



InfraCore

Essential Contracting Solutions
He Toki Taukari Whakaea

INFRACORE OPERATIONS REPORT Q2 OCTOBER – DECEMBER 2023



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Summary



Chair Update

Key Highlights

Challenges

Looking Forward – Q3 and Beyond





Highlights

- Our SOI indicates we will deliver a similar level of service to last year, pleasingly we continue to deliver at a higher level.
- Mowing plan is working.
- Annualised staff turnover continues to drop.
- Rolling out productivity processes across the business:
 - Daily management system across teams.
 - High level 3 Year business plan created.
 - Development of our first 90-day plan. This is now active with ongoing measurement and evaluation.

Challenges

- Behind Budget by **\$241k**, Actual loss for the Financial Year is **\$794k**.
- SOI assumptions are very unlikely to materialise:
 - Fleet failing at a far greater rate than budgeted.
 - We do not have the resource to enable efficiencies at the speed assumed.
 - Unable to deliver contract works.
 - The long range weather forecast suggests reactive works will be less than budgeted.
 - Inflation on expenses is far higher than budgeted.



Looking Forward

- Ongoing engagement with Council Officers to proactively identify and reduce financial risks.
- Progress on new Service Level Agreements:
 - A comprehensive proposal has been received in alignment with the specifications outlined by IC and RLC. The Council is currently in the process of a thorough evaluation.
 - The final agreed SLA will:
 - Precisely define and allocate the resources necessary to fulfill the services the Council requires.
 - Establish a detailed framework for reporting, indicating the specific timelines and modalities of delivery.
 - Enhance operational efficiencies.
 - Detail communication protocols and outline effective strategies for dispute resolution.
 - Introduce a clear prioritisation of workstreams, facilitating more streamlined and informed financial decision-making processes.
 - The SLA will be designed to proactively address historical issues that have adversely affected work performance, with preventive measures to avoid recurrence.

Questions?

