of footage outside of this.

Access to recorded footage

Access to CCTV footage is strictly controlled to ensure the safety and security of this information. This may include measures such as restricting access to named roles only, use of passwords, encryption or locks, and record-keeping of all access.

Recorded footage of an individual and their activities is personal information and that individual has a right to view it in accordance with the Privacy Act. Requests by individuals for access to CCTV footage are treated as a request for personal information, and are handled in accordance with the Privacy Act and the Local Government Official Information and Meetings Act 1987.

From time to time we may share recorded CCTV footage showing identifiable images of people. This will only occur if we were required to do so under any laws or regulations, or in the course of legal proceedings or other investigations. Footage may be shared with New Zealand Police or other public agencies. If Police or other agencies wish to access recorded CCTV footage, they are required to complete the CCTV Footage Request Form.

Council will take any alleged inappropriate access to CCTV footage very seriously, and investigate the circumstances fully. Access will be recorded and monitored to ensure footage is not used for any unauthorised purpose.

Roles and responsibilities

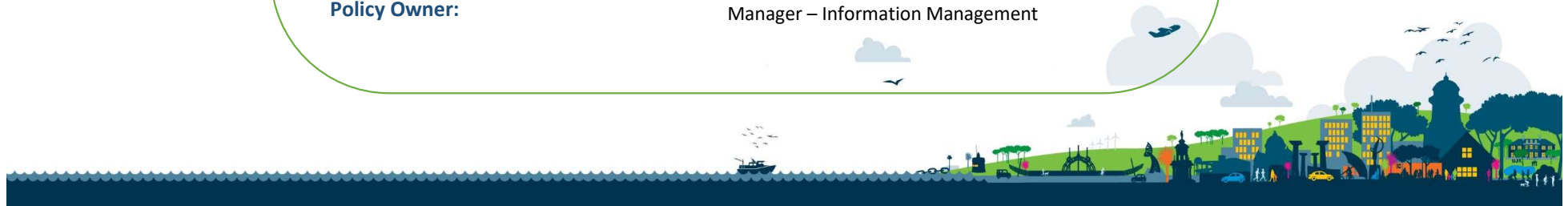
Individuals may be assigned viewing, access, retrieval, maintenance, and installation privileges depending on their role within Council. An up to date list of levels of approved privileges is available on Council's website at all times.



Complaints

Any complaint regarding any aspect of Council's CCTV should be made in the usual manner in accordance with Council's Customer Complaint Policy, which is available on Council's website. Alternatively, if the complaint concerns a privacy matter, an approach can be made to the Privacy Commissioner directly.

Revision History:	May 2025
Effective Date:	1 January 2024
Review Period:	This policy will be reviewed every six (6) years unless earlier review is required due to legislative change, or is warranted by another reason requested by Council.
New Review Date:	1 January 2030
Associated Documents / References:	Privacy Policy (A4783866) Privacy Checklist for New Cameras CCTV Footage Request Form Map of CCTV camera locations CCTV Privileges Wearable Video Camera Guidelines ALGIM Factsheet S9 – LGOIMA and the Privacy Act
Supersedes:	Relevant sections of Privacy Policy
Reference Number:	A5049895
Policy Owner:	Manager – Information Management



POLICY UPDATE – SUBMISSIONS, MEDIA AND SOCIAL MEDIA, AND PRIVACY POLICIES

To:	Finance and Policy Committee
Meeting Date:	Tuesday 20 May 2025
From:	Rhiannon Suter, Manager - Strategy, Policy and Engagement
Approved:	Trudie Hurst – Group Manager Community Engagement and Corporate Services
Approved Date:	Tuesday 13 May 2025
Open Agenda:	Yes

Purpose and Summary

This report provides an update on recent policy work, and presents a new draft Submissions Policy and a new draft Media and Social Media Policy for recommendation to Council for adoption.

Recommendations

That the Finance and Policy Committee:

1. Receive the report "Policy Update – Submissions, Media and Social Media, and Privacy Policies".
2. Notes the minor amendment to the Privacy Policy (A4783866).
3. Notes that consultation is not recommended for either of the new draft policies being presented.

Recommends that Council:

4. Adopts the Submissions Policy (A5631298).
5. Adopts the Media and Social Media Policy (A5673168).

Privacy Policy – Minor Amendment

Minor administrative updates were needed to the Privacy Policy. The email address for notifying privacy issues has been updated to privacy@icc.govt.nz, to ensure that all privacy matters go directly to the Privacy Officer. The details of the privacy officers also needed to be updated to reflect current officer delegations.

This Policy was fully updated in 2024 and no further review is recommended at this time. It will next be reviewed in January 2030 unless earlier review is warranted for any reason.

The updated policy is provided to the Committee for information.

New Submissions Policy

Background

Council regularly holds consultations with the public in order to hear the opinions of the community regarding a range of important issues and significant decisions. Consultations are a formal process governed by the Local Government Act 2002, and are carried out when required under that legislation or in accordance with Council's Significance and Engagement Policy. In the last three years, Council has carried out approximately 20 formal consultations with hearings, as well as other consultation processes, with submissions being provided to Officers or Council.

The number of submissions received on each consultation varies widely depending on the subject matter. Bylaws which affect a very small section of the community may only attract one or two submissions, but higher profile matters receive many more: the 2024-2034 Long-term Plan had 450 formal submissions made, and 495 were received for the 2025-26 Annual Plan. Officers have developed an internal approach to receiving, handling and presenting the submissions made during these consultations, but Council has not had a formal policy in place to date. Recent years have presented certain challenges which Officers recommend are now best addressed by adopting a formal submissions policy.

In particular, Officers have noticed an increase in submissions which contain inappropriate language, and which therefore need to be redacted before being presented to Council. For instance, last year 14 of 286 submissions made on the consultation for Te Unua: Funding the Vision had to be redacted due to content, which is nearly 5%. This appears to be a growing trend across New Zealand, and a number of other Councils have either recently adopted or are in the process of developing similar policies which address this issue.

Additionally, feedback from the public (including through the Residents Survey) indicates that satisfaction with opportunities Council provides for community involvement in decision making is an area for improvement. By clearly outlining our processes, remaining flexible and aiming to be accommodating of the ways in which people want to talk to Council, it is hoped that this Policy will help towards improving this issue.

Analysis

The draft Submissions Policy as presented largely codifies our current approach to the formal submission process. The following points are notable.

General Approach

The Policy is careful to retain discretion for Council when making decisions around submissions, and the guiding principle is to accept submissions wherever possible. To that end, the range of methods by which people can make a submission is deliberately wide and open to addition, aiming to accommodate people and enable their opinions to be heard.

Social Media

Currently, Council uses social media platforms as a tool to advertise consultations, inform the public, and encourage people to have their say. Social media comments are summarised as part of the report provided to Council after every consultation. The draft Policy continues this approach, stating that comments made on social media are not considered formal submissions. This is in part due to the nature of social media platforms, which tend to be more informal, often used as a forum for debate or conversation. Commenters are always encouraged to make a formal submission, and decision makers will continue to receive a social media report summarising the comments received.

Council Officers have noticed, however, that when prompted to make a formal submission, commenters will occasionally note that they feel like they have already said what they want to say, and object to having to make a submission by other means. This Policy therefore gives a discretion for submissions to be accepted via social media, where it is feasible to do so and where this has been requested by the individual concerned and confirmed by Officers.

Officers are not aware of other Councils taking this approach, and it is acknowledged that there are some logistical challenges. During the recent 2025/2026 Annual Plan consultation, Officers ran a trial whereby social media content relevant to the consultation included information about how to make a submission via the Let's Talk online submission platform, and informed users they could request that their comment be considered in a formal submission. While this option was not taken up by anyone during this consultation, it is felt that it will be useful to leave the option open for future, as social media continues to be an important engagement tool.

It is hoped that opening up this channel for making submissions will help to ensure Councillors continue to hear the views of a wide range of people affected by the decisions being made.

Minimum Requirements

Submitters will be required to provide their first and last name, the name of the organisation they are submitting on behalf of (where relevant), and at least one means of contact. The Policy explicitly allows Council to reject anonymous submissions. These minimum requirements are to ensure a fair and transparent process, helping to prevent one person making multiple separate submissions or submissions made by someone with a conflict of interest.

These minimum requirements are in line with what is already asked for on the Let's Talk platform, which makes providing a full name and a means of contact mandatory questions on the online form. For other submission methods, particularly paper based, Council's approach has usually been to separate out any anonymous submissions, noting them as such in the summary provided to decision makers. It is intended that this approach would continue, and anonymous feedback will be passed on but may not be considered as a submission for analysis purposes. Again, this is in order to ensure fairness and transparency in the process.

Otherwise, there are no restrictions such as age or location. This is to encourage submissions from the widest range of those people who may be affected by any issue being consulted on.

Redactions

The draft Policy formalises our approach to redacting submissions where they contain, for example, offensive language, potentially defamatory statements, threats, or content which could lead to an abuse of the hearing process if accepted. This approach is in line with other Councils around New Zealand, and guidance including from the Ombudsman around responding to inappropriate language. The final decision on whether and to what extent submissions might be redacted for such matters will remain with the Manager – Governance and Legal. It is hoped that by setting out our expectations in this area, submitters will be reminded to express themselves appropriately, thereby reducing the number of submissions needing redaction.

General Information

The Policy includes information on a range of other matters such as privacy, public records, Local Government Official Information and Meetings Act requests, and the process in general. It is hoped that in addition to formalising these procedural matters, the detail and explanations provided in the Policy will help to inform the public, raising awareness and transparency regarding Council's decision making.

