

Gore District Council

ANNUAL RESIDENTS' SURVEY: APPENDICES

May 2023



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Section 1

Appendix two: resident feedback on service & facilities

The tables below show the responses of residents when asked reasons for dissatisfaction with services. Comments have been grouped into themes for analysis. See separate appendix for full verbatim comments.

Council facilities

Public toilets

	Number of respondents
Poorly maintained	19
Public toilets need upgrading/improving	12
Total responses	28

Cemeteries

	Number of respondents
Poorly maintained	11
Problems with Charlton Park cemetery	1
Other	1
Total responses	13

Gore Aquatic Centre

	Number of respondents
Expensive	2
Provide more/bigger changing rooms	2
Issues with staff/ staffing	1
Other	3
Total responses	5

Library services

	Number of respondents
Fix/ sort out the issues with the library	5
Other	4
Total responses	9

District parks and reserves

	Number of respondents
Need dog park solution	2
Safety concerns	2
Needs more maintenance/ upgrading	5
Provide extra facilities	2
Other	3
Total responses	14

Playgrounds

	Number of respondents
Needs maintenance/ upgrading	2
Happy with playgrounds	1
Other	1
Not challenging enough	2
Total responses	6

General Comments

Are there any other comments you would like to make about any of the Council services?

	Percent of respondents	Number of respondents
Gardens/gardening	5%	31
Council spending	5%	31
Council staff	3%	21
Rubbish and recycling	3%	19
Council infighting	3%	19
Overall good job	2%	16
Roads	2%	13
Library	2%	13
Promotion	2%	12
Water	2%	10
Dealing with complaints/enquiries	1%	9
Rates	1%	6
Consult the community	1%	6
Streets, footpaths and lighting	1%	6
Playgrounds/ parks/ sportsgrounds	1%	5
Mataura River bridge	1%	5
Support rural areas	1%	4
Cycleways/cycling areas	0%	2
Animal control	0%	2
Streets Alive	0%	2
Improving accessibility	0%	2
Other 2023	4%	24
None	69%	454
Total responses	100%	661

Section 2

Appendix three: summary of performance measures

The 2018-28 Long Term Plan (LTP)¹ set out targets for resident satisfaction with a range of Council services. The below table shows the achieved result in 2023 compared to 2023 targets.

	Target 2023	Achieved Result
Roading - sealed (metalled) roads	75%	63%
Sportsgrounds	90%	97%
Parks and reserves	90%	97%
Playgrounds	90%	94%
Cemeteries	90%	92%
MLT Event Centre	90%	97%
James Cumming/community halls	90%	94%
Gore Aquatic Centre	90%	95%
Library service	90%	94%
Gore Visitor Centre		98%
Eastern Southland Gallery	90%	95%
Public toilets	90%	81%
Council decisions and actions	70%	58%

¹ <https://www.goredc.govt.nz/repository/libraries/id:2buwl3j7c17q9srz9ase/hierarchy/Your%20Council/Documents/Plans%2C%20policies%20and%20bylaws/10-Year%20Plan/2021-2031%2010-Year-Plan.pdf>

Section 3

Appendix four: benchmarking

Comparisons between results recorded by Councils in similar areas are provided to add context to results. When viewing the results there are a few factors to bear in mind that may influence recorded results:

1. Councils in this group were identified as being similar in terms of some key identifiers: split of urban/rural residential areas, significance of rural industry, and broad demographic profile. The districts are very different in other areas that may impact the results.
2. Sample sizes and data collection methods differ between Councils.
3. Question wording and response scales differ between Councils.

Response scales have been combined for comparison as follows. Green cells show responses that have been deemed to represent a 'Satisfied' respondent.

1- Extremely dissatisfied	1 - Very dissatisfied	1 - Very dissatisfied	1 - Dissatisfied
2- Very dissatisfied	2 - Dissatisfied	2 - Dissatisfied	
3- Quite dissatisfied			
4- Quite satisfied	3 - Neutral		
5- Very satisfied	4 - Satisfied	3 - Satisfied	
6- Extremely satisfied	5 - Very satisfied	4 - Very satisfied	2 - Satisfied

The results shown here are a good indication of comparative performance between similar Councils and identify where different approaches in service areas may be worthy of further investigation to identify best practice.

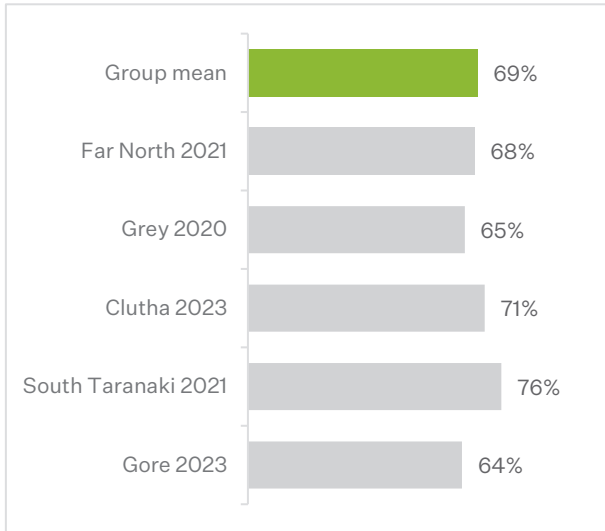
The benchmark comparisons should not be viewed as rankings.

Comparisons are shown where three or more Councils have asked a question around the same service area, facility, or issue.

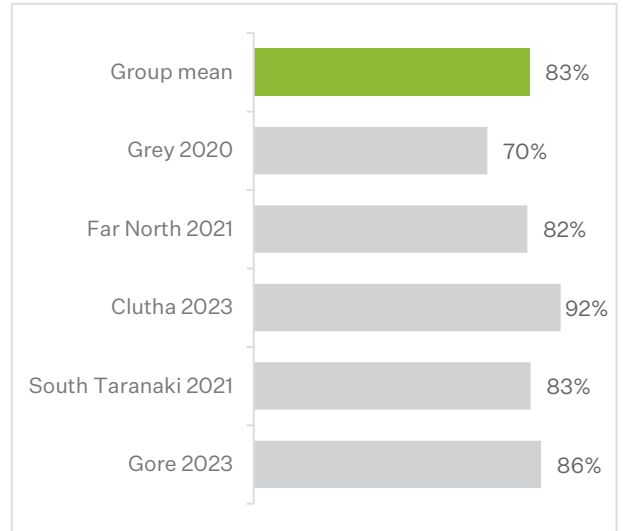
Councils included in this comparison:

