

Gore District Council

ANNUAL RESIDENTS' SURVEY: APPENDICES

April 2024



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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	10
Total responses	27

Cemeteries

	Number of respondents
Poorly maintained	8
Total responses	8

Gore Aquatic Centre

	Number of respondents
Needs longer opening hours	7
Too cold	3
Other	1
Total responses	11

Library services

	Number of respondents
Fix/ sort out the issues with the library	4
Other	2
Total responses	6

District parks and reserves

	Number of respondents
Need dog park solution	4
Safety concerns	1
Needs more maintenance/ upgrading	7
Provide extra facilities	2
Total responses	14

Playgrounds

	Number of respondents
Needs maintenance/ upgrading	2
Lacking shade	1
Total responses	3

General Comments

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

	Percentage	Number of respondents
None	70%	438
Rubbish and Recycling	5%	31
Gardens/gardening	4%	24
Council spending	3%	21
Council infighting	3%	19
Positive community engagement	2%	14
Satisfied with performance	2%	14
High Rates	2%	13
Negative community engagement	2%	13
Leadership Change	2%	10
Community Development	1%	9
Parks and Reserves	1%	9
Continue positive progress	1%	8
Safety concerns	1%	8
Services/facilities	1%	8
Council staff	1%	7
Roads	1%	5
Tourism Management	1%	5
Water	1%	4
Other	4%	28
Total respondents	629	

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 2024 compared to 2024 targets.

	Target 2024	Achieved Result
Roading - sealed (metalled) roads	75%	64%
Sportsgrounds	90%	97%
Parks and reserves	90%	97%
Playgrounds	90%	96%
Cemeteries	90%	92%
MLT Event Centre	90%	99%
James Cumming/community halls	90%	98%
Gore Aquatic Centre	90%	95%
Library service	90%	98%
Gore Visitor Centre		98%
Eastern Southland Gallery	90%	98%
Public toilets	90%	83%
Council decisions and actions	70%	63%

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.

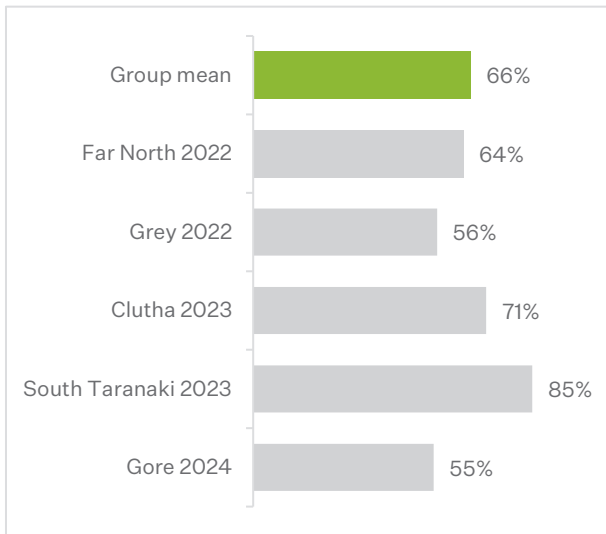
The benchmark comparisons should not be viewed as rankings.

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

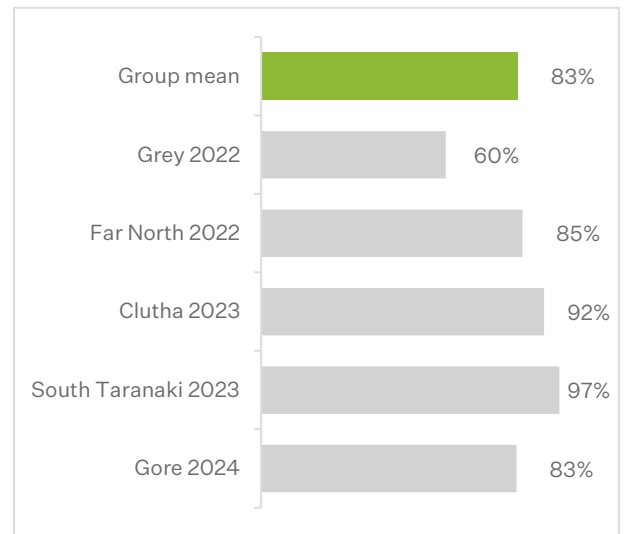
Councils included in this comparison:

Council	Year	Scale	Number of respondents included in main report
Gore	2023 survey results	5-point question scales	661
South Taranaki	2023 survey results	5-point question scales (not excluding don't knows)	423
Ashburton	2022/2023 survey results	2-point question scales	873
Clutha	2023 survey results	6-point question scales	302
Far North	2022 survey results	10-point question scales	618
Grey	2022 survey results	6 point question scales (not excluding N/A's)	364

