

NOTICE IS HEREBY GIVEN THAT THE MONTHLY MEETING OF COMMUNITY SERVICES COMMITTEE WILL BE HELD IN THE COUNCIL CHAMBERS, 29 CIVIC AVENUE, GORE, ON TUESDAY 4 MAY 2010, AT 4 PM.

**Stephen Parry
CHIEF EXECUTIVE**

28 April 2010

A G E N D A

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1. GORE GOLD GUITAR YOUNG AMBASSADOR COMPETITION

(Memo from Chief Executive – 26.04.10)

The Gore Gold Guitar Young Ambassador Competition closed on 23 April 2010 with the following nominations received:

- Nathan Dickson
- Katie McIntosh
- Jaimee Blythe
- Jessie Murphy
- Rachel Gibson
- Latisha Miller

As part of the judging, the entrants are required to make a three minute speech at this meeting on:

“Challenges and Opportunities in our Community”

Each entrant will be invited to make their presentation.

2. REPORT OF THE DISTRICT ARTS AND HERITAGE CURATOR - APRIL 2010

Eastern Southland Gallery

The Gallery was pleased to receive this month, an important bequest from the Estate of the late Michael Hitchings. A former head of the Hocken Library at the University of Otago, Michael sadly passed away in March leaving eight works by Ralph Hotere to the District collection. While Michael visited the Gallery from time to time, he had no real connection with Gore, so this remarkable gift came as a complete surprise.

The final exhibition on the Gallery's official 25th anniversary programme is currently on show. Mirek Smisek – "60 Years – 60 Pots" is a survey exhibition of one of New Zealand's pioneer studio potters. It not only features 1950s works from the Czech born artist's first studio, but also more recent vessels produced for Peter Jackson's "Lord of the Rings" film trilogy.

The Arts & Heritage Precinct also took the opportunity to host the "Real Art Roadshow" (silver collection) this month. Housed in a specially converted truck, an impressive collection of contemporary New Zealand art is touring nationally and available free of charge to interested visitors.

Exhibitions and Activities

"Mirek Smisek – 60 Pots – 60 Years" (from 12 April)

"Recent Acquisitions" (from 12 April)

"The Real Art Roadshow" (15 and 16 April)

"Adams & Gavin" – concert by Richard Adams and Nigel Gavin (19 April)

"Don McGlashan" – concert (28 April)

Hokonui Heritage Centre

Staff members have been working with the Gore Memorial RSA to permanently install and interpret some important military memorabilia within its premises. We have also been working with Te Papa National Services to host a 2 day specialist conservation workshop for museum staff and volunteers in May. This will involve bringing four specialists from Wellington – funded by Te Papa - to provide training in the care of vulnerable cultural property.

General

Staff members continue to work with groups on a variety of project funding proposals and submissions. Liaison continues with a variety of local community development and event initiatives.

Talks and Tours

All Points Rural Women
Oamaru Probus Club
Venture Southland Media Family
Newstalk ZB
Queenstown Art Group

Meetings and Representations

Southland Regional Heritage Advisors Group
Southland Regional Heritage Committee
Human Rights Commission
Gore District Memorial RSA
2010 NZ Country Music Awards
Supervision of Southland Roving Museum Officer

RECOMMENDATION

THAT the report be received.

3. REPORT OF THE LIBRARY MANAGER

FEBRUARY AND MARCH 2010

Children's activities

Toddler Time (Gore) attendance numbers have been very good this term with an average of 16 children at each session.

Gore Playcentre visited Gore library for a story time and craft session, and Oxford Kindergarten morning group came for a story time.

East Gore School class groups have each visited the library this term.

North Island Library Managers Conference

March was a busy time for the professional staff as a variety of conferences happened in the same month. I attended the NILM conference as the South Island representative at the beginning of March. This was a great opportunity to meet colleagues from the North Island and to meet managers from smaller rural libraries dealing with similar issues.