Council	Year	Scale	Number of respondents included in main report
Gore	2023 survey results	5-point question scales	661
South Taranaki	2021 survey results	5-point question scales (not excluding don't knows)	405
Ashburton	2020/2021 survey results	2-point question scales	847
Clutha	2023 survey results	6-point question scales	302
Far North	2021 survey results	10-point question scales	501
Grey	2020 survey results	6 point question scales (not excluding N/A's)	350

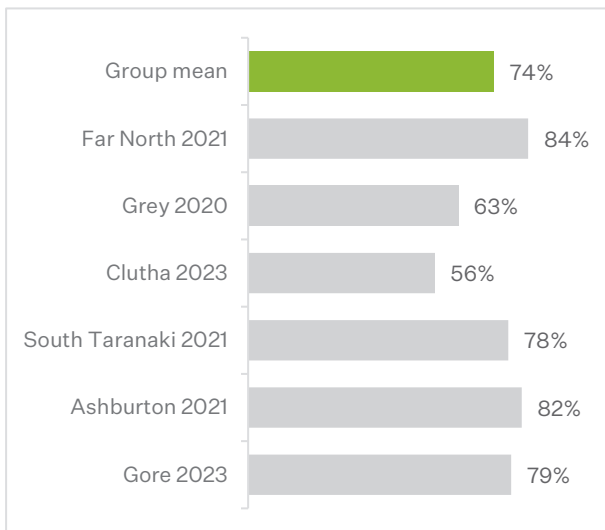
Stormwater services



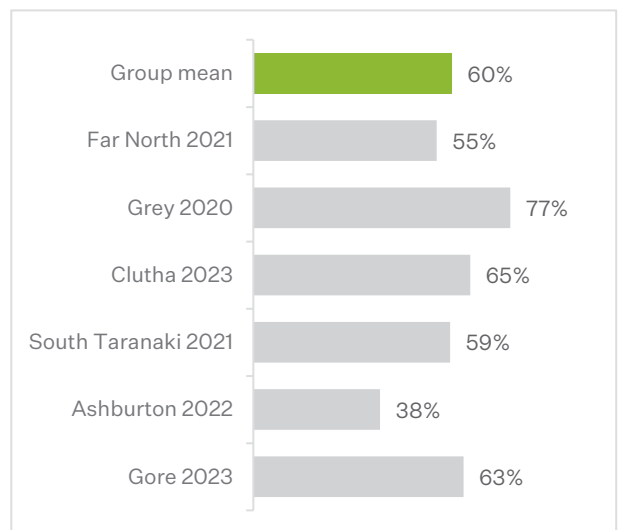
Wastewater



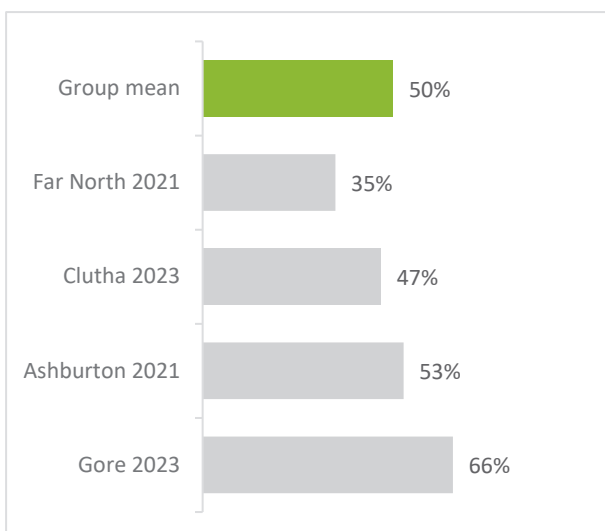
Watersupply (Quality)



