


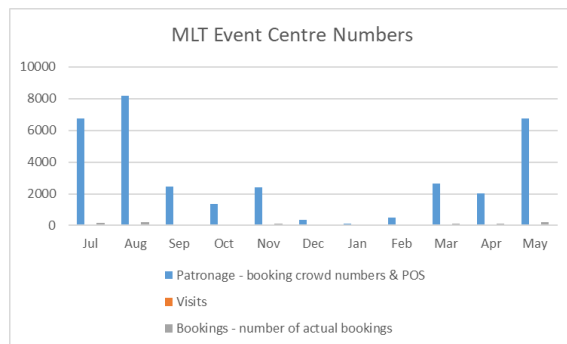
