



NAPIER
CITY COUNCIL
Te Kaunihera o Ahuriri

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ORDINARY MEETING OF COUNCIL

Open Attachments (Under separate cover 1)

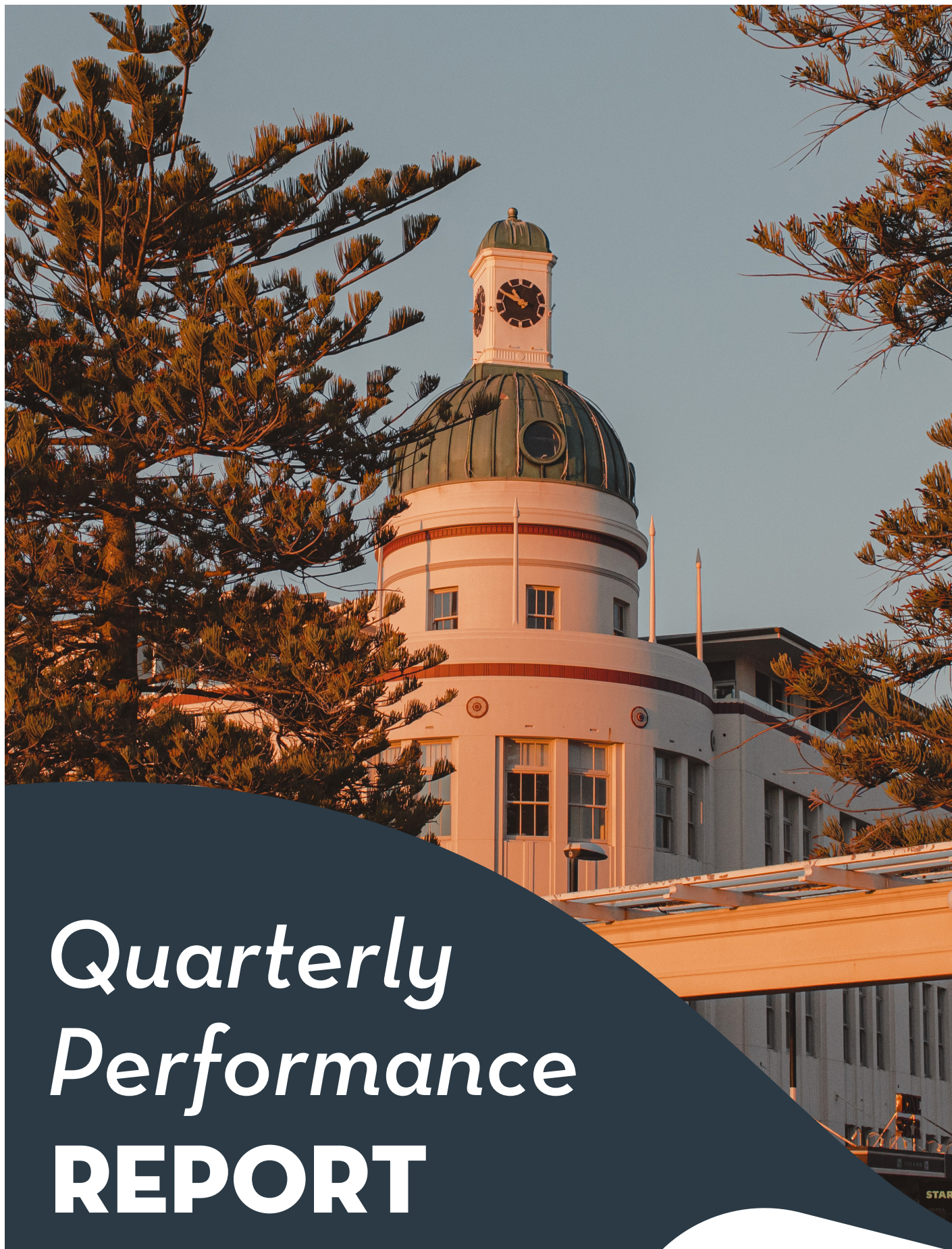
Meeting Date: Thursday 12 December 2024

Time: 9.30am

Venue: Large Exhibition Hall
War Memorial Centre
Marine Parade
Napier

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Quarterly Performance REPORT

QUARTER ONE 2024-25



NAPIER
CITY COUNCIL
Te Kaunihera o Ahuriri

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Quarterly Performance Summary

The following is a snapshot of achievements from the past quarter, including projects, consultations, and other operational activities.

July

NCC's new quarterly community publication, Neighbourhood, was launched. The former monthly print publication Proudly Napier was retired. This change cut costs and will improve circulation.

Napier City Council has officially been accredited as a Committed - Welcoming Community, as part of a programme run by Immigration New Zealand. There are currently 35 Councils taking part in the Welcoming Communities programme and Napier City Council joins 20 other councils in the programme that have achieved accreditation under the four stages of accreditation.

The new website ourplacenapier.nz was launched. This site celebrates all things to do with Napier's 150th anniversary as our city commemorates this milestone in 2024.

August

Councillors endorsed the concept design for the Emerson Street upgrade, to upgrade the streetscape during necessary infrastructure works, including replacing wastewater pipes. The design endorsed was the result of input from users of the street, including pedestrians, business owners, visitors and those who work there.

Council endorsed the latest design stages for the Civic Precinct. This includes the Te Aka project – the new library, councillor meeting space and outdoor area. It now also includes the redevelopment of Council's office tower adjacent to the new library site. A benefit in combining all buildings into one project has been value engineering. For example, combining heating and cooling between the library and office building to ensure best value for ratepayers.

The results of Council's annual residents' survey for 2023/24 became public. There was a good improvement in overall satisfaction levels with Council's performance this year. More than 60% of respondents reported overall satisfaction, compared to 54% last year. The top three performing services were parks and reserves, kerbside rubbish collection and public gardens, all with 85% satisfaction. A notable improvement is that 57% of respondents were satisfied with Council providing opportunities for people to have their say, up from 49% last year.

The Napier Aquatic Centre team won the 2024 Recreation Aotearoa Aquatic Awards for their 'No Limits Para-Try-Athlon' event for school-aged kids with disabilities and 'Wahine Toa' programme, that worked with Napier's female Muslim community.

September

Following two earlier community surveys and formal consultation, Council's [Representation Review](#) proposal was adopted. The changes include moving from four general wards to three, each with three councillors, and introducing one city-wide Māori ward with two councillors. This proposal means Council's size will drop by one councillor from 2025.

Council approved NCC's first draft Emission Reduction Plan (ERP), along with long-term and interim emission reduction targets. These are net zero by 2050 and a 63% reduction in emissions by 2035 respectively. The ERP outlines 30 measurable actions that will start NCC on the journey of reducing operational emissions to net zero, and help with a reduction in Napier's community emissions. The ERP brings together many projects already underway for other reasons.

Council endorsed in principle the investment portfolio of its forthcoming Council Controlled Trading Organisation (CCTO) and approved the name Ahuriri Investments Management Limited (AIM) as the CCTO's official name. Council also approved a maximum of five directors to be appointed, made up of three independent directors and two elected members. The investment classes to be potentially included in the CCTO's portfolio are Parklands property development, selected surplus property, leasehold land, NCC's shareholding in Hawke's Bay Airport and managed funds.

After ten years' of work between NCC, Hastings District and Hawke's Bay Regional Councils, the Clifton to Tangoio Coastal Hazard Strategy 2120 was received by HBRC. This large piece of work involved community panels, technical experts, legal experts and academics.

Council staff will ensure Napier's coastal communities are represented by staying on the Technical Advisory Group, which will work on implementing the strategy.

Following a two-week consultation, Council voted to reaffirm its decision to introduce Māori wards at the 2025 local election. This confirms that Napier residents on the Māori roll will vote for at least one Māori ward candidate at the 2025 election. In line with new Government legislation, the matter will be settled by the community in a binding poll to be held during the 2025 election.

Council SCADA equipment was removed from where it was housed on top of the old Library Tower, due to requirements of the Civic Precinct project. The equipment is now in a purpose-designed container at the Cross Country Drain in Te Awa. In time the equipment will move to a permanent home in Mission Hills, but this area lacks the necessary infrastructure to house the SCADA equipment at present.

To ensure Council has enough skills and experience in an emergency, assistant Civil Defence controllers were appointed, who will help the duty controllers support NCC's civil defence responses, particularly during medium to high impact events.

District Plan topic documents and Section 42a reports, were released to the public. There are 32 documents now live as a result of the District Plan Review project.

Council's City Services staff went live on a new digital mobile radio network. Problems with the outdated analogue system were highlighted in the cyclone response, when all communications were lost, causing stress to staff in an already stressful situation. The new regionwide system means there is the option to connect with other councils, or in emergency management, in an event.



Strategic Programmes

Reimagining Business and Tourism Facilities

PROJECT SCOPE: Review how facilities are operated in the future - including location or services and activities. This includes McLean Park; National Aquarium; and Napier isite.

Q1 UPDATE: McLean Park options analysis being finalised with final reporting to Council Q3 2024-25. National Aquarium and Napier isite reviews commenced. Initial workshop with Elected Members Q2 2024-25 with further options refinement & analysis to be workshopped.

STRATEGIC PRIORITY: Financial sustainability / Place and Spaces for All / Greater visitor destination

PROJECT STATUS:



Commercialisation of Business and Tourism Facilities

PROJECT SCOPE: Council agreed to loan-fund the deficits of the three facilities (Kennedy Park; Ocean Spa; Napier Conference & Events) as they transition to becoming financially self-sustainable.

Q1 UPDATE: Performance parameters workshop to be held in Q2 2024-25.

Overall strategy to be confirmed to enable further parameter refinement.

STRATEGIC PRIORITY: Financial sustainability

PROJECT STATUS:



Investment Portfolio CCTO

PROJECT SCOPE: Council agreed to proceed with establishing an investment portfolio CCTO.

Q1 UPDATE: Several workshops held by Council since July & reporting to Prosperous Napier in August.

Next workshop and Council report for Q2 2024-25.

STRATEGIC PRIORITY: Financial sustainability

PROJECT STATUS:



Housing Divestment

PROJECT SCOPE: Council agreed to shift its focus to delivering retirement housing only and to fund this by selling its three social housing villages (Wellesley, Nelson Park and Carlyle); and to investigate mixed and/or independent delivery models.

Q1 UPDATE: Workshop with Elected Members and Council report to happen in Q2 2024-25.

Seeking decision to proceed to two step procurement process & work with Abbeyfield Hawke's Bay re further investigations around site in Greenmeadows.

Project establishment to be set up with further feedback to be received from Chair Audit & Risk Committee.

STRATEGIC PRIORITY:

Financial sustainability

PROJECT STATUS:



EOI release delayed



Abbeyfield feasibility work progressing

Shared Services Opportunities

PROJECT SCOPE: Council directed CE to proactively seek out shared services opportunities.

Q1 UPDATE: Collaboration underway with HBRC, initial discovery and analysis of fleet and risk & assurance portfolios.

STRATEGIC PRIORITY: Financial sustainability.

PROJECT STATUS:



Civic Precinct

PROJECT SCOPE: Design of new library and community facility and Council Chambers as well as redevelopment of the old Library Tower into officer accommodation.

Q1 UPDATE: Detailed design for all areas of the precinct to be completed by end of Feb 25. Enabling works demolition underway for Te Aka, Main Contractor ROI complete with Stage 2 RFT to be advertised on GETS by end of Feb 25.



STRATEGIC PRIORITY: Places and spaces for all

PROJECT STATUS:



Local Water Done Well

PROJECT SCOPE: Implement Local Water Done Well Reforms.

Q1 UPDATE: Scope, finances, etc. to be confirmed once decision on delivery model is finalised.

Q2 2024-25 Council to approve model in principle.

Q3 2024-25 public consultation.

Q4 2024-25 final approval of model.

STRATEGIC PRIORITY: Financial sustainable / Resilient City

PROJECT STATUS:



Emergency Management

PROJECT SCOPE: Focus for Council is to be prepared for future emergency events including improving our lifeline infrastructure resilience and advocate for resilience in other lifeline infrastructure.

Q1 UPDATE: Reviewing response to inquiries.

Over 200 employees completed Emergency Management essentials training course.

Selection & appointment of full suite of controllers and function leads.

Additional training for function leads Q3 2024-25.

Further selection of pool for functions in 2025.

Work commencing to establish community hubs.

Taradale Library to be upgraded to be suitable for EOC.

STRATEGIC PRIORITY: Resilient City

PROJECT STATUS:



Carbon Reporting

PROJECT SCOPE: To approve and implement an Emissions Reduction Plan.

Q1 UPDATE: NCC's 2024 greenhouse gas inventory and report prepared in accordance with ISO14064 and reported in NCC's 2024 Annual Plan.

Independent verification statement provided by Opportune Ltd.

Emission reduction plan approved by elected members AUG-24.

HIGHLIGHTS: Low emissions concrete being used in NCC infrastructure projects.

Emulsified chip seal now specified as standard for NCC roading projects.

Office tower refurbishment reusing materials to divert 85-90% from landfill.

Ocean Spa boiler replacement feasibility underway.

STRATEGIC PRIORITY: Financial sustainability

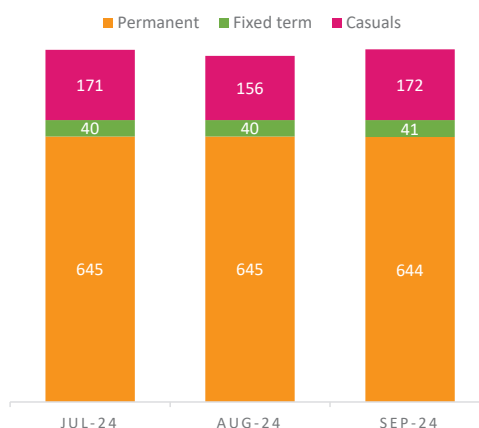
PROJECT STATUS:



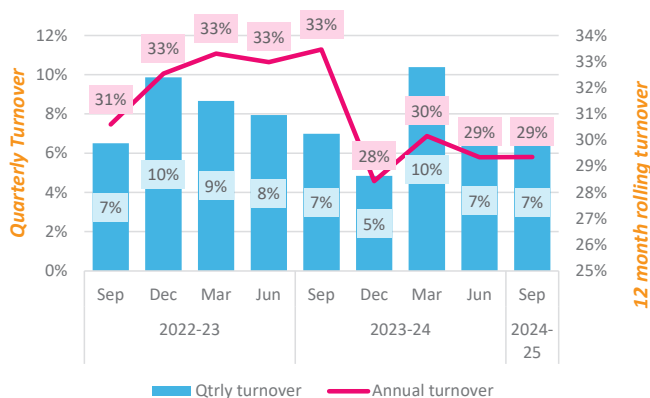
People and Capability

This quarter the predominant reasons employees left NCC were relocation (23), personal reasons (17), and moving to a new role outside of Council that allowed them to advance in their career (7). Leavers in September included 4 redundancies and a retirement after 44.5 years service.

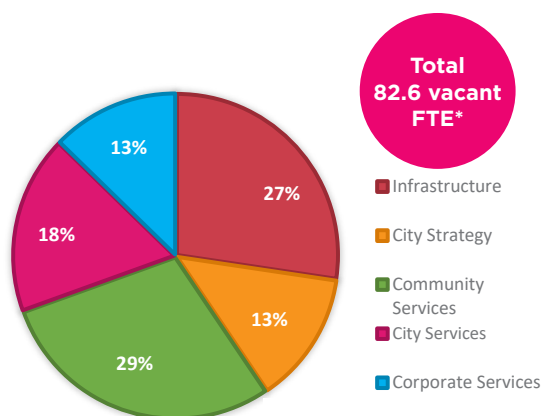
EMPLOYEE NUMBERS Q1 24/25



EMPLOYEE TURNOVER (PERMANENT AND FIXED-TERM STAFF ONLY)



VACANT FTE AS AT 30 SEPTEMBER 2024



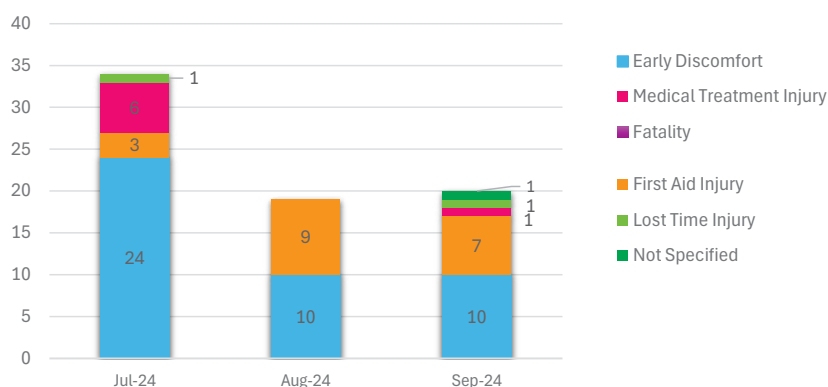
* compared to 58.6 vacant FTE in Q1 2023/24

Health and Safety

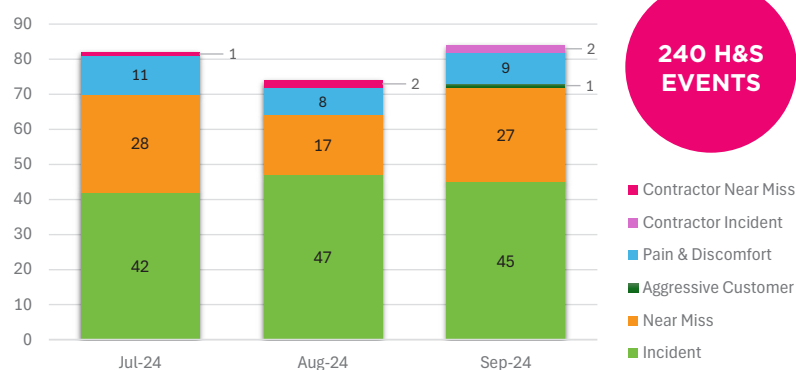
Classified event reporting has increased by 35% compared to the previous quarter. This rise is largely attributed to enhanced functionality in reporting tools and a focused initiative by the Health & Safety team to boost event reporting across the organisation.

There were two Lost Time Injuries (LTIs) reported this quarter. While not ideal, this number is relatively low considering the total hours worked during the period. The data collected now provides more accurate classifications of events, as well as detailed information on specific injuries or instances of pain and discomfort.

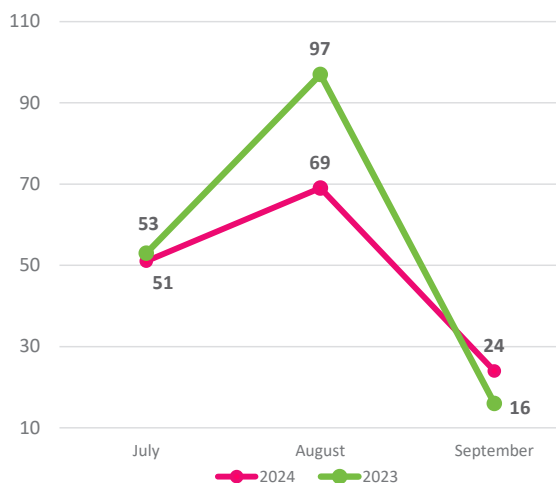
EVENTS & INJURIES Q1 2024



INJURIES BY TYPE Q1 2024



HEALTH AND SAFETY COMPLIANCE TRAINING ATTENDANCE



Key Performance Measures

This quarter 86% of key performance indicators (60 of 70) measured on a monthly or quarterly basis were achieved or are in progress and on target to be achieved by year end.



Capital Plan Delivery

Figures are shown in thousands (\$,000)

* Variance Key
Favourable / Underspent
Unfavourable / Overspent

Capital	Year to Date Sep 2024				Year End		
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance*
Transportation	1,962	667	(1,295)	<(100)%	16,140	13,657	(2,483)
Stormwater	857	868	11	1%	4,741	5,083	342
Wastewater	2,199	1,279	(920)	(72)%	7,032	9,654	2,622
Water Supply	1,622	1,618	(4)	(0)%	4,706	8,686	3,980
Other Infrastructure	28	22	(7)	(30)%	5,091	4,740	(351)
City Strategy	72	337	264	79%	1,347	918	(429)
Community and Visitor Experiences	5,766	5,619	(147)	(3)%	29,610	26,607	(3,003)
Property Assets	1,772	2,163	392	18%	12,889	26,092	13,203
Support Units	587	972	386	40%	4,235	4,897	662
Total Capital Expenditure	14,866	13,546	(1,320)	(10)%	85,858	100,418	14,560

NB this capital reporting includes Parklands expenditure – which is transferred to Inventory for sale.

Total capital expenditure for Q1 2024-25 was \$1.3m above the revised budget. The revised budget includes budget carry-forwards from 2023-24 and updated timing/re-phasing of expenditures across years/months.

Transportation spent \$1.3m more than budgeted year-to-date, with renewal projects being \$610k ahead of schedule and \$550k of required intersection safety improvements were completed without budgets.