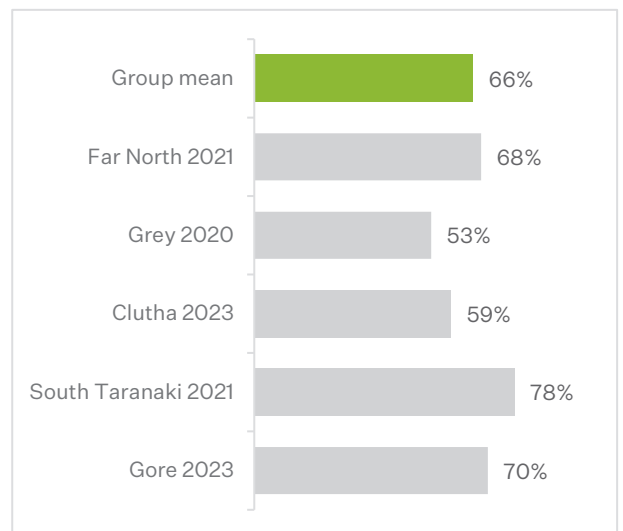
Local sealed roads



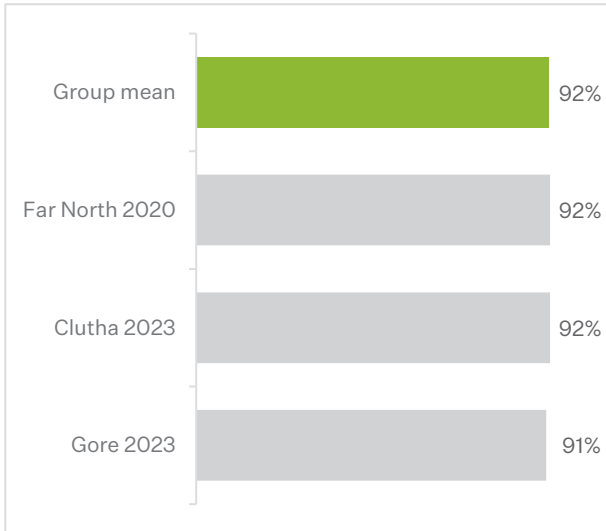
Local gravel/unsealed roads



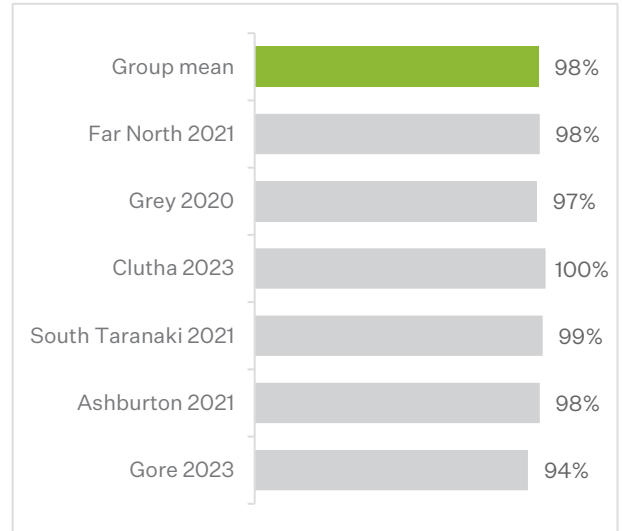
Footpaths



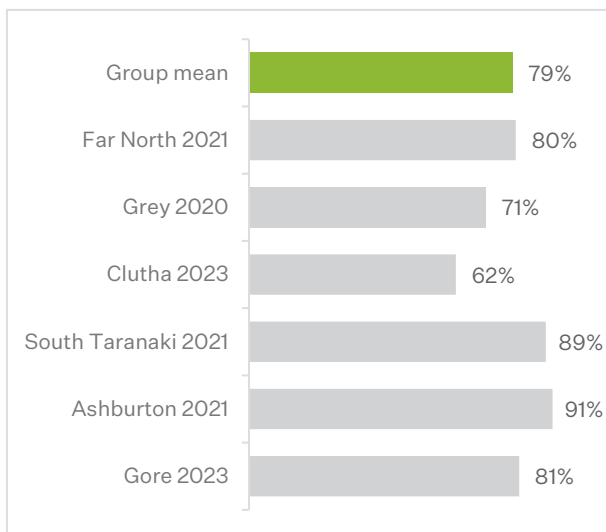
Transfer Stations/dumps



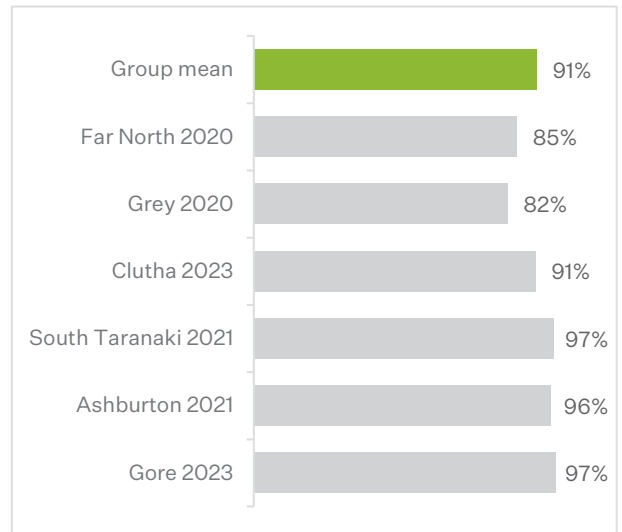
Library



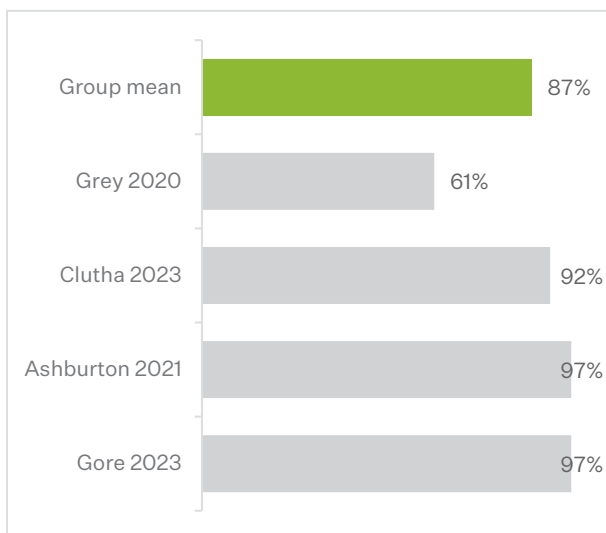
Public toilets



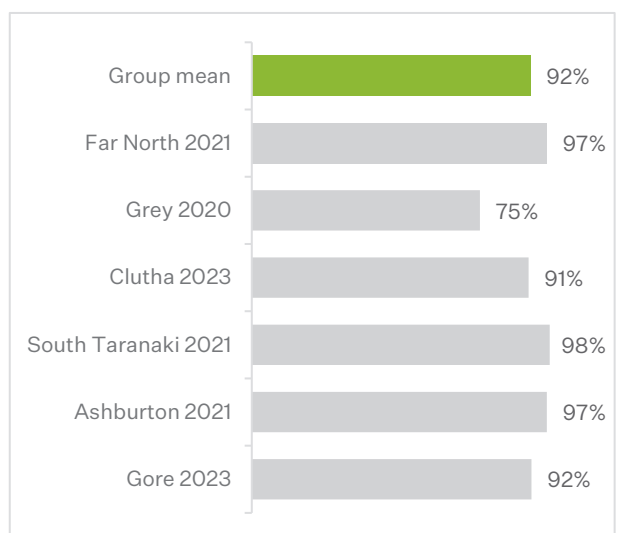
District parks and reserves



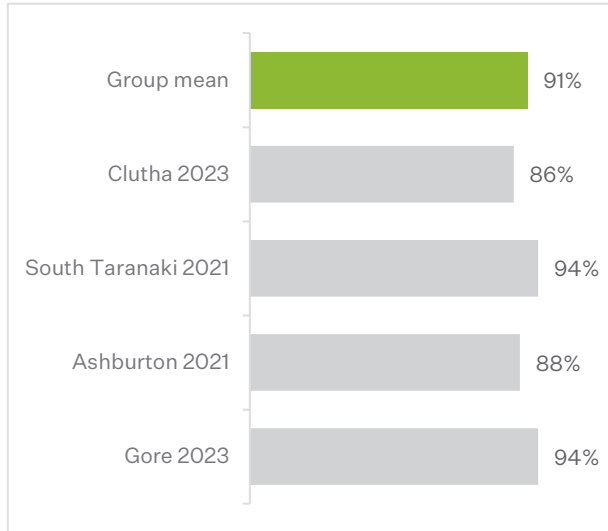
Sportsgrounds



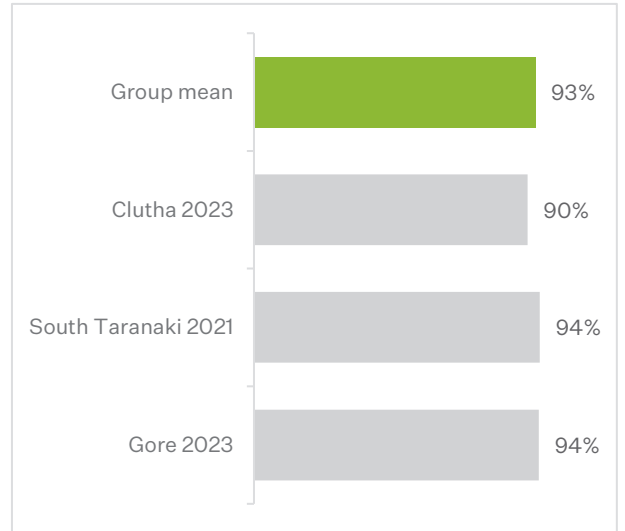
Cemeteries



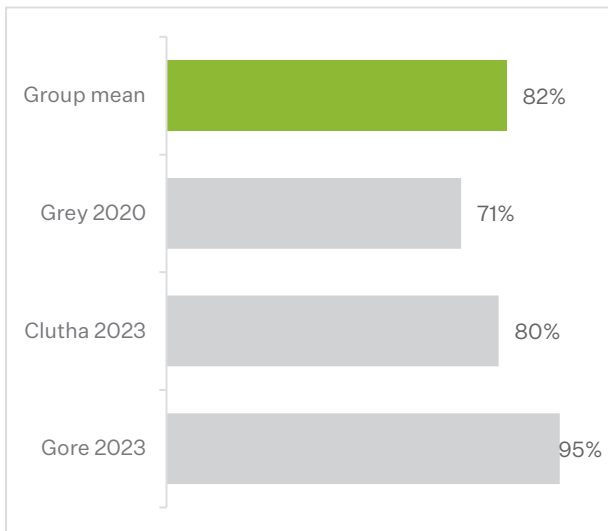
Playgrounds



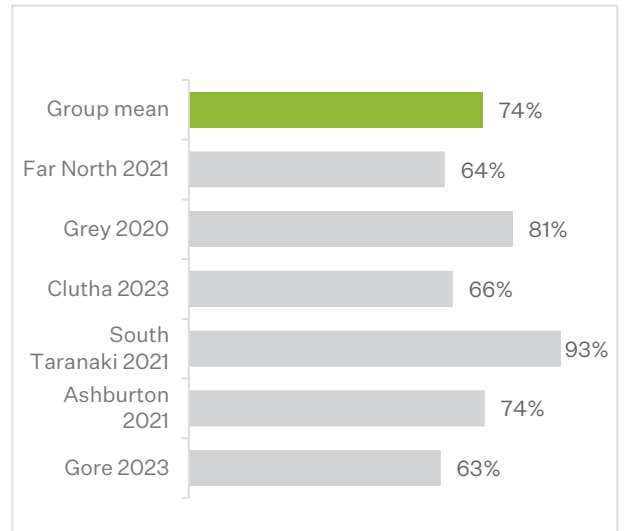
Community halls



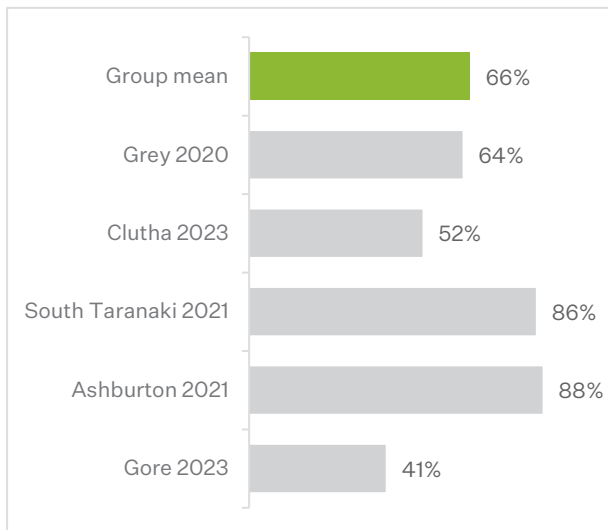