South Island Library Managers Conference

Hosted this year by the Waimakariri District and held year in Rangiora. Just two weeks after the North Island managers meeting it was interesting to see the similarities and differences between the two groups. Topics on the agenda included the amalgamation of the National Library into the Department of Internal Affairs, and the launch of the Association of Public Library Managers website www.publiclibrariesofnewzealand.org.nz

South Island Children's Librarians Conference

Jenny attended the South Island Children's Librarians Conference, held in Oamaru in March. Over the two days a wonderful variety of speakers gave presentations and Jenny has started to implement some of the things she heard about. An example of this is the "Wriggle and Rhyme" programme. We are delighted to have been chosen by Sport Southland to partner with them and deliver this music and movement programme for babies and the under 2's. "Wriggle & Rhyme" is a free 30-minute music and movement programme aimed at stimulating babies' brain and body development. A pilot programme will be launched at Gore library in the near future.

School workdays

The library participated in workdays for two local high schools - St Peters College and Gore High School.

New Zealand Post Children's Book Awards.

Gore is once again fortunate to be included in the award finalists touring author visits. This year Craig Smith, author of the children's picture book "The Wonky Donkey", will be speaking to an audience of Eastern Southland primary school students on May 13th.

Talks/Visits/Displays

Bateman

Australian Book Company

Kiwi Red

Harper Collins

World Book

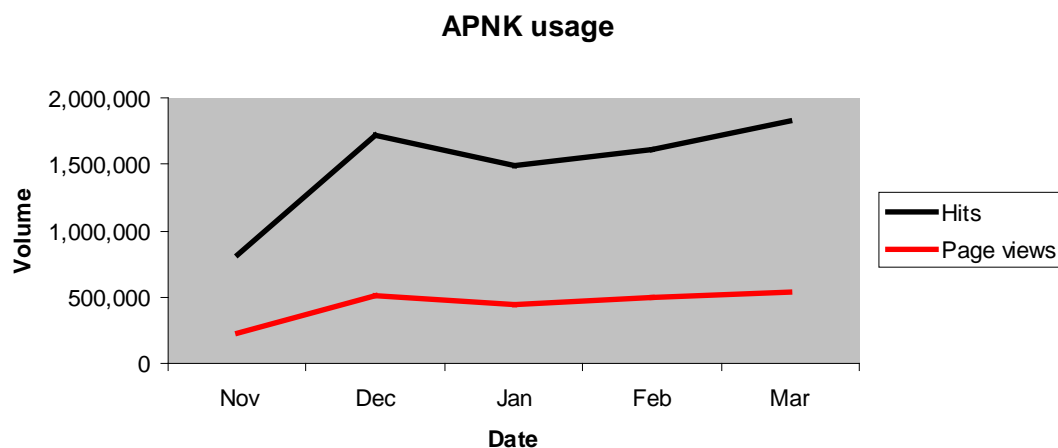
Hachette

Scholastic

REPORT OF THE LIBRARY MANAGER

APRIL 2010

Aotearoa People's Network Kaharoa



Wi-fi total sessions (Nov 2009 – Mar 2010)

Gore	445
Mataura	62

The APNK computers continue to be well used in both libraries, especially during the school holidays. Managing the teenagers who congregate around the PCs, particularly in Mataura, continues to be a challenge, but with guidance from staff behaviour is improving.

Library website

The design stage for the Gore Libraries website has been completed. Once built, the site will be usability tested and we hope to launch the site by the end of the year.

3M award

The Aotearoa People's Network Kaharoa was the winner of the 3M Award for Innovation in Libraries in 2009. To celebrate this success the trophy is touring APNK libraries throughout the country. We showcased the award for a week in April



Holiday programme

In Gore the holiday activity programme got off to an excellent start with 25 children attending the first session. Over the three programmes we had an average attendance of 20 at each session. The newly refurbished conservatory makes for a much more pleasant environment for these activities.