Significance and Community Views

The public has an inherent interest in the consultation and submission process, and the subject is therefore significant. However, formal consultation for this Policy is not recommended. This is because the rights and ability of the public to make submissions and be heard by Council is not restricted by this Policy. Instead, it clarifies a number of largely procedural matters, codifying what has already been internal practice in line with legislative requirements. Moreover, public consultation is ultimately governed by law including the Local Government Act 2002, and this Policy does not and could not contradict those provisions.

Implications and Risks

Strategic Consistency

The Submissions Policy formalises existing practice and is designed to be enabling of the submissions process, supporting Council's commitment to community engagement.

Financial Implications

There are no particular financial implications.

Legal Implications

There are no particular legal issues arising from this Policy. Relevant legislative and regulatory requirements are met. In line with current practice, any complex or borderline issues which might arise in relation to submissions would be referred for legal opinion.

Climate Change

There are no particular climate change implications.

Risk

The Policy helps to manage and reduce risk by codifying Council's procedures. In particular, it addresses the risks associated with improper handling of or perception of improper handling of a public consultation. It is also hoped that the risks posed to Officers from reading and recording submissions containing offensive language will be reduced if people are reminded of Council's expectations.

Not adopting a submissions policy risks the consultation process lacking or appearing to lack transparency, which could in turn risk Ombudsman or other formal review if a member of the public felt that their submission had not been handled appropriately.

New Media and Social Media Policy

Background

Council has regular dealings with the media, including through formal requests for information, interviews, or providing media releases. For example, since September 2023 the Communications and Marketing team have received some 369 media requests, an average of 20 per month. Contact with the media can come in the form of direct approach to the Communications team, or through individual Elected Members or staff. Elected Members' dealings with the media are governed through the Code of Conduct. Guidance has been developed for staff interacting with media, and expectations around staff behaviour is included in the Employee Handbook. However, there has not to date been a formal policy to cover all of these issues.

Council also has an active presence on various social media sites including Facebook, YouTube, TikTok, Instagram and LinkedIn. Official Council social media accounts are used to provide news, updates and information to the public, and to encourage engagement and feedback. To date, these accounts have included information for users regarding community standards, the circumstances in which comments may be deleted or users blocked from posting, and information about electioneering and the Public Records Act. Social media has grown into an important tool for engaging and informing the public, and this is only likely to increase in significance. It is therefore prudent to now formalise Council's approach at a policy level, for the sake of transparency, fairness and managing expectations.

Analysis

The draft Social Media Policy is largely procedural, providing guidance for staff interactions with the media and social media, and building on existing guidelines including the Employee Handbook. The intention is for the Policy to provide transparency regarding media relations, as well as serving as a resource for staff to understand their obligations in this area.

The guiding principles behind media relations are for equal treatment of media outlets, and to provide a single point of contact through the Communications and Marketing team to ensure consistency and fairness of response.

The Policy also formalises the terms of engagement for members of the public interacting with official Council social media sites. As mentioned, Council's official social media accounts have operated with similar standards in place, but as social media continues to grow and with its ever-increasing role as a platform for communicating with the public, it is appropriate that these terms of engagement are formalised. The standards as drafted in the policy are

designed to promote a safe and productive environment for all social media users, giving discretion to Officers to moderate pages in order to ensure this. Formalising these terms into a policy helps to set clear expectations for social media users, and provides an objective tool for Officers when having to manage inappropriate comments.

The social media section of the Policy also covers miscellaneous matters including the use of footage or images of young people, the rules around election periods, public records, responding to questions asked on those platforms, and the personal use of social media by staff. Again, all of these matters have been managed internally to date, but it is appropriate to address them all in one policy.

It is important to reiterate that this Policy does not seek to change or limit the ability of the media and the public to communicate or interact with Council, compared to how this is currently managed. Instead, the aim is to promote awareness and understanding of these matters for the public and for staff, which in turn assists transparency and fair dealing.

As noted, the Policy does not apply to Elected Members, as the Code of Conduct covers these topics and is the proper governing document for Councillors, Mana Whenua Representatives and other appointed members.

Significance and Community Views

This Policy codifies existing practice regarding Council's interactions with media and social media, and does not represent a change of approach. It is intended to provide information and transparency for the public, but will not change how the media or public is able to interact with Council compared to current approaches. Therefore, although the subject matter is significant, formal consultation is not recommended.

Implications and Risks

Strategic Consistency

The Policy formalises existing practice and is designed to enable media and social media interactions, supporting Council communications.

Financial Implications

There are no particular financial implications.

Legal Implications

There are no particular legal issues.

Climate Change

There are no particular climate change implications.

Risk

This Policy helps to manage and reduce the reputational risks which can arise when communicating through the media or social media, as well as hopefully managing the risks

posed to Officers when moderating social media platforms. As social media in particular continues to change and grow in significance, it is recommended that such risks are now managed at a policy level.

Next Steps

If the Submissions Policy and the Media and Social Media Policy are adopted, they will be published on Council's website and made available during consultations and on social media pages (as relevant), including by providing links to the electronic versions. Staff will be given training by way of a reminder and refresher.

Attachments

1. Updated Privacy Policy (A4783866).
2. Draft Submissions Policy (A5631298).
3. Draft Media and Social Media Policy (A5673168).

A4783866



Privacy Policy





Privacy Policy

Purpose

Invercargill City Council (Council) is committed to ensuring that it follows best practice whenever it handles personal information and in doing so maintains the privacy rights of individuals.

Whilst this Policy sets out the responsibilities and procedures for the collection, storage, use, and sharing of personal information and has been prepared in accordance with all of the obligations and rights set out in the Privacy Act 2020 (the Privacy Act), Council's overarching principle is that personal information will only ever be collected for a lawful purpose connected with a Council function or activity, and only when that collection is necessary for that purpose.

This Policy is intended to be a resource for employees and a source of information for members of the public.





Scope

This Policy applies to all employees, elected members, and committee members of Council, including volunteers or people engaged or contracted under a contract for services (Contractors) for Council. The term "employee" will be deemed to mean all persons that are covered by this Policy.

Definitions

Personal Information means information about an identifiable individual, and includes any information which discloses something about a specific individual. The information does not need to name the individual, as long as they are identifiable in other ways, such as through their home address or employee number.

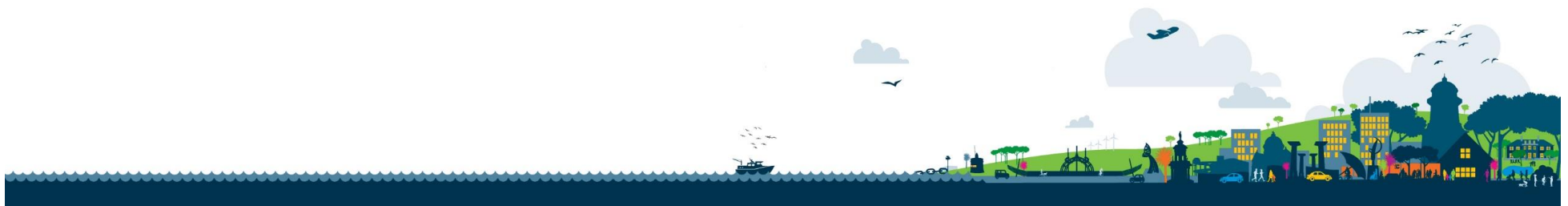
As a result all sorts of things can contain personal information, including notes, emails, recordings, photos, and scans, whether they are in hard copy or electronic form.

Roles and Responsibilities

Privacy Officers

The delegated Privacy Officers for Council are the Manager – Information Management and Manager – Quality Assurance, and are responsible for:

- the encouragement of compliance, by Council, with the information privacy principles;
- dealing with requests made to Council pursuant to the Privacy Act;
- working with the Commissioner in relation to investigations conducted pursuant to [Part 5](#) of the Privacy Act in relation to Council;
- otherwise ensuring compliance by Council with the provisions of the Privacy Act.





The Chief Executive has the principal obligation to ensure this Policy and the Privacy Act are being complied with.

The Privacy Officers shall ensure compliance with this document. As required, but at least annually, the Privacy Officers shall report to the Chief Executive in accordance with the Governance Document Framework and Governance Framework.

Principles

Section 22 of the Privacy Act sets out 13 privacy principles that specify how information can be collected and used, and people's rights to gain access to that information and ask for it to be corrected.

Council understands that people need to be able to protect information about themselves, and will balance this right with the requirement to collect and hold certain information in order to carry out its functions.

These principles do not apply to public registers including the rating database (Section 11 Local Government (Rating) Act 2002), nor does it apply to the electoral roll required for Local Elections (as required by the Local Electoral Act 2001 – noting the ability for people to be on the unpublished roll).

Appendix A lists the 13 privacy principles and how Council applies them.

Customer Privacy Policy

What kind of personal information does Council collect?

The personal information we collect may include an individual's name, date of birth, address(es), email address, telephone number(s), gender, information on their use of our services or facilities and any other information provided by an individual in connection with, or specifically related to, their communications with us or their use of our services or facilities.





Collecting your information

We may collect personal information about an individual as set out below:

- Personal information may be collected when an individual or someone authorised by an individual to act on their behalf provides information to us directly. For example when they:
 - Apply for employment with us.
 - Correspond with us, whether in person, by letter, phone, text, email, instant messages or other means of electronic communication.
 - Complete and submit forms we provide for applications for consents, licences, approvals, permits, funding or other authorisations or for the use of any of our services or facilities, including signing up for and using our online services and apps.
 - Prepare and submit a written submission, request or other feedback in relation to applications for consents, licences, approvals, permits, funding or other authorisations, or in relation to any form of draft or proposed plan, policy, bylaw or other document.
 - Use any of our services or facilities.
 - Subscribe to any of our newsletters or update services.
 - Follow or post comments in response to our social media or other facilities, including but not limited to, Facebook, Instagram, TikTok, YouTube, etc.
- We may keep a record of any information that an individual acquires from us.
- We may monitor and record phone calls made to or by us for quality control or staff training purposes. If a call is to be monitored and/or recorded, the participants will be informed of this at the time of the call.