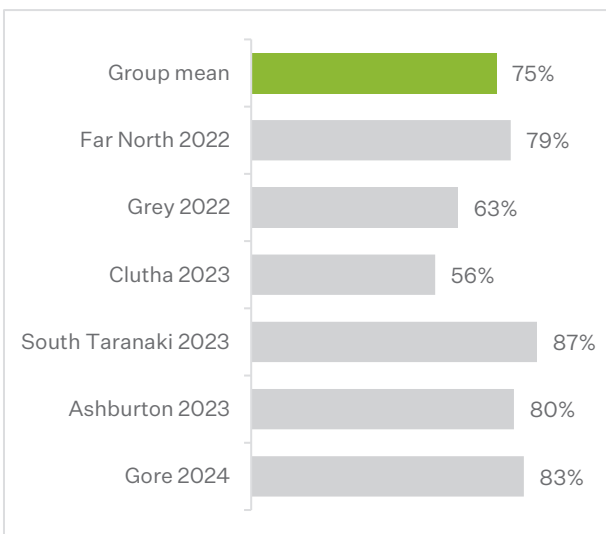
Stormwater services



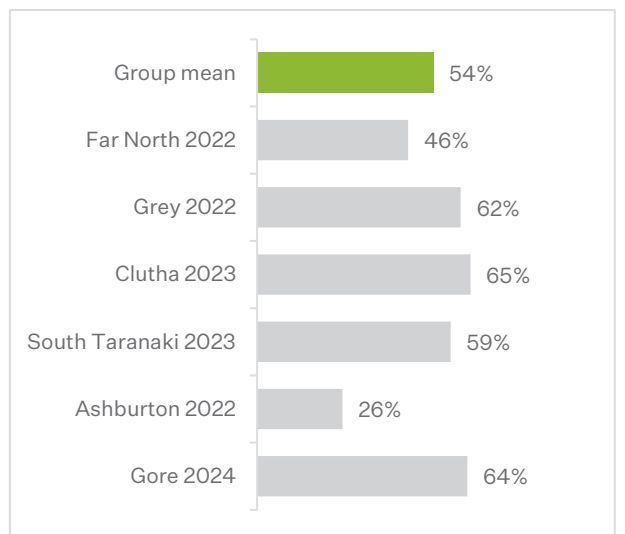
Wastewater



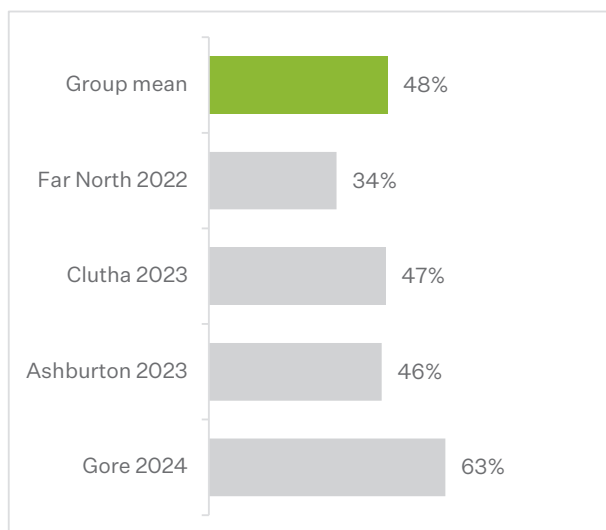
Watersupply (Quality)