Wastewater spent \$920k more than budgeted in Q1, with equipment failures causing a \$530k overspend on the Greenmeadows pump station improvements, and \$420k was spent on the Awatoto Treatment Plant restoration pending the receipt of insurance funding.

Property Assets spent \$390k less than budgeted on capital expenditure as the cost of fill and earthworks for Parklands was less than budgeted.

Support Units spent \$390k less on capital expenditure year-to-date, due to the late delivery of an order of fleet vehicles – a Hydralada for gardening, a JCB digger for drain clearing and an aerator for turf management.



Financial Performance Snapshot

Figures are shown in thousands (\$,000)

* Variance Key
Favourable / Underspent
Unfavourable / Overspent

All Council	Year to Date Sep 2024				Year End		
	Actual	Revised Budget	Variance*	% Variance	Revised Budget	Annual Plan	Variance*
Revenue							
Rates Revenue	25,260	25,620	(359)	(1)%	102,478	102,478	-
Finance Revenue	214	42	172	>100%	166	166	-
Financial and Development Contributions	1,191	683	508	74%	7,665	7,665	-
Subsidies and Grants	2,122	3,219	(1,096)	(34)%	11,131	11,084	48
Other Revenue	10,989	14,287	(3,298)	(23)%	67,661	67,661	(0)
Other gains/losses	-	-	-	-	5,968	5,968	-
	39,776	43,850	(4,074)	(9)%	195,069	195,022	48
Expenditure							
Employee Benefit Expense	15,723	14,638	(1,085)	(7)%	60,757	60,950	193
Depreciation and Amortisation	10,084	11,238	1,154	10%	44,951	44,951	-
Finance Costs	278	856	579	68%	3,425	3,425	-
Other Operating Expenses	14,154	20,985	6,832	33%	95,401	91,272	(4,129)
Share of associate surplus/deficit	-	-	-	-	(728)	(728)	-
Offsetting Expenditure	1	(195)	(196)	<(100)%	(780)	(0)	780
	40,239	47,523	7,284	15%	203,025	199,870	(3,155)
Net Operating Surplus / (Shortfall)	(463)	(3,673)	3,210	87%	(7,956)	(4,849)	(3,107)

The year-to-date net operating shortfall of \$463k is \$3.2m favourable to the budgeted deficit of \$3.7m. This favourable variance is attributable to a combination of factors as outlined below:

Revenue

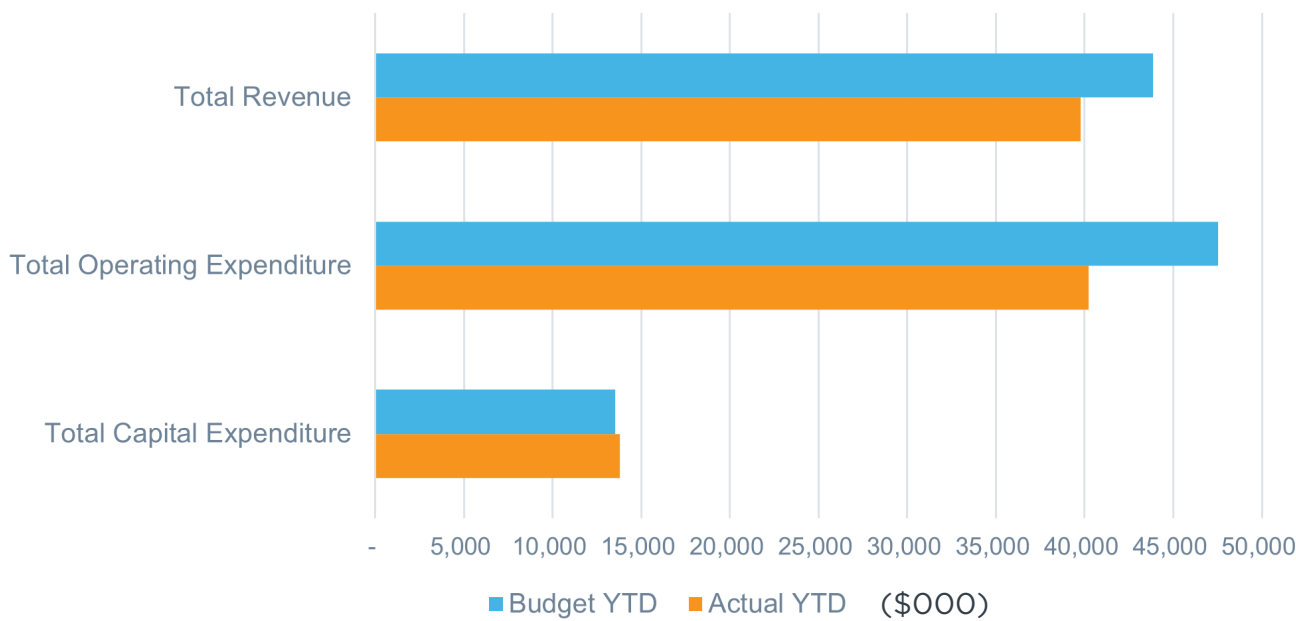
- Other Revenue is \$3.3m lower than budgeted, mainly due to lower Parklands Residential Development sales due to a change in strategy to ensure development and sales are completed with a commercial focus.
- Subsidies and Grants are \$1.1m lower than budgeted due to timing of property compensation voluntary buyouts related to Cyclone Gabrielle.

Expenditure

- Other Operating Expenses are \$6.8m lower than budgeted due to timing of property compensation buyouts related to Cyclone Gabrielle and timing of Parklands Residential Development cost of sales.
- Depreciation and Amortisation are \$1.2m lower than budgeted due to the reduced level of asset capitalisation from the previous year.
- This is partially offset by Employee Benefit Expenses which are \$1.1m higher than budgeted. Elected Members directed labour efficiencies to be found during three year plan deliberations - directors are working on a strategy to meet these by year end, but they have not been achieved in the first quarter.



Performance v Budget



Activity Group Financial Summary

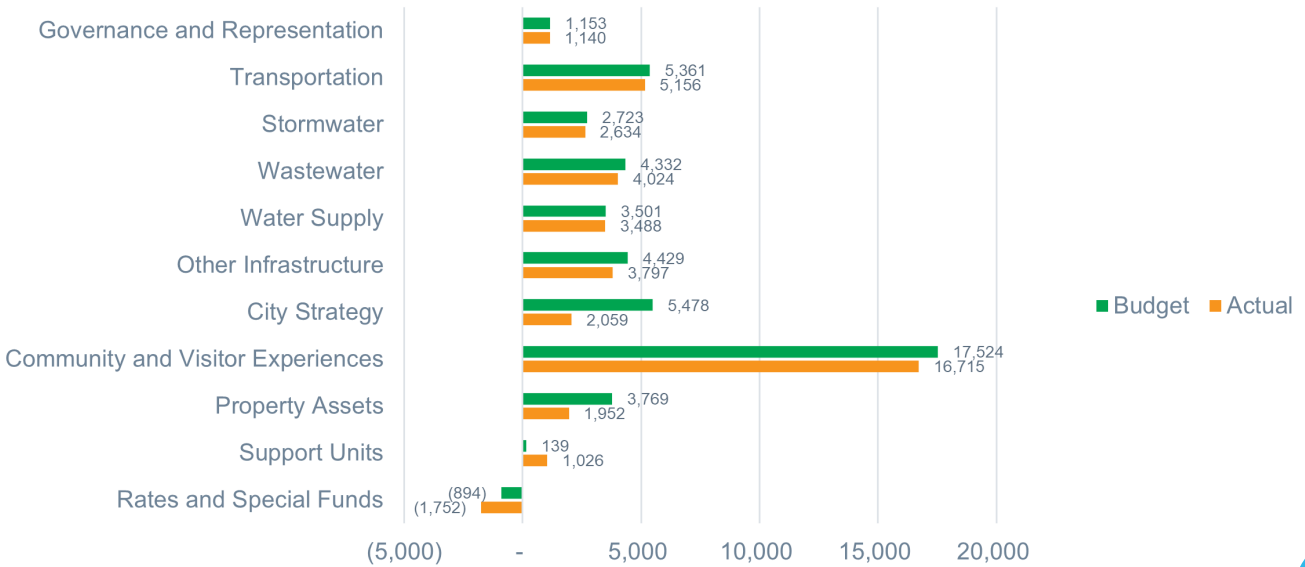
Figures are shown in thousands (\$,000)

* Variance Key
Favourable / Underspent
Unfavourable / Overspent

Financial Performance	Year to Date Sep 2024				Year End		
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance*
Governance and Representation	(1,137)	(1,152)	15	1%	(5,779)	(5,619)	(159)
Transportation	(3,064)	(2,880)	(183)	(6)%	(10,388)	(10,388)	(0)
Stormwater	(782)	(757)	(25)	(3)%	(1,872)	(1,258)	(614)
Wastewater	(1,360)	(1,424)	64	4%	(3,457)	(2,711)	(746)
Water Supply	(1,208)	(988)	(220)	(22)%	(2,559)	(1,722)	(837)
Other Infrastructure	(532)	(922)	390	42%	(3,066)	(3,066)	-
City Strategy	783	(2,421)	3,203	>100%	(13,201)	(11,010)	(2,191)
Community and Visitor Experiences	(11,221)	(11,339)	118	1%	(42,939)	(42,940)	2
Property Assets	(8)	181	(189)	<(100)%	3,419	4,214	(795)
Rates and Special Funds	18,672	17,667	1,005	6%	72,828	71,557	1,271
Support Units	(605)	363	(968)	<(100)%	(943)	(1,905)	962
Net Operating Surplus / (Shortfall)	(463)	(3,673)	3,210	87%	(7,956)	(4,849)	(3,107)

- City strategy reported \$3.2m more operating surplus than budgeted, as an accrual for property compensation payments from 2023-24 was reversed and some property compensation payments have not yet occurred at Q1.
- Rates and Special Funds was \$1m favourable to budget, as an increased amount of internal loans were set up vs budget in 2023-24, resulting in increased payments back to this cost centre.
- Support Units were \$970k adverse to budget, as budgeted labour efficiencies have not yet been determined or applied across the organisation.

Summary Net Operating Expenditure of Activity Groups



Treasury Management Summary

Investments Report

INVESTMENT TYPES HELD AT QUARTER-END: 30 SEPTEMBER 2024

				Amount
Call Deposits				\$0
Term Deposits	S&P Credit Rating	Average 12-Month Int Rate		
Bank				
Westpac	AA-	n/a	\$0	
ANZ	AA-	5.48%	\$3,000,000	
ASB	AA-	n/a	\$0	
BNZ	AA-	n/a	\$0	
Kiwibank	AA	n/a	\$0	
Total Investments as at 30 September 2024				\$3,000,000

RANGE OF INTEREST RATES NEGOTIATED DURING THE QUARTER

	Rate	Date
Call Deposits (lowest) *	n/a	All
Call Deposits (highest) *	n/a	All
Term Deposits (lowest)	5.40%	23/08/2024
Term Deposits (highest)	5.65%	2/08/2024

WEIGHTED AVERAGE INTEREST RATE FOR ALL CURRENTLY HELD INVESTMENTS

	Amount	Average Rate
Call Deposits	\$0	0.00%
Term Deposits	\$3,000,000	5.46%
	\$3,000,000	
Weighted Average Interest Rate as at 31 March 2024		5.46%
Benchmark Average Interest Rate as at 31 March 2024		5.34%

(Benchmark = average 6-month 'BKBM' mid-rate of today and 6 months ago)

MATURITY PROFILE OF INVESTMENTS

Term	%age	Lower Limit	Upper Limit	Within Limits
0 - 6 months	100.0%	30%	80%	No •
6 - 12 months	0.0%	20%	70%	No •
1 - 3 years	0.0%	0%	50%	Yes •
3 - 5 years	0.0%	0%	20%	Yes •

EXTERNAL LOANS REPORT

	\$000
External loans as at 1 July 2023	\$20,000
New loans raised year to date	\$10,000
Total external loans as at 31 Mar 2024	\$30,000
Balance of loans forecast to be raised in current year	\$55,565
Total external loans forecast 30 June 2024 (Annual Plan)	\$85,565

Risk and Assurance

ELT have updated the strategic risk profile to serve Councils core objectives. The set-up of strategic risks have largely been improved, resulting in better revised risk ratings for 5 of the strategic risks.

- **Strategic Risk - 3 People & Capability:** further work defining objectives and the risk set-up has determined a higher revised risk rating than previously reviewed.
- **Strategic Risk 7 - Work Health and Safety:** the risk was originally reviewed as within appetite. Recent internal audits have identified weaker effectiveness of controls, moving the risk out-of-appetite. This has been escalated to the C/E and is on a quarterly review frequency until the revised risk level reduces to Medium or Low, where it will become an annual review.

Strategic Risk

No.	Risk Description	Inherent	Residual	Forecast	Trend
1	SR15 - Infrastructure - Plan for, develop and maintain sound infrastructure Risk Owner Comments: Escalated to Director Infrastructure on 12 monthly review	Extreme	Medium	Low	↓
2	SR21 - Not enabling our communities to become resilient Risk Owner Comments: Within Appetite on 12 monthly review	Extreme	Low	Low	↓
3	SR22 - People & Capability Risk Owner Comments: Escalated to Chief Executive on Quarterly review Next Due 15 Feb 2025	Extreme	High	Low	↑
4	SR23 - Sustainable Financial Strategy Risk Owner Comments: Within Appetite on 12 monthly review	Extreme	Medium	Medium	↓
5	SR25 - Te Tiriti O Waitangi commitments and obligations Risk Owner Comments: Within Appetite on 12 monthly review	Extreme	Medium	Medium	↔
6	SR26 - Impact of external change and reform Risk Owner Comments: Within Appetite on 12 monthly review	Extreme	Medium	Medium	↓
7	SR32 - Work Health & Safety - Maintain a safe and healthy workplace and safe systems of work (ie we do not proactively navigate H&S threats) Risk Owner Comments: Controls and treatment actions reassigned and are being determined . Once the revised risk level is determine, it is likely escalation will be required, indicating time frame to conclude the improvements that will be made as a result of the completion of the treatment actions Currently this risk remains at a quarterly review frequency. and will more than likely require escalation to the C/E	Extreme	High	Low	↑
8	SR33 - Effectiveness of Emergency Management Risk Owner Comments: Escalated to Chief Executive requires Quarterly review (15 Nov 2024)	Extreme	High	Low	↔
9	SR35 - Climate Change Risk Owner Comments: Meeting with the Risk Owner, Executive Director City Strategy Nov 21st to conclude this Strategic Risk Assessment It is probable that this will require escalation once the Risk Assessment and analysis is complete. and it may require escalation to the C/E as it is a Reputation/Image category.	Extreme	High	Medium	↔
10	SR36 - Delivery of Programmes and Change Risk Owner Comments: Debrief on this risk, its controls and treatment actions provided EPMO Manager, agreement reached to input what is their work plan as treatment actions to exhibit the progress made so far in reducing the revised risk levels, with the probability of reducing it to a level where the escalation can be signed for by the Chief Executive. This should be achievable, within the next week.	Extreme	Extreme	Low	↓
11	SR41 - Security, Integrity and Privacy of Data and Information Risk Owner Comments: Within Appetite on 12 monthly review	High	Low	Low	

See the Appendix Quarterly Report for performance measures and financial and capital reporting at the activity level at napier.govt.nz/quarterly-report



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This report summarises the Council’s progress in the first quarter of 2024/25 towards fulfilling the intentions in the Annual Plan. Quarterly performance is assessed against Income, Total Operating Expenditure, Capital Expenditure and Key Performance Measures.

Activity Group Detail

This section provides further detail on the key performance measures and the financial performance of each of the activities within Council.

The Council activities contribute to the Community Outcomes, as stated in the 2024-34 Long Term Plan. Council considers that meeting its service level targets constitutes a major role as a contributor to the progress of the Community Outcomes.



Governance and Representation

GOVERNANCE & REPRESENTATION

PERFORMANCE SUMMARY

Democracy and Governance

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Council holds regular Council and Council Committee meetings that are accessible and notified to the local community	Percentage of Council meetings for which meeting agenda is made publicly available two working days before the meeting date.	100%			100%	●	
Council will comply with legislative requirements.	Number of LGOIMA requests responded to within statutory time frames	100%			100%	●	

Te Waka Rangapū

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
We are strengthening our partnerships and recognise the special and integral place of mana whenua and tangata whenua in Council decision making (co-governance)	Legislative compliance with ss 14(1)(d), 60A, 77(1)(c), 81 and 82(2) of the Local Government Act 2002	Achieved			Compliant	●	
	Sustained participation at Ngā Manukanuka o Te Iwi Komiti Meetings	In Progress			Achieves Quorum	●	
	Mana whenua participation in Council projects, workshops etc.	Achieved			Participation	●	

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

GOVERNANCE & REPRESENTATION

FINANCIAL SUMMARY

Democracy and Governance Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024				Revised Budget	Annual Plan	Variance	Notes	Comments
	Actual	Revised Budget	Variance	% Variance					
Revenue	(3)	(1)	2	>100%	(3)	(3)	-		
Expenditure	1,139	1,147	7	1%	5,758	5,598	(159)		
Depreciation	1	6	5	84%	24	24	-		
Net Operating Expenditure	1,137	1,152	15	1%	5,779	5,619	(159)		

Democracy and Governance Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024				Revised Budget	Annual Plan	Variance	Notes	Comments
	Actual	Revised Budget	Variance	% Variance					
Democracy and Governance									
Revenue	-	-	-	-	-	-	-		
Expenditure	352	352	0	0%	1,406	1,406	0		
Democracy and Governance Total	352	352	0	0%	1,406	1,406	0		
Te Waka Rangapu									
Revenue	-	-	-	-	-	-	-		
Expenditure	176	202	26	13%	826	826	(0)	-1-	Cost underspends for Iwi Supports, Staff Training and Events.
Te Waka Rangapu Total	176	202	26	13%	826	826	(0)		
Chief Executive									
Revenue	-	-	-	-	-	-	-		
Expenditure	229	151	(78)	(51)%	1,672	1,672	(0)	-1-	Elected Members directed labour efficiencies to be found during three year plan deliberations - directors are working on a strategy to meet these by year end, but they have not been achieved in the first quarter.
Chief Executive Total	229	151	(78)	(51)%	1,672	1,672	(0)		
Council									
Revenue	(3)	(1)	2	>100%	(3)	(3)	-		
Expenditure	384	448	64	14%	1,878	1,719	(159)	-2-	Appointed committee member expenditure is under budget due to absences at meetings. Budgeted consultation and local election expenses have are currently under budget but will get used over the financial year.
Council Total	381	447	66	15%	1,875	1,715	(159)		

Democracy and Governance Capital as at September 2024

Figures are shown in thousands (\$,000)

Capital	Year to Date to September 2024				Revised Budget	Annual Plan	Notes	Comments
	Actual	Revised Budget	Variance	% Variance				
Chief Executive								
Minor Capital Items	-	-	-	-	66	83		
Total Chief Executive	-	-	-	-	66	83		
Total Capital Expenditure	-	-	-	-	66	83		
Asset Sales	-	-	-	-	-	-		



City Strategy

CITY STRATEGY

PERFORMANCE SUMMARY

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
City Development							
All measures are reported at Year End only							
Building Consents							
Council monitors and enforces legislative compliance to protect its citizens and their safety	Process building consent applications within the statutory time frame of 20 working days	78%			100%	●	Combination of consents on high days when processed and request for information replies coming in for consents that were already on high days.
	Process code compliance certificates within the statutory time frame of 20 working days	100%			100%	●	
	Audit buildings requiring building warrants of fitness annually	8%			20%	●	
	Percentage of residential swimming pools inspected annually to ensure that all pool barriers are inspected at least once every 3 years	25%			100%	●	
	Maintain Building Consent Authority (BCA) accreditation	Maintained			Maintained	●	
Resource Consents							
Council monitors and enforces legislative compliance to protect its citizens and their safety	Process all resource consents and all subdivision consents within the statutory timeframes**	100%			Compliant	●	
	Land Information Memorandums to be processed within the statutory limit of 10 working days	100%			100%	●	
	All formal complaints are initiated and responded to within 3 days of receipt by Council.	100%			100%	●	

* Statutory timeframes vary in some circumstances due to the nature of the application and/or its complexity.
^ Resource Consenting statistics are reported annually to the Ministry for the Environment.