Smaller numbers came to the holiday programme at Matura library, but those who did attend enjoyed the crafts and stories on offer.

Toddler Time

Following the recent trial sessions, Toddler Time is now running on a permanent basis at Matura library. The story time and activity session are held every Friday. Fourteen children have attended at least one of the sessions, with an average weekly attendance of five. The initiative has brought new families into the library and encouraged new borrowers.

Talks/Visits/Displays

Australian Book Company
Bateman Books
Harper Collins
Scholastic

RECOMMENDATION

THAT the report be received.

4. REPORT OF THE GORE I-SITE VISITOR CENTRE MANAGER

Gore i-SITE Visitor Centre

March was a much quieter month for the Centre with a drop in visitor numbers compared to February, although visitor numbers have increased compared to March last year.

Real Journeys and other Fiordland operators have shown an increase in sales during March compared to last year.

Accommodation, activity and travel bookings during March have shown an increase in sales by 11.25% compared to March last year.

March Events

Gore had the pleasure of hosting AmeriCARna for an afternoon. This was a very popular event which involved i-SITE staff being present on Main Street to offer assistance, promote Gore and offer Gore badges for sale, along with promoting the Arts Precinct. This was very successful and was well received by the visitors.

There were also some visiting performers to town and plenty to keep locals amused over the school holidays.

100% Local Deal

Our March promotion offering a return journey for two to Stewart Island, including a Village and Bays Tour, courtesy of Real Journeys was won by a very delighted customer.

Training

Four i-SITE Visitor Centre staff will be attending Customer Service Training in Gore during April.

Tourism New Zealand

Visitor arrivals for February have shown a continued return to growth and stability after last year's economic downturn.

Australia continues to underpin New Zealand visitor arrivals, up 4.3 per cent (3,737) in February compared with 2009. However, other longer-haul markets are beginning to come back.

Tourism New Zealand, Chief Executive, Kevin Bowler says that while Tourism New Zealand plans to keep a high profile in Australia, stimulating growth in long-haul markets including the US, UK/Europe and China remains a priority for the longer term.

International Visitor Arrivals

<u>Jan 2010</u>			<u>Feb 2010</u>	
Australia	95,700	up 15.7%	91,275	up 4.3%
UK	37,758	down 0.6%	40,475	down 4.7%
US	20,967	up 0.2%	25,300	down 1.0%
China	9,425	down 33%	16,975	up 40.6%
Japan	8,700	up 15.5%	9,975	up 1.1%
Germany	10,092	up 10%	9,650	up 1.1%
South Korea	8,178	up 29.8%	5,275	up 4.2%
Canada	6,989	up 4.4	7,250	down 3.3%

Customer Survey Form Results

Survey forms are based on approximately 30% of visitors to the centre.

How did you find our location?

- Signage (37)
- Another i-SITE (11)
- Brochure (21)
- Travel Guide i.e. Lonely Planet (12)

Country

- New Zealand (62)
- UK (12)
- Australia (11)
- Other (14)

What most impressed tourists when visiting Gore

- Museum/i-SITE (33)
- Flowers and gardens (12)
- Clean and tidy (13)
- Friendliness/helpfulness (12)
- Beautifully set out town (5)

Impression of the appearance of the Visitor Centre

- Excellent/great/very good/good (61)
- Well organised/clean (17)
- Welcoming (6)

How helpful was the Visitor Centre's staff?

- Excellent/great/very good/good/ (94)

Visitor Numbers

Visitor Numbers and Inquiries Gore i-SITE Visitor Centre		
	2009	2010
July	1167	1307
August	1340	1163
September	1534	1490
October	1614	1585
November	1033	635
December	1472	1426
January	1929	2695
February	2189	4531
March	1857	2703
April	1733	
May	1296	
June	1076	
Total	18240	17535

RECOMMENDATION

THAT the report be received.