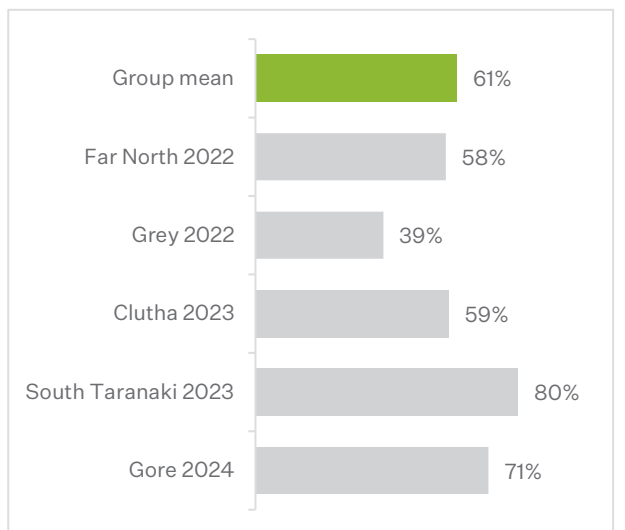
Local sealed roads



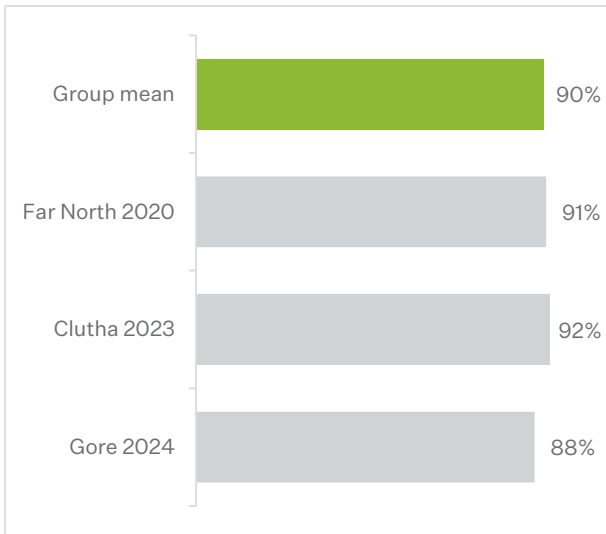
Local gravel/unsealed roads



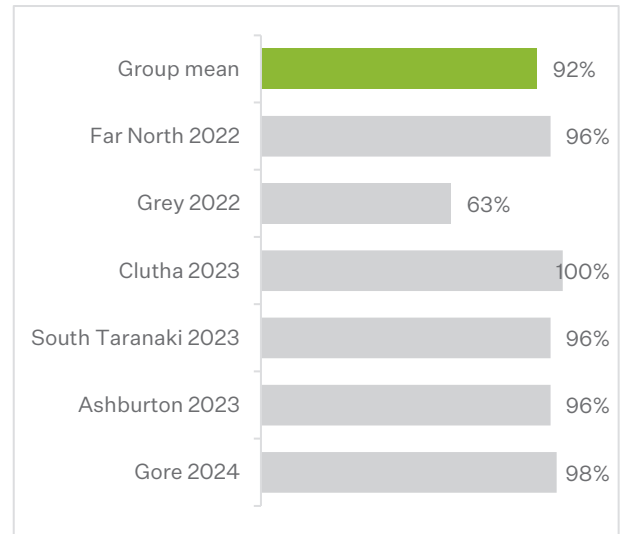
Footpaths



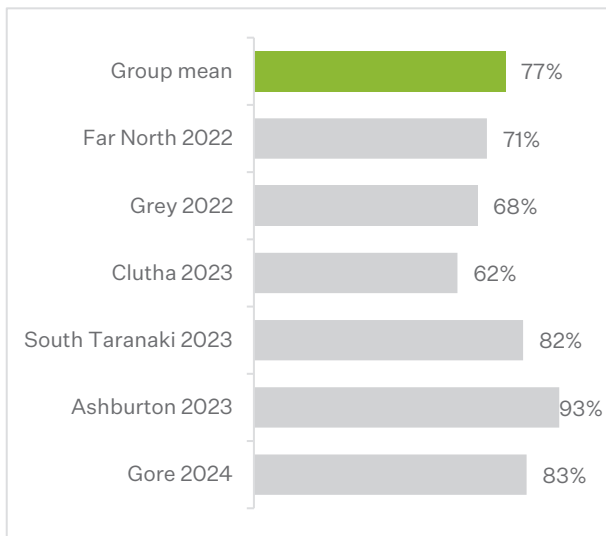
Transfer Stations/dumps



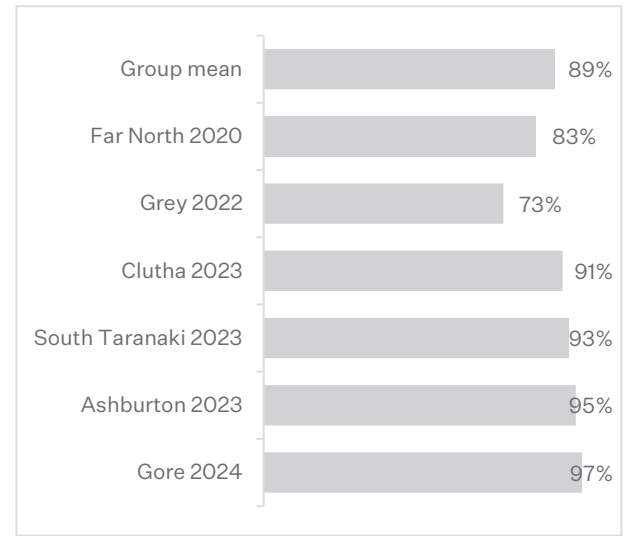
Library



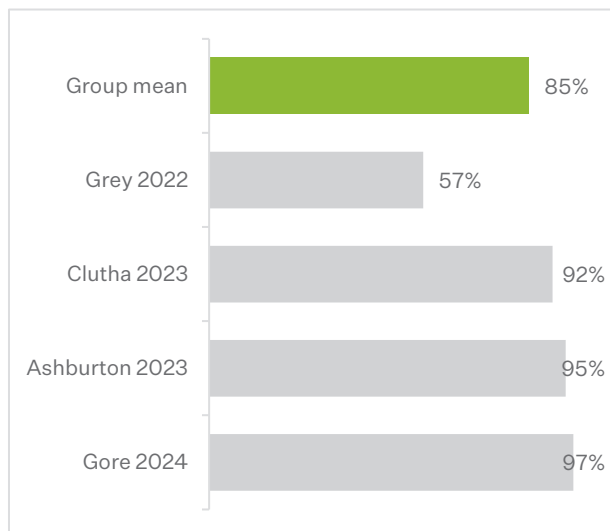
Public toilets



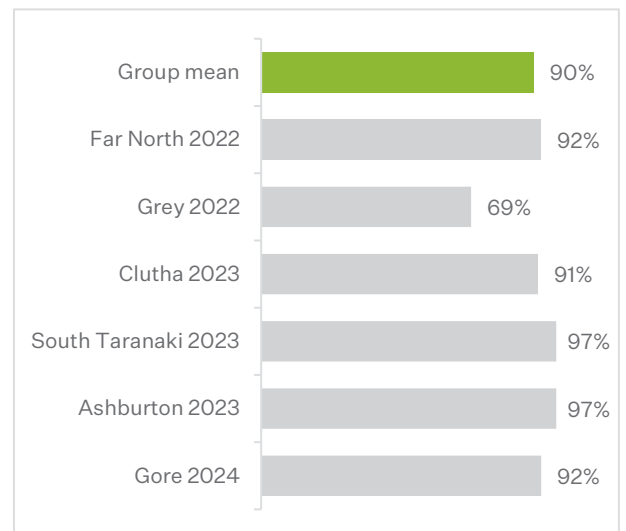