- We may collect personal information from other organisations, entities or persons, such as:
 - Our related organisations including Council Controlled Organisations.
 - Our suppliers which include organisations such as:
 - Land Information New Zealand
 - QV
 - Solicitors/conveyancers.
 - The New Zealand Police, credit reporting agencies and other organisations, entities and persons where individuals have expressly authorised them to provide us with information.
- When anyone visits one of our websites, we may utilise technology solutions such as browser cookies to collect non-identifying information about how our websites are being used. This information is only analysed on a bulk basis for aggregate website traffic usage and geolocation purposes. Additionally, internet service providers may record visits and log the information for statistical purposes. We do not attempt to identify individual users or analyse their browsing activities unless they choose to give us personal information while using our website.
- "Closed Circuit Television" (CCTV) and "wearable cameras" are used by Council for various purposes. See Council's CCTV Policy for a detailed overview of how Council handles personal information obtained in this way.



Using the information we collect

The personal information that we collect may be used for any of the following purposes:

- To provide you with services or facilities, including:
 - those that have been requested; and
 - assisting our Council Controlled Organisations to provide such services or facilities to individuals.
- To positively confirm an individual's identity. This is to avoid inappropriate release or use of information.
- To respond to correspondence or to provide individuals with information that they have requested.
- To process applications for any consent, licence, approval, permit or other authorisation.
- To process applications to use or to register for any of our services or facilities, including our online services.
- To respond to your requests, enquiries or feedback, or for customer care related activities.
- To provide individuals with information about our events, news, services or facilities, or the events, news, services or facilities of our Council Controlled Organisations that we consider may be of interest. Individuals will have the option of unsubscribing from these communications.
- To comply with relevant laws and regulations, including by commencing proceedings in Court.
- To carry out activities connected with the running of our operations such as personnel training, or testing and maintenance of computer and other systems.
- For any specific purpose which we notify you of at the time the personal information is collected.
- For general administrative and business purposes.





Sharing your information

We may disclose personal information about individuals to:

- Any person engaged by Council to provide products or services on our behalf, where that personal information is necessary for the provision of those products or services.
- Council Controlled Organisations, in order to assist with the functions and services that they provide.
- A third party if we are required to do so under any laws or regulations, or in the course of legal proceedings or other investigations.
- Any person who an individual authorises us to disclose their personal information to.
- Any person, if that information is held in a public register, e.g. information held on the rating information database.

What if an individual does not provide us with the personal information requested?

If an individual does not provide us with all of the personal information that we have requested, we may not be able to adequately respond to their correspondence, process any applications they have submitted, provide the services or facilities they have requested, process payments or otherwise deal with any requests or enquiries they have submitted.

In some circumstances, failure to provide information when requested may be unlawful, and / or result in legal consequences. These circumstances and the potential consequences will be explained to individuals when their personal information is collected.





Security and accuracy

We take reasonable steps to ensure personal information is:

- protected against loss, damage, misuse and unauthorised access. We restrict access to personal information to those individuals who need access to this information in order to assist us in performing our duties and obligations;
- accurate, up to date, complete, relevant, and not misleading.

How long we hold personal information

We may retain all personal information that we collect (on both our active systems and our archive systems), for as long as administratively necessary, in accordance with Council's information retention and disposal schedule.

The Public Records Act 2005 requires us to retain "protected records" indefinitely. In some circumstances, personal information may be included within a protected record, including submissions that an individual makes in relation to bylaws, annual plans, and regional planning instruments.

Accessing and correcting your personal information

Individuals may request confirmation of whether or not we hold any personal information about them and they may request access to any personal information that we hold by emailing us at privacy@icc.govt.nz, or otherwise contacting us at the addresses provided below. Once we have verified their identity we will provide them with such confirmation and access unless one of the grounds for refusal to do so under the Privacy Act applies.

Individuals may request that the personal information we hold about them be corrected by emailing us at privacy@icc.govt.nz. If we agree that their personal information is to be corrected we will provide them with an amended record of their personal information if requested.

Rights of access to and correction of any personal information we hold are subject to the procedures set out in the Privacy Act.





Compulsory notification of breach

Section 114 of the Privacy Act requires that the Commissioner must be notified of a notifiable privacy breach. A notifiable privacy breach is a privacy breach where it is reasonable to believe it has or is likely to cause serious harm. A privacy breach is defined as unauthorised access to, disclosure, alteration or loss of personal information.

When assessing whether a privacy breach is likely to cause serious harm the following must be considered:

- any action taken to reduce the risk of harm;
- the sensitivity of the information;
- the nature of the harm;
- any recipient of the information as a result of the breach;
- whether the information is protected by a security measure; and
- any other relevant matters.

Who you can contact for further information

If you have any queries about this Privacy Policy or personal data Council has collected, please contact Council's Privacy Officer.

Email address: privacy@icc.govt.nz

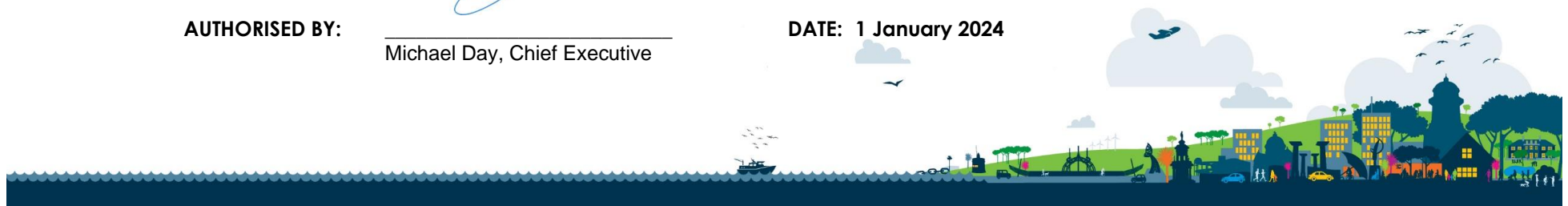
Postal address: Invercargill City Council
101 Esk Street Private Bag 90104
Invercargill 9840

A handwritten signature in blue ink, appearing to read 'Michael Day'.

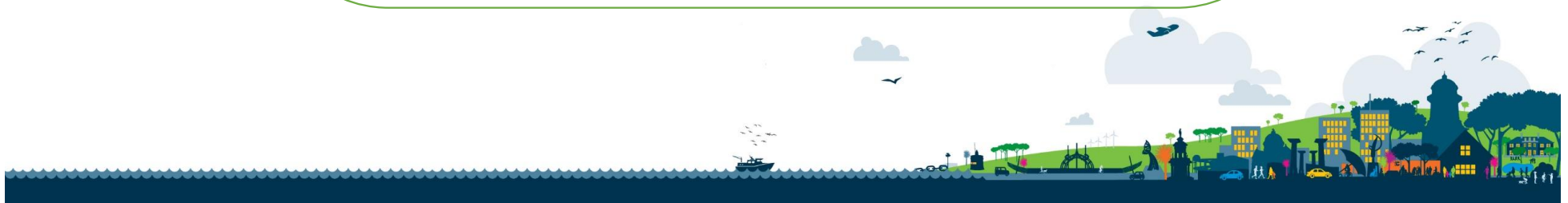
AUTHORISED BY:

Michael Day, Chief Executive

DATE: 1 January 2024



Revision History:	March 2025
Effective Date:	1 January 2024
Review Period:	This Policy will be reviewed every six (6) years, unless earlier review is required due to legislative changes, or is warranted by another reason requested by Council.
New Review Date:	1 January 2030
Associated Documents / References:	Civil Aviation Rules Public Records Act 2005 Privacy Act 2020 CCTV Policy 2023
Supersedes:	Privacy Policy 2021
Reference Number:	A4783866
Policy Owner:	Manager – Information Management



A5631298



Submissions Policy



Purpose

This Policy outlines the approach to be taken by Council when receiving submissions from members of the public in relation to formal consultations.

Scope

This Policy applies to all submissions made to Council as part of formal consultation periods. Other general feedback will be dealt with by Council in accordance with normal practice, with consideration of relevant legislation and policy including the Customer Complaint Policy, Privacy Policy, and the Privacy Act 2020. This Policy does not apply to petitions, which are instead covered by Council's Standing Orders. This Policy also does not apply to submissions under the Resource Management Act 1991, which legally requires a separate process.

What is a submission?

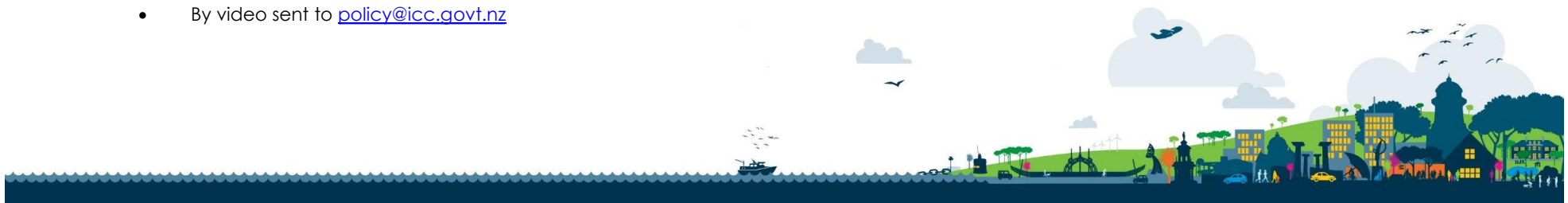
Definition

A submission is a formal response to a consultation being carried out by Council to help inform decision making. Council aims to make the submission process as accessible as possible, and our default approach is always to accept a submission where possible.