5. REPORT OF THE PARKS AND RECREATION MANAGER

Parks and Reserves

As autumn weather patterns become prevalent with a noticeable let-up in the growth of lawns and weeds, the Parks and Reserves gardeners have switched focus onto the annual bed changeovers. The new season's annuals have grown well in the nursery under the care of the Council's nursery staff. The plants are of good size and health and should settle into the newly renovated garden beds with ease. The Gore and Matura hanging baskets continued to deliver colour right up until the week prior to Easter when they were taken down.

With the cooler autumn conditions comes slower grass growth, therefore mowing staff are reducing the frequency that their rounds require. The time that is being made available is now being absorbed by some workshop related tasks where specialised leaf collection plant is being readied for the pending leaf-fall. Other staff are helping out with turf renovation preparations and tree maintenance.

The Council's spraying teams are also experiencing lengthening in their cyclical rounds and are currently undertaking annual bed renovations ahead of the gardeners undertaking replanting.

Preparation work is being undertaken on the lower section of the Bannerman Park driveway. The surface has deteriorated rapidly in the last 12 months and upon sweeping preparations, more of the existing seal started to lift. This highlighted a greater issue than first thought. The Council's Roding Manager and staff have formulated a work plan to address the issue prior to the onset of winter.



Autumn flowering rockery cyclamen in full bloom

Sport and Recreation

The Eastern Southland Hockey Association opened its brand new Hockey Turf on Saturday 17 April 2010. This new facility adds another valuable dimension to the already popular Gore Multi-Sport Complex. It provides yet another option for social or competitive sport. The Complexes' unique array of facilities will leverage off each other in the future and ultimately promote physical fitness and healthy choices to the District's population.

Property

Work continues on various building maintenance tasks from the building maintenance schedule. Contractors have undertaken work on the Hamilton Park hall, Dolamore Park buildings, Canning Street flats, water plants and Cemetery buildings.



The new electric doors at the James Cumming Wing entrance

Work has progressed on the project of removing the existing entry doors of the James Cumming Wing. The central concrete pillar and two existing entry doors were removed, two electric doors installed and an air lock cavity created between existing portico pillars. There has been a delay with the supply of tiles for just inside the building, but it is hoped to have this completed by the end of April. The lights in the foyer are going to be replaced soon as well. The existing fittings are creating problems by overheating and staff are frequently changing an excessive amount of light bulbs. These works are all funded from existing funding mechanisms.

Dolamore Park

- ↳ The Council has received a letter of thanks from the Tukurau School's senior room teacher after a recent visit. The letter is attached for the Council's perusal.

Mataura Pool Working Party

Council officers continue to work through issues and instructions from the working party. Information continues to be collated and prepared for the next working party meeting.

Non-Financial performance targets

- ↳ Appended for the Council's information is the latest update of the Parks and Recreation, non-financial performance targets, based upon the Levels of Service in the Council's LTCCP. At this point we are on track with the results.

Other community interaction

Interaction with groups, clubs and organisations over the past month:

- Mataura Pool Working Party - meeting
- Mataura Community Board walking track project - workshop held
- Gore District Signage issues - work in progress
- Southland Rhododendron Association - meeting
- Gore Garden Club - meeting
- Eastern Southland Equestrian Park Trust
- Department of Conservation - consultation
- Young Farmer of the Year - organising committee, meeting attended
- Sport Southland - meeting
- A & P Joint Management Committee
- Planning consent site meetings
- Environment Southland - consultation

RECOMMENDATION

THAT the report be received.