District parks and reserves



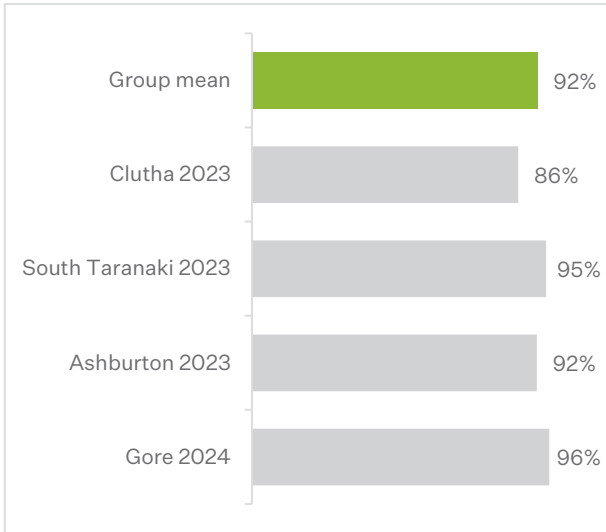
Sportsgrounds



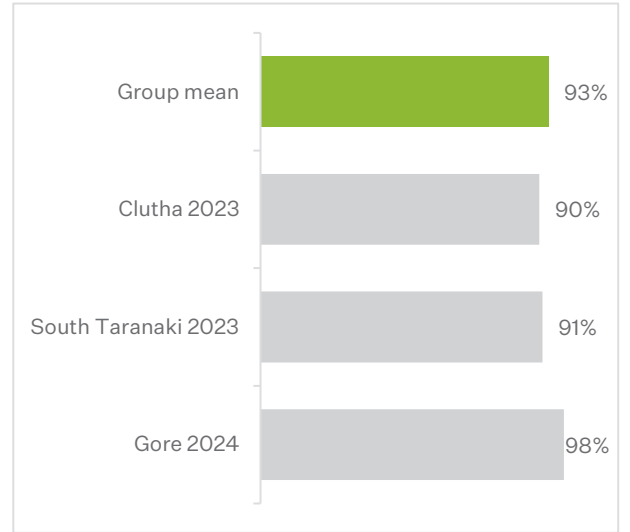
Cemeteries



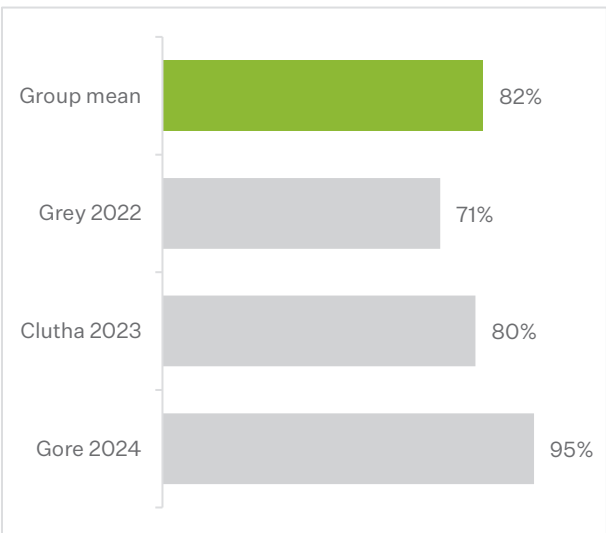
Playgrounds



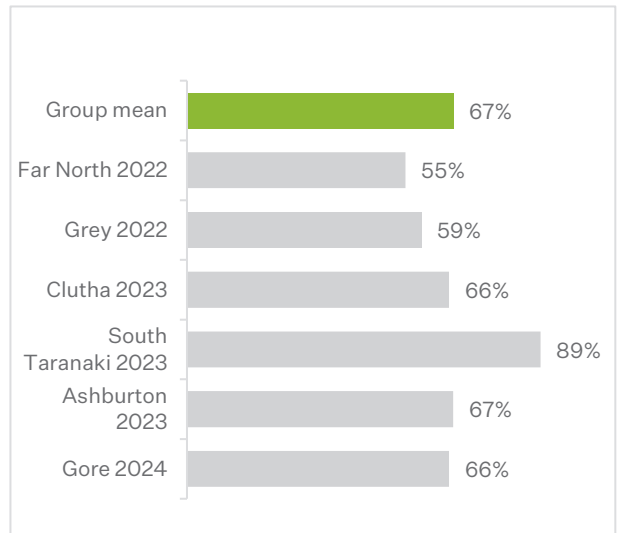
Community halls



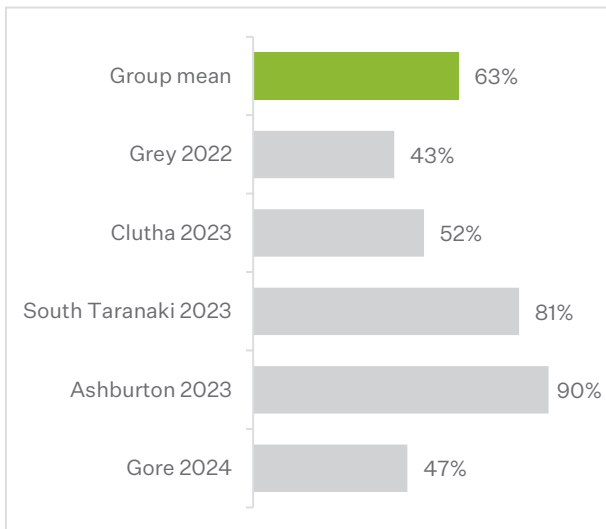
Community pools



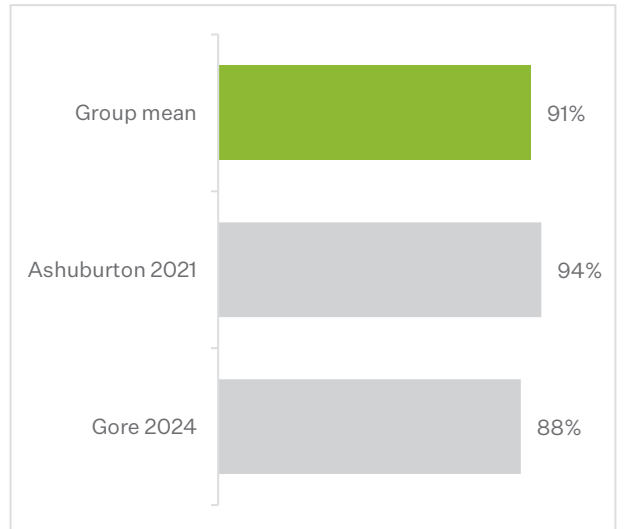
Overall satisfaction with Council performance