Community pools



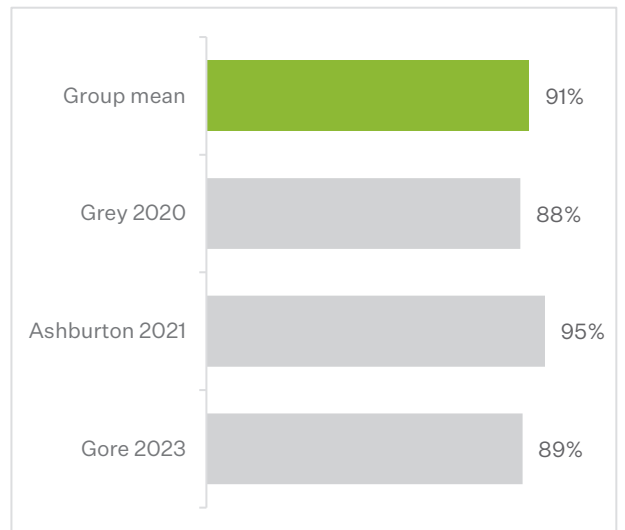
Overall satisfaction with Council performance



Sufficient opportunities for residents to have their say



The District is a great place to live



Section 4

Appendix five: results by location

The results from the different locations are shown in the following tables. Statistically significant differences between the groups are highlighted with upward and downward arrows. For example, the following excerpt from the roading table shows that a significantly higher proportion of the residents in Gore were satisfied with the local gravel roads, while a significantly lower proportion of residents in other rural areas were satisfied.