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

CITY STRATEGY

PERFORMANCE SUMMARY CONTINUED

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Regulatory Solutions							
Council monitors and enforces legislative compliance to protect its citizens and their safety	Percentage of Noise Control complaints referred to the contractor which have an Officer onsite and action commenced to resolve the complaint within 30 minutes of the call being received	97%			80%	●	
Animal Control							
Implement and enforce the requirements of the Dog Control Act 1996	All requests for services are investigated and responded to within 21 days	98%			100%	●	In some circumstances, the investigation process can take longer than the 21 days to close out, however a response is provided within this time by way of update.
Parking							
<i>All measures are reported at Year End only</i>							

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

CITY STRATEGY

FINANCIAL SUMMARY

City Strategy Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Revenue	(2,842)	(3,058)	(216)	(7)%	(9,979)	(9,979)	-		
Expenditure	1,950	5,341	3,391	63%	22,632	20,441	(2,191)	-1-	Property compensation , flow on effect as not all these properties have been settled in September 2024 and staff vacancies and timing of spending of project related programs.
Depreciation	109	137	28	21%	547	547	-		
Net Operating Expenditure	(783)	2,421	3,203	>100%	13,201	11,010	(2,191)		

City Strategy Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
City Ambassadors and CCTV									
Revenue	-	-	-	-	-	-	-		
Expenditure	310	348	37	11%	1,506	1,506	(0)	-2-	Vacant role and lower than budgeted depreciation due to timing of capital programme.
City Ambassadors and CCTV Total	310	348	37	11%	1,506	1,506	(0)		
Property Compensation									
Revenue	(102)	(262)	(160)	(61)%	(1,047)	(1,047)	-	-3-	50% government contribution has been received for all but one property at June 2024. The property remaining is still only in the early stages of negotiations. Washup may be required once all properties settled.
Expenditure	(1,833)	602	2,435	>100%	2,408	2,408	-	-4-	In the 2024 year only half the expected properties were settled. Known costs were accrued at 30 June 2024. This has had a flow on effect as not all these properties have been settled at September 2024, causing this timing variance.
Property Compensation Total	(1,935)	340	2,276	>100%	1,361	1,361	-		
City Strategy Admin									
Revenue	-	-	-	-	-	-	-		
Expenditure	120	174	55	31%	718	718	-	-5-	Vacant roles and underspend on other operating expenses.
City Strategy Admin Total	120	174	55	31%	718	718	-		
Regulatory Consents									
Revenue	(197)	(214)	(16)	(8)%	(854)	(854)	-		
Expenditure	274	383	110	29%	1,561	1,561	(0)	-6-	Vacant roles and underspend on other operating expenses.
Regulatory Consents Total	77	170	93	55%	707	707	(0)		
Planning Policy									
Revenue	-	-	-	-	-	-	-		
Expenditure	560	1,007	447	44%	5,199	3,646	(1,553)	-7-	Underspend in this period is attributed to staff vacancy and timing of spending of District Plan, Growth Study and Recovery Support Programme expenses.
Planning Policy Total	560	1,007	447	44%	5,199	3,646	(1,553)		
Environmental Health									
Revenue	(188)	(185)	3	1%	(622)	(622)	-		
Expenditure	304	346	43	12%	1,405	1,405	(0)	-8-	Vacant roles.
Environmental Health Total	116	161	45	28%	783	783	(0)		
Building Consents									
Revenue	(673)	(719)	(46)	(6)%	(2,876)	(2,876)	-		
Expenditure	980	995	14	1%	4,055	4,055	0		
Building Consents Total	307	276	(32)	(11)%	1,180	1,180	0		

CITY STRATEGY

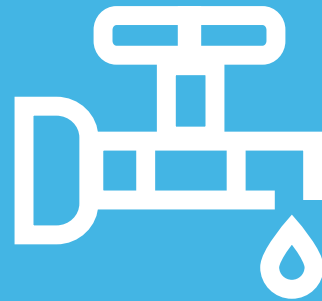
FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Animal Control									
Revenue	(789)	(775)	14	2%	(891)	(891)	-		
Expenditure	313	358	45	13%	1,452	1,452	(0)	-9-	Less security callouts than expected and saving of material purchases for dogs supplies and microchips.
Animal Control Total	(476)	(417)	59	14%	561	561	(0)		
Parking									
Revenue	(797)	(807)	(9)	(1)%	(3,306)	(3,306)	-		
Expenditure	713	789	76	10%	2,968	2,852	(115)	-10-	Timing of other operating expenses.
Parking Total	(84)	(18)	67	>100%	(338)	(454)	(115)		
City & Business Promotion									
Revenue	(95)	(96)	(1)	(1)%	(383)	(383)	-		
Expenditure	252	345	93	27%	1,385	1,385	(0)	-11-	Timing of REDA invoicing to NCC for Economic Development Promotion.
City & Business Promotion Total	157	249	92	37%	1,002	1,002	(0)		
City Promotion Grants									
Revenue	-	-	-		-	-	-		
Expenditure	-	-	-		-	-	-		
City Promotion Grants Total	-	-	-		-	-	-		
Enterprise Project Management Office									
Revenue	-	-	-		-	-	-		
Expenditure	67	131	64	49%	522	-	(522)		
Enterprise Project Management Office Total	67	131	64	49%	522	-	(522)		

City Strategy Capital as at September 2024

Figures are shown in thousands (\$,000)		Year to Date to September 2024							
Capital	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Notes	Comments	
Animal Control									
Complex Shelter & Office	-	12	12	100%	47	47			
Stock Control Equipment	-	2	2	100%	6	6			
New Impounding Facility	-	23	23	99%	93	93			
Total Animal Control	-	37	37	100%	146	146			
Parking									
Additional CBD Parking	19	281	262	93%	1,124	700	-1-	Ongoing Herschell Street project variance due to timing of contract expenses.	
Alternate Transport Parking	-	9	9	100%	36	36			
Parking Minor Capital	-	2	2	100%	6	6			
Parking Equipment Replacement	53	8	(45)	(100)%	30	30	-2-	Vandalised parking meter units replacements exceeded the allocated budget.	
Parking Equipment Replacement S810	-	1	1	80%	5	-			
Total Parking	72	300	229	76%	1,201	772			
Total Capital Expenditure	72	337	266	79%	1,347	918			
Asset Sales	-	-	-		-	-			



Water Supply

WATER SUPPLY

PERFORMANCE SUMMARY

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Water Supply							
Management of Environmental Impacts	Median response times from time notification received: attendance time for urgent call-outs (Mandatory)	23 minutes			≤ 90 minutes	●	
	Median response times from time notification received: resolution time for urgent call-outs (Mandatory)	2.3 hours			≤ 6 hours	●	
	Median response times from time notification received: attendance for non-urgent call-outs (Mandatory)	24.2 hours			≤ 24 hours	●	
	Median response times from time notification received: resolution time for non-urgent call-outs (Mandatory)	29.5 hours			≤ 72 hours	●	
Customer Satisfaction	Total number of complaints per 1,000 connections relating to drinking water taste, drinking water clarity, drinking water odour, drinking water pressure or flow, and continuity of supply (Mandatory measure 4)	0.36			≤ 2	●	

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%



WATER SUPPLY FINANCIAL SUMMARY

Water Supply Financial Summary as at September 2024

Figures are shown in thousands (\$,000)								
Net Operating Expenditure	Year to Date Sep 2024				Revised Budget	Annual Plan	Variance	Notes
	Actual	Revised Budget	Variance	% Variance				
Revenue	(2,280)	(2,404)	(125)	(5)%	(11,232)	(11,232)	(0)	
Expenditure	2,255	2,243	(12)	(1)%	8,762	7,925	(837)	
Depreciation	1,233	1,257	24	2%	5,030	5,030	-	
Net Operating Expenditure	1,208	1,096	(112)	(10)%	2,559	1,722	(837)	

Water Supply Financial Summary as at September 2024

Figures are shown in thousands (\$,000)								
Net Operating Expenditure	Year to Date Sep 2024				Revised Budget	Annual Plan	Variance	Notes
	Actual	Revised Budget	Variance	% Variance				
Water Supply								
Revenue	(2,280)	(2,404)	(125)	(5)%	(11,232)	(11,232)	(0)	
Expenditure	3,488	3,501	12	0%	13,792	12,954	(837)	
Water Supply Total	1,208	1,096	(112)	(10)%	2,559	1,722	(837)	



Water Supply Capital as at September 2024

Figures are shown in thousands (\$,000)		Year to Date to September 2024						
Capital	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Notes	Comments
Water Supply								
IAR Pipes	186	196	9	5%	1,114	1,114		
IAR Pump Stations	139	141	2	1%	643	628		
Water Bore Renewals	-	-	-		100	-		
Water Reservoir Renewals	-	-	-		-	206		
Water Treatment Renewals	28	36	7	20%	292	330		
IAR Water Meters	-	2	2	100%	6	6		
New Taradale Bore Field	-	-	-		250	250		
Replacement of Enfield reservoir	138	120	(18)	(15)%	350	1,000		
Gifted/Vested Assets	-	-	-		262	262		
District Modelling Projects	19	20	1	5%	59	59		
New bores in Awatoto	-	-	-		64	64		
New Reservoir Westen Hills	273	250	(23)	(9)%	1,000	1,327		
New Water Treatment Plant	27	27	-		200	200		
Reservoir inlets and outlets improvements	-	-	-		-	-		
Urban Growth Projects - Water Supply	-	-	-		-	889		
Awatoto Trunk main extentison	23	23	-		200	600		
Borefield No.1 Rising Main	-	-	-		447	447		
Taradale Falling Trunk Main	36	40	4	10%	105	403		
FW2 Fireflow Network Upgrades	3	-		100%	-	-		
Awatoto Industrial & Phillips Road Bore	44	45	1	2%	880	2,500		
Water Network Improvements	46	49	3	6%	250	387		
Water Reservoir Improvements	9	10	1	10%	95	395		
Water Treatment Improvements	0	-	-		50	-		
Water Growth Projects	-	-	-		119	119		
Enable Growth- Water Extension Meanee	650	660	10	2%	720	-		
Capital Non-delivery assumption	-	-	-		(2,500)	(2,500)		
Total Water Supply	1,622	1,618	(1)	(0)%	4,706	8,686		
Total Capital Expenditure	1,622	1,618	(1)	(0)%	4,706	8,686		
Asset Sales	-	-	-		-	-		



Wastewater

WASTEWATER

PERFORMANCE SUMMARY

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Wastewater							
Public Health and Sanitation: We operate, maintain, and size the network to minimise the occurrence of raw wastewater overflows into habitable areas	Number of dry weather wastewater overflows, expressed per 1000 connections	0.22 per 1000 connections			<0.12 per 1000 connections	●	Symptom of an aging wastewater network.
Minimise Environmental Impacts: By treating wastewater to the legally required standard before discharging into the environment	Compliance with resource consents for discharge from the wastewater system as measured by the number of abatement notices received in relation to wastewater resource consents (Mandatory)	0			0%	●	
	Compliance with resource consents for discharge from the wastewater system as measured by the number of infringement notices received in relation to wastewater resource consents (Mandatory)	0			0%	●	
	Compliance with resource consents for discharge from the wastewater system as measured by the number of enforcement orders received in relation to wastewater resource consents (Mandatory)	0			0%	●	
	Compliance with resource consents for discharge from the wastewater system as measured by the number of convictions received in relation to wastewater resource consents (Mandatory)	0			0%	●	
Customer Responsiveness and Satisfaction:	Median response times to sewerage overflows: attendance time from notification to staff on site (Mandatory)	0.83 hours			≤2 hours	●	
We respond to and restore loss of service and address complaints AND will deliver a consistently high level of customer satisfaction	Median response times to sewerage overflows: resolution time from notification to resolution of the issue (Mandatory)	2.8 hours			≤8 hours	●	
	Total number of complaints per 1,000 connections relating to sewage odour, sewerage system faults, sewerage system blockages, and response to issues with Napier's sewerage system (Mandatory)	0.4			≤36	●	

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

WASTEWATER FINANCIAL SUMMARY

Wastewater Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Revenue	(2,664)	(2,787)	(123)	(4)%	(13,558)	(13,558)	-		
Expenditure	2,033	2,298	265	12%	8,875	8,129	(746)	-1-	Timing of Outfall Maintenance expenditure no incurred.
Depreciation	1,991	2,035	44	2%	8,140	8,140	-		
Net Operating Expenditure	1,360	1,545	185	12%	3,457	2,711	(746)		

Wastewater Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Wastewater									
Revenue	(2,664)	(2,787)	(123)	(4)%	(13,558)	(13,558)	-		
Expenditure	4,024	4,332	309	7%	17,015	16,269	(746)		
Wastewater Total	1,360	1,545	185	12%	3,457	2,711	(746)		



Wastewater Capital as at September 2024

Figures are shown in thousands (\$,000)		Year to Date to September 2024							
Capital	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Notes	Comments	
Wastewater									
Sewer Pipe Renewal	561	569	8	1%	2,730	2,624			
Sewer Pump Station Renewal	148	160	12	8%	880	1,588			
Treatment Plant Renewal	434	10	(424)	(100)%	474	474	-1-	Awatoto Treatment Plant restoration from Cyclone Gabrielle, which will be funded by insurance.	
Wastewater Treatment Plant Upgrade	391	415	23	6%	1,897	2,000			
Wastewater Outfall IAR	-	-	-		-	350			
Flow meter replacements	-	-	-		110	59			
Wastewater Treatment Renewals	12	15	3	20%	706	871			
Gifted/Vested Assets	-	-	-		475	475			
Wastewater Pump Station Improvements	572	40	(532)	(100)%	405	750	-2-	Greenmeadows pump station overspend due to existing equipment failures which led to contract variations.	
Wastewater Treatment Improvements	-	-	-		492	992			
Tradewaste New Projects	-	-	-		262	150			
Wastewater Growth Projects	5	-	(5)	(100)%	50	878			
Flow metering	5	5	-		486	200			
Installation of Generator Connections	-	-	-		186	43			
Pandora Industrial Main	2	-	(2)	(100)%	-	-			
Taradale Wastewater Diversion	64	66	2	3%	277	500			
Te Awa Structure Plan - Wastewater	5	-	(5)	(100)%	100	200			
Capital Non-delivery assumption	-	-	-		(2,500)	(2,500)			
Total Wastewater	2,199	1,279	(920)	(72)%	7,032	9,654			
Total Capital Expenditure	2,199	1,279	(920)	(72)%	7,032	9,654			
Asset Sales	-	-	-		-	-			



Stormwater

STORMWATER PERFORMANCE SUMMARY

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Stormwater							
The stormwater network adequately protects the health and safety of Napier residents and protects property by providing protection against flooding	Number of flooding events that occur per year (Mandatory)	0			≤1	●	
	For each flooding event, the number of habitable floors affected per 1,000 properties (Mandatory)	0			≤1	●	
	Median response time to attending a flood event (notification to personnel being on site) (Mandatory)	0.6 hours			≤2 hours	●	
Stormwater is collected and disposed of in a manner that protects public and environmental health	Compliance with resource consents for discharge from the stormwater system as measured by the number of abatement notices (Mandatory)	0			0	●	
	Compliance with resource consents for discharge from the stormwater system as measured by the number of infringement notices (Mandatory)	0			0	●	
	Compliance with resource consents for discharge from the stormwater system as measured by the number of enforcement orders (Mandatory)	0			0	●	
	Compliance with resource consents for discharge from the stormwater system as measured by the number of convictions received in relation to stormwater resource consents (Mandatory)	0			0	●	
Residents are satisfied with Council's stormwater service	Number of complaints received about performance of stormwater system (per 1,000 properties connected) (Mandatory)	0.92			≤5	●	
Stormwater is collected and disposed of in a manner that protects public and environmental health	Number of education programmes delivered to improve stormwater quality	1			>1	●	The stormwater murals were installed on all the bridge crossings over our urban waterways along Kennedy Rd. These tell the story, and some of the history, of the urban waterways and the estuary they flow to, Te Whanganui a Orotu. The aim of the mural is to raise community awareness of the importance of keeping the urban waterways clean to help preserve the health and wellbeing of the estuary.

STORMWATER FINANCIAL SUMMARY

Stormwater Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Revenue	(1,852)	(1,878)	(27)	(1)%	(9,086)	(9,086)	-		
Expenditure	1,290	1,344	54	4%	5,442	4,828	(614)		
Depreciation	1,343	1,379	36	3%	5,517	5,517	-		
Net Operating Expenditure	782	845	63	7%	1,872	1,258	(614)		

Stormwater Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

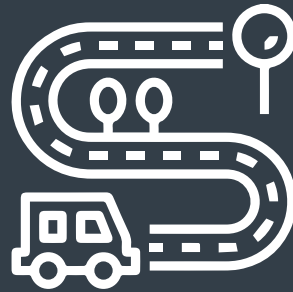
Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Stormwater									
Revenue	(1,852)	(1,878)	(27)	(1)%	(9,086)	(9,086)	-		
Expenditure	2,634	2,723	90	3%	10,958	10,344	(614)		
Stormwater Total	782	845	63	7%	1,872	1,258	(614)		



Stormwater Capital as at September 2024

Figures are shown in thousands (\$,000)

Capital	Year to Date to September 2024				Revised Budget	Annual Plan	Notes	Comments
	Actual	Revised Budget	Variance	% Variance				
Stormwater								
Stormwater IAR	125	134	9	7%	300	101		
SW Pump Station Renewal	58	60	2	3%	202	631		
SCADA minor replacements	20	25	5	20%	137	150		
Stormwater pump replacements	88	90	2	2%	278	278		
Stormwater pump station electrical replacements	-	-	-		119	119		
Stormwater reticulation replacements	11	11	-		311	356		
Thames/Tynes pipe and drain upgrades	1	-	(1)	(100)%	48	48		
Gifted Vested Assets	-	-	-		531	531		
Extend Outfalls Marine Parade	64	64	-		187	150		
Drain Improvements	1	1	-		36	36		
Ahuriri Master Plan Project 11 - Pandora catchment improvemen	-	-	-		119	119		
Ahuriri Master Plan Project 3 - improve direct outfalls	-	-	-		113	113		
CBD Stormwater Upgrade	-	-	-		161	-		
SCADA upgrade project	1	-	(1)	(100)%	-	-		
Tennyson St outfall improvements	-	-	-		150	350		
Upgrade existing Onehunga pump station	8	10	2	20%	100	100		
Ahuriri Estuary Projects	120	125	5	4%	305	356		
Flood Alleviation Projects	121	117	(4)	(3)%	529	500		
Open Waterway Improvements	84	77	(7)	(9)%	941	603		
Stormwater Network Improvements	7	10	3	31%	684	1,184		
Stormwater Pump Station Improvements	18	20	2	10%	300	400		
Stormwater Growth Projects	130	125	(5)	(4)%	1,691	1,459		
Capital Non-delivery assumption	-	-	-		(2,500)	(2,500)		
Total Stormwater	857	868	12	1%	4,741	5,083		
Total Capital Expenditure	857	868	12	1%	4,741	5,083		
Asset Sales	-	-	-		-	-		



Transportation

TRANSPORTATION

PERFORMANCE SUMMARY

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Transportation							
Maintain a high level of customer service	Percentage of customer service requests responded to within 5 working days (DIA Mandatory Measure 5)	100%			90%	●	



TRANSPORTATION FINANCIAL SUMMARY

Transportation Financial Summary as at September 2024

Net Operating Expenditure	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance	Notes	Comments
Revenue	(2,092)	(2,481)	(389)	(16)%	(10,268)	(10,268)	-	-1-	Lack of subsidy for new capex and reduced renewal programme resulting in NZTA subsidy revenue not meeting budget. Partially offset by unbudgeted infill financial contribution revenue.
Expenditure	3,382	3,418	35	1%	12,882	12,882	(0)		
Depreciation	1,773	1,944	170	9%	7,774	7,774	-		
Net Operating Expenditure	3,064	2,880	(183)	(6)%	10,388	10,388	(0)		

Transportation Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance	Notes	Comments
Road Carriageways									
Revenue	(542)	(236)	306	>100%	(945)	(945)	-	-2-	Early pre-seal and drainage investment to align with resurfacing programmes resulting in subsidy revenue ahead of budget.
Expenditure	1,031	463	(568)	<(100)%	1,853	1,853	-	-3-	Early pre-seal and drainage investment to align with resurfacing programmes resulting in expenditure ahead of budget.
Road Carriageways Total	489	227	(262)	<(100)%	908	908	-		
Road Paths									
Revenue	(47)	(86)	(39)	(45)%	(344)	(344)	-	-4-	Path maintenance programme reduced to match reduced available subsidy & early month expenditure deferred awaiting National Land Transport Funding approval announcement.
Expenditure	170	200	30	15%	801	801	-		
Road Paths Total	123	114	(9)	(8)%	457	457	-		
Road Drainage									
Revenue	(5)	(22)	(17)	(78)%	(89)	(89)	-		
Expenditure	10	44	34	78%	175	175	-	-5-	Expenditure behind budget as resources prioritised on carriageway activities in advance of resurfacing programme.
Road Drainage Total	5	21	17	78%	86	86	-		
Road Bridges + Structures									
Revenue	(7)	(6)	0	4%	(26)	(26)	-		
Expenditure	12	58	46	80%	231	231	-	-6-	Expenditure behind budget as programme prioritisation delayed pending National Land Transport Funding confirmation.
Road Bridges + Structures Total	5	51	46	90%	206	206	-		
Road Lighting									
Revenue	(125)	(143)	(18)	(13)%	(571)	(571)	-		
Expenditure	294	336	42	13%	1,345	1,345	-	-7-	Minor reduction in maintenance activities during term contract transition period.
Road Lighting Total	169	193	24	13%	774	774	-		
Road Traffic Services + Safety									
Revenue	(42)	(96)	(54)	(56)%	(383)	(383)	-	-8-	NZTA revenue behind budget as result of expenditure variance.
Expenditure	121	286	165	58%	1,142	1,142	-	-9-	Expenditure behind budget as road marking programme seasonal works concentrated to later months of the financial year.
Road Traffic Services + Safety Total	79	190	111	58%	760	760	-		
Road Sweeping + Cleaning									
Revenue	(14)	(27)	(13)	(49)%	(110)	(110)	-		
Expenditure	368	513	144	28%	2,050	2,050	-	-10-	Expenditure levels reflect savings in amenity and operational sweeping and sump cleaning activities.
Road Sweeping + Cleaning Total	354	485	131	27%	1,941	1,941	-		
Road Amenity + Safety Mntce									
Revenue	(96)	(73)	23	31%	(291)	(291)	-		
Expenditure	382	454	71	16%	1,814	1,814	-	-11-	Expenditure reflects seasonal variation in mowing and garden maintenance activities.
Road Amenity + Safety Mntce Total	287	381	94	25%	1,523	1,523	-		