Methods

Submissions may be made:

- Online via the "Let's Talk" engagement platform
- By post to "FREEPOST Invercargill City Council, Private Bag 90104, Invercargill 9810"
- In writing and dropped off at Te Hīnaki – Civic Building, or any other Council owned location as specified for individual consultations, or any marked submission box set up around the Invercargill district
- By email to policy@icc.govt.nz
- By phone on 03 2111 777
- By video sent to policy@icc.govt.nz



- By other mechanisms used from time to time as part of engagement campaigns, where these are identified as submission opportunities. This may include video booths and online forum tools.

Comments made on social media platforms are not considered formal submissions, but decision makers will be provided with a summary of relevant social media comments, along with screen shots where possible. However, recognising that social media is a developing platform increasingly seen by the public as a means of speaking to Council, submissions may be accepted through social media where feasible and where this has been requested by an individual and confirmed by Council Officers.

During consultation periods, Council may provide other opportunities for people to have their say. This might include drop-in sessions, workshops, or via livestream. Feedback received in these forums will not be treated as formal submissions. However, this feedback will be presented to Council, usually by way of summary.

Hearings

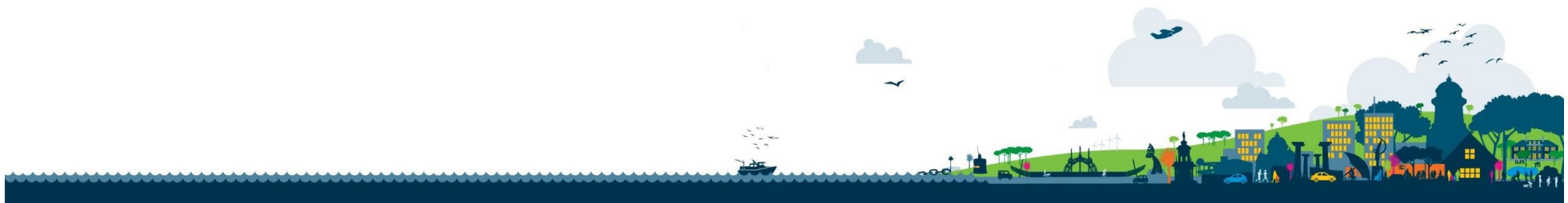
Everyone who makes a submission will be offered the opportunity to present to Council orally at a hearing. These comments will be heard and considered by decision makers alongside the rest of the feedback from the consultation.

Format

Submissions will be accepted in any of the following formats:

- Written or spoken English
- Written or spoken Te Reo Māori (subject to prior arrangement if presenting in person)
- New Zealand Sign Language (subject to prior arrangement if presenting in person)
- Recorded as a video or audio file

Council Officers can provide assistance to people who may need help making a submission, but cannot give any guidance as to its content. In the case of illegible or semi-legible submissions, Officers will do their best to interpret what has been said but will not be responsible for any misinterpretation. Originals or copies of submissions may be provided to Council where appropriate.



Submissions as public documents

All submitters are reminded that submissions are considered public documents and are made publicly available, in full (with the exception of redactions for contact information and inappropriate language, on which see further below). Names will be included in published versions, unless the submitter contacts Council with an extenuating circumstance for not doing so. The final decision whether to remove a submitter's name from publication will be made by the Manager – Governance and Legal. Public documents are governed by the Public Records Act 2005, and are considered official information under the Local Government Official Information and Meetings Act 1987.

Privacy considerations

Aside from a person's name and general location, contact details such as personal email addresses, phone numbers and physical addresses will be redacted before being made publicly available. However, other personal information about the submitter which might be disclosed in the body of a submission will not be redacted, unless the submitter contacts Council to request this. Council reserves the right to redact personally identifying information about other individuals if we believe publishing it would breach their privacy. The final decision to redact any personal information will be made by the Manager – Governance and Legal in conjunction with the Privacy Officer. Only relevant staff members will have access to unredacted documents, and personal information will be handled in accordance with our Privacy Policy and the Privacy Act 2020. Submissions will be kept in accordance with the Public Records Act 2005.

Who can make a submission?

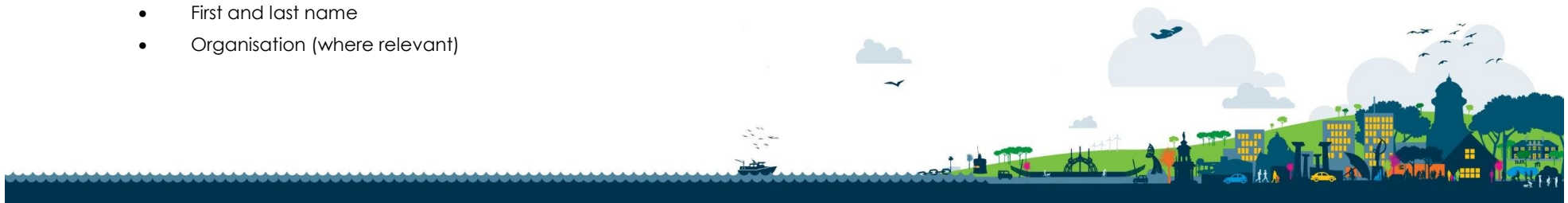
Anyone can make a submission. It is not necessary to be a ratepayer or a resident, and there are no age requirements. Submissions can be made by individuals, or on behalf of an organisation.

Submission standards

Minimum criteria

Submissions must in all cases include:

- First and last name
- Organisation (where relevant)



- At least one means of contact. This could be an email address, phone number, or postal address.

Council may reject anonymous submissions. Submitters who wish to be heard in person must provide either an email address or phone number, so that Council Officers can contact them to arrange the hearing.

Optional information

Submission forms occasionally ask for demographic information, such as age, gender, ethnicity, or disability. These questions are optional, and are used only to help Council ensure that a wide cross-section of the community is being heard on any issue.

Content

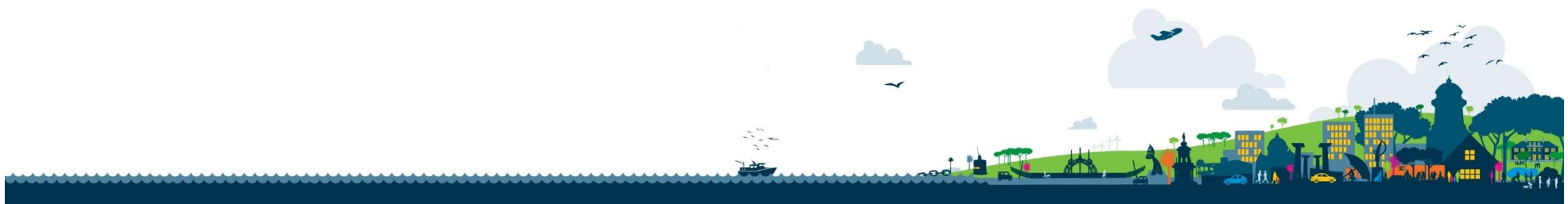
Council may reject or redact, in whole or in part, any submission which:

- Contains language which is aggressive, offensive or abusive
- Makes statements which could amount to defamation. Officers may redact the names or role titles of individuals in such circumstances
- Makes personal threats towards Elected Members or Council Officers, or which amounts to harassment
- Is frivolous or vexatious, or would otherwise lead to an abuse of the hearing process if it were accepted

In all situations, Council will aim to preserve as much of the content as possible, and submitters will not be denied the opportunity to make genuine submissions. The Manager – Governance and Legal has the final say on whether and to what extent a submission will be rejected or redacted due to its content.

Supplementary information

Submitters may, within the consultation period, and in accordance with the above criteria, provide any further information to add to their submission. This will be incorporated into the original submission, and will not be treated as a new submission.



Lengthy submissions

Submissions may be summarised for convenience when they are presented to Council. Council will additionally receive the full version of the submission (subject to any redactions as detailed above).

Pro-forma submissions

Pro-forma submissions, being multiple submissions with identical content, may be presented to Council as a single submission with a list of names and a tally provided.

Withdrawing a submission

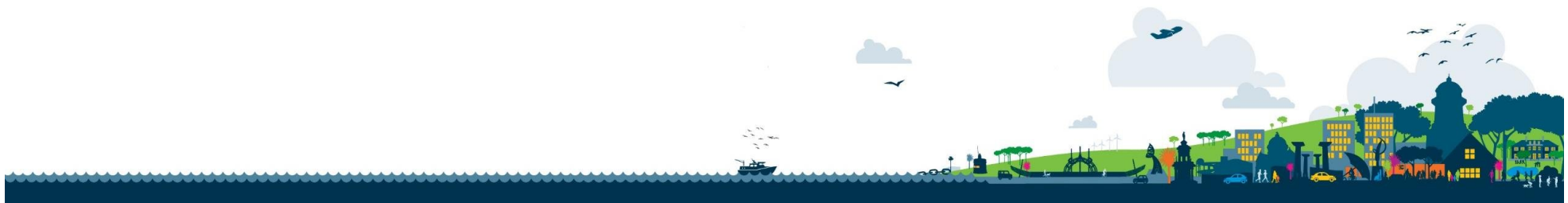
If a submitter wishes to withdraw their submission, they need to contact Council directly as soon as possible and within the consultation period. If the consultation period has closed, submissions may be withdrawn at Council's discretion, and this may depend on whether the agenda has been published or the hearings and deliberations have occurred. The Manager – Strategy, Policy and Engagement has final say on whether a submission will be withdrawn.