	Gore	Mataura	Other rural
Total satisfied	73% ↑ Significantly higher	74%	40% ↓ Significantly lower

Water services

Satisfaction with wastewater and stormwater services over the past 12 months-by location

	Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
Wastewater services	Very dissatisfied	2%	4%	6%	3%	15
	Dissatisfied	11%	14%	11%	11%	63
	Neutral	36%	30%	43%	36%	202
	Satisfied	39%	40%	35%	39%	218
	Very satisfied	13%	11%	6%	12%	67
	Total satisfied	87%	81%	83%	86%	487
	Number of respondents		441	70	54	565

	Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
Stormwater services	Very dissatisfied	12%	10%	10%	11%	65
	Dissatisfied	25%	21%	24%	24%	139
	Neutral	30%	27%	39%	30%	172
	Satisfied	26%	35%	26%	27%	155
	Very satisfied	8%	7%	2%	7%	39
	Total satisfied	63%	69%	66%	64%	366
	Number of respondents		437	71	62	570

Satisfaction with water services by location of supply

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Reliability of water supply	Very dissatisfied	3% ↓	22% ↑	0%	6%	29
	Dissatisfied	6% ↓	22% ↑	14%	8%	41
	Neutral	14%	10%	29%	14%	71
	Satisfied	49% ↑	35%	14%	46%	236
	Very satisfied	28% ↑	10% ↓	43%	26%	133
	Total satisfied	91% ↑	56% ↓	86%	86%	440
	Number of respondents	435	68	7	510	510

		Gore	Mataura	Other	Total sample	Total number of respondents
Quality of water supply	Very dissatisfied	5% ↓	19% ↑	0%	6%	33
	Dissatisfied	11% ↓	35% ↑	29%	15%	75
	Neutral	16%	18%	29%	16%	82
	Satisfied	49% ↑	25% ↓	0% ↓	45%	228
	Very satisfied	20% ↑	3% ↓	43%	18%	92
	Total satisfied	84% ↑	46% ↓	71%	79%	402
	Number of respondents	435	68	7	510	510

Support for water restrictions to manage water use on town water supplies

	Gore	Mataura	Other	Total sample	Total number of respondents
Yes	73%	63%	86%	72%	365
No	27%	37%	14%	28%	145
Number of respondents	435	68	7	510	510

Local roads and footpaths

Satisfaction with roading services by location

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Footpaths	Very dissatisfied	10%	8%	7%	9%	58
	Dissatisfied	22%	24%	14%	21%	138
	Neutral	29%	22%	41% ↑	31%	202
	Satisfied	33%	37%	33%	33%	221
	Very satisfied	6%	9%	5%	6%	42
	Total satisfied	68%	68%	80%	70%	465
	Number of respondents	451	78	132	661	661

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local sealed roads	Very dissatisfied	8%	6%	14%	9%	61
	Dissatisfied	26%	32%	29%	27%	181
	Neutral	27%	33%	26%	27%	181
	Satisfied	34%	23%	28%	32%	209
	Very satisfied	5%	5%	3%	4%	29
	Total satisfied	66%	62%	57%	63%	419
	Number of respondents	451	78	132	661	661

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local gravel roads	Very dissatisfied	8% ↓	13%	30% ↑	13%	84
	Dissatisfied	20%	21%	30% ↑	22%	144
	Neutral	49% ↑	47%	25% ↓	44%	289
	Satisfied	21%	14%	14%	19%	126
	Very satisfied	3%	5%	1%	3%	18
	Total satisfied	73% ↑	67%	40% ↓	66%	433
	Number of respondents	451	78	132	661	661

Waste

Usage of waste services by location

	Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Have you used the Gore Transfer station in the past 12 months?	Yes	67% ↑	37% ↓	46% ↓	60%	394
	No	33% ↓	63% ↑	54% ↑	40%	267
	Number of respondents	451	78	132	661	661

Satisfaction with waste services by location

	Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Gore Transfer station	Very dissatisfied	3%	7%	3%	3%	12
	Dissatisfied	6%	7%	5%	6%	22
	Neutral	15%	14%	21%	16%	62
	Satisfied	45%	45%	39%	44%	173
	Very satisfied	32%	28%	31%	32%	125
	Total satisfied	92%	86%	92%	91%	360
	Number of respondents	304	29	61	394	394

Preference on the introduction of a kerbside service into rural areas of the Gore District by area

Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Yes	42% ↓	47%	61% ↑	46%	305
No	8% ↓	9%	32% ↑	13%	83
Not my concern	43% ↑	40%	5% ↓	35%	232
Don't know	8%	4%	3%	6%	41
Number of respondents	451	78	132	661	61

Council facilities

Usage of Council facilities by area

Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Gore or Mataura Library	37%	42%	36%	37%	245
Gore Visitor Centre	22% ↑	3% ↓	14%	18%	120
Public Toilets	46% ↓	59%	61% ↑	50%	332
District parks and reserves	80% ↑	60% ↓	72%	76%	501
Sportsgrounds	55%	38% ↓	56%	53%	351
Cemeteries	48%	53%	43%	48%	316
Playgrounds	47%	42%	43%	46%	304
Gore Aquatic Centre	41%	31%	40%	40%	263
James Cumming Wing or community halls	17%	17%	14%	17%	110
MLT Event Centre	37%	21% ↓	36%	35%	230
Eastern Southland Gallery	18%	6% ↓	17%	16%	108
The Heritage Centre	0%	0%	0%	0%	0
Hokonui Moonshine Museum	0%	0%	0%	0%	0
Eastern Southland Gallery	18%	6% ↓	17%	16%	108
None of these	7%	10%	6%	7%	46
Number of respondents	451	78	132	661	661

Satisfaction with Council facilities by area

Column %	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Gore or Mataura Library	94%	100%	91%	94%	245
Gore Visitor Centre	97%	100%	100%	98%	120
Public Toilets	83%	70%	83%	81%	332
District parks and reserves	97%	98%	99%	97%	501
Sportsgrounds	96%	100%	99%	97%	351
Cemeteries	94%	78% ↓	98%	92%	316
Playgrounds	94%	88%	98%	94%	304
Gore Aquatic Centre	95%	92%	98%	95%	263
James Cumming Wing or community halls	92%	92%	100%	94%	110
MLT Event Centre	97%	100%	98%	97%	230
Eastern Southland Gallery	96%	100%	91%	95%	108

Council planning

Knowledge of the Gore District plan by area

Column %	Gore	Mataura	Other	Total sample	Total number of respondents
I have never heard of it	12%	19%	14%	13%	86
I have heard of it but I don't know anything about it	42%	41%	34%	41%	268
I have heard of it and know a bit about it	37%	33%	39%	37%	246
I have detailed knowledge of sections of it that interest or affect me	7%	6%	8%	7%	47
I have detailed knowledge of the whole District Plan	2%	0%	5%	2%	14
Number of respondents	451	78	132	661	661

Council Planning by area

Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents	
Council needs to do more to assist economic development in the Gore District	Strongly disagree	3%	2%	6%	3%	18
	Disagree	8%	11%	10%	9%	46
	Neutral	34%	34%	36%	35%	185
	Agree	41%	43%	37%	41%	217
	Strongly agree	14%	11%	11%	13%	69
	Total Agree	55%	54%	48%	53%	286
	Number of respondents	361	65	109	535	535

Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents	
Council is effective at identifying residential land for development	Strongly disagree	7%	7%	5%	6%	31
	Disagree	20%	16%	25%	21%	100
	Neutral	46%	41%	44%	45%	217
	Agree	26%	32%	24%	26%	126
	Strongly agree	2%	4%	2%	2%	10
	Total Agree	27%	36%	26%	28%	136
	Number of respondents	328	56	100	484	484

Column %		Gore	Mataura	Other rural	Total sample	Total number of respondents
Council is effective at identifying commercial/ industrial land for development	Strongly disagree	5%	9%	3%	5%	23
	Disagree	16%	15%	20%	17%	77
	Neutral	50%	40%	52%	49%	225
	Agree	26%	35%	24%	27%	121
	Strongly agree	2%	2%	1%	2%	9
	Total Agree	28%	36%	25%	29%	130
	Number of respondents		305	55	95	455

Contacting the Council

Means of contact by area

Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Visited the Council Office	48% ↑	29% ↓	39%	44%	292
Phone	37%	37%	43%	38%	253
Online i.e. website or Facebook	32%	33%	28%	31%	207
Email	15%	23%	17%	16%	107
Antenno - the Council's free mobile app	29%	24%	23%	27%	180
Have not contacted the Council in the last 12 months	26%	22%	33%	27%	177
Number of respondents	451	78	132	661	661

Council communications

Methods used to obtain information about the Council by area

Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Newspaper articles	69%	68%	71%	69%	457
Newspaper advertising	42%	45%	51%	44%	290
Council Facebook page	47%	41%	40%	45%	298
Radio	30%	31%	38%	32%	209
Council Website	45%	32%	41%	43%	282
Council newsletter ChinWag	28%	12%	23%	25%	167
Personal contact with Council staff	18%	14%	17%	17%	112
Antenno - the Council's free mobile app	43%	33%	32%	39%	261
Councillors	15%	10%	20%	15%	101
Council Meetings	14%	14%	7%	13%	83
None of these	6%	6%	5%	5%	36
Number of respondents	451	78	132	661	661

Elected members and organisational performance

Satisfaction with representation by area

	Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
The Council is responding to the needs of the community and to issues raised by the community	Very dissatisfied	13%	17%	16%	14%	85
	Dissatisfied	28%	36%	22%	28%	165
	Neutral	37%	33%	41%	38%	223
	Satisfied	19%	12%	16%	17%	103
	Very satisfied	3%	1%	4%	3%	17
	Total satisfied	59%	47%	62%	58%	343
	Number of respondents		402	75	116	593

	Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
You can contact an elected member of the Council to raise an issue or a problem	Very dissatisfied	5%	10%	10%	7%	34
	Dissatisfied	7%	7%	9%	8%	37
	Neutral	40%	40%	37%	40%	196
	Satisfied	32%	31%	30%	31%	155
	Very satisfied	15%	10%	14%	14%	71
	Total satisfied	88%	82%	81%	86%	422
	Number of respondents		324	67	102	493

Overall satisfaction with performance by area

Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Very dissatisfied	13%	14%	11%	12%	82
Dissatisfied	24%	27%	27%	25%	164
Neutral	36%	38%	33%	36%	236
Satisfied	24%	19%	29%	25%	162
Very satisfied	3%	1%	2%	3%	17
Total satisfied	63%	59%	63%	63%	415
Number of respondents	451	78	132	661	661

Perceptions of local leadership by area

	Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
The Mayor and Councillors display sound and effective leadership	Strongly disagree	18%	18%	16%	17%	106
	Disagree	29%	30%	30%	29%	180
	Neutral	34%	36%	31%	34%	206
	Agree	16%	11%	22%	16%	100
	Strongly agree	3%	5%	2%	3%	19
	Total Agree	19%	16%	23%	19%	119
	Number of respondents		413	73	125	611
<hr/>						
	Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
The Mayor and Councillors have good strategies for developing the prosperity and wellbeing of their community	Strongly disagree	10%	10%	12%	11%	62
	Disagree	23%	23%	21%	23%	134
	Neutral	46%	43%	48%	46%	269
	Agree	17%	19%	16%	17%	97
	Strongly agree	4%	6%	2%	4%	22
	Total Agree	20%	24%	18%	20%	119
	Number of respondents		393	70	121	584
<hr/>						
	Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
Gore District Council provides sufficient opportunities for people to have their say	Strongly disagree	7%	8%	9%	8%	48
	Disagree	18%	22%	21%	19%	119
	Neutral	32%	40%	29%	32%	202
	Agree	35%	22%	35%	33%	208
	Strongly agree	8%	8%	7%	8%	47
	Total Agree	42%	30%	42%	41%	255
	Number of respondents		425	73	126	624

Perceptions of the Gore District

Perceptions of the Gore District by area (% agree/strongly agree)

Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
The Gore District is a great place to live	91%	78% ↓	88%	89%	588
The Gore District is a safe place to live	75%	71%	77%	75%	494
The Gore District has good sporting and recreation facilities and opportunities	89%	82%	89%	88%	582
There is a great sense of community where I live	79%	64%	75%	77%	506
I feel a sense of pride in the way my local area looks and feels	78% ↑	46% ↓	73%	74%	486
Number of respondents	451	78	132	661	661

Section 5

Appendix Six: Online Survey Results

The online survey was open for completion to all residents. The survey was promoted through Gore DC and was available as a link through a home page banner on the Gore DC website.

281 residents chose to complete the survey online. Since these respondents self-selected to participate, they should not be viewed as a representative sample of the Gore District population.

The results show the self-selecting residents have a different profile from the random sample.

1. They are likely to be more engaged with Council's matters. They are more likely to have visited the Council's website and follow the Council's main Facebook page than those who participated in the survey over the phone. They are also more likely to have used Antenno, Council's mobile app, for contacting the Council in the last 12 months via Antenno.
2. This group wants to be more engaged. They were less satisfied that they could contact an elected member of the Council to raise an issue or problem.
3. They were less likely to agree that the Mayor and the Councillors display a sound and effective leadership.
4. They are more likely to agree that the Council needs to do more to assist economic development in the Gore District Council and significantly less agreeable on the Council being effective at identifying residential or commercial land for development than those surveyed telephonically.
5. They showed significantly lower satisfaction levels for the following facilities and activities:
 - Wastewater service,
 - Local sealed roads and footpaths.
6. Public toilets were an area where they were more dissatisfied than the other group.
7. This group was less likely to view the Gore district as a safe or a great place to live. They were also less likely to feel a great sense of community about where they live.