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024				Revised Budget	Annual Plan	Variance	Notes	Comments
	Actual	Revised Budget	Variance	% Variance					
Road Capital									
Revenue	(1,033)	(1,535)	(502)	(33)%	(6,486)	(6,486)	-	-12-	Reduced NZTA Renewals revenue offset (in part) by increased financial contribution receipts.
Expenditure	-	(122)	(122)	(100)%	(1,316)	(1,316)	(0)	-13-	Budget anticipates Parklands financial contribution income which has not been generated.
Road Capital Total	(1,033)	(1,657)	(624)	(38)%	(7,802)	(7,802)	(0)		
Road Asset Management									
Revenue	(181)	(256)	(75)	(29)%	(1,024)	(1,024)	-	-14-	Revenue variance generated by reduced petrol tax receipts, parking revenue share and NZTA subsidy (subsidised asset management activity expenditure behind budget due to changes in national Condition Rating processes).
Expenditure	2,768	3,130	362	12%	12,561	12,561	0	-15-	Bulk of variance relates to Depreciation calculations, increased internal sales revenue and staff vacancy.
Road Asset Management Total	2,586	2,874	287	10%	11,536	11,536	0		

Transportation Capital as at September 2024

Figures are shown in thousands (\$,000)

Capital	Year to Date to September 2024				Revised Budget	Annual Plan	Notes	Comments
	Actual	Revised Budget	Variance	% Variance				
Road Capital								
Roading Renewals	1,263	653	(610)	(93)%	7,652	7,652	-1-	Projects have progressed ahead of schedule.
N/S Roding Renewals	126	37	(89)	(100)%	905	905	-2-	Projects have progressed ahead of schedule.
Redclyffe Bridge	-	-	-	-	145	145		
Gifted/Vested Assets	-	-	-	-	1,175	1,175		
Accessibility Improvements	-	-	-	-	300	300		
Public transport improvements	-	-	-	-	150	150		
Road Safety Improvements	-	-	-	-	680	680		
West Quay One Way	4	-	(4)	(100)%	-	-		
CBD Development	7	17	10	59%	980	200		
Te Awa Structure Plan	6	6	-	-	1,408	750		
Ahuriri Masterplan - Associated improvements	1	1	-	-	100	100		
Ground stabilisation and retaining wall	(45)	(50)	(5)	10%	(48)	-		
Intersection Improvement Projects	-	-	-	-	200	200		
Intersection Safety Improvement Projects	550	-	(550)	(100)%	1,073	50	-3-	Additional funding required - refer to report scheduled for Council Meeting on 12 December 2024.
KiwiRail - Level Crossing	4	4	-	-	100	100		
Local Area Traffic Management Projects	(3)	-	3	100%	370	300		
Marine Parade Safety Improvements	0	-	-	-	-	-		
New Cycle and Walking Tracks	0	-	-	-	290	290		
Puketitiri Road Upgrade	43	-	(43)	(100)%	-	-	-4-	Incorrect posting of expenditure prior to confirmation of carry forward. To be journalled to correct GL.
Urban Corridor Improvement Projects	(2)	-	2	100%	500	500		
Streets for People	7	-	(7)	(100)%	-	-		
Transport Choices	-	-	-	-	-	-		
Drainage Improvements	-	-	-	-	160	160		
Total Road Capital	1,962	667	(1,293)	(100)%	16,140	13,657		
Total Capital Expenditure	1,962	667	(1,293)	(100)%	16,140	13,657		
Asset Sales	-	-	-	-	-	-		



Other Infrastructure

OTHER INFRASTRUCTURE PERFORMANCE SUMMARY

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Waste Minimisation							
A weekly kerbside refuse collection service is provided to city residents	Weeks per year that the refuse service is available to the residents of Napier	100%			52 weeks	●	
	Weeks per year that the recycling service is available to the residents of Napier	100%			52 weeks	●	
Provision of recycling drop-off facility	Days per year where drop-off services are available to the public	100%			362 days	●	
Availability of the user-pays refuse transfer station and associated services	Days per year where transfer station services are available to the public	100%			362 days	●	
	Compliance with resource consents related to the transfer station and closed landfills	100%			100%	●	
Availability of and attendance at waste minimisation education	Students/customers attending education sessions for the Waste Aware Programme or other education in person	601			>750 attendees	●	
Cemeteries							
Cemeteries' records are well maintained and accessible	An online cemeteries records system is available 90% of the time	95%			100%	●	
Public Toilets							
All measures are reported at Year End only							

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

OTHER INFRASTRUCTURE FINANCIAL SUMMARY

Other Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Revenue	(3,265)	(3,507)	(242)	(7)%	(20,855)	(20,855)	-		
Expenditure	3,464	4,059	595	15%	22,442	22,442	-	-1-	Employee, other operating expenses and Omarunui Landfill fees underspent year to date.
Depreciation	333	370	36	10%	1,479	1,479	-		
Net Operating Expenditure	532	922	390	42%	3,066	3,066	-		

Other Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Refuse									
Revenue	(2,457)	(2,583)	(127)	(5)%	(17,162)	(17,162)	-	-2-	We are investigating the impact of rates remissions on the rates revenue received for Refuse.
Expenditure	2,263	2,573	310	12%	16,187	16,187	(0)	-3-	Employee expenses and other operating expenses underspent due to vacancies and timing of contract variations.
Refuse Total	(194)	(11)	183	>100%	(975)	(975)	(0)		
Public Toilets									
Revenue	(2)	(4)	(2)	(55)%	(16)	(16)	-		
Expenditure	403	490	88	18%	1,962	1,962	(0)	-4-	Seasonal works with costs expected to increase over the summer and cruise ship months.
Public Toilets Total	401	486	86	18%	1,946	1,946	(0)		
Transfer Station									
Revenue	(724)	(841)	(117)	(14)%	(3,365)	(3,365)	-	-5-	Proceeds lower than budgeted due to less users through the transfer station than expected.
Expenditure	810	1,044	234	22%	4,173	4,173	0	-6-	Timing of Omarunui land fees and some other operating expenses.
Transfer Station Total	86	203	117	58%	808	808	0		
Cemeteries									
Revenue	(82)	(78)	4	6%	(312)	(312)	-		
Expenditure	322	322	0	0%	1,599	1,599	0		
Cemeteries Total	239	244	4	2%	1,287	1,287	0		

Other Capital as at September 2024

Figures are shown in thousands (\$,000)		Year to Date to September 2024						
Capital	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Notes	Comments
Refuse								
Omarunui Dev Valley D	-	-	-		1,320	1,320		
Omarunui Development Plant	-	-	-		15	15		
Omarunui Dev Valleys B&C	-	-	-		2,696	2,696		
Total Refuse	-	-	-		4,031	4,031		
Total Refuse	-	-	-		4,031	4,031		
Public Toilets								
Infrastructure Asset Renewal	4	1	(3)	(100)%	451	150		
New Toilet Programme	-	-	-		200	200		
Total Public Toilets	4	1	(3)	(100)%	451	150		
Transfer Station								
Solid Waste Renewals	(1)	1	1	100%	125	110		
Redclyffe Transfer Station Cyclone Gabrielle Restoration	4	-	(4)	(100)%	-	-		
Total Transfer Station	4	1	(3)	(100)%	125	110		
Cemeteries								
Infrastructure Asset Renewal	16	16	-		82	62		
Cemetery Planting	5	4	-		40	40		
Napier Cemetery Development	-	-	-		23	12		
Wharerangi Building Refurbishment	-	-	-		-	40		
Cemetery Concept Plan Impelementation	-	-	-		139	95		
Total Cemeteries	21	20	-		283	249		
Total Capital Expenditure	28	22	(6)	(28)%	5,090	4,740		
Asset Sales	-	-	-		-	-		



Community and Visitor Experiences

COMMUNITY AND VISITOR EXPERIENCES PERFORMANCE SUMMARY

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Kennedy Park							
To provide a range of high quality accommodation and related visitor experiences	Maintain Qualmark 5 star Gold Holiday Park rating	Maintained			Maintain	●	
	Maintain Qualmark 4+ star Gold Motel rating	Maintained			Maintain	●	
	Maintain high level of occupancy (visitor nights)	17,819			73000	●	
	Maintain high level of occupancy (room nights)	6,807			28750	●	
To provide a sustainable business	Average length of stay for visitors	2.23			3.0 nights in built accommodation	●	
Napier Conferences & Events							
Council provides a quality conference and events facility which enables events and services to be hosted, contributing to the economic wellbeing of the city	Maintain Qualmark (4+ star Silver rating)	Maintained			Maintain	●	
	Number of local, national, and international hires	90			330	●	August featured 2 big national conferences in Survey & Spatila NZ and Te Kupenga 30th Dinner. September was down vs budget.
Napier i-SITE Visitor Centre							
Council provides an isite facility for visitors and locals to Napier and Hawke's Bay to deliver tourism information and tour and accommodation services	Maintain Qualmark Silver rating	Maintained			Maintain	●	
	Visitor numbers per annum	10,684			≥150,000	●	Visitor numbers lower than anticipated, less domestic visitors travelling because of cost of living crisis.
Par2 MiniGolf							
Council provides a MiniGolf facility as a visitor attraction and for local community use, which provides high customer satisfaction and a sustainable business	Maintain Qualmark Silver rating	Maintained			Maintain Silver	●	
	Visitor numbers per annum	9,178			≥48,000	●	Rain out days correspond to less player numbers for the quarter than what was forecasted.

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

COMMUNITY AND VISITOR EXPERIENCES

PERFORMANCE SUMMARY CONTINUED

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
National Aquarium of New Zealand							
Provide an aquarium for visitors and local citizens for recreation and education	Number of admissions	15,545			≥145,000	●	The advertised removal of the travellerator resulted in the Oceanarium being closed for six weeks during Q1, which likely impacted visitation.
	Maintain Qualmark Gold endorsed rating	Maintain			Maintain Gold	●	
	ZAA (Zoo Aquarium Association) Accreditation	Maintain accreditation			Maintain accreditation	●	
Embody sustainability and ensure practical alignment with core conservation messaging.	Carbon Neutral Certification.	In progress			Achieve certification	●	Undergoing audit process in October (Q2)
Libraries							
Council provides library services, literacy support and other programmes for all ages to meet the communities' recreational, social, and educational needs	Percentage of library members who are active borrowers (in 24-month period - card use only)	39%			40%	●	
	Number of internet sessions	78,378			200,000	●	
	Number of programme sessions delivered for all ages per year	194			450	●	
Napier Municipal Theatre							
Council provides a quality performing arts venue experience for visitor and local use	Maintain Qualmark Silver rating	Maintained			Maintain	●	
	No. of shows/ performances	12			65	●	
MTG Hawke's Bay							
Napier City Council provides a quality museum, theatre, and art gallery experience for local and visitor use	Visitor numbers per year	52,548			210,000	●	
Faraday Centre							
Council provides a quality technology museum that is accessible to the community	Visitor numbers per annum	5,906			25,000	●	

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
McLean Park							
Provides a sport and recreation facility catering for a range of activities	Number of major events hosted	6			11	●	
Reserves							
Playgrounds are safe, challenging, and enjoyable for both users and caregivers	All playgrounds are inspected fortnightly	99%			100%	●	Anderson Park was not inspected for 3 days (27/8, 16/9 and 18/9) and the May and Peter Harris was not inspected 20 Sep 2024.
Sportsgrounds							
<i>All measures are reported at Year End only</i>							
Napier Aquatic Centre							
Provide aquatic facilities that focus on accessibility and safety	Number of users using the centre each year	30,356			140,000	●	Numbers are down due to closure of old pool from 19th August - 03 December 2024 and the hydroslide from 19th August - 29th September 2024.
	Water chemical value tests must confirm the presence of chemicals between the lowest and highest values set in NZS 5826:2010 or immediate corrective action taken. Pools are tested 5 times daily. Monthly Independent laboratory tests confirm the absence of pathogens as outlined in NZS 5826:2010 or immediate corrective action taken.	97%			97%	●	
	Maintain Poolsafe accreditation standard	Maintained			Maintain	●	
	Maintain Registered Swim School (RSS) standard, provided by Swimming New Zealand.	Maintained			Maintain	●	

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

COMMUNITY AND VISITOR EXPERIENCES

PERFORMANCE SUMMARY CONTINUED

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Ocean Spa							
The Marine Parade Pools complex is a safe recreational facility for the community	Water chemical value tests must confirm the presence of chemicals between the lowest and highest values set in NZS 5826:2010 or immediate corrective action taken. Pools are tested 5 times daily. Monthly Independent laboratory tests confirm the absence of pathogens as outlined in NZS 5826:2010 or immediate corrective action taken.	97%			100%	●	
	Number of users using the centre each year.	55,527			205,000	●	
	Achieve and maintain Poolsafe accreditation standard.	Achieve			Achieve	●	
	Cost recovery %	1			1	●	
Bay Skate							
Provide a facility to cater for a range of roller sports activities	Visitor numbers per year (entry passes sold)	4,881			24,000	●	
	Deliver between 8-12 events per year	3			8 to 12	●	
Retirement and rental housing							
Provide affordable and safe housing that meets the needs of tenants	Number of unit inspections	100			all 377 units inspected once per year	●	
Maximise the occupancy and use of housing and village halls	Occupancy rate of total units	91%			90%	●	
Community Facilities (Halls)							
Provide affordable indoor facilities that meet the social, leisure, and cultural needs of the community	Percentage of community hireage for halls directly managed by Council	80%			85%	●	

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Community Strategies							
Develop effective strategies, policies, and initiatives that support community wellbeing	Number of local community events per year	11			40	●	
Provide quality advice, information, and support to community groups and agencies, and help build a strong community and voluntary sector	Number of community training and network meetings facilitated each year	9			20	●	
	Percentage of attendees satisfied with community training and network meetings	100%			96%	●	
Communications, marketing and events							
Council works with strategically targeted new and existing events to assist them to grow, develop, and become sustainable	Economic impact of events funded under the Council events strategy	\$728k			\$12 million	●	Events not happening this year in same quarter as last year. HB Racing Carnival cancelled, NZ Swimming Champs not this year and HB Marathon re adjusted due to cyclone.
Engagement							
<i>All measures are reported at Year End only</i>							

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%

COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY

Community and Visitor Experiences Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Revenue	(5,494)	(6,185)	(690)	(11)%	(27,384)	(27,336)	48	-1-	Additional revenues expected for commercially viable operations are yet to be achieved.
Expenditure	14,298	14,701	403	3%	59,030	58,984	(46)		
Depreciation	2,417	2,823	406	14%	11,292	11,292	-	-2-	Actuals are calculated on 23/24 numbers until the fixed asset module is rolled to 24/25. This will not happen until the 23/24 Annual Report is signed off. This is scheduled for November 2024.
Net Operating Expenditure	11,221	11,339	118	1%	42,939	42,940	2		

Community and Visitor Experiences Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Sportsgrounds									
Revenue	(164)	(158)	6	4%	(632)	(632)	-		
Expenditure	1,533	1,680	147	9%	6,599	6,599	0		
Sportsgrounds Total	1,369	1,522	153	10%	5,968	5,968	0		
McLean Park									
Revenue	(183)	(162)	21	13%	(858)	(858)	(0)	-3-	Increase in Centennial Events Centre usage and higher revenue from rugby season than budgeted.
Expenditure	225	227	2	1%	1,024	1,024	(0)		
McLean Park Total	42	65	22	34%	166	166	(0)		
Reserves									
Revenue	(192)	(179)	13	7%	(849)	(801)	48		
Expenditure	1,826	2,066	240	12%	8,577	8,472	(105)	-4-	1 x vacant role, timing of external consultant fees and depreciation expense less than budget due to timing of projects not completed last financial year.
Reserves Total	1,634	1,887	253	13%	7,728	7,671	(57)		
Bay Skate									
Revenue	(64)	(66)	(2)	(3)%	(319)	(319)	-		
Expenditure	257	304	47	15%	1,233	1,233	0	-5-	Underspend in this period is due to timing of maintenance works, budget will be utilised in Q3 and Q4. Favourable employee cost at this point in time but over the Christmas and New Year period Casuals are actively working and actuals will align to budget.
Bay Skate Total	193	238	45	19%	914	914	0		
Grants									
Revenue	(55)	(54)	2	3%	(68)	(68)	-		
Expenditure	538	616	78	13%	1,336	1,336	(0)	-6-	Grant payments have not yet been made, and will be processed later this year.
Grants Total	482	563	80	14%	1,268	1,268	(0)		
Community Facilities									
Revenue	(34)	(17)	17	99%	(69)	(69)	-	-7-	Revenue from bookings for Greenmeadows and Taradale Halls is higher than the revenue budgeted.
Expenditure	120	140	20	14%	559	559	(0)	-8-	
Community Facilities Total	86	122	37	30%	490	490	(0)		
Community Advice									
Revenue	-	-	-		(75)	(75)	-		
Expenditure	333	493	160	32%	2,010	2,010	-	-9-	Underspend is due to timing of project spend.
Community Advice Total	333	493	160	32%	1,935	1,935	-		
Emergency Management									
Revenue	(93)	(95)	(2)	(2)%	(381)	(381)	-		
Expenditure	363	83	(280)	<(100)%	336	336	(0)	-10-	Unbudgeted cyclone recovery costs - Silt costs (recoverable) and slip remediation.
Emergency Management Total	270	(12)	(282)	<(100)%	(45)	(45)	(0)		
Libraries									
Revenue	(32)	(28)	4	15%	(347)	(347)	-		
Expenditure	992	1,105	113	10%	4,496	4,496	0	-11-	The underspend in this period can be attributed to staff vacancies.
Libraries Total	959	1,077	117	11%	4,149	4,149	0		
Napier Aquatic Centre									
Revenue	(243)	(193)	50	26%	(822)	(822)	0	-12-	More revenue than expected due to private donation. Growth of Programmes & Single Admission favourable.
Expenditure	988	1,090	102	9%	4,433	4,433	(0)		
Napier Aquatic Centre Total	745	898	152	17%	3,610	3,610	0		