Out of scope submissions

Submissions which contain feedback on matters which are not currently being consulted on will still be presented to decision makers, and will also be passed on to the relevant team where appropriate. Councillors may be advised of the fact that the comments are not relevant to the decision currently at hand, at the discretion of the Manager – Strategy, Policy and Engagement.

Late submissions

Submissions made outside of the consultation period (for example, posted, emailed or handed in after the closing date and time) may be accepted at Council's discretion. The Manager – Strategy, Policy and Engagement has final say on whether late submissions are presented to Council, and it is then for Council to decide whether to receive them or not. Submitters will be advised if their submission has been refused.

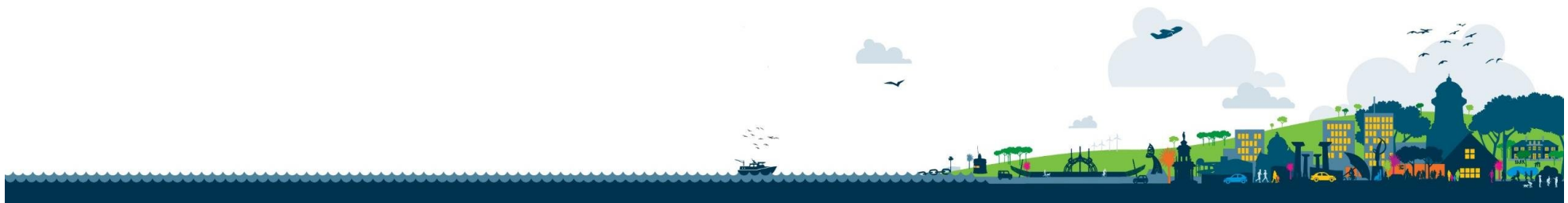


Feedback outside of consultation periods

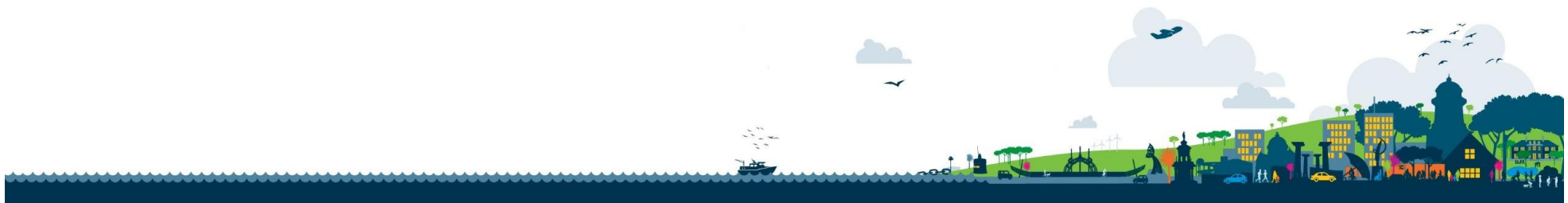
Feedback received outside of formal consultation periods will be treated like any other general feedback and passed on to the relevant Council Officers where relevant. Comments made in relation to an upcoming consultation, by any means, including during early engagement periods, will not be considered as formal submissions but such comments will inform the background information presented to decision makers. Those involved in early engagement activities will also be provided with the opportunity to make a formal submission.

Local Government Official Information requests

From time to time, a submitter will ask a question of Council in the body of their submission. In accordance with Council's Local Government Official Information and Meeting Act (LGOIMA) Requests and Proactive Release Policy, such questions will be treated as LGOIMA requests if answering the question would require Council Officers to spend time compiling or collating information, or to conduct research in order to do so, and if the information has not already been provided. Otherwise, questions asked in submissions will be responded to by Council Officers, and these responses will be recorded and provided to Council.



Revision History:	N/A
Effective Date:	
Review Period:	This Policy will be reviewed every six (6) years, unless earlier review is required due to legislative changes, or is warranted by another reason requested by Council.
New Review Date:	
Associated Documents / References:	Privacy Policy, Local Government Official Information and Meeting Act Requests and Proactive Release Policy
Supersedes:	N/A
Reference Number:	A5631298
Policy Owner:	Manager – Strategy, Policy and Engagement
Policy Training:	Manager – Governance and Legal, Manager – Communications and Marketing, Team Leader – Communications, Website Upgrade Business Lead, Senior Communications Advisor, Communications Advisor, Social Media Advisor, Manager – Information Management, Policy Analyst, Engagement Co-ordinator



A5673168



Media and Social Media Policy



Purpose

This Policy sets out our intentions and expectations when interacting with media and social media.

Scope

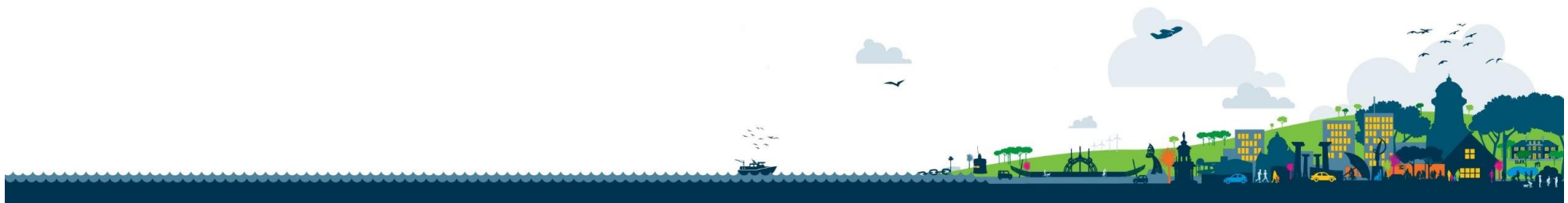
This Policy applies to all staff. It covers dealings with media and social media on behalf of Council. The Policy further applies to all official Council run social media accounts, and any person who interacts with the content shared or posted by Council on those social media platforms. This policy does not apply to Elected Members, who should instead refer to Council's Code of Conduct.

Council employees are also reminded of their obligations as set out in the Employee Handbook and Electronic Access Acceptable Use Policy. This Policy should also be read in conjunction with Council's Privacy Policy, and Local Government Official Information and Meeting Act Requests and Proactive Release Policy.

MEDIA

Principles

Council believes that the public of Invercargill City have a right to know what their Council are doing, and the media plays an important role in keeping them informed. Council's relations with media are therefore significant. Good working relationships will be maintained with media organisations. Council Officers will avoid showing preferential treatment to any particular media outlet. Exclusive information will not be provided to any media outlet unless in response to a specific query.



Enquiries

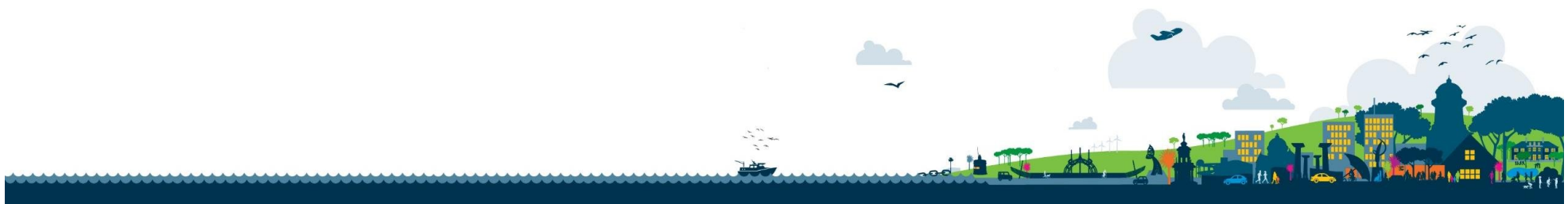
All media enquiries to Council should be directed to the Manager - Communications and Marketing or the Communications team. Any other staff member who is contacted by the media in relation to any Council matter must not make any comment or statement unless and until authorised by the Manager – Communications and Marketing and the relevant General Manager. Staff should instead refer any inquiries to the Communications team. Media enquiries will be managed by the Communications team and relevant Managers and/or General Manager. Where possible, responses will be provided within any stated deadline, or within a maximum of 72 hours. If this timeframe cannot be met, the relevant media outlet will be informed and provided with an alternative deadline. Enquiries which amount to Local Government Official Information and Meeting Act 1987 (LGOIMA) requests will be dealt with in accordance with Council's LGOIMA Requests and Proactive Release Policy.

Interviews

Requests for interviews, whether in person, by phone, online or otherwise, will be managed by the Communications team, who will provide support which could include briefing notes, media training and practice interviews. Only those people authorised by the Manager – Communications and Marketing and the relevant General Manager may give media interviews.

Media releases

Media releases will be used where appropriate to send important information to a range of media outlets. Media releases may only be issued with the approval of the Manager – Communications and Marketing and the relevant General Manager. Media releases will be released to all usual outlets at the same time. Council maintains lists of local and national media who have requested to be included, and distributes to either of these as relevant. These lists are reviewed annually.