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	71% ↑ Significantly higher	61%	31% ↓ 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	5%	9%	9%	6%	31
	Dissatisfied	11%	14%	11%	12%	61
	Neutral	38%	42%	46%	39%	207
	Satisfied	31%	29%	30%	30%	161
	Very satisfied	15%	6%	4%	13%	69
	Total satisfied	84%	77%	80%	83%	437
	Number of respondents		418	65	46	529

	Column %	Gore	Mataura	Other rural	Total sample	Total number of respondents
Stormwater services	Very dissatisfied	18%	9%	20%	17%	92
	Dissatisfied	28%	29%	27%	28%	154
	Neutral	27%	24%	25%	26%	144
	Satisfied	20%	26%	23%	21%	117
	Very satisfied	7%	12%	5%	7%	41
	Total satisfied	54%	62%	54%	55%	302
	Number of respondents		424	68	56	548

Satisfaction with water services by location of supply

	Gore	Mataura	Other rural	Total sample	Total number of respondents
Very dissatisfied	3%	6%	7%	3%	16
Dissatisfied	5%	6%	0%	5%	24
Reliability of water supply					
Neutral	15%	19%	13%	16%	79
Satisfied	46%	51%	47%	47%	233
Very satisfied	31%	19%	33%	29%	145
Total satisfied	92%	88%	93%	92%	457
Number of respondents	413	69	15	497	497

	Gore	Mataura	Other	Total sample	Total number of respondents
Very dissatisfied	4%	12%	7%	5%	27
Dissatisfied	12%	14%	0%	12%	59
Quality of water supply					
Neutral	19%	26%	27%	21%	102
Satisfied	41%	33%	40%	40%	199
Very satisfied	23%	14%	27%	22%	110
Total satisfied	84%	74%	93%	83%	411
Number of respondents	413	69	15	497	497

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

	Gore	Mataura	Other	Total sample	Total number of respondents
Yes	73%	64%	73%	72%	358
No	27%	36%	27%	28%	139
Number of respondents	413	69	15	497	497

Local roads and footpaths

Satisfaction with roading services by location

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Footpaths	Very dissatisfied	8%	13%	4%↓	8%	48
	Dissatisfied	25%↑	27%	4%	22%	136
	Neutral	29%	19%↓	48%↑	31%	196
	Satisfied	31%	37%	29%	32%	199
	Very satisfied	7%	4%	15%↑	8%	50
	Total satisfied	67%↓	60%	92%↑	71%	445
	Number of respondents	442	75	112	629	629

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local sealed roads	Very dissatisfied	7%	8%	13%	8%	50
	Dissatisfied	27%	29%	30%	28%	175
	Neutral	27%	33%	28%	28%	176
	Satisfied	33%↑	21%	21%	30%	187
	Very satisfied	6%	8%	8%	7%	41
	Total satisfied	66%	63%	57%	64%	404
	Number of respondents	442	75	112	629	629

		Gore	Mataura	Other rural	Total sample	Total number of respondents
Local gravel roads	Very dissatisfied	9%↓	9%	36%↑	14%	86
	Dissatisfied	20%↓	29%	33%↑	24%	149
	Neutral	43%↑	44%	17%↓	39%	244
	Satisfied	25%↑	15%	11%↓	21%	132
	Very satisfied	3%	3%	4%	3%	18
	Total satisfied	71%↑	61%	31%↓	63%	394
	Number of respondents	442	75	112	629	629

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	68% ↑	33% ↓	38% ↓	58%	367
	No	32% ↓	67% ↑	63% ↑	42%	262
	Number of respondents	442	75	112	629	629

Satisfaction with waste services by location

	Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Gore Transfer station	Very dissatisfied	5%	0%	0%	4%	16
	Dissatisfied	7%	4%	12%	8%	28
	Neutral	18%	28%	24%	19%	70
	Satisfied	44%	36%	31%	42%	154
	Very satisfied	26%	32%	33%	27%	99
	Total satisfied	87%	96%	88%	88%	323
	Number of respondents	300	25	42	367	367

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	43%	45%	51%	45%	281
No	10% ↓	7%	36% ↑	14%	87
Not my concern	39% ↑	41%	11% ↓	34%	216
Don't know	8%	7%	3%	7%	45
Number of respondents	442	75	112	629	629

Council facilities

Usage of Council facilities by area

Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Gore or Mataura Library	55%	51%	44%	52%	329
Gore Visitor Centre	21%↑	12%	8%↓	17%	110
Public Toilets	45%	55%	56%	48%	301
District parks and reserves	78%↑	63%	63%↓	74%	464
Sportsgrounds	51%	43%	53%	50%	315
Cemeteries	48%	47%	40%	46%	291
Playgrounds	45%	40%	38%	43%	270
Gore Aquatic Centre	45%	31%	45%	43%	273
James Cumming Wing or community halls	28%	13%↓	24%	26%	161
MLT Event Centre	35%	20%↓	38%	34%	214
Eastern Southland Gallery	19%↑	8%	8%	15%	97
Hokonui Moonshine Museum	15%↑	8%	5%↓	12%	78
None of these	6%	11%	8%	7%	44
Number of respondents	442	75	112	629	629