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Marine Parade Pools									
Revenue	(708)	(962)	(254)	(26)%	(4,127)	(4,127)	(0)	-13-	We are not yet meeting the additional revenues expected to make this commercially viable.
Expenditure	1,340	1,384	45	3%	5,722	5,722	0	-14-	Labour cost controls implemented and other expenditure savings.
Marine Parade Pools Total	632	422	(209)	(50)%	1,595	1,595	(0)		
National Aquarium of NZ									
Revenue	(420)	(504)	(84)	(17)%	(2,797)	(2,797)	(0)	-15-	Travellator works meant advertised closure of Oceanarium for 6 weeks in Q1. Discounted entry at this time impacted revenue, in addition to lower visitation due to the closure.
Expenditure	1,362	1,390	29	2%	5,648	5,648	(0)		
National Aquarium of NZ Total	942	886	(56)	(6)%	2,851	2,851	(0)		
Par 2 MiniGolf									
Revenue	(96)	(111)	(16)	(14)%	(531)	(531)	-	-16-	More rain out days than what is normally expected, facility closed on these days.
Expenditure	90	107	17	16%	502	487	(15)	-17-	Underspend attributed to days closed for rain.
Par 2 MiniGolf Total	(6)	(4)	2	38%	(29)	(44)	(15)		
Napier Conferences & Events									
Revenue	(549)	(688)	(139)	(20)%	(2,657)	(2,657)	-	-18-	Less bookings due to school holidays, and event organisers are cutting costs where they can, such as food and beverage, leading to reduced income.
Expenditure	824	829	4	1%	3,428	3,533	105		
Napier Conferences & Events Total	275	141	(135)	(96)%	771	876	105		
Napier Municipal Theatre									
Revenue	(124)	(124)	(0)	(0)%	(494)	(494)	-		
Expenditure	557	605	48	8%	2,591	2,591	0		
Napier Municipal Theatre Total	434	481	47	10%	2,097	2,097	0		
Napier i-SITE Visitor Centre									
Revenue	(86)	(80)	6	8%	(505)	(505)	-	-19-	Underspend attributed to managing the facility differently over winter months.
Expenditure	253	374	121	32%	1,527	1,527	(0)		
Napier i-SITE Visitor Centre Total	166	294	128	43%	1,022	1,022	(0)		
Kennedy Park									
Revenue	(809)	(927)	(118)	(13)%	(4,604)	(4,604)	(0)	-20-	Lower domestic visitation than anticipated for the period which has impacted revenue.
Expenditure	1,472	1,226	(246)	(20)%	4,962	4,962	(0)	-21-	Employee costs exceeded budget for Q1. Travel agent platforms increased for greater market exposure and timing of maintenance works have also contributed to the overspend this period.
Kennedy Park Total	662	299	(364)	<(100)%	358	358	(0)		
Communications & Marketing									
Revenue	-	-	-	-	-	-	-		
Expenditure	(15)	(12)	4	31%	31	0	(31)		
Communications & Marketing Total	(15)	(12)	4	31%	31	0	(31)		
Events									
Revenue	-	-	-	-	-	-	-		
Expenditure	238	231	(7)	(3)%	925	925	0		
Events Total	238	231	(7)	(3)%	925	925	0		
Marketing									
Revenue	-	-	-	-	-	-	-		
Expenditure	65	119	54	45%	476	476	0	-22-	Activity scheduled for Q2 during 150 commemoration activities.
Marketing Total	65	119	54	45%	476	476	0		
Faraday Centre									
Revenue	(41)	(33)	8	23%	(134)	(134)	-	-23-	Exhibition budget underspent in this period due to timing of new exhibitions. Timing of expenditure will come through in Q2. Favourable depreciation variance against budget.
Expenditure	186	298	112	38%	1,210	1,210	(0)		
Faraday Centre Total	145	265	120	45%	1,077	1,077	(0)		
MTG Hawke's Bay									
Revenue	(523)	(500)	24	5%	(1,903)	(1,903)	-		
Expenditure	1,630	1,667	37	2%	6,871	6,871	0		
MTG Hawke's Bay Total	1,107	1,167	61	5%	4,968	4,968	0		
Housing - Retirement									
Revenue	(869)	(1,025)	(156)	(15)%	(4,101)	(4,101)	-	-24-	Rental revenue was budgeted at maximum potential rental values which has not been achieved due to the mix of tenants in the properties.
Expenditure	1,268	1,197	(70)	(6)%	4,626	4,626	0		
Housing - Retirement Total	398	172	(226)	<(100)%	525	525	0		
Housing - Rental									
Revenue	(208)	(278)	(70)	(25)%	(1,112)	(1,112)	-	-25-	Rental revenue was budgeted at maximum potential rental values which has not been achieved due to the mix of tenants in the properties. More vacant units while decisions are made on the future of social housing.
Expenditure	272	304	32	11%	1,201	1,201	(0)	-26-	Underspend due to timing of maintenance projects.
Housing - Rental Total	63	26	(37)	<(100)%	89	89	(0)		

COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Community and Visitor Experiences Capital as at September 2024

Figures are shown in thousands (\$,000)

Capital	Year to Date to September 2024				Revised Budget	Annual Plan	Notes	Comments
	Actual	Revised Budget	Variance	% Variance				
Sportsgrounds								
Sportsgrounds - Infra Renewal	225	226	-		1,124	685		
McLean Park Facility Renewals	6	-	(6)	(100)%	530	530		
McLean Park light tower upgrades	-	-	-		107	60		
New Pathways	-	-	-		9	-		
New Shade Areas	-	-	-		24	24		
Park Island Northern Revelopment	592	576	(16)	(3)%	1,492	1,625		
Riparian Planting	-	-	-		12	12		
Total Sportsgrounds	823	802	(22)	(3)%	3,298	2,936		
McLean Park								
McLean Park - Centennial Hall Gutter	3	3	-		244	-		
McLean Park - Chapman Lounge Refurbishment	2	13	11	88%	50	50		
Total McLean Park	4	15	11	73%	294	50		
Reserves								
Infrastructure Asset Renewal	97	98	1	1%	802	1,202		
Foreshore Planting	13	13	-		24	24		
Marine Parade renewals	352	352	-		962	400		
Planting	10	10	-		90	90		
Riparian Planting	1	1	-		24	24		
Playground Renewals	1	-	(1)	(100)%	250	250		
Reserves Vested Assets	-	-	-		356	356		
BOF Dog Lead Hooks S822	-	-	-		10	-		
Whakarire Ave Rock Revetment	33	-	(33)	(100)%	-	-	-1-	Awaiting response from contractor on costings.
Urban Growth	0	-	-		150	150		
Western Hill Pathway development	-	-	-		92	-		
Ahuriri Estuary Projects	2	2	-		1,146	400		
Destination Playground Stage 2	210	210	-		669	-		
Story Telling Signage & Art Work	0	-	-		50	50		
Accessibility Projects	-	-	-		100	100		
Shade	-	-	-		30	30		
Total Reserves	719	685	(33)	(5)%	4,575	2,896		
Bay Skate								
Bay Skate Renewals	38	43	5	12%	173	134		
Park equipment	-	8	8	100%	30	30		
Bay Skate Ramps	-	14	14	100%	55	55		
Plaza-style Skating Deck	-	25	25	100%	100	100		
Total Bay Skate	38	90	52	58%	358	319		

Figures are shown in thousands (\$,000)		Year to Date to September 2024							
Capital	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Notes	Comments	
Community Facilities									
Halls Renewals	-	27	27	100%	108	108			
Taradale Town Hall internal refurbishment	2	32	30	95%	245	445			
Memorial Square Building Development	288	401	113	28%	1,605	58	-2-	Project is underway and work will progress throughout the 2024/25 financial year.	
Minor Capital Items	23	9	(14)	(100)%	35	35			
Total Community Facilities	313	469	156	33%	1,993	646			
Libraries									
Library Renewals	-	3	3	100%	12	12			
Library Building Renewals	0	-	-		201	101			
Library Stock	168	131	(38)	(29)%	422	522	-3-	Spent more than planned due to the set up of new processes (Shelf Ready) and profiles with vendors.	
Robson Collection Donations	-	0	-		1	1			
Minor Capital Items	-	4	4	100%	16	16			
Technology Services Upgrade	6	13	7	56%	25	50			
Total Libraries	174	150	(24)	(16)%	677	702			
Napier Aquatic Centre									
Napier Aquatic Centre I.A.R.	1,196	1,196	-		4,211	2,370			
Napier Aquatic Centre expansion	-	-	-		528	-			
Total Napier Aquatic Centre	1,196	1,196	-		4,739	2,370			
Marine Parade Pools									
Marine Pde Pools Renewals	230	242	12	5%	337	117			
Ocean Spa Upgrade	181	188	7	4%	1,083	1,303			
Ocean Spa Minor Capital	11	-	(11)	(100)%	-	-			
Total Marine Parade Pools	421	429	8	2%	1,420	1,420			
National Aquarium of NZ									
Aquarium Renewals	114	102	(12)	(12)%	208	184			
Building Renewals	5	5	-		444	1,119			
Minor Capital Items	6	12	6	52%	47	47			
Total National Aquarium of NZ	125	119	(6)	(5)%	699	1,350			
Par 2 MiniGolf									
Par 2 MiniGolf Renewals	-	1	1	100%	4	4			
Par2 Building Renewals	-	14	14	100%	55	55			
Par2 Building Upgrade	-	1	1	100%	4	4			
Minor Capital Items	-	0	-		1	1			
Total Par 2 MiniGolf	-	16	16	100%	64	64			

COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)		Year to Date to September 2024						
Capital	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Notes	Comments
Napier Conferences & Events								
CC Renewals	2	2	-		446	446		
CC Building Renewals	1	1	-		765	765		
AV Equipment Upgrades	1	1	-		78	78		
War Memorial	12	-	(12)	(100)%	-	-		
Minor Capital Items	10	18	8	45%	71	71		
Total Napier Conferences & Events	26	22	(4)	(18)%	1,360	1,360		
Napier Municipal Theatre								
NMT Renewals	2	12	10	81%	277	140		
Minor Capital Items	2	21	18	87%	83	83		
NMT Building Renewals	45	45	-		910	910		
Total Napier Municipal Theatre	49	78	28	36%	1,270	1,133		
Napier i-SITE Visitor Centre								
i-SITE Renewals	47	20	(27)	(100)%	20	20		
Minor Capital Items	3	7	4	59%	27	27		
Office Equipment	1	-	(1)	(100)%	-	-		
Total Napier i-SITE Visitor Centre	51	27	(24)	(90)%	47	47		
Kennedy Park								
Kennedy Park Renewals	498	259	(239)	(92)%	1,037	1,005	-4-	Renewals work is ongoing before Q2 + Q3 high season. Thirty two rooms and two room categories have been completed.
KP Building Renewals	54	54	-		871	871		
Upgrade TV Infrastructure	-	-	-		50	50		
Deluxe Ensuite Units	-	-	-		175	175		
Minor Capital Items	122	29	(93)	(100)%	116	16	-5-	Project works ahead of schedule to complete before Q2 + Q3 high season.
Total Kennedy Park	674	342	(332)	(97)%	2,250	2,117		
Faraday Centre								
Faraday Centre Building Upgrade	2	2	-		225	200		
Minor Capital Items	-	3	3	96%	13	13		
Total Faraday Centre	2	5	3	59%	238	212		

Figures are shown in thousands (\$,000)		Year to Date to September 2024							
Capital	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Notes	Comments	
MTG Hawke's Bay									
MTG Renewals	-	-	-		415	515			
CC Building Renewals	24	25	-		1,351	1,351			
Earthquake Gallery	7	10	4	40%	40	-			
Storage for MTG - property purchase	1,000	1,000	-		2,700	2,861			
MTG Century Theatre Tech Investigation and Upgrade	-	-	-		-	578			
Collection Storage Van	-	-	-		-	71			
Century Theatre Balustrade	-	-	-		48	12			
Minor Capital	-	-	-		60	95			
Total MTG Hawke's Bay	1,031	1,035	4	0%	4,614	5,483			
Housing - Retirement									
Retirement Housing Renewals	74	74	-		1,099	2,196			
Henry Charles Hall Internal Refurbishment	-	-	-		-	429			
Minor Capital Projects	36	53	16	30%	211	211			
HH Heat pumps	7	7	-		50	250			
Total Housing - Retirement	117	134	16	12%	1,360	3,086			
Housing - Rental									
Rental Housing Renewals	-	-	-		150	211			
HH Heat pumps	1	-	(1)	(100)%	-	-			
Minor Capital	-	6	6	96%	25	25			
Total Housing - Rental	1	6	5	80%	175	236			
Total Capital Expenditure	5,764	5,619	(146)	(3)%	29,610	26,607			
Asset Sales	-	-	-		-	-			



Property Assets

PROPERTY ASSETS

PERFORMANCE SUMMARY

Level of service	Performance measures	First Quarter	Second Quarter	Third Quarter	Target 2024/25	Indicator	Comment
Parklands Residential Development							
Residential lots are created to provide an expanding residential development to meet the demand for the sections	Completion of any residual infrastructure works for Area 3 and sections in Area 4 available to market	0			Complete all consents and approvals for stages 11 and 12 to 224	●	Consent application for stages 11 & 12 lodged awaiting approval.
Lagoon Farm							
Lagoon Farm ensures stewardship of Council's 289 hectare land holding on the Ahuriri Lagoon Bed	Farm revenue will cover the cost of retaining the land as measured by the operating budget and Napier City Council annual internal financial statements for year ended 30 June each year	\$54,273 deficit			Revenue exceeds expenditure (prior to internal chargebacks)	●	Revenue generating activities scheduled for Q2-Q4.
Inner Harbour							
To provide and maintain Inner Harbour facilities to enable the safe berthing of commercial and recreational vessels	Dredging is carried out as required so the channel is maintained to a minimum depth of 2.4 m at lowest tide (source: depth sound checks)	Achieved			Achieved	●	Dredging was carried out in Q1 to maintain the minimum depth
	No. of Permanent Berths	98			98	●	
Buildings Asset Management							
Council maintains and renews Specified Systems to ensure buildings remain safe and compliant.	Buildings with compliance schedules under the Building Act 2004 which have current Building Warrants of Fitness (or acceptable compliance documentation in lieu)	100%			100%	●	

Performance Indicators: ● Achieved ● In progress and on target ● Within 10% ● Not achieved, greater than 10%



PROPERTY ASSETS

FINANCIAL SUMMARY

Property Assets Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024				Revised Budget	Annual Plan	Variance	Notes	Comments
	Actual	Revised Budget	Variance	% Variance					
Revenue	(1,944)	(3,950)	(2,006)	(51)%	(22,003)	(22,003)	(0)	-1-	Property market has impacted sales in Parklands Residential Development.
Expenditure	1,329	3,135	1,807	58%	16,047	15,252	(795)	-2-	For Parklands Residential Development, the focus has been on developing area 4, leaving expenditure for area 3 underspent.
Depreciation	624	634	11	2%	2,537	2,537	-		
Net Operating Expenditure	8	(181)	(189)	<(100)%	(3,419)	(4,214)	(795)		

Property Assets Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024				Revised Budget	Annual Plan	Variance	Notes	Comments
	Actual	Revised Budget	Variance	% Variance					
Lagoon Farm									
Revenue	(0)	(4)	(4)	(95)%	(588)	(588)	(0)		
Expenditure	80	94	14	14%	498	498	(0)		
Lagoon Farm Total	80	90	10	11%	(89)	(89)	(0)		
Parklands Area 3									
Revenue	(992)	(3,032)	(2,040)	(67)%	(12,128)	(12,128)	-	-3-	Overall housing market is down at the moment so this is reflected in the reduced sales.
Expenditure	508	2,208	1,700	77%	8,813	8,813	-	-4-	The focus has been on developing Parklands Area 4. The work on Area 3 Stage 11 and 12 is due to restart in March 2025.
Parklands Area 3 Total	(484)	(824)	(340)	(41)%	(3,315)	(3,315)	-		
Parklands Area 4									
Revenue	-	-	-	-	-	-	-		
Expenditure	47	54	7	13%	196	196	-		
Parklands Area 4 Total	47	54	7	13%	196	196	-		
Property Support									
Revenue	(0)	(0)	(0)	(72)%	(1)	(1)	-	-5-	Insurance premiums higher than budgeted.
Expenditure	25	9	(16)	<(100)%	(32)	(32)	-		
Property Support Total	25	8	(16)	<(100)%	(34)	(34)	-		
Property Holdings									
Revenue	(817)	(824)	(6)	(1)%	(8,923)	(8,923)	-		
Expenditure	437	435	(2)	(0)%	1,596	5,196	3,600		
Property Holdings Total	(380)	(388)	(8)	(2)%	(7,327)	(3,727)	3,600		
Civic Building									
Revenue	-	-	-	-	-	-	-	-6-	Unbudgeted internal loan interest .
Expenditure	12	0	(12)	<(100)%	3,601	1	(3,600)		
Civic Building Total	12	0	(12)	<(100)%	3,601	1	(3,600)		
Library Building									
Revenue	(11)	-	11	-	-	-	-		
Expenditure	16	-	(16)	-	(0)	-	0		
Library Building Total	5	-	(5)	-	(0)	-	0		
Building Asset Management									
Revenue	-	-	-	-	-	-	-		
Expenditure	85	76	(9)	(12)%	338	338	-		
Building Asset Management Total	85	76	(9)	(12)%	338	338	-		
Inner Harbour									
Revenue	(124)	(91)	34	37%	(362)	(362)	-	-7-	Unbudgeted Better Off Fund capital grant revenue for Ahuriri Waka Hub & surrounds.
Expenditure	741	893	153	17%	3,574	2,779	(795)	-8-	Timing of dredging contract payments.
Inner Harbour Total	617	803	186	23%	3,211	2,417	(795)		

Property Assets Capital as at September 2024

Figures are shown in thousands (\$,000)

Capital	Year to Date to September 2024				Revised Budget	Annual Plan	Notes	Comments
	Actual	Revised Budget	Variance	% Variance				
Parklands Area 3								
Parklands Area 3	3	-	(3)	(100)%	-	-		
Parklands Area 3	0	-	-		-	-		
Parklands Area 3	21	-	(21)	(100)%	-	-		
Parklands Area 3	92	100	8	8%	790	2,370		
Parklands Area 3	67	100	33	33%	1,074	4,295		
Area 3 trans to Inventory	(184)	-	184	100%	-	-		
Total Parklands Area 3	(0)	200	201	100%	1,864	6,665		
Parklands Area 4								
Parklands Area 4	1,064	395	(669)	(100)%	1,578	1,893		
Parklands Stage 4 Area 1	-	1	1	100%	3	3		
Parklands Stage 4 Area 2	-	326	326	100%	1,304	1,564		
Parklands Stage 4 Area 3	-	340	340	100%	1,359	1,630		
Parklands Stage 4 Area 4	-	291	291	100%	1,165	1,397		
#N/A	3	-	(3)	(100)%	-	-		
Area 3A and 4 trans to Inventory	-	-	-		-	-		
Total Parklands Area 4	1,067	1,353	286	21%	5,410	6,487		
Property Holdings								
Assessment & Compliance Projects	-	-	-		-	126		
Pandora Pond Buildings	-	-	-		-	950		
Minor Capital Items	6	-	(6)	(100)%	-	-		
Total Property Holdings	6	-	(6)	(100)%	-	1,076		
Civic Building								
Civic Buildings Upgrade	379	375	(4)	(1)%	700	1,349		
Civic Public Realm	-	-	-		-	1,298		
Total Civic Building	379	375	(4)	(1)%	700	2,646		
Library Building								
Library Rebuild	234	236	2	1%	3,465	7,467		
Total Library Building	234	236	2	1%	3,465	7,467		
Inner Harbour								
IH Facilities Renewals	50	-	(50)	(100)%	-	-	-1-	Unanticipated issues with discharge wharf and urgent requirement for security gate replacement.
Ahuriri Masterplan - Iron Pot Public Access	34	-	(34)	(100)%	400	-	-2-	
Inner Harbour Project - Meeanee Quay Upgrade	-	-	-		250	250		
Inner Harbour Project - Iron Pot Upgrade	4	-	(4)	(100)%	-	-		
Waka Hub Development	-	-	-		800	1,500		
Total Inner Harbour	87	-	(88)	(100)%	1,450	1,750		
Total Capital Expenditure	1,771.844	2,163.255	391	18%	12,889.271	26,091.852		
Asset Sales	-	-	-		-	-		



Support Units

SUPPORT UNITS

FINANCIAL SUMMARY

Support Units Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
DIA Three Waters Transition									
Revenue	(31)	(40)	(9)	(22)%	(160)	(160)	-		
Expenditure	33	39	6	16%	161	161	-		
DIA Three Waters Transition Total	1	(1)	(2)	<(100)%	0	0	-		
Strategic Programmes									
Revenue	-	-	-		-	-	-		
Expenditure	297	349	52	15%	1,425	1,425	0	-4-	Timing of city vision expenses not incurred for the quarter.
Strategic Programmes Total	297	349	52	15%	1,425	1,425	0		
Environmental Solutions									
Revenue	(69)	-	69		-	-	-		
Expenditure	(37)	-	37		0	0	-		
Environmental Solutions Total	(107)	-	107		0	0	-		
Asset Administration									
Revenue	(75)	(53)	21	40%	(214)	(214)	-		
Expenditure	(80)	(185)	(105)	(57)%	(568)	214	782	-5-	Elected Members directed labour efficiencies to be found during three year plan deliberations - directors are working on a strategy to meet these by year end, but they have not been achieved in the first quarter.
Asset Administration Total	(155)	(238)	(83)	(35)%	(782)	0	782		
Services Administration									
Revenue	-	-	-		-	-	-		
Expenditure	(28)	(2)	26	>100%	0	0	0		
Services Administration Total	(28)	(2)	26	>100%	0	0	0		
Utilities Operations									
Revenue	(176)	(350)	(175)	(50)%	(1,400)	(1,400)	-	-6-	s17a review findings have changed how operations budgets are being looked at. This process is still being worked through, with the intention of implementing all changes for the 2025/26 financial year
Expenditure	232	(15)	(247)	<(100)%	163	172	10	-7-	Elected Members directed labour efficiencies to be found during three year plan deliberations - directors are working on a strategy to meet these by year end, but they have not been achieved in the first quarter.
Utilities Operations Total	57	(365)	(421)	<(100)%	(1,238)	(1,228)	10		
Parks Operations									
Revenue	(27)	(22)	6	26%	(88)	(88)	-		
Expenditure	164	(25)	(189)	<(100)%	97	87	(10)	-8-	s17a review findings have changed how operations budgets are being looked at. This process is still being worked through, with the intention of implementing all changes for the 2025/26 financial year
Parks Operations Total	136	(47)	(183)	<(100)%	10	(0)	(10)		
Mechanical Services									
Revenue	-	-	-		-	-	-		
Expenditure	68	(4)	(72)	<(100)%	(0)	(0)	0	-9-	s17a review findings have changed how operations budgets are being looked at. This process is still being worked through, with the intention of implementing all changes for the 2025/26 financial year
Mechanical Services Total	68	(4)	(72)	<(100)%	(0)	(0)	0		
Building Maintenance									
Revenue	(0)	(1)	(0)	(67)%	(2)	(2)	-		
Expenditure	27	(0)	(27)	<(100)%	2	2	0		
Building Maintenance Total	27	(1)	(28)	<(100)%	0	0	0		
Stores									
Revenue	-	(4)	(4)	(100)%	(15)	(15)	-		
Expenditure	19	3	(16)	<(100)%	15	15	-		
Stores Total	19	(1)	(20)	<(100)%	0	0	-		
Plant and Vehicles									
Revenue	(3)	-	3		(104)	(104)	-		
Expenditure	(304)	(49)	254	>100%	(81)	(81)	-	-10-	Lower than budgeted depreciation.
Plant and Vehicles Total	(307)	(49)	257	>100%	(185)	(185)	-		