SOCIAL MEDIA

Council-owned social media platforms

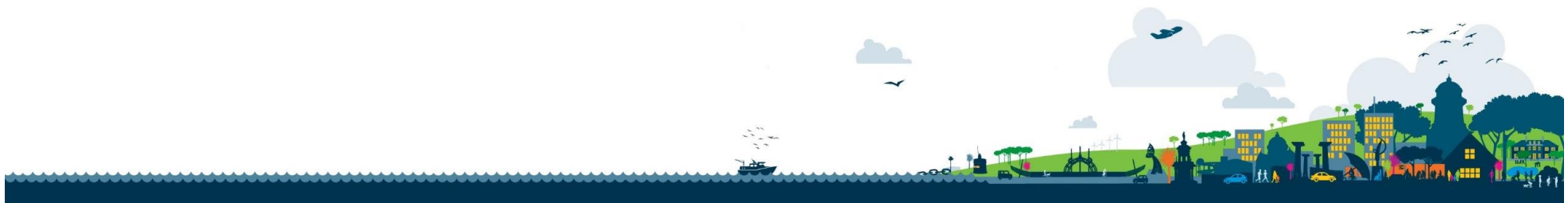
Council-owned social media platforms are Facebook, Instagram, YouTube, TikTok, LinkedIn, and may include others in the future.

Council regularly uses social media platforms to engage and inform the public about important matters. Council's aim is to provide our community with an opportunity to engage with Council and Council activities. These spaces are dedicated to providing information and news to the people of Invercargill. A like, share, follow or link posted by Council should not be taken as a formal endorsement, nor should any social media connection be considered an endorsement of an individual or organisation. Council cannot be held responsible for the content of any third-party accounts or websites which may be linked on Council accounts.

Moderating Council-owned social media platforms

Social media is by nature an open and informal platform. Council values feedback and encourages discussion, but it is important that all users maintain the same standard of respectful conversation in order to maintain a safe and productive environment. This means comments may be moderated, and Council reserves the right to hide or delete:

- Anything that is considered aggressive, offensive, abusive, off-topic, inappropriate, prejudicial, or inflammatory
- Discrimination on the basis of race, ethnicity, nationality, age, religion, gender, sexual orientation or physical or mental disability
- Harassment, bullying or personal attacks against other users, Council staff or Elected Members
- Sharing personal information of others without their explicit consent
- Political statements or election-related topics
- Information that may compromise the safety or security of the public or public system
- Content that is or could be perceived as spam, misinformation or misleading information, or any unrelated topic links
- Comments that breach the Human Rights Act 1993, the Harmful Digital Communications Act 2015, the Privacy Act 2020 or the Electoral Act 2001.



Council reserves the right to turn off commenting, and/or to remove comments and threads that breach the above rules. If contributions fail to comply with the terms of the relevant platform, and/or the above rules, then users may be blocked. Users are encouraged to report any breaches of this policy, and these will be followed up where relevant.

Pseudonyms

Some social media platforms have a high number of accounts using pseudonyms rather than real names. Pseudonyms are often used to make derogatory or critical comments without any public accountability. Because of this, Council will not actively engage with pseudonym accounts. Comments and posts from such accounts may be ignored or deleted, or the accounts may be blocked.

Use of content involving young people

Content containing any images or video of people under 18 will only ever be used with the express permission of a parent or legal guardian.

Election periods

Council's social media pages must not be used for electioneering purposes. Any post or comment, positive or negative, made by any individual specifically relating to their own or someone else's nomination, intention to run for Council or election campaign, will be removed immediately.

Social media as public records

Posts, responses and conversation strings on official Council social media accounts are considered public records under the Public Records Act 2005. Council will use its best efforts to capture and manage the content, context and metadata of social media content as records. Comments that are manually hidden or deleted will still be captured and managed as a record to the extent possible. Various social media platforms use their own tools, including AI, to automatically hide or delete offensive comments. In such cases this action is outside of Council's control.



Questions asked on social media

Officers will aim to respond to questions on social media in a timely fashion. Pages are monitored Monday to Friday, 9am to 5pm. Urgent queries should be made directly to Council on 03 21 11 777. In accordance with Council's LGOIMA Requests and Proactive Release Policy, whilst LGOIMA requests can be made through social media, questions asked on these platforms will only be treated as LGOIMA requests if:

- The requestor uses the words "request for information", "official information", "OIA" or "LGOIMA";
- The response requires time to collate or research;
- The material requested is likely to be withheld by Council; or
- The subject matter of the request has significant public or political interest, generating numerous requests and a coordinated response is required across the organisation.

Revision History:

N/A

Effective Date:
Review Period:

This Policy will be reviewed every six (6) years, unless earlier review is required due to legislative changes, or is warranted by another reason requested by Council.

New Review Date:
Associated Documents / References:

Privacy Policy, Local Government Official Information and Meeting Act Requests and Proactive Release Policy, Employee Handbook, Electronic Access Acceptable Use Policy

Supersedes:

N/A

Reference Number:

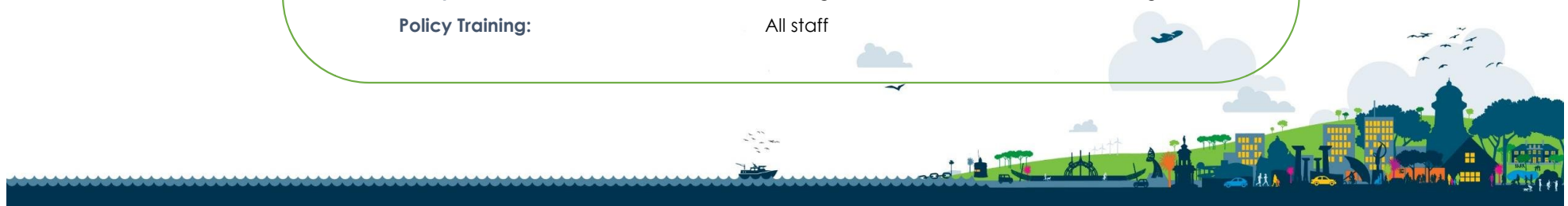
A5673168

Policy Owner:

Manager – Communications and Marketing

Policy Training:

All staff



FINANCIAL UPDATE AS AT 31 MARCH 2025

To:	Finance and Policy Committee
Meeting Date:	Tuesday 20 May 2025
From:	Jaimee Botting – Manager – Financial Planning Stephanie Roberts - Manager - Financial Services
Approved:	Patricia Christie – Group Manager Finance and Assurance
Approved Date:	Thursday 15 May 2025
Open Agenda:	Yes
Public Excluded Agenda:	No

Purpose and Summary

The purpose of this report is to provide an update on Council's financial position including, level of debt owed to Council from rates and operations to 31 March 2025.

Recommendations

That the Finance and Policy Committee:

1. Receives the report "Financial Update as at 31 March 2025".
2. Notes the current state of Council finances.
3. Notes the current net debt and treasury position.

Background

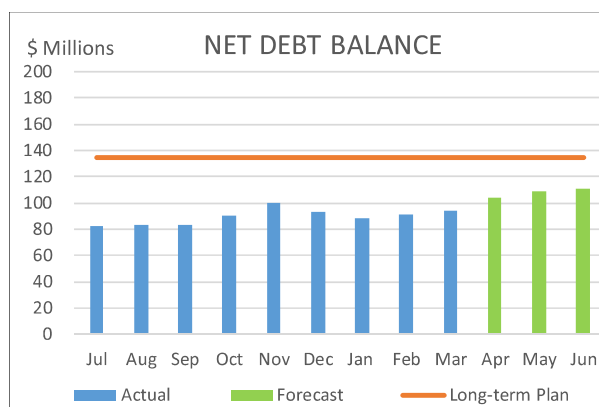
This report provides the Committee with an update on key financial issues and areas for Council including the regular reporting of net debt of Council (Borrowings and Investments) and debt owed to Council (Debt Management).

Issues

Net debt and Treasury update

At 31 March 2025, Council had borrowings and other debt of \$143.3 million and cash investments of \$49.5 million. These generated a net debt balance of \$93.8 million. The highlights of Council's net debt position are provided below.

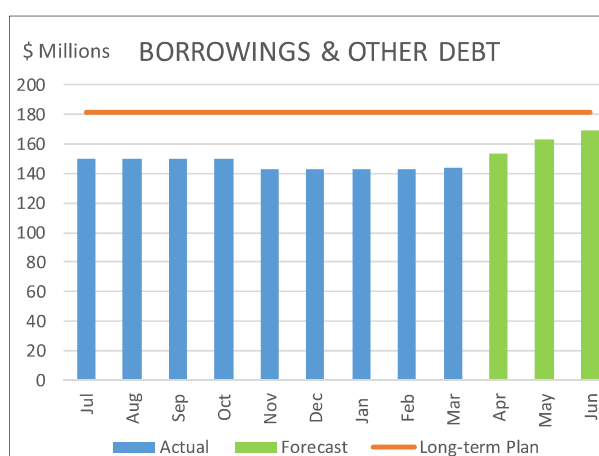
Credit Rating	Net Debt Balance	Borrowings & other debt
AA+	\$94m	\$143m
		LESS: Cash & Cash Investments
		\$50m



Debt ceiling cap is set at 1.5 times total revenue up to June 2024. This increases to 1.8 times from July 2024 onwards.

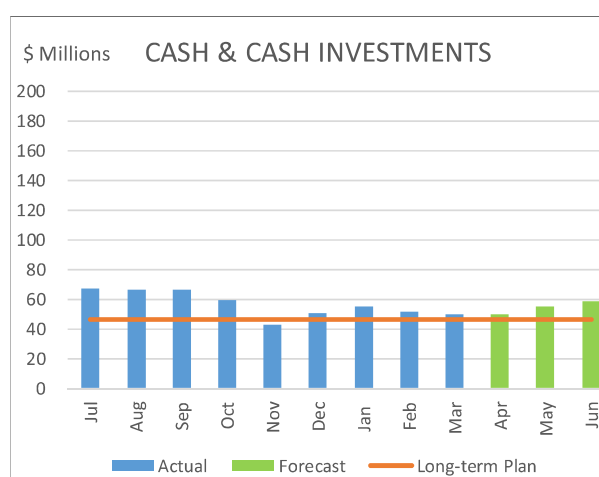
This is to allow capacity to cover any significant expenditure from an extraordinary event in the future.