Satisfaction with Council facilities by area

Column %	Gore	Mataura	Other rural	Total Sample	Total number of respondents
Library service	98%	100%	100%	98%	324
Gore Visitor Centre	98%	100%	100%	98%	108
Public Toilets	81%	83%	89%	83%	250
District Parks and Reserves	97%	98%	97%	97%	450
Sportsgrounds	97%	91%	97%	97%	304
Cemeteries	94%	80%	93%	92%	269
Playgrounds	96%	93%	98%	96%	260
Gore Aquatic Centre	94%	100%	96%	95%	259
James Cumming Wing or community halls	98%	100%	96%	98%	158
MLT Event Centre	99%	100%	100%	99%	212
Eastern Southland Gallery	99%	100%	89%	98%	95
Hokonui Moonshine Museum	100%	100%	100%	100%	78

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	10%	17%	11%	11%	70
I have heard of it but I don't know anything about it	44%	47%	49%	45%	285
I have heard of it and know a bit about it	39%	32%	30%	37%	230
I have detailed knowledge of sections of it that interest or affect me	6%	3%	10%	6%	39
I have detailed knowledge of the whole District Plan	1%	1%	0%	1%	5
Number of respondents	442	75	112	629	629

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%	9%	5%	4%	21
	Disagree	8%	9%	16%	10%	47
	Neutral	31%	25%	37%	32%	154
	Agree	42%	40%	27%	39%	191
	Strongly agree	15%	16%	13%	15%	72
	Total Agree	89%	82%	78%	86%	417
	Number of respondents	339	55	91	485	485

Column %		Gore	Mataura	Other rural	Total sample	Total number of respondents
Council is effective at identifying residential land for development	Strongly disagree	8%	14%	8%	9%	36
	Disagree	19%	23%	24%	20%	86
	Neutral	42%	30%	36%	40%	167
	Agree	26%	28%	30%	27%	114
	Strongly agree	5%	5%	1%	4%	17
	Total Agree	73%	63%	68%	71%	298
	Number of respondents	303	43	74	420	420

Column %		Gore	Mataura	Other rural	Total sample	Total number of respondents
Council is effective at identifying commercial/ industrial land for development	Strongly disagree	4%	13%	10%	6%	26
	Disagree	15%	16%	14%	15%	60
	Neutral	49%	44%	45%	48%	193
	Agree	28%	22%	28%	27%	110
	Strongly agree	4%	4%	3%	4%	17
	Total Agree	81%	71%	75%	79%	320
	Number of respondents		292	45	69	406

Contacting the Council

Means of contact by area

Column %	Gore	Mataura	Other	Total sample	Total number of respondents
Visited the Council Office	45%	39%	38%	43%	271
Phone	38%	32%	35%	37%	232
Online i.e. website or Facebook	30%	27%	17%	27%	170
Email	17%	12%	18%	17%	105
Antenno - the Council's free mobile app	29%	31%	15%↓	27%	170
Have not contacted the Council in the last 12 months	25%	31%	35%	28%	174
Number of respondents	442	75	112	629	629

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	10%	15%	13%	11%	69
Dissatisfied	24%	20%	20%	23%	145
Neutral	33%	35%	37%	34%	213
Satisfied	29%	25%	25%	28%	175
Very satisfied	4%	5%	5%	4%	27
Total satisfied	66%	65%	67%	66%	415
Number of respondents	442	75	112	629	629

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	10%	12%	12%	11%	64
	Disagree	26%	21%	23%	25%	144
	Neutral	37%	41%	35%	37%	217
	Agree	21%	23%	25%	22%	127
	Strongly agree	6%	3%	5%	5%	32
	Total Agree	64%	67%	65%	64%	376
	Number of respondents		413	66	105	584

	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	7%	14%	7%	8%	45
	Disagree	22%	21%	24%	22%	124
	Neutral	43%	44%	38%	42%	234
	Agree	23%	21%	28%	24%	131
	Strongly agree	4%	0%	3%	4%	20
	Total Agree	70%	65%	69%	69%	385
	Number of respondents		391	63	100	554

	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	10%	7%	6%	9%	53
	Disagree	19%	26%	19%	20%	118
	Neutral	22%	29%	25%	23%	137
	Agree	39%	35%	41%	39%	227
	Strongly agree	9%	3%	10%	8%	49
	Total Agree	70%	67%	75%	71%	413
	Number of respondents		411	72	101	584

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	89%	80%	89%	88%	553
The Gore District is a safe place to live	73%	60%↓	77%	72%	455
The Gore District has good sporting and recreation facilities and opportunities	91%↑	75%↓	90%	89%	560
There is a great sense of community where I live	76%	64%↓	83%	76%	479
I feel a sense of pride in the way my local area looks and feels	77%↑	41%↓	79%	73%	462
Number of respondents	442	75	112	629	629

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.