SUPPORT UNITS

FINANCIAL SUMMARY CONTINUED

Support Units Capital as at September 2024

Figures are shown in thousands (\$,000)

Capital	Year to Date to September 2024				Revised Budget	Annual Plan	Notes	Comments
	Actual	Revised Budget	Variance	% Variance				
Asset Administration								
Minor Capital Items MMTP	2	2	-		2	-		
Total Asset Administration	2	2	-		2	-		
Services Administration								
Depot General Renewals	-	12	12	99%	49	36		
Depot Building Renewals	-	7	7	99%	28	13		
Asset Register Items	-	9	9	100%	36	15		
Total Services Administration	-	28	28	99%	113	64		
Plant and Vehicles								
P & V Renewal Purchases	113	486	373	77%	1,611	1,500	-1-	Budget committed, awaiting on delivery of vehicles.
Total Plant and Vehicles	113	486	373	77%	1,611	1,500		
C.I.T.								
Software Replacements and Upgrades - S800	8	10	2	20%	260	610		
New business Improvement Modules - S800	-	-	-		95	95		
Innovation Tools - S800	9	10	1	10%	412	474		
Web CMS Silverstripe Upgrade	61	62	1	2%	62	-		
Minor Capital Items	-	-	-		-	-		
Corporate IT Network	-	-	-		15	15		
Total C.I.T.	79	82	4	5%	844	1,194		
Finance Services								
Minor Capital Items	17	17	-		17	-		
Total Finance Services	17	17	-		17	-		
Finance Leases								
Technology Equipment Minor Capital	376	357	(19)	(5)%	1,648	2,139		
Total Finance Leases	376	357	(19)	(5)%	1,648	2,139		
Total Capital Expenditure	587	972	386	40%	4,235	4,897		
Asset Sales	(24)	-	-		-	-		



RATES AND SPECIAL FUNDS FINANCIAL SUMMARY

Rates and Special Funds Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Revenue	(16,920)	(17,091)	(171)	(1)%	(68,363)	(68,363)	-		
Expenditure	(1,752)	(894)	858	96%	(4,465)	(3,194)	1,271	-1-	Higher internal loans for 23/24 than forecast therefore higher principal payments this year.
Depreciation	-	-	-		-	-	-		
Net Operating Expenditure	(18,672)	(17,985)	687	4%	(72,828)	(71,557)	1,271		

Rates and Special Funds Financial Summary as at September 2024

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Sep 2024							Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Variance		
Rates									
Revenue	(16,706)	(17,049)	(343)	(2)%	(68,196)	(68,196)	-		
Expenditure	5	-	(5)		-	-	-		
Rates Total	(16,702)	(17,049)	(347)	(2)%	(68,196)	(68,196)	-		
Special Funds									
Revenue	(214)	(23)	191	>100%	(92)	(92)	-	-2-	Unbudgeted interest income.
Expenditure	220	297	77	26%	299	299	-	-3-	Reversal of year end provision for doubtful debt, new provision calculated at year end.
Special Funds Total	6	274	268	98%	207	207	-		
Loans									
Revenue	-	(19)	(19)	(100)%	(74)	(74)	-		
Expenditure	(1,976)	(1,191)	785	66%	(4,764)	(3,493)	1,271	-4-	Lower than budgeted interest expense due to lower than budgeted capital programme spend.
Loans Total	(1,976)	(1,210)	767	63%	(4,838)	(3,567)	1,271		

CITY STRATEGY REGULATORY ACTIVITY REPORT

Building Consents

239 Building consents were issued this quarter with an estimated value of \$50,177,978.00. There were 45 total new dwellings. This compares to 256 building consents and 58 total new dwellings in the same quarter of the previous financial year.

Building processing timeframes:

186 out of 239 consents were issued within the correct timeframe for this quarter due to high levels of absenteeism in the team for varying reasons.

Resource Consents:

This quarter saw 50 Resource Consents processed (22 subdivision and 28 land use) in comparison to 58 total Resource Consents (30 subdivision and 28 land use) in the 2023-24 Financial Year.

Building processing timeframes:

96% of all applications were processed within the correct timeframe for this quarter.

Animal Control

Infringement Notices Issued:

54 infringements were issued this quarter compared to 66 in the 2023-24 financial year. Dog Registrations at the end of the quarter were 7,471 compared to 7,520 at the same period in the 2023-24 financial year.

Impounding Activity:

185 dogs were impounded this quarter. Of these, 105 were returned to their owner, 5 were rehomed and 46 dogs were euthanised. This compares to 37 dogs euthanised in the same period last year. Of the dogs that were euthanised, 15 failed their temperament assessment, 6 displayed menacing breed behaviour, 2 had Parvo Virus, 18 were surrendered due to aggression, attacking/biting or behavioural issues, and 5 were surrendered due to poor health/ poor health humane.

Dog Attack:

Of the reports of dog attacks on humans, there were 6 serious attacks and 13 minor attacks in this quarter. Each of these were investigated and appropriate action was taken.

Parking

Infringements Issued:

2,668 infringement notices were issued this quarter. Of these 1,103 (41%) have been paid and 220 (8%) have been cancelled.

Parkmate:

The total transactions for this quarter was 53,129 which is down from the same quarter in the 2023-24 Financial Year that saw a total of 58,921 transactions.

Environmental Health

Noise Complaints:

There were 413 noise complaints received this quarter compared to 427 complaints in the same quarter in the 2023-24 financial year. No infringement notices were issued compared to 6 in the previous year.

Liquor Licencing:

There were 113 applications issued this quarter compared to 186 in the same period of the previous financial year. These applications comprised of 53 Managers Certificates, 36 Special Licences and 24 premise licences.

Freedom Camping:

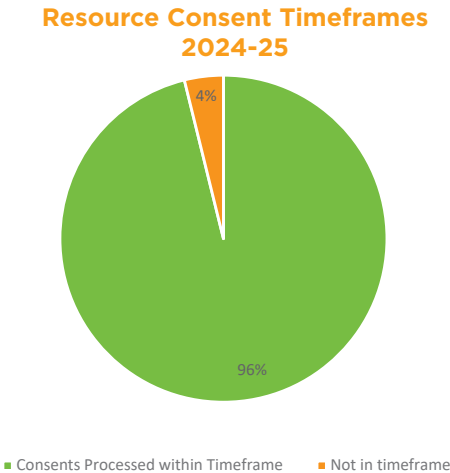
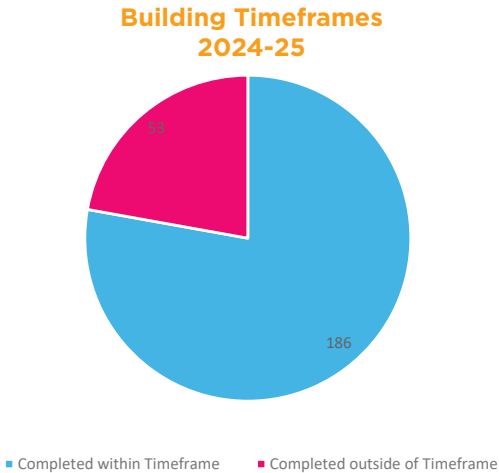
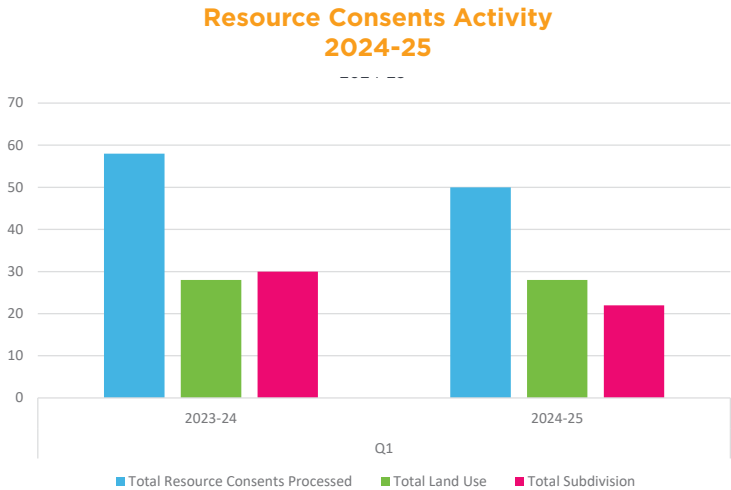
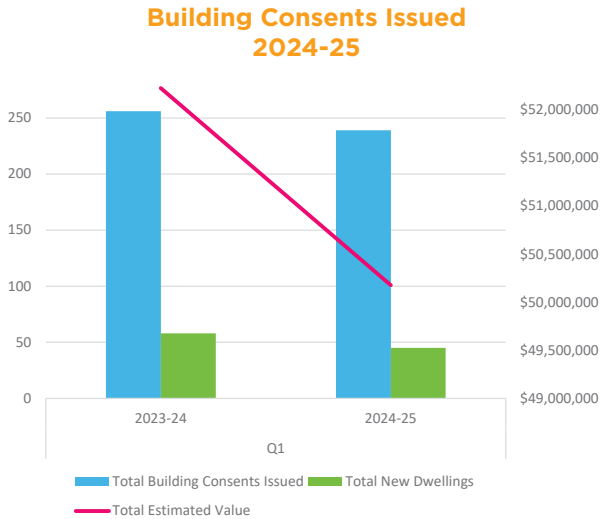
This quarter there have been 2,303 recorded freedom camping vehicles which is an increase compared to 1,779 in the same quarter of the 2023-24 financial year. There have been 43 infringement notices issued this quarter.

Napier Assist

The total number of Napier Assist interactions recorded this quarter was 936. The majority of interactions are for retailer and facility check-ins, however outside of these regular check-ins, the most interactions for the quarter were homeless (104), graffiti (84) and public assistance (74).

CITY STRATEGY REGULATORY ACTIVITY REPORT

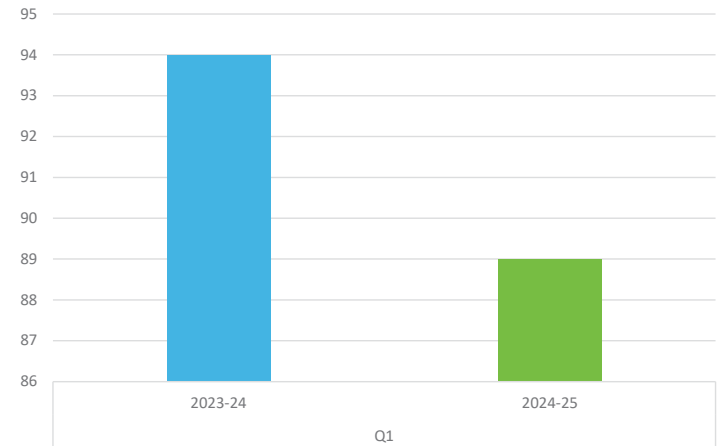
BUILDING AND RESOURCE CONSENTS



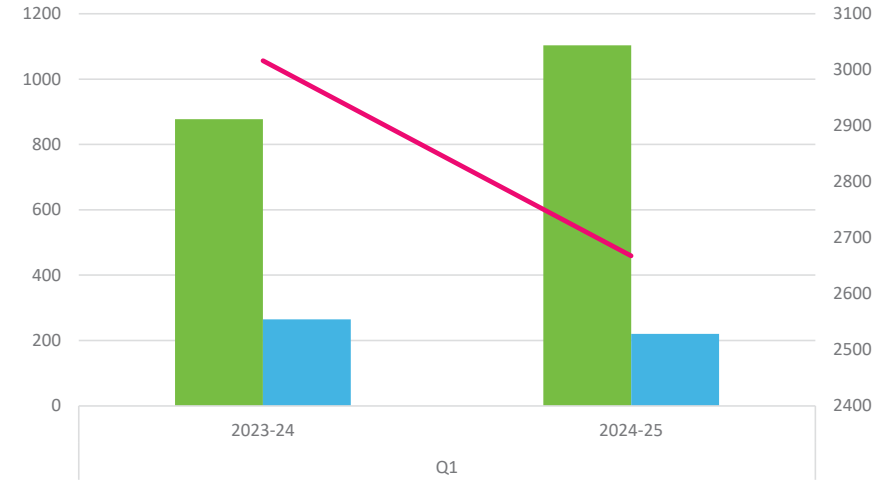
CITY STRATEGY REGULATORY ACTIVITY REPORT

LIMS, PROPERTY FILES AND PARKING

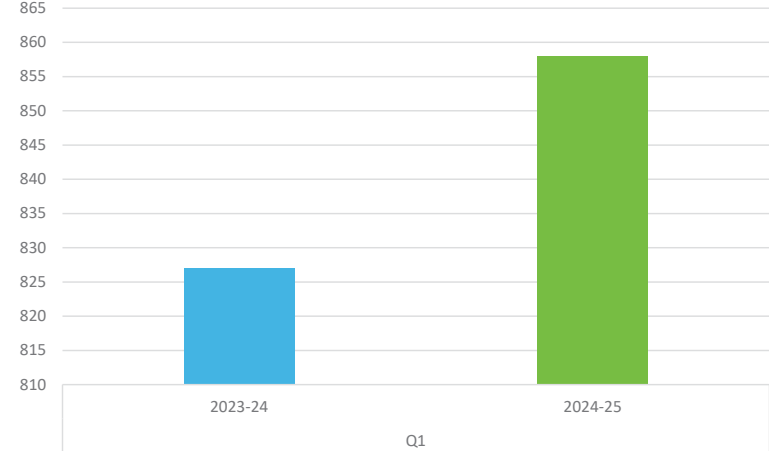
Total Number of LIMs Issued
2024-25



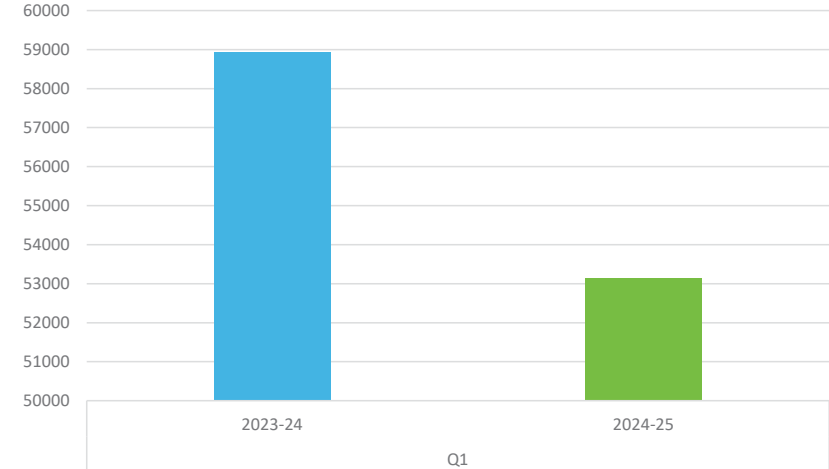
Parking Infringements
2024-25



Total Number of Property Files Requested
2024-25



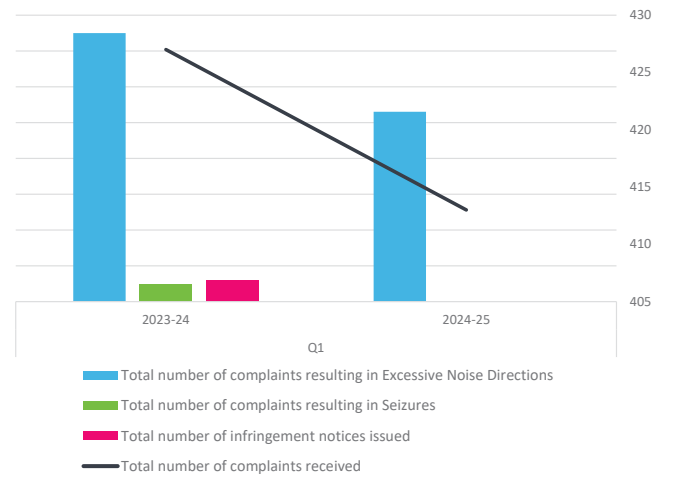
Parkmate Transactions
2024-25



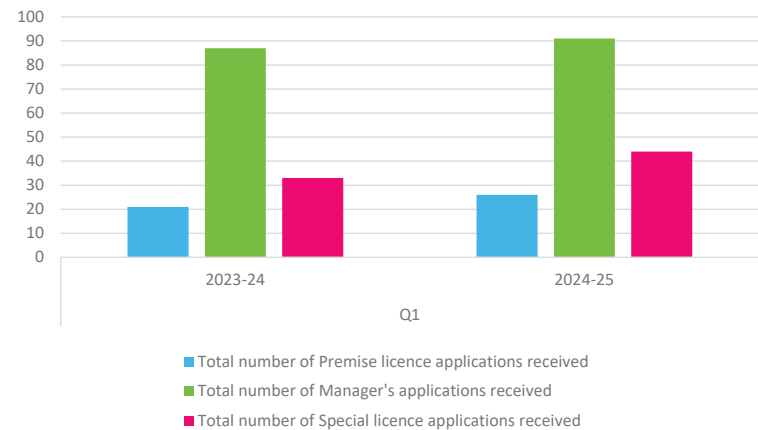
CITY STRATEGY REGULATORY ACTIVITY REPORT

ENVIRONMENTAL HEALTH

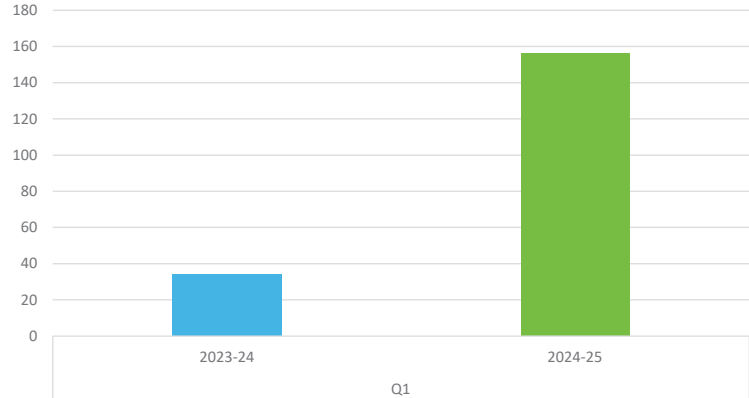
Noise Complaints and Outcomes
2024-25



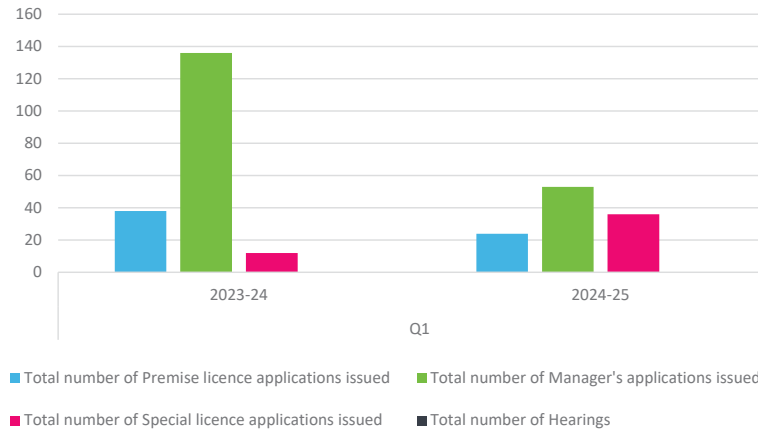
Liquor Licensing Applications Received
2024-25