Projected net debt balance at 30 June 2025 is \$110 million.



November 2024: \$18 million borrowings repaid on maturity to LGFA. This borrowing was associated to the ICHL advance which was repaid.

Forecast: Further borrowings expected to be raised to cover capital expenditure. Projected borrowing and other debt balance at 30 June 2025 is \$169 million.



July 2024: The \$18 million advance to ICHL was repaid with funds placed on term deposit until the associated loan matures.

Nov 2024: The \$18 million term deposit was used to repay maturing borrowings.

Jan 2025: The additional \$4 million dividend from ICHL was placed on term deposit inline with the investment strategy.

Forecast: Cash on hand balance varies per month based on payments made and rating revenue received. Projected Cash and cash investment balance at 30 June 2025 is \$59 million

Net Debt Breakdown**Borrowings & other debt**

				Note
Borrowings				
<u>Party</u>	<u>Maturity date</u>	<u>Interest rate</u>		
LGFA	15/04/2025	5.61% Fixed	\$9,140,000	
LGFA	28/04/2025	3.97% Fixed	\$20,000,000	
LGFA	15/04/2025	1.49% Fixed	\$15,000,000	
LGFA	15/10/2025	0.59% Fixed	\$8,500,000	
LGFA	15/04/2026	1.09% Fixed	\$10,000,000	
LGFA	29/04/2026	4.32% Floating	\$10,000,000	
LGFA	29/04/2026	4.39% Floating	\$10,000,000	
LGFA	29/04/2027	4.50% Floating	\$10,000,000	
LGFA	29/04/2027	2.62% Fixed	\$10,000,000	
LGFA	29/04/2027	4.78% Floating	\$12,000,000	
LGFA	27/06/2027	5.33% Fixed	\$10,256,410	
LGFA	29/04/2028	4.51% Floating	\$10,000,000	
LGFA	15/05/2028	4.06% Fixed	\$10,000,000	
Accrued interest payable			\$1,402,544	
			Total	\$146,298,954
Other debt				
LGFA Borrower Notes			(\$2,878,910)	
Environment Southland -Clean Air Scheme			\$2,437	
Financing Lease - Canon			(\$96,999) ^A	
			Total	(\$2,973,472)
TOTAL BORROWINGS & OTHER DEBT				<u>\$143,325,482</u>

LESS: Cash & Cash Investments

				Note
Cash and cash equivalents				\$6,787,787
Term Deposits				
<u>Party</u>	<u>Maturity date</u>	<u>Interest rate</u>		
Westpac	24/04/2025	5.30%	\$5,714,353	
BNZ	28/04/2025	6.35%	\$4,556,864	
ASB	12/01/2026	4.52%	\$4,000,000	
SBS	25/07/2025	6.00%	\$4,593,103	
SBS	27/01/2026	4.90%	\$141,363	
SBS	27/01/2026	4.90%	\$4,760,580	
Accrued interest receivable			\$666,030	
				\$24,432,293
Other Investments				
Share investments			\$1,022,960	
Loan advances issued - Invercargill Central Limited			\$17,275,000 ^B	
Loan advances issued - Other			\$28,179	
			Total	\$18,326,140
TOTAL CASH & CASH INVESTMENTS				<u>\$49,546,220</u>

NET DEBT BALANCE**\$93,779,262**

^A The Council entered into a 5 year finance lease agreement with Canon to supply copier machines

^B As of 31 March 2025, the outstanding loan balance advanced to ICL amounted to \$17.28 million. The current lending limit that ICC can extend to ICL is \$31.45 million. A total of \$1.87 million has been repaid to ICC between 1 July 2024 & 31 March 2025.

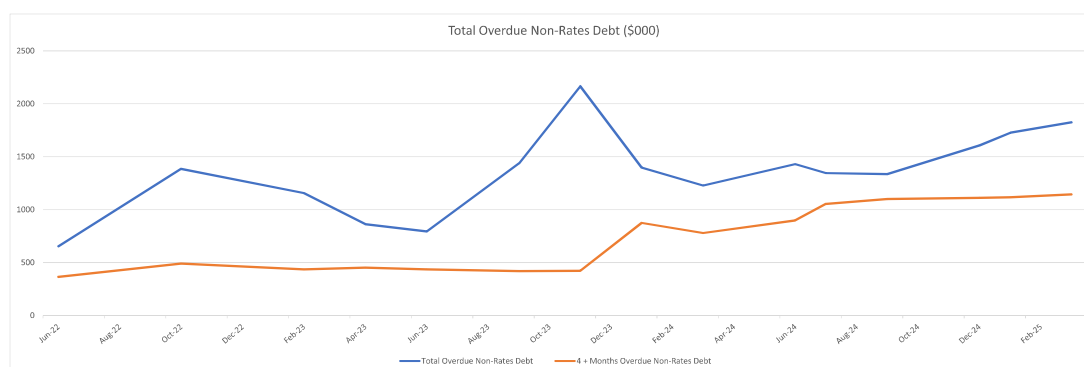
^C During November 2024 the \$18 million funds held on term deposit, from the early repayment of the advance to ICHL, was used to repay the borrowings associated with the initial advance.

Debt Management

Sundry (Non-rates) Debt

At 31 March 2025 the non-rates debtors outstanding was \$1.825 million, an increase of \$0.1 million on 31 January 2025. The increase is a combination of the timing of invoices being processed and the invoicing of contributions to delivered capital projects.

The graph below shows the trend in total overdue non-rates debt for the period from June 2022 to March 2025, and non-rates debt over four months old for the same period.



The table below details the total Council debt and the age of the debt.

	As at 31 March 2025					As at 31 January 2025				
	1 Month	2 Months	3 Months	4 + Months	Total	1 Month	2 Months	3 Months	4 + Months	Total
Grand Total	190,588.27	363,092.67	127,116.63	1,144,072.72	1,824,870	363,005.66	171,466.98	75,441.23	1,117,284.35	1,727,198

Of the above balance \$0.944 million (\$0.896 January 2025), relates to debtors with outstanding debts over \$5,000 and more than two months overdue.

Debt Write Off

\$1,641 of debt written off since 1 July 2024 consists of multiple health licencing fees. Debts are only written off following an extensive review of amounts which are two or more months overdue where it is not considered cost effective to be sent to our external debt collectors for debt recovery.

Rates Debtors

The table below summarises the rates arrears balance at 7 May 2025. With the 2024-2025 rating year beginning on 1 July, any unpaid rates for the 2023-2024 year are now shown as arrears. Unpaid amounts for instalment 1 for the 2024-2025 rating year are not considered arrears until 1 July 2025.

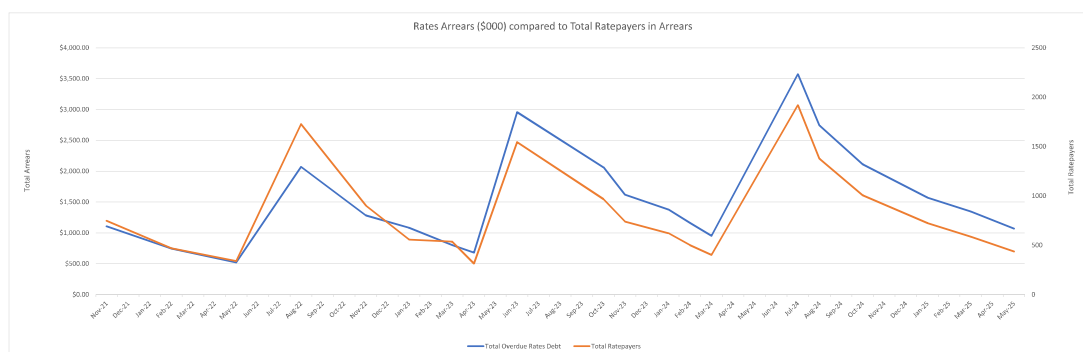
	Rating Year						
	Period 1	Period 2	Period 3	Period 4	Period 5+		
Rates arrears per rating year	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020	2018 & older	Total
As at 7 May 2025	816,276	163,346	40,376	16,285	33,471		1,069,754
As at 6 March 2025	1,064,894	188,515	43,515	16,285	33,681		1,346,890
As at 14 January 2025	1,270,000	205,448	45,439	16,333	33,961		1,571,181
As at 24 October 2024	1,718,745	268,878	61,038	19,628	41,857		2,110,146
As at 27 August 2024	2,258,026	340,421	77,830	21,308	42,027		2,739,613
As at 15 July 2024	2,928,178	453,476	114,014	31,516	44,466		3,571,650
As at 31 March 2024		697,052	165,114	43,003	15,011	30,995	951,175
As at 23 February 2024		874,336	194,229	47,319	16,930	30,995	1,163,809
As at Jan 2024		1,063,414	214,151	51,310	18,553	31,295	1,378,723
As at Nov 2023		1,259,037	248,786	58,694	19,565	31,556	1,617,638
As at Oct 2023		1,605,031	322,105	75,553	23,106	37,282	2,063,077
As at June 2023		2,378,364	418,819	97,435	24,235	38,100	2,956,953
As at April 2023		0	507,049	105,570	26,219	39,171	678,009
As at March 2023		0	603,591	120,899	34,960	41,407	800,857
As at January 2023		0	832,952	145,938	46,012	58,739	1,083,641
As at November 2022		0	1,055,366	161,968	4,939	59,619	1,281,892
As at August 2022		0	1,738,026	205,383	59,252	67,080	2,069,741

93.45% May 2025 (March 2025 92.36%, January 2025 83.43% December 2024, 89.54% September 2024, 91.99% July 2024, 93.1% March 2024, 91.9% February 2024) of Council's rates arrears by value are owed on 327 (March 2025 425, December 467, September 664, July 873, March 292, February 343) properties with amounts greater than \$1,000 outstanding.