SECTION	LEVEL OF SERVICE	SPECIFIC TARGET	YEAR TO DATE
Aquatic Services	To provide safe, accessible swimming pools with good opportunities for learning.	To increase annually by 1,000 swims toward a target of 100,000.	78959
	That pools are available for use.	Gore pool – 360 days Mataura pool – 205 days	On target Target will not be met due to boiler issues.
	The community is proud of its facilities.	80% satisfaction as measured in resident's survey.	Gore 97% Mataura 89%
	Ensure that facilities are safe for public use.	Maintain Poolsafe accreditation.	Achieved
		Maximum of three health and safety incidents per year.	0
	Increased participation in swimming lessons.	>1900 swim lessons per year.	1483
Parks and Reserves	To provide playgrounds and reserves that are accessible to the community.	>75% of urban homes located within 500 metres of a playground or reserve.	Gore 87.8% Mataura 98%
	Premier parks are accessible and meet the needs of users.	>90% of residents are satisfied as measured by resident's survey.	Survey yet to be completed.
	Playgrounds are accessible and meet the needs of users.	>90% of residents are satisfied as measured by resident's survey	Survey yet to be completed.
	Provision of sports fields and	<5 complaints per field per	No complaints

SECTION	LEVEL OF SERVICE	SPECIFIC TARGET	YEAR TO DATE
	reserve land for other recreational facilities that meet the needs of the major field based sports.	season on quality and availability.	
	Play areas are safe.	>75% of playgrounds that meet the NZ playground standard.	Annual report from Vic Herring.
Cemeteries	Cemeteries are provided that meet the needs of users.	<3 complaints per year regarding the standard of cemeteries. 95% of residents and ratepayers are satisfied with cemeteries. 0 annual reported public safety incidents at the cemetery.	No complaints 99% None reported
Property	All buildings maintained in a healthy and safe condition over the life of the asset.	100% of buildings requiring a warrant of fitness are compliant.	All comply
		<3 complaints received annually relating to Council owned buildings.	6 complaints (All of a minor nature)

6. REPORT OF THE AQUATIC CENTRE MANAGER

During the month of March Children's Day was held at the Complex with over 400 pool entries on the day. A number of people who were there for the Children's Day had never been to the Complex before. Many had a walk through the entire building and were really impressed.

Another busy month with a 19.3% increase for the month of March at the Gore pool compared to this time last year. We had thirteen more groups booked compared to this time last year. A number of the groups were from outside the Gore District.

- ✦ We have customer suggestions; compliments and complaints forms for public to fill in at both pools. Of the feedback received, a number of compliments were made about the friendliness and helpfulness of the staff, the excellent water quality and temperature of the pools compared to Splash Palace. A few suggestions on what people would like to see at the pool were water fountains, more baby change tables, open the pool till 9 pm on Friday nights, educating lane swimmers on lane etiquette, what types of food people would like to see, a wave pool, more fun equipment, more inflatables, and security cameras on poolside. Suggestions for the stadium were a sound system, better ventilation and a score board. Attached is a letter addressed to the Mayor and Councillors congratulating the staff at the Gore pool on a job well done, from Dianne Beale and Tania who are regular attendees to the Aquarobic classes.

The staff have been busy organising holiday programmes for the April school holidays for both pools. A number of days were scheduled, with a variety of activities, fairytale day, underwater obstacle course, Easter theme day, water fights, spot prizes and a BBQ day.

We will be opening the pool till 9 pm Monday to Friday and 10 am till 6 pm Saturday and Sunday, starting Monday 19 April. The stadium will have bookings until 9 pm most nights during the week and the netball games will start on Saturdays from 1 May.

Mataura pool had an increase of 24% of people through the doors compared to this time last year. The feedback from customer feedback forms also contained compliments about the staff and cleanliness of the facility. Some of the suggestions made were more inflatables, fun equipment, spa pool, cubby holes on poolside for personal belongings, opening later for sporting groups, hydro slide, opening earlier, and shallow steps into the main pool.

The first day for trialling the free entry to the Mataura pool was 29 March. The following table outlines free entry patronage.