249 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 more to be neutral 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:
 - Stormwater service,
 - Quality of water,
 - Local unsealed roads and footpaths,
 - Transfer station,
 - Parks and reserves,
 - Aquatic centre.
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	49% ↑ Significantly lower	36% ↓ Significantly higher

Water services

Satisfaction with wastewater service

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	7%	5%
	21	10
Dissatisfied	9%	15%
	29	32
Neutral	35%	44%
	111	96
Satisfied	33%	27%
	102	59
Very satisfied	16%	9%
	50	19
Number of respondents	313	216

Satisfaction with the stormwater system

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	15%	20%
	49	43
Dissatisfied	22%↓	37%↑
	73	81
Neutral	28%	24%
	91	53
Satisfied	25%↑	16%↓
	83	34
Very satisfied	10%↑	4%↓
	33	8
Number of respondents	329	219

Reliability of water supply

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	3%	4%
	8	8
Dissatisfied	4%	6%
	12	12
Neutral	9%↓	25%↑
	27	52
Satisfied	45%	50%
	130	103
Very satisfied	39%↑	15%↓
	115	30
Number of respondents	292	205

Quality of water supply

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	5%	5%
	16	11
Dissatisfied	9%↓	17%↑
	25	34
Neutral	16%↓	27%↑
	46	56
Satisfied	40%	40%
	116	83
Very satisfied	30%↑	10%↓
	89	21
Number of respondents	292	205

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

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Yes	72%	73%
	209	149
No	28%	27%
	83	56
Number of respondents	292	205

Local roads and footpaths

Local gravel roads

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	11%↓ 40	18%↑ 46
Dissatisfied	22% 82	27% 67
Neutral	42% 159	34% 85
Satisfied	22% 84	19% 48
Very satisfied	4% 15	1% 3
Number of respondents	380	249

Local gravel/unsealed roads

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	7% 25	10% 25
Dissatisfied	21%↓ 81	38%↑ 94
Neutral	31% 117	24% 59
Satisfied	32% 122	26% 65
Very satisfied	9%↑ 35	2%↓ 6
Number of respondents	380	249

Footpaths

	Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied		4%↓	12%↑
		17	31
Dissatisfied		19%	25%
		73	63
Neutral		30%	33%
		114	82
Satisfied		35%↑	26%↓
		134	65
Very satisfied		11%↑	3%↓
		42	8
Number of respondents		380	249

Waste

Gore Transfer Station

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	5%	4%
	9	7
Dissatisfied	9%	7%
	17	11
Neutral	15%	24%
	30	40
Satisfied	38%	47%
	75	79
Very satisfied	34%↑	19%↓
	67	32
Number of respondents	172	151

Kerbside Recycling

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Yes	53%↑	33%↓
	200	81
No	14%	13%
	54	33
Not my concern	28%↓	45%↑
	105	111
Don't know	6%	10%
	21	24
Number of respondents	380	248

Council Facilities

Usage of council facilities

Column %	Random sample - phone survey	Self-selecting sample - online survey
Gore or Mataura Library	54%	50%
Gore Visitor Centre	19%	14%
Public Toilets	48%	47%
District parks and reserves	75%	72%
Sportsgrounds	52%	47%
Cemeteries	48%	43%
Playgrounds	46%	39%
Gore Aquatic Centre	42%	46%
James Cumming Wing or community halls	31%↑	17%↓
MLT Event Centre	36%	32%
Eastern Southland Gallery	16%	14%
Hokonui Moonshine Museum	16%↑	7%↓
None of these (DON'T READ OUT)	8%	6%
Number of respondents	380	249

Satisfaction with Council Facilities

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Library service	98%	99%
	200	124
Gore Visitor Centre	97%	100%
	72	36
Public Toilets	88%↑	75%↓
	162	88
District Parks and Reserves	99%↑	94%↓
	281	169
Sportsgrounds	97%	95%
	194	110
Cemeteries	95%	89%
	173	96
Playgrounds	97%	95%
	169	91
Gore Aquatic Centre	99%↑	89%↓
	158	101
James Cumming Wing or community halls	99%	95%
	118	40
MLT Event Centre	99%	100%
	133	79
Eastern Southland Gallery	100%	94%
	61	34
Hokonui Moonshine Museum	100%	100%
	60	18

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	13%	9%
	48	22
I have heard of it but I don't know anything about it	46%	44%
	175	110
I have heard of it and know a bit about it	34%	40%
	131	99
I have detailed knowledge of sections of it that interest or affect me	6%	7%
	22	17
I have detailed knowledge of the whole District Plan	1%	0%
	4	1
Number of respondents	380	249

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%	5%
	10	11
Disagree	11%	7%
	32	15
Neutral	33%	30%
	93	61
Agree	36%	45%
	101	90
Strongly agree	17%	12%
	48	24
Number of respondents	284	201

Council is effective at identifying residential land for development

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	9%	9%
	20	16
Disagree	21%	20%
	48	38
Neutral	34%↓	47%↑
	79	88
Agree	30%	24%
	69	45
Strongly agree	7%↑	1%↓
	16	1
Number of respondents	232	188

Council is effective at identifying commercial/industrial land for development

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	6%	7%
	14	12
Disagree	14%	16%
	31	29
Neutral	40%↓	57%↑
	89	104
Agree	33%↑	19%↓
	75	35
Strongly agree	7%↑	1%↓
	16	1
Number of respondents	225	181

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	47%↑ 177	38%↓ 94
Phone	38% 146	35% 86
Online i.e. website or Facebook	23%↓ 87	33%↑ 83
Email	16% 59	18% 46
Antenno - the Council's free mobile app	15%↓ 56	46%↑ 114
Have not contacted the Council in the last 12 months	32%↑ 122	21%↓ 52
Number of respondents	380	249

Satisfaction with contact

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Visit to the Council Office	91% 161	86% 81
Phone	84% 123	78% 67
Online i.e. website or Facebook	86% 75	81% 67
Email	76% 45	72% 33
Antenno - the Council's free mobile app	96% 54	88% 100

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	60%	54%
	228	134
Newspaper advertising	47%↑	20%↓
	178	51
Council Website	37%	38%
	140	94
Council Facebook page	36%↓	65%↑
	138	162
Council newsletter ChinWag	26%↑	14%↓
	97	35
Radio	36%↑	19%↓
	135	48
Personal contact with Council staff	19%↑	8%↓
	71	21
Antenno - the Council's free mobile app	23%↓	57%↑
	86	143
Councillors	14%↑	8%↓
	52	19
Council Meetings	9%↓	18%↑
	34	45
None of these	9%↑	3%↓
	34	8
Number of respondents	380	249

Do you follow the Council's main Facebook page?