The self-selecting sample had a skewed profile in terms of age and gender, with significantly more females and less of those in 15-24 age group. There were more ratepayers and less renters in this group and a higher proportion of respondents residing in Gore.

The results from the two survey samples are shown in the following tables. Statistically significant differences between the two groups are highlighted with upward and downward arrows. For example, the following excerpt from wastewater service table shows a significantly lower proportion of the online sample were satisfied with the level of service when compared with the phone sample:

	Random sample - phone survey	Self-selecting sample - online survey
Very satisfied or satisfied	55% ↑ Significantly lower	44% ↓ Significantly higher

Water services

Satisfaction with wastewater service

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	3%	2%
	10	5
Dissatisfied	11%	12%
	35	28
Neutral	31% ↓	42% ↑
	100	102
Satisfied	40%	37%
	129	89
Very satisfied	15% ↑	7% ↓
	49	18
Number of respondents	323	242

Satisfaction with the stormwater system

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	11%	12%
	37	28
Dissatisfied	24%	25%
	79	60
Neutral	29%	32%
	96	76
Satisfied	27%	28%
	88	67
Very satisfied	9%	4%
	29	10
Number of respondents	329	241

Reliability of water supply

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	4%	8%
	11	18
Dissatisfied	8%	9%
	21	20
Neutral	13%	15%
	36	35
Satisfied	42%	51%
	118	118
Very satisfied	34% ↑	17% ↓
	94	39
Number of respondents	280	230

Quality of water supply

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	6%	7%
	18	15
Dissatisfied	13%	17%
	35	40
Neutral	17%	15%
	47	35
Satisfied	43%	47%
	119	109
Very satisfied	22%	13%
	61	31
Number of respondents	280	230

Support for water restrictions to manage water use on town water supplies

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Yes	70%	73%
	196	169
No	30%	27%
	84	61
Number of respondents	280	230

Local roads and footpaths

Local gravel roads

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	12%	14%
	45	39
Dissatisfied	20%	25%
	75	69
Neutral	45%	42%
	171	118
Satisfied	19%	19%
	74	52
Very satisfied	4%	1%
	15	3
Number of respondents	380	281

Local sealed roads

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	7%	12%
	28	33
Dissatisfied	22% ↓	34% ↑
	85	96
Neutral	29%	25%
	112	69
Satisfied	34%	28%
	131	78
Very satisfied	6% ↑	2% ↓
	24	5
Number of respondents	380	281

Footpaths

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	8%	10%
	31	27
Dissatisfied	17% ↓	27% ↑
	63	75
Neutral	29%	33%
	110	92
Satisfied	36%	30%
	138	83
Very satisfied	10% ↑	1% ↓
	38	4
Number of respondents	380	281

Waste

Gore Transfer Station

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	3%	3%
	6	6
Dissatisfied	3%	8%
	6	16
Neutral	16%	16%
	31	31
Satisfied	39%	49%
	76	97
Very satisfied	39% ↑	24% ↓
	77	48
Number of respondents	196	198

Kerbside Recycling

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Yes	57% ↑	32% ↓
	216	89
No	14%	10%
	55	28
Not my concern	25% ↓	49% ↑
	94	138
Don't know	4% ↓	9% ↑
	15	26
Number of respondents	380	281

Council Facilities

Usage of council facilities

Column %	Random sample - phone survey	Self-selecting sample - online survey
Gore or Mataura Library	38%	36%
Gore Visitor Centre	18%	19%
Public Toilets	50%	50%
District parks and reserves	73%	79%
Sportsgrounds	57%	48%
Cemeteries	51%	44%
Playgrounds	49%	42%
Gore Aquatic Centre	41%	39%
James Cumming Wing or community halls	24% ↑	7% ↓
MLT Event Centre	37%	31%
Eastern Southland Gallery	15%	18%
None of these	7%	7%
Number of respondents	380	281

Satisfaction with Council Facilities

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Library service	97%	91%
	143	102
Gore Visitor Centre	99%	96%
	68	52
Public Toilets	87% ↑	72% ↓
	191	141
District Parks and Reserves	99%	95%
	278	223
Sportsgrounds	99% ↑	95% ↓
	217	134
Cemeteries	95%	89%
	192	124
Playgrounds	96%	92%
	168	89
Gore Aquatic Centre	97%	93%
	154	109
James Cumming Wing or community halls	94%	90%
	90	20
MLT Event Centre	99%	94%
	142	88
Eastern Southland Gallery	98%	92%
	58	50

Council planning

Which of the following best describes your knowledge of the Gore District Plan?

Column % n	Random sample - phone survey	Self-selecting sample - online survey
I have never heard of it	16% ↑ 61	9% ↓ 25
I have heard of it but I don't know anything about it	44% ↑ 168	36% ↓ 100
I have never heard of it + I have heard of it but I don't know anything about it	60% ↑ 229	44% ↓ 125
I have heard of it and know a bit about it	32% ↓ 120	45% ↑ 126
I have detailed knowledge of sections of it that interest or affect me	6% 24	8% 23
I have detailed knowledge of the whole District Plan	2% 7	2% 7
Number of respondents	380	281

Council needs to do more to assist economic development in the Gore District

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	4%	3%
	11	7
Disagree	10%	7%
	29	17
Neutral	39%	29%
	117	68
Agree	36%	46%
	109	108
Strongly agree	12%	15%
	35	34
Number of respondents	301	234

Council is effective at identifying residential land for development

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	6%	6%
	17	14
Disagree	20%	21%
	53	47
Neutral	41%	49%
	109	108
Agree	29%	22%
	77	49
Strongly agree	3%	1%
	7	3
Number of respondents	263	221

Council is effective at identifying commercial/industrial land for development

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	5%	5%
	12	11
Disagree	17%	17%
	41	36
Neutral	44%	56%
	109	116
Agree	31%	22%
	76	45
Strongly agree	3%	0%
	8	1
Number of respondents	246	209

Contacting the Council

Have you used any of the following ways to contact the Council in the last 12 months?