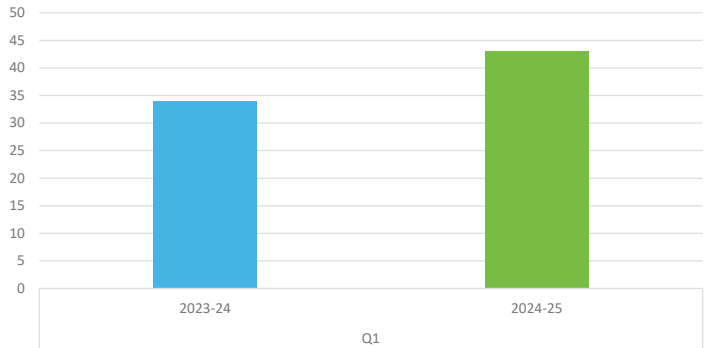
Food Act 2014 Audits Completed
2024-25



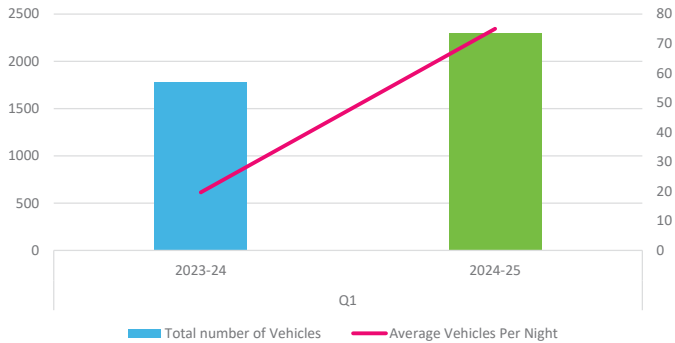
Liquor Licensing Applications Issued
2024-25



Freedom Camping Infringements Issued
2024-25

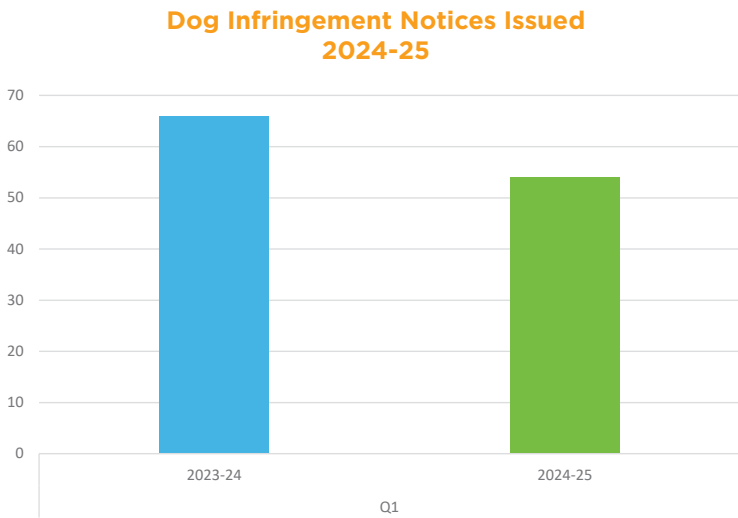
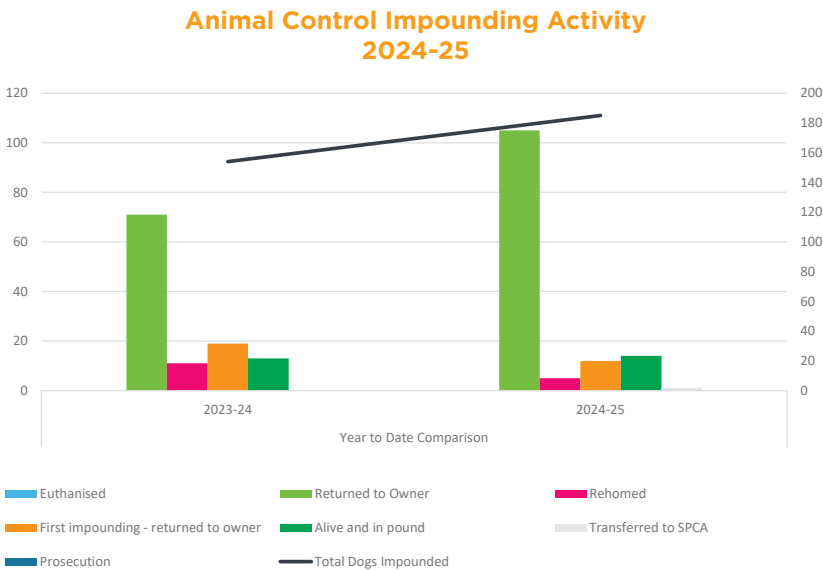
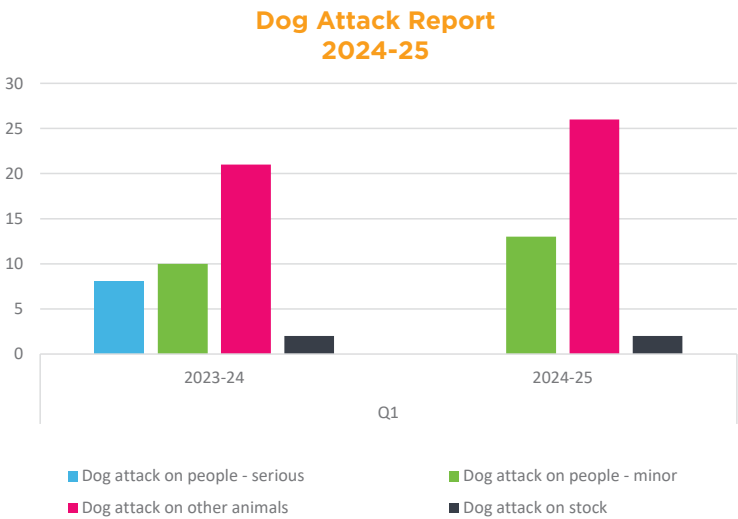


Freedom Camping Recorded Vehicles
2024-25



CITY STRATEGY REGULATORY ACTIVITY REPORT

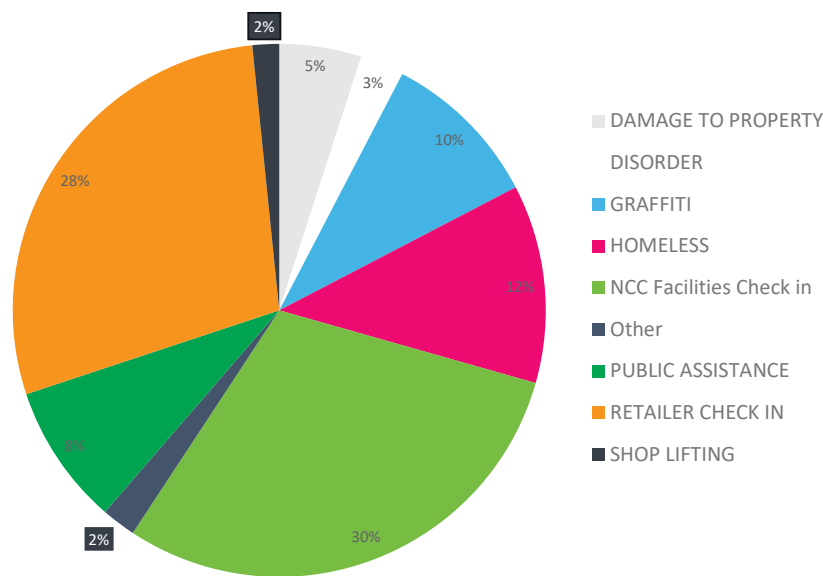
ANIMAL CONTROL



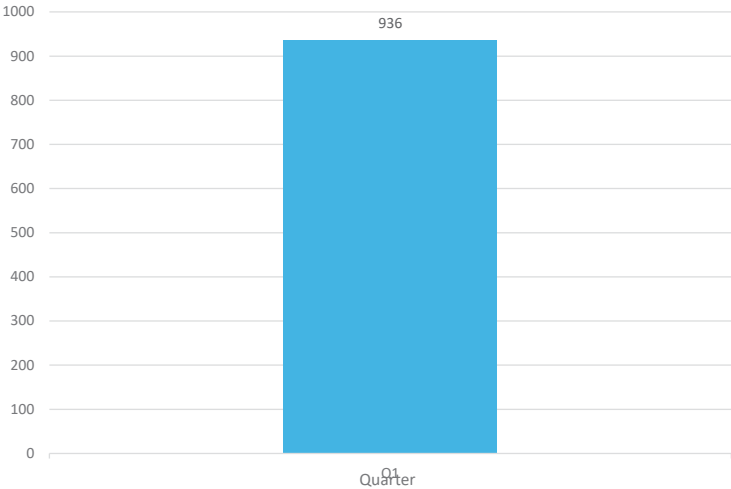
CITY STRATEGY REGULATORY ACTIVITY REPORT

NAPIER ASSIST

Napier Assist Interactions
2024-25 YTD



Napier Assist Total Interactions
2024-25 YTD



QUARTERLY SERVICE REQUEST REPORT

The following provides a high level overview of what our customers contact us about. Not all customer contacts are requests for service, but if a customer requires information or a service that cannot be immediately provided by Council staff, it is entered into the Service Request system and passed through to the person who is able to action that request. Service Requests cover a wide range of customer requests, including complaints and compliments about our services, request for advice or information, and maintenance enquiries.

Questions about the data are best answered by the responsible Directorate.

Here is a description of the Service Request categories:

- **Animal Control** – requests relating to animal and dog control
- **Building** – related to building consents
- **Cemeteries** – request related to cemetery operations
- **City Services** – Depot, requests regarding maintenance of our assets and infrastructure
- **Customer Services** – request for the Customer Service team
- **Environmental Health** – requests related to food and alcohol licences, bylaws, and general compliance
- **External Organisations** – request for service from contractors used by Council for services i.e. Waste Management
- **Housing** – requests related to Council's housing tenancies
- **Infrastructure Other** – requests related to environmental matters, 3 waters, parks and reserves
- **Infrastructure Services** – requests related to roading
- **Parking** – requests related to parking
- **Planning** – requests related to resource management planning
- **Plant** – requests about Council equipment
- **Property** – requests related to Council-owned properties
- **Rates** – requests related to rating

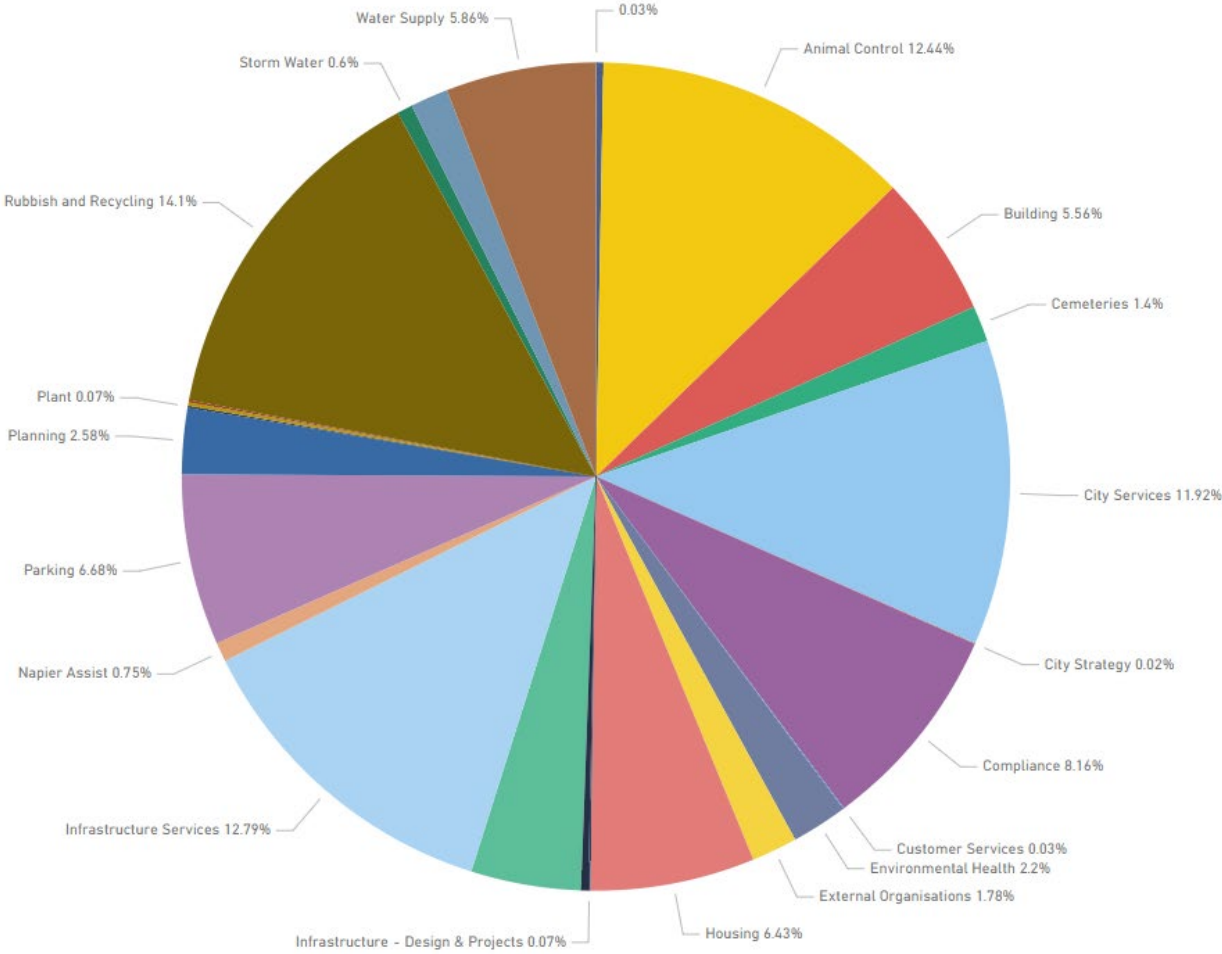
QUARTERLY SERVICE REQUEST REPORT

TOTAL NUMBER OF SERVICE REQUESTS

Quarter 1: 1 July – 30 September 2024

Total number of
Service Requests

6,005

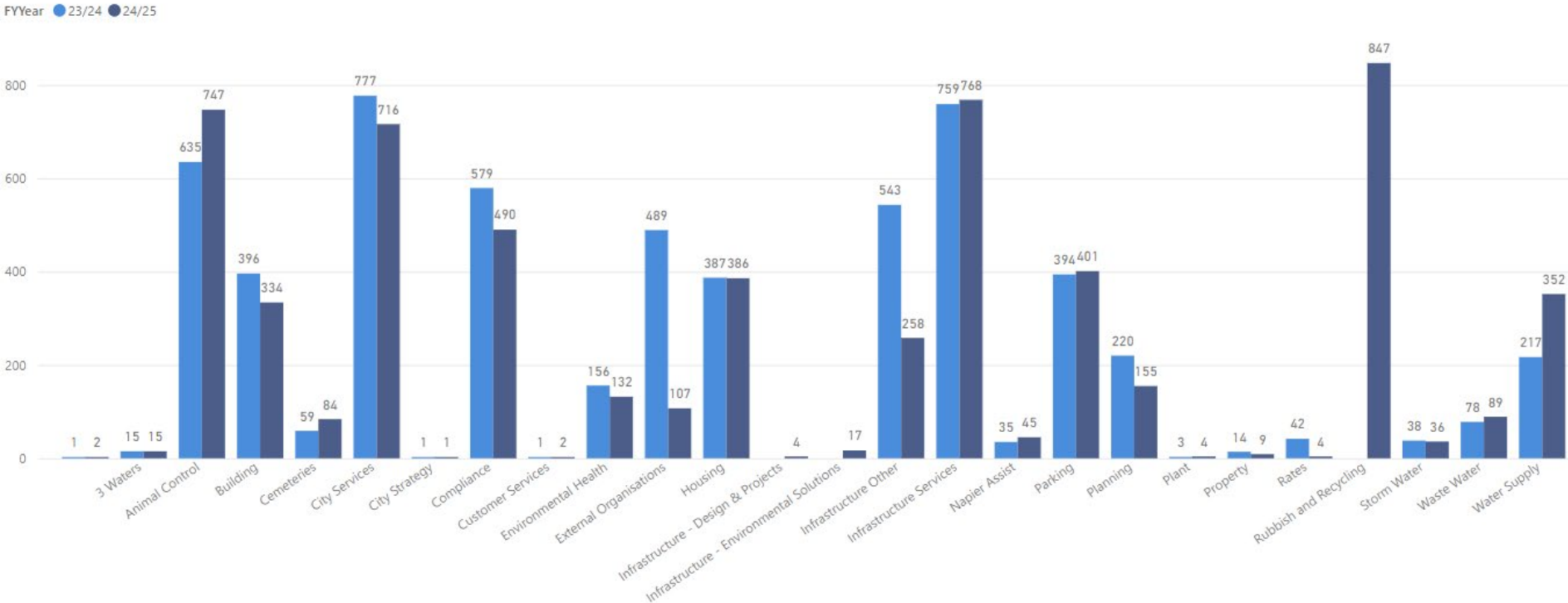


Percentage split across departments

QUARTERLY SERVICE REQUEST REPORT

BUSINESS UNIT COMPARISON

1 July – 30 September 2024



Note: The way that service requests are recorded for Rubbish and Recycling has changed between the 23/24 and 24/25 financial years. Requests of this type would previously have been recorded under 'External Organisations' (as evidenced in slide 5 under "Contractor - Rubbish/Recycling Enquiries and Complaints." In the 24/25 financial year these can now be found under the Infrastructure Other (slide 4) graphs.