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Yes	35%↓	74%↑
	134	184
No	65%↑	26%↓
	246	65
Number of respondents	380	249

Satisfaction with the Council's Facebook page

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	0%	0%
	0	0
Dissatisfied	0%	2.17%
	0	4
Neutral	30%	36%
	40	66
Satisfied	48%	51%
	64	94
Very satisfied	22%↑	11%↓
	30	20
Number of respondents	134	184

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%
	17	16
Monthly	7%↓	16%↑
	27	39
A few times a year	32%↓	53%↑
	120	131
Once a year	10%	14%
	39	35
Never	47%↑	11%↓
	177	28
Number of respondents	380	249

Satisfaction with the Council website

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	2%	1%
	4	3
Dissatisfied	4%	6%
	9	13
Neutral	26%	35%
	53	78
Satisfied	49%	52%
	100	114
Very satisfied	18%↑	6%↓
	37	13
Number of respondents	203	221

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	8%	8%
	22	15
Dissatisfied	7%	11%
	19	20
Neutral	28%	36%
	80	64
Satisfied	38%	34%
	108	61
Very satisfied	20%↑	10%↓
	58	18
Number of respondents	287	178

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	11%	17%
	37	39
Dissatisfied	19%↓	30%↑
	65	68
Neutral	37%	34%
	125	79
Satisfied	28%↑	17%↓
	95	40
Very satisfied	6%↑	2%↓
	20	4
Number of respondents	342	230

Overall satisfaction with the performance of the Gore District Council

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Very dissatisfied	10%	12%
	38	31
Dissatisfied	19%↓	29%↑
	73	72
Neutral	32%	36%
	123	90
Satisfied	32%↑	22%↓
	120	55
Very satisfied	7%↑	0%↓
	26	1
Number of respondents	380	249

The Mayor and Councillors display sound and effective leadership

Column % n	Random sample - phone survey	Self-selecting sample - online survey
Strongly disagree	7%	16%
	26	38
Disagree	23%↓	27%↑
	80	64
Neutral	38%	36%
	131	86
Agree	25%	17%
	87	40
Strongly agree	7%	3%
	24	8
Number of respondents	348	236

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	6%	11%
	20	25
Disagree	20%	27%
	65	59
Neutral	41%	44%
	136	98
Agree	29%↑	15%↓
	98	33
Strongly agree	4%	3%
	14	6
Number of respondents	333	221

Is Gore district sufficiently promoted?

Column %	Random sample - phone survey	Self-selecting sample - online survey
Yes	77%	80%
	294	199
No	23%	20%
	86	50
Number of respondents	380	249

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	8%	11%
	27	26
Disagree	17%	24%
	61	57
Neutral	20%	28%
	71	66
Agree	44%↑	31%↓
	155	72
Strongly agree	10%	6%
	36	13
Number of respondents	350	234

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	93%↑ 354	80%↓ 199
The Gore District is a safe place to live	79%↑ 299	63%↓ 156
The Gore District has good sporting and recreation facilities and opportunities	91% 344	87% 216
There is a great sense of community where I live	83%↑ 315	66%↓ 164
I feel a sense of pride in the way my local area looks and feels	81%↑ 306	63%↓ 156
Number of respondents	380	249

Sample profile

Residence

	Random sample - phone survey	Self-selecting sample - online survey
Lived in the Gore District for 12 months or longer	98%	96%
	371	240
Lived in the Gore District for less than 12 months	2%	4%
	9	9
Number of respondents	380	249

Age

	Random sample - phone survey	Self-selecting sample - online survey
15-24	9%↑	4%↓
	33	9
25-49	34%↓	46%↑
	128	114
50-64	30%	28%
	113	69
65+	28%	22%
	106	56
I prefer not to say	0%	0%
	0	1
Number of respondents	380	249

Gender

	Random sample - phone survey	Self-selecting sample - online survey
Male	49%↑	26%↓
	188	64
Female	51%↓	74%↑
	192	185
Number of respondents	380	249

Ratepayer status

	Random sample - phone survey	Self-selecting sample - online survey
Ratepayer	72%↓	86%↑
	274	215
Renter	15%↑	9%↓
	58	22
Both	1%	1%
	4	2
Don't pay rent or rates	8%	1%
	32	3
I prefer not to say	0%↓	3%↑
	0	7
Other	3%↑	0%↓
	12	0
Number of respondents	380	249

Area

	Random sample - phone survey	Self-selecting sample - online survey
Gore	68%	74%
	257	185
Mataura	14%	9%
	52	23
Waikaka	4%	3%
	14	7
Pukerau	2%	0%
	8	1
Mandeville	1%	1%
	4	2
Rural	12%	12%
	45	31
Number of respondents	380	249



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