Column %	Random sample - phone survey	Self-selecting sample - online survey
Visited the Council Office	45%	43%
	172	120
Phone	41%	35%
	156	97
Online i.e. website or Facebook	31%	31%
	119	88
Email	14%	19%
	53	54
Antenno - the Council's free mobile app	14% ↓	46% ↑
	52	128
Have not contacted the Council in the last 12 months	28%	25%
	106	71
Number of respondents	380	281

Satisfaction with contact

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Visit to the Council Office	90%	93%
	155	111
Phone	86%	89%
	134	86
Online i.e. website or Facebook	87%	91%
	104	80
Email	83%	85%
	44	46
Antenno - the Council's free mobile app	90%	84%
	47	107

Council communications

Which of the following do you use to obtain information about the Council?

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Newspaper articles	73% ↑ 277	64% ↓ 180
Newspaper advertising	59% ↑ 218	24% ↓ 66
Council Facebook page	41% ↓ 156	51% ↑ 142
Radio	41% ↑ 156	19% ↓ 53
Council Website	44% 169	40% 113
Council newsletter ChinWag	30% ↑ 111	19% ↓ 54
Personal contact with Council staff	21% ↑ 78	12% ↓ 34
Antenno - the Council's free mobile app	21% ↓ 78	65% ↑ 183
Councillors	17% 64	13% 37
Council Meetings	9% ↓ 33	18% ↑ 50
None of these	7% ↑ 27	3% ↓ 9
Number of respondents	380	281

Do you follow the Council's main Facebook page?

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Yes	32% ↓	59% ↑
	121	166
No	68% ↑	41% ↓
	259	115
Number of respondents	380	281

Satisfaction with the Council's Facebook page

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	1%	2%
	1	3
Dissatisfied	3%	5%
	4	8
Neutral	27%	37%
	33	62
Satisfied	45%	46%
	55	76
Very satisfied	23% ↑	10% ↓
	28	17
Number of respondents	121	166

Over the past 12 months, how often have you visited the Gore District Council website?

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Weekly or more	4%	6%
	15	18
Monthly	8% ↓	15% ↑
	31	42
A few times a year	33% ↓	48% ↑
	124	135
Once a year	15%	10%
	56	28
Never	41% ↑	21% ↓
	154	58
Number of respondents	380	281

Satisfaction with the Council website

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	2%	1%
	5	3
Dissatisfied	5%	7%
	12	15
Neutral	31%	40%
	70	89
Satisfied	43%	46%
	97	103
Very satisfied	19% ↑	6% ↓
	42	13
Number of respondents	226	223

Elected members and organisational performance

Contacting an elected member of the Council to raise an issue or a problem

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	9%	4%
	26	8
Dissatisfied	7%	8%
	20	17
Neutral	34% ↓	48% ↑
	99	97
Satisfied	30%	33%
	89	66
Very satisfied	20% ↑	6% ↓
	58	13
Number of respondents	292	201

Council is responding to the needs of the community and to issues raised by the community

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	17%	11%
	57	28
Dissatisfied	25%	32%
	86	79
Neutral	36%	39%
	125	98
Satisfied	19%	15%
	65	38
Very satisfied	3%	2%
	11	6
Number of respondents	344	249

Overall satisfaction with the performance of the Gore District Council

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	15% ↑	9% ↓
	57	25
Dissatisfied	25%	25%
	95	69
Neutral	33%	39%
	126	110
Satisfied	23%	27%
	86	76
Very satisfied	4% ↑	0% ↓
	16	1
Number of respondents	380	281

The Mayor and Councillors display sound and effective leadership

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	23% ↑	9% ↓
	82	24
Disagree	29%	30%
	102	78
Neutral	30%	39%
	106	100
Agree	15%	19%
	52	48
Strongly agree	3%	3%
	10	9
Number of respondents	352	259

The Mayor and Councillors have good strategies for developing the prosperity and wellbeing of their community

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	12%	9%
	40	22
Disagree	23%	23%
	79	55
Neutral	42%	52%
	143	126
Agree	18%	15%
	61	36
Strongly agree	5%	2%
	17	5
Number of respondents	340	244

Is Gore district sufficiently promoted?

Column %	Random sample - phone survey	Self-selecting sample - online survey
Yes	76%	74%
	289	209
No	24%	26%
	91	72
Number of respondents	380	281

Gore District Council provides sufficient opportunities for people to have their say

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	7%	9%
	24	24
Disagree	19%	20%
	66	53
Neutral	32%	32%
	115	87
Agree	32%	35%
	113	95
Strongly agree	10% ↑	4% ↓
	36	11
Number of respondents	354	270

Perceptions of the Gore District

Perceptions of the Gore District

Column %	Random sample - phone survey	Self-selecting sample - online survey
The Gore District is a great place to live	92% ↑ 348	85% ↓ 240
The Gore District is a safe place to live	80% ↑ 304	68% ↓ 190
The Gore District has good sporting and recreation facilities and opportunities	89% 338	87% 244
There is a great sense of community where I live	82% ↑ 310	70% ↓ 196
I feel a sense of pride in the way my local area looks and feels	76% 288	70% 198
Number of respondents	380	281

Sample profile

Residence

	Random sample - phone survey	Self-selecting sample - online survey
Lived in the Gore District for 12 months or longer	98%	97%
	374	272
Lived in the Gore District for less than 12 months	2%	3%
	6	9
Number of respondents	380	281

Age

	Random sample - phone survey	Self-selecting sample - online survey
15-24	10% ↑	2% ↓
	39	6
25-49	35%	37%
	134	103
50-64	28%	31%
	106	87
65+	0% ↓	1% ↑
	101	81
I prefer not to say	0% ↓	1% ↑
	0	4
Number of respondents	380	281

Gender

	Random sample - phone survey	Self-selecting sample - online survey
Male	50% ↑	31% ↓
	190	88
Female	50% ↓	69% ↑
	190	193
Number of respondents	380	281

Ratepayer status

	Random sample - phone survey	Self-selecting sample - online survey
Ratepayer	74% ↓	86% ↑
	283	241
Renter	16% ↑	9% ↓
	62	26
Both	0%	1%
	1	3
Don't pay rent or rates	7% ↑	1% ↓
	27	2
I prefer not to say	0% ↓	3% ↑
	1	8
Other	2%	0%
	6	1
Number of respondents	380	281

Area

	Random sample - phone survey	Self-selecting sample - online survey
Gore	63% ↓	75% ↑
	240	211
Mataura	14%	9%
	54	24
Waikaka	4%	2%
	15	6
Pukerau	2%	1%
	9	3
Mandeville	0%	1%
	1	3
Rural	16%	12%
	61	34
Number of respondents	380	281



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