Council offers ratepayers who get behind in their rates the opportunity to enter into a payment plan arrangement. Those ratepayers who are in arrears with a payment plan are not charged rates penalties.

In those situations where there is no payment plan arranged (and followed), Council has a number of debt recovery methods available to it under the Rating Act. These include collection from the mortgage holder (where there is a mortgage) and court judgement. The final recovery method is a rating sale where Council obtains a court judgement to sell the property to recover the rates owed and the costs incurred.

The graph below shows total rates arrears (in thousands), together with total number of ratepayers that are in arrears for the period from November 2021 to May 2025.



Water Billing

Water billing relates to invoices raised quarterly to non-residential ratepayers who use more than a prescribed m³ of water. At present the threshold for charging is use above 249 m³ in the period from 1 July to 30 June.

The total value of water bills overdue at March 2025 was \$43,090 (August 2024 \$9,516, March \$14,464, February \$23,708). \$13,780 relating to 92 (August 45, March 136, February 203) customers, the vast majority of these are for amounts under \$1,000. 68.02% of the outstanding amount relates to eleven customers.

Dog Registrations

The total value of dog registrations unpaid at 31 March 2025 \$63,382 (January 2025 \$73,466, December \$75,740, November \$77,281, October \$87,896, August \$103,458, July \$188,420) relating to 641 animals (January 2025 747, December 763, November 779, October 896, August 1062, July 2048).

Total registrations to date are 9,181 dogs.

We do note that the current legislation prevents us from offering instalment payments for dog registrations.

Rates setting methodology for Capital

Funding for renewal capital

Assets such as water pipes, roads, parks, and buildings wear out over time and are eventually renewed or replaced. Depreciation is the method used to account for the cost of these assets over the asset's lives. Funding this depreciation through rates each year means that ratepayers now (and in the future) pay their share of the use of assets. If the depreciation funding is not at 100% then future generations will be required to pay more.

Actual spend on capital renewal programmes can vary from the depreciation amount for a year. The difference between these is held in net debt accounts for future spend.

For example:

A building may need renewal work every 10 years.

Depreciation funded from rates is collected each year from ratepayers as the existing building is available for use each year.

Surplus funds are held in a net debt account until spend has occurred. Any shortfall in funding (cost of renewal is more than is available in the net debt account) is raised via increased borrowings. This will increase the rates required to be collected from that point onwards to pay for borrowing interest and repayments in addition to the ongoing depreciation.

Funding for strategic / Roadmap capital

New assets or existing assets which provide level of service improvements are funded directly by net debt. Rates are set on the projected closing net debt balance of the previous year. and not on the capital amount.

For example, a new building is constructed and completed in 2024/2025. The borrowings balance (net debt) will increase during the 2024/2025 year. Rating for the borrowing interest and repayments will commence the following year (2025/2026)

If the capital build is a multi-year project, then the rating for the following year is based on the projected borrowings drawn down during each year.

Next Steps

Collection activities will continue on outstanding debtors and rates arrears.

Attachments

Not applicable.

A5921444

Great South Southland Regional Development Agency Ltd

2024/25 Q3 update to ICC
20 May 2025

GREAT SOUTH 

Regional development leadership

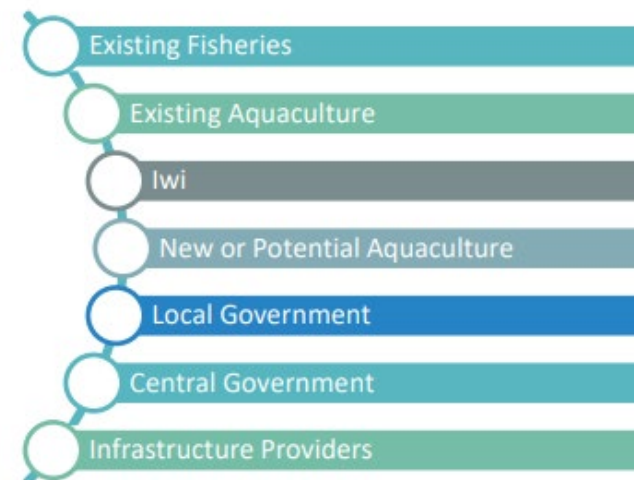
• Data

- Launched DISH
- Economic Report completed and Wellbeing information updated
- Tourism 2nd quarterly report being developed



• Aquaculture

- 45 one-on-one conversations
- 9 themes have emerged
- Draft plan will be ready by 30 June for Stakeholder/community feedback



Regional development leadership

• Housing

- Regional housing Forum – 12 June
- Build Southland Website being developed

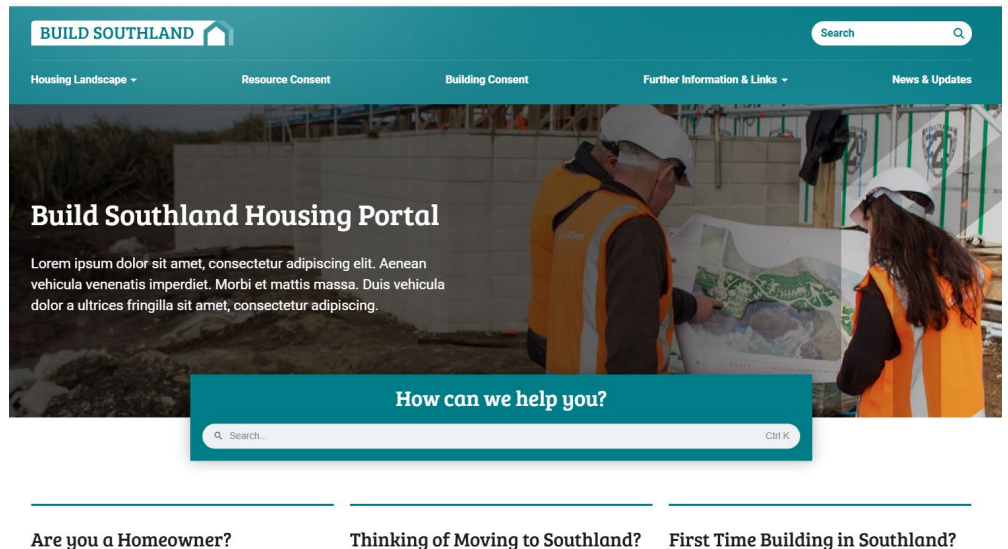


GREAT SOUTH
Southland Regional Development Agency

WAIHOPAI
KUNAKA

Murihiku Southland Housing Forum and Opening of Papakāika Housing

Let's think differently about housing - together.



BUILD SOUTHLAND

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Housing Landscape ▾ Resource Consent Building Consent Further Information & Links ▾ News & Updates

Build Southland Housing Portal

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean vehicula venenatis imperdiet. Morbi et mattis massa. Duis vehicula dolor a ultrices fringilla sit amet, consectetur adipiscing.

How can we help you?

Search...

CH K

Are you a Homeowner? Thinking of Moving to Southland? First Time Building in Southland?

Regional Promotions

- **Website & Social Media:** Strong domestic engagement
 - Southland NZ: 92% of total pageviews (900,420) come from our key markets (goal is 85%)
 - Fiordland NZ: 80% of total pageviews (259,748) come from our key markets (goal is 85%)
- **Famils & Media:** 20 famils completed YTD & Media coverage valued at over \$14M YTD



Regional Promotions

- 48% of the actions identified either complete or embedded into Great South's business-as-usual work programme.
- A further 21% of projects are actively in progress
- 9% are undergoing initial investigations, and the remainder are future focussed.

Some of the many highlights from the strategy implementation so far include:

- The Hump Ridge Track being launched as New Zealand's newest Great Walk
- The opening of Te Wāhi Tākaro o Motupōhue Adventure Park
- The launch of the Data and Insights Southland Hub (DISH)
- Development of the Get a Life marketing campaign
- Progress in celebrating the region's cultural heritage
- Improvements in the sustainable tourism practices of our operators



Business support and diversification

RBP

- Contract with MBIE extended for two years to 30 June 2027

Beyond Great

- 5 publications distributed - YTD
- Businesses in Southland guide being compiled

Upcoming Events

- Rewiring for the Future
- Dr Michelle Dickinson (aka Nano Girl)

Rewiring for the Future:

THRIVING IN A TECH-DRIVEN WORLD

Thursday 12 June 2025 | 5:00pm - 6:30pm

Kelvin Hotel, Invercargill

THIS EVENT IS FREE



Workshop Overview

Great South is excited to bring Dr. Michelle Dickinson (a.k.a. Nano Girl) to Southland for an energising talk on curiosity, AI, and innovation in business.

With AI and robotics transforming industries, the nature of work is shifting faster than ever. Michelle explores how businesses and individuals can adapt by cultivating skills that complement technology, including creativity, emotional intelligence, and adaptability. She also discusses how to stay ahead of AI trends to ensure your team remains competitive and future-ready.

Stay and Socialise: After the event, drinks will be available for purchase, and we encourage you to stay longer and network with fellow attendees.

Net Zero Southland

- **Our Decarbonisation Journey**

- Great South received our Carbon Conscious Certification

- **Regional Emissions**

- Draft Report completed – waiting for data from MPI and MfE
- Review of Net Zero Southland report underway



Hear more from Great South

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Questions

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