DATE	PATRONAGE
29 March until 04 April	130
04 April until 11 April	258
12 April until 18 April	237
TOTAL	625

The second two weeks of the three week trial was school holidays. By comparison, last year there was a total of 201 pool entries. There were a number of children and families whom staff had not seen in the pool all season. Staff confirmed some patrons were obviously from outside the District. Of interest, staff commented that during this trial they experienced a heightened amount of untoward behaviour with some patrons showing a total disregard for the rules and direction given by pool staff. This is of concern to the staff as it highlighted an increase in the risk of patrons causing harm to not only themselves but other law-abiding pool users.

The information gathered along with the issues raised by staff shall be presented to the Mataura Pool Working Party at its next meeting.

Bookings

We had 25 bookings at the Gore pool, six bookings at Mataura pool and 23 bookings for the stadium.

MLT Event Centre

Having completed the first month's operation where bookings took place most days, the stadium is going well. Good numbers show up for casual use. Most days there have been groups booked in from 3.30 pm onwards however there are some quiet periods throughout the day.

The Sports Southland Programme Co-ordinator has introduced a number of new sporting competitions at the stadium. Staff are still flat out with stadium bookings from changing of times, multiple and new bookings. This is currently taking more time than anticipated.

Leaping Frogs Swim School

It has been another busy month with swimming lessons. We have had Alternative Education come in for snorkelling, under water hockey, as well as water polo and a general fun session. Other groups have been Knapdale School, with its junior and senior classes for a week, Te Tipua School for two weeks with kid's aqua, followed by swimming lessons for both senior and junior classes

and Mataura School juniors and seniors for two weeks of swimming lessons, race day and a show day. Out of all these groups the Swim Coordinator said “the most improved in attitude and approach was Mataura School followed by Te Tipua children with huge improvements in their swimming abilities”.

Enrolments for term two are filling fast, with 45 children being enrolled in the holiday swimming lessons. Most enrolments in the school holidays swimming lessons seem to be families who are from out of the Gore District, such as Lumsden, Balclutha, Nelson, and Christchurch. A number of children who were enrolled have been enrolled by their grandparents.

Visitor Numbers Gore		
Month	July 08 - June 09	July 09 - June 2010
July	5927	6825
August	5111	7165
September	6606	6562
October	6850	8500
November	8145	9835
December	6528	7920
Janauary	7955	8307
February	6727	7724
March	8041	9593
Sub Total	47922	65606
April	6861	
May	6224	
June	6200	
Total	81175	65606

Visitor Numbers Maitaura

	2008-2009	2009-2010
September	121	Closed
October	491	Closed
November	445	Closed
December	1638	402
January	1110	1423
February	892	1391
March	1919	2386
April	765	924
Total	7381	6526

Maitaura Term One Lessons	2009	2010
Group	42	16
Privates	9	8
TOTAL	51	24

M.L.T. Events Centre Usage				
Types of bookings	1 Dec - 18th Dec 2009	25th Jan - 31st Jan 2010	1st Feb - 28th Feb	1st March - 31st March
Casual usage	262	74	61	158
Booking usage	165	116	227	2389
Total	427	190	288	2547

RECOMMENDATION

THAT the report be received.

Dianne Beale
20 Talbot St,
Gore. 9710

Gore District Council
Civic Avenue
Gore

25th March 10.

Dear Mayor & Councillors,

Over the period of the last 2 months, 3 times per week my daughter and I have been attending Aquarobic classes at the Gore Multi-Sport Complex pool and would like to express our gratitude. The manager Kim Peterson and her staff make every visit a pleasure, their friendly manner and advice coupled with a positive attitude ensure that even a strenuous work out in the pool is enjoyable.

The Multi – Sport Complex is an asset to the whole district and we consider the pool very good value for money especially being able to enjoy a spa at the end of a session for no extra cost.

Even the best of facilities will not enjoy good patronage if the staff are not up to par, thankfully at the Gore pool we have capable, courteous staff that make each visit a pleasure.

Yours faithfully,*Dianne*.....

&*Tania*.....