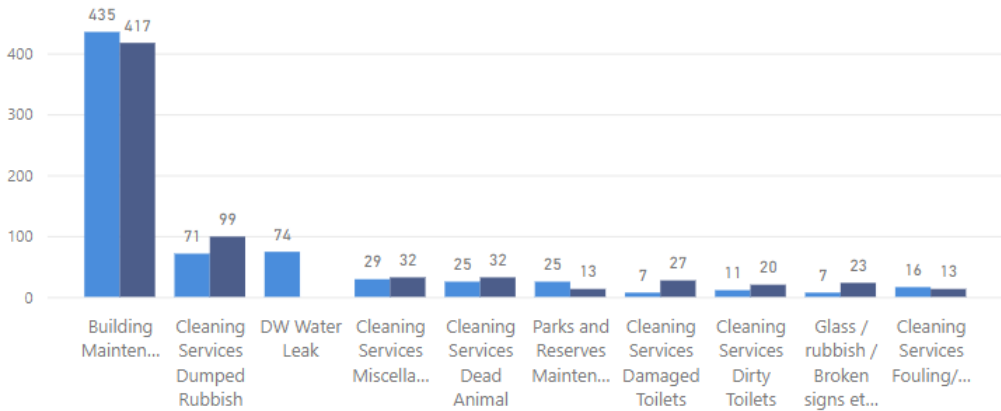
QUARTERLY SERVICE REQUEST REPORT

TOP 10 DEPARTMENTS BY TYPE OF REQUEST

1 July – 30 September 2024

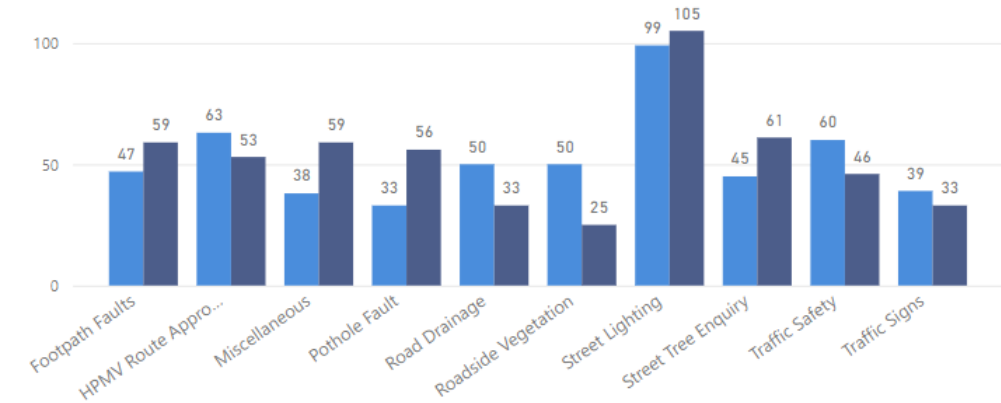
City Services

● 23/24 ● 24/25



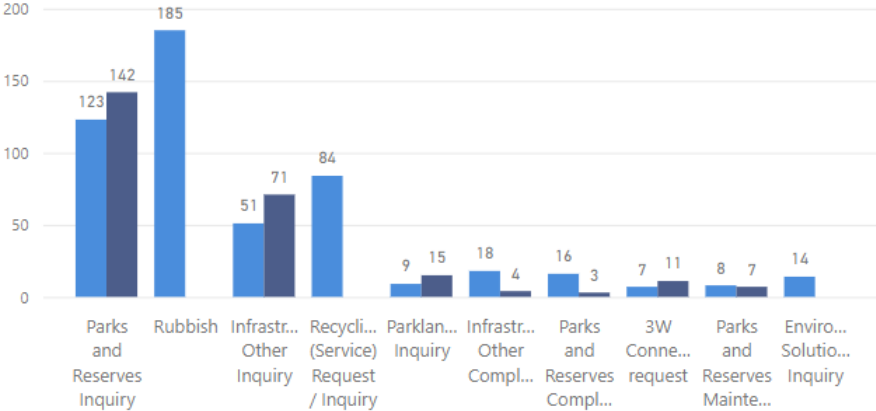
Infrastructure Services

● 23/24 ● 24/25



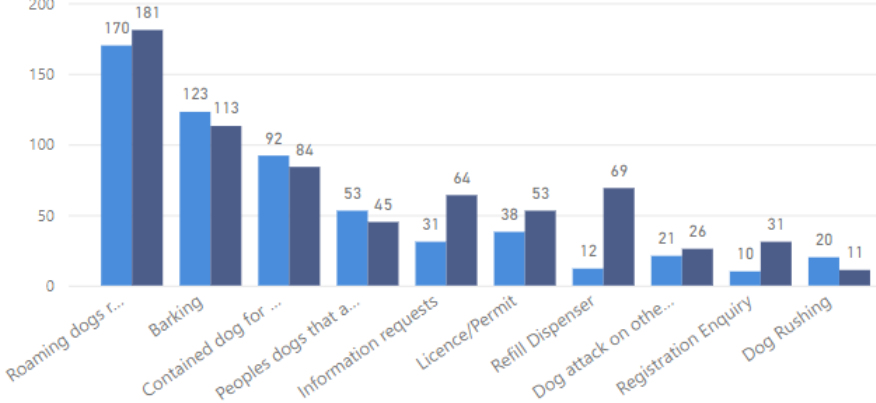
Infrastructure Other

● 23/24 ● 24/25



Animal Control

● 23/24 ● 24/25

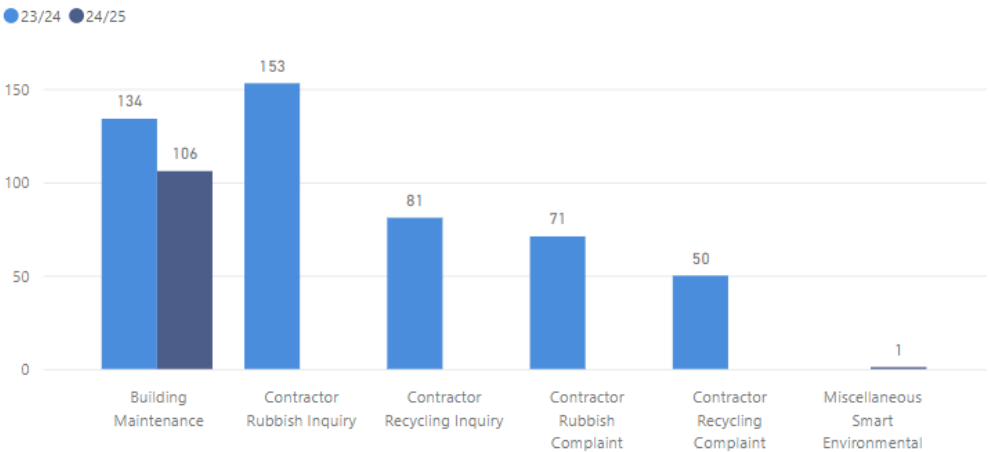


QUARTERLY SERVICE REQUEST REPORT

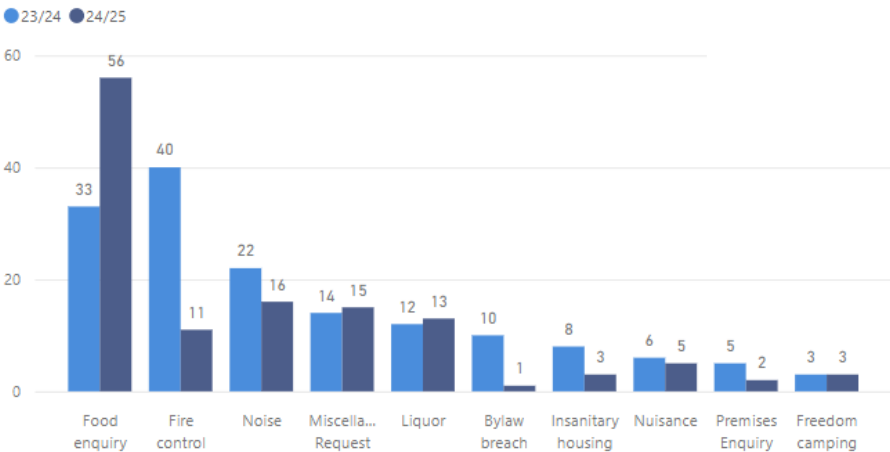
TOP 10 DEPARTMENTS BY TYPE OF REQUEST CONTINUED

1 July - 30 September 2024

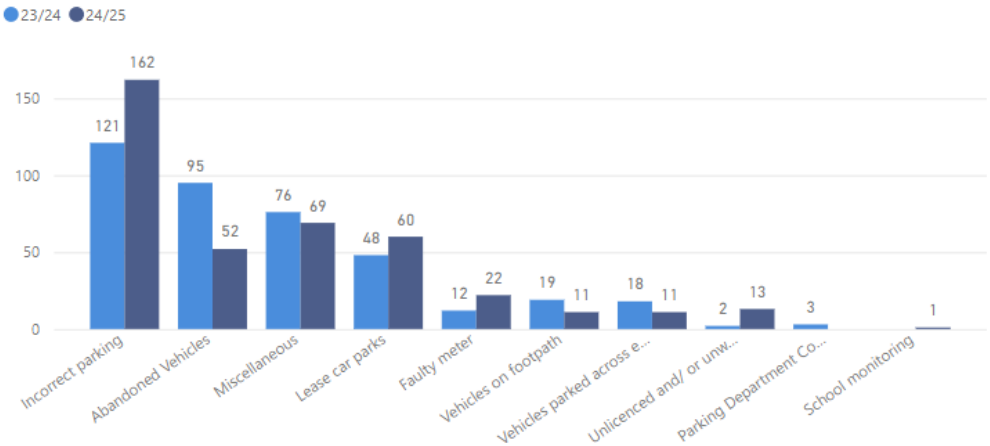
External Organisations



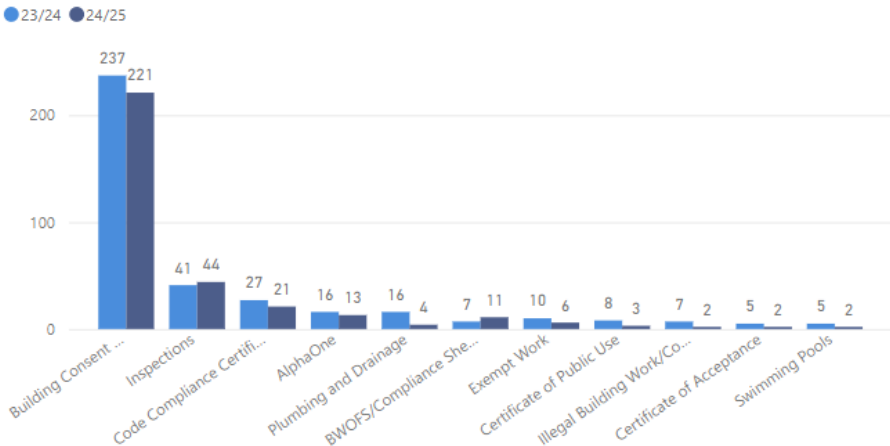
Environmental Health



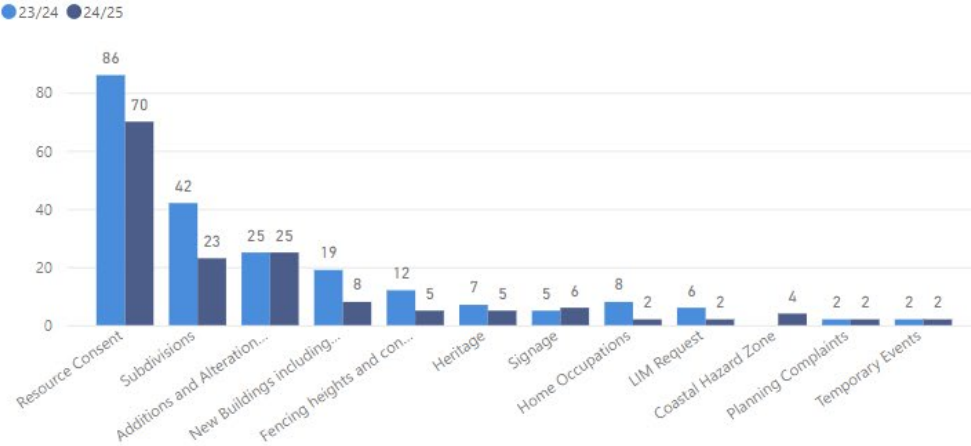
Parking



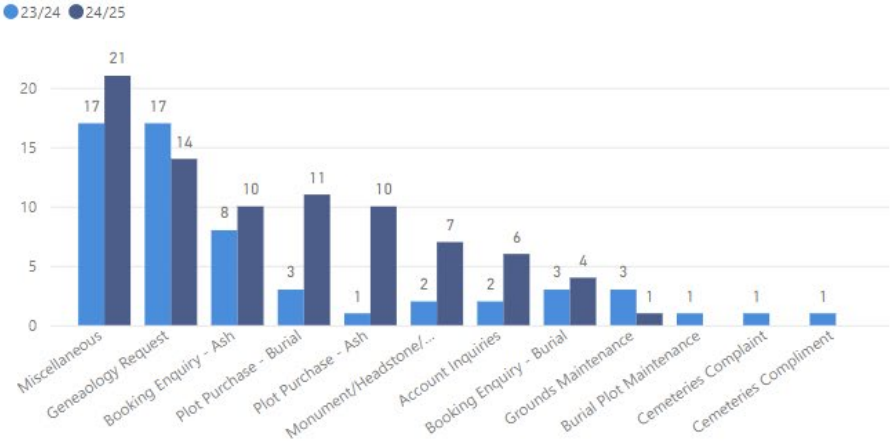
Building



Planning



Cemetries



DOCUMENTS EXECUTED UNDER SEAL FOR THE PERIOD 1 JULY – 31 OCTOBER 2024

10.7.24	Easement Instrument – 73 Coverdale Street, Pirimai	Ellen
10.7.24	Resource Management Act Covenant – 95 Ford Road	Ellen
10.7.24	Renewal of Ground Lease – 29 Leyland Street, Onekawa	Claire O’connor-Bryant
10.7.24	Consent to transfer Lessees interest held in lease 597166.2 – 1A Ferguson Avenue, Napier	Claire O’Connor-Bryant
29.7.24	Warrants = Vishavjeet Singh	Jamey Stephens
29.7.24	Partial Surrender of Easement, creation of Sewerage Easement – 12 Kauri Street	Ellen Gowan
31.7.24	Easement Instrument and Fencing Covenant, Consent of partial Withdrawal of Caveat – 231 Puketitiri Road, Napier	Ellen Gowan
2.8.24	Easement Instrument – 8 Hastie Place	Ellen Gowan
7.8.24	Consent to transfer Lessee’s interest held in Lease 7482997.1	Bryan Faulknor
12.8.24	Easement Instrument – 122-124 Latham Street	Ellen Gowan
19.8.24	Lease Document – 16 Bridge Street, Ahuriri	Claire O’Connor-Bryant
26.8.24	Warrant – Harman Mehta	David Whyte
26.8.24	Partial Surrender of Easement – 3/9 Lyttleton Crescent	Ellen Gowan
26.8.24	Partial Revocation of Compulsory Easement Condition Certificate	Ellen Gowan
3.9.24	Easement Instrument 20- 20 Davidson Avenue, Pirimai	Ellen Gowan
4.9.24	Easement Instrument – 6 Gallipoli Road	Ellen Gowan
4.9.24	Easement Instrument – 122-124 Latham Street, Marewa	Ellen Gowan
19.9.24	Release of Bond, Replacement Bond – 59-61 Niven Street, Onekawa	Ellen Gowan
19.9.24	Easement Instrument – 122-124 Latham Street, Marewa	Ellen Gowan
19.9.24	Renewal of Lease – 68 Wakefield Street, Napier	Claire O-Connor-Bryant
19.9.24	Deed of Renewal of Lease – Napier Pipe Band Incorporated	Claire O-Connor-Bryant
25.9.24	Consent to removal of parcel limitations – 136-138 Meeanee Road	Ellen Gowan

LGOIMA REQUESTS

JULY TO SEPTEMBER 2024

	July 2024	Comment	August 2024	Comment	September 2024	Comment
Requests received year to date	22		41	22 in July +19 in August	58	41+17
Requests received in last calendar month	22		19		17	
Responses completed in last calendar month	10		15		21	Minus 1 transfer
Responses within statutory timeframe	8	Minus 2 transfers	15		21	
Extensions requested in last calendar month	0		4	20 days (P&C)	1	15 days
Requests where charging was proposed	0		0		0	
Number of responses where:	6		12		12	
- Information released in full	1		1		8	
- Information partially released	1	Partial release / 17(g)	2		1	
- Request refused in full	2	17(g)	2		1	
Active Ombudsman investigations regarding LGOIMA responses	1	005342 015106	1	005342	3	005342
Ombudsman determinations received	0		0			

	April 2024	Comment	May 2024	Comment	June 2024	Comment
Requests received year to date	120	109 up to March + 11	136	120 up to April +16	149	136+13 1 withdrawn
Requests received in last calendar month	12	Excluding 1 transfer	16			
Responses completed in last calendar month	13		10			
Responses within statutory timeframe	12		16/16			
Extensions requested in last calendar month					1	23127
Requests where charging was proposed	0		0			
Number of responses where:	8		12			
- Information released in full	4		4			
- Information partially released	0		0			
- Request refused in full	1		1			
Active Ombudsman investigations regarding LGOIMA responses	1		1		3	
Ombudsman determinations received	0		0			



NAPIER
CITY COUNCIL
Te Kaunihera o Ahuriri

Sep-24



Project Stage	Count	Percentage
Not Started	16	13%
On hold / Deferred	25	21%
Unknown	1	1%
Scoping	35	29%
Design	35	29%
Design/Construction	6	5%
Construction	1	1%
Complete	1	1%

PROJECT	ACTION
Fast-track 4 lane expressway works - uncertainty about potential impact on NCC assets (primarily stormwater)	<ul style="list-style-type: none"> Working with NZTA to understand the scope of the project. NCC will help NZTA identify the affected services due to the expressway.
Wastewater treatment plant storage Cell 2 Commissioning planned October Direct-sourcing of contractor for Cell 3 Construction has been approved.	<ul style="list-style-type: none"> Cell 2 Construction to be completed in end of October Cell 3 IFC drawings underway. OoS submitted for next stage.
Procurement Planning - a range of procurement planning is underway for some large projects as well as 2 large packages/programmes of work for joint procurement and delivery.	<ul style="list-style-type: none"> Due to limited internal resources, the work will focus on high-priority projects for procurement plans and exercises. Additional resources will be sought to support these efforts.
Financial reforecasting and budget rephasing are underway for the 2025/26 Annual Plan, leading to revised capital program budgets. ELT and elected members decision to be followed.	<ul style="list-style-type: none"> Confidence in programme scheduling is the key factor in resetting budgets. This is being worked on by the 3 Waters Programme Team and the Project Owners.
Wastewater Outfall Consenting: A consultant partner will be sought early in 2025. The Asset team and the Procurement team will work together on the procurement strategy for professional services and construction.	<ul style="list-style-type: none"> Specialist capability in wastewater discharge consenting (to a marine environment) will be needed. Plan to seek resources outside of the current established professional services panel.
Latham St Flume Replacement - to market for Construction in November. Procurement planning completed, pending approval.	<ul style="list-style-type: none"> ROI - registration of Interest via GETs
Latham St WW Gravity Main Replacement being progressed by the NCC Works Dept.	<ul style="list-style-type: none"> Work is progressing well with 70m of pipe installed. Routine work mgmt practices are in place to ensure continued performance
Taradale and Mataruahou Rising and Falling Mains	<ul style="list-style-type: none"> RFP document prepared & reviewed & to be issued to market in October

PROJECT	Phase	Schedule	Finance	Risk	UPDATE
Waste water new outfall	Initiation				Procurement strategy being worked on - for all services (prof and construction) consulting support will be engaged early in 2025
Wastewater pipe renewals and relining	Scoping				Latham St gravity main being progressed with Depot. Flume replacement going to tender for Construction in November (\$2M)
Water Pipe Renewals	Initiation				Current Focus is on rider mains and small assets.
IAF works (Te Awa, Maraenui)	Design				Plantation water course & pond land acquisition in progress. Te awa pump station concept design underway to be delivered in early December
Mataruahou Reservoir	Design				Geotech investigation underway - concept design to be completed by end of calendar year
Lagoon Farm Diversion (Ahuriri Regional Park)	Design				GW piezometers installed and basis of design report received and currently in review. New PM to be assigned from mid October.
Mission Reservoir - New	Design				Geotech investigation completed. Piping concept layout work commenced. Comms and engagement plan underway.
Mataruahou and Taradale Rising and Falling Mains	Design				Design for Mataruahou and Taradale Rising and Falling Main Tenders to be issued to market in October
Taradale and Awatoto Borefields and Treatment Plants	Design				Design tender awarded and feasibility/design work underway. Basis of Design completed. Survey completed, geotech planned end of October
Sale St (CBD & Napier South Flood Alleviation - A)	Scoping				Munroe St development has required this project to be brought forward. Stormwater Pump station modelling/ design work underway to be received in October.
Stormwater Master Plan Update	Scoping				Objectives being defined through engagement with stakeholders - a second engagement session is planned with NCC stakeholders in early October.
Taradale, Herrick culverts	Design				Herrick culvert Detail Design completed. Taradale preliminary design to be completed in November

QUICK WINS

Programme Risk	Impact	Inherent Risk	Residual Risk	Risk Mitigation Actions
3W Programme not well planned	3W Programme is not actively managed or controlled.	<div></div>	<div></div>	<ul style="list-style-type: none"> • Uplift in programme management resource there is improved understanding and visibility of the programme • New reporting process in place. • Work progress with scheduling the programme and locking in delivery.
	Lack of understanding and clarity around programme delivery and health.			
	Information provided to the Programme Delivery team is out of date or incorrect.			
Budget is insufficient for the agreed programme of works.	Lack of funding leads to inability to complete the 3W Programme.	<div></div>	<div></div>	<ul style="list-style-type: none"> • Budgets are mostly sufficient for planned work, with some overs and unders. As many projects are still in pre-construction, the budget can be actively managed for risk. • The financial reforecasting exercise underway as part of the 2025/26 Annual Plan budget setting process will give further confidence in budgets and forecasts
	3W Programme overspend leads to wider financial consequences within NCC and community.			
Programme scheduling	Project schedule is longer than anticipated leading to Programme delays, and resulting impacts.	<div></div>	<div></div>	<ul style="list-style-type: none"> • Progress is being made to confirm a 3yr project schedule. Key/priority projects have been identified • Change management of the programme is becoming a focus - as the programme is locked down and a schedule developed, change to the programme creates risk - this to be actively managed.
	Projects are incorrectly prioritised within the Programme.			
	NCC internal processes create project delays.			
Resource is insufficient for the agreed programme of works.	Insufficient resource to deliver programme.	<div></div>	<div></div>	<ul style="list-style-type: none"> • Focus has been on planning, design and PM capacity. • Recent efforts have been made to secure additional PM support which is adding value and will be an ongoing focus.
	Poor resource management leads to unachievable workload and resultant non-delivery.			
	Projects are delayed leading to Programme non-delivery.			
Incorrect resource capability.	Carry over of projects and resultant bow wave or deferral of projects.	<div></div>	<div></div>	<ul style="list-style-type: none"> • Confident with capability of teams both internally and externally, challenge remains with capacity, and focusing on more stakeholder engagement
	Projects are not completed to the expected scope or standard.			
	Projects do not deliver their intended benefits.			
Programme delivery is reliant on delivery of all projects.	Project non-delivery impacts programme delivery.	<div></div>	<div></div>	<ul style="list-style-type: none"> • Progress is being made to confirm a 3yr project schedule. • Resource is being dedicated to developing improved project risk management approaches - this includes a review of risk mgmt in Comms, creation of a risk mgmt framework for 3 Waters projects
	Interdependencies of projects impacting on each other.			
	Individual Projects are not managed or controlled.			
Organisation is not ready for, or receptive to, change.	Stakeholders or Partners aren't able to, or are unwilling to, change in line with NCC expectations to better deliver the	<div></div>	<div></div>	<ul style="list-style-type: none"> • Change management, stakeholder engagement, partnership, communication, and alignment are top priorities and are actively resourced. • The EPMO is becoming more active and visible, collaborating closely with Infrastructure teams to support organizational change.
	Change is not well communicated with all parties.			

QUICK WINS

**Lagoon Farm Diversion
" Basis of Design and Constraints Report " completed**

**Mission Hills Reservoir
Geo Tech investigation & Planning
Asesement completed**

**Meeanee Awatoto Water Main
Pressure test successfully completed**

Water Demand Management Strategy project started

Waste Water Treatment plant Cell 3
Contract Negotiation for award

**Taradale and Awatoto Borefields and Treatment Plants,
Basis of Design & survey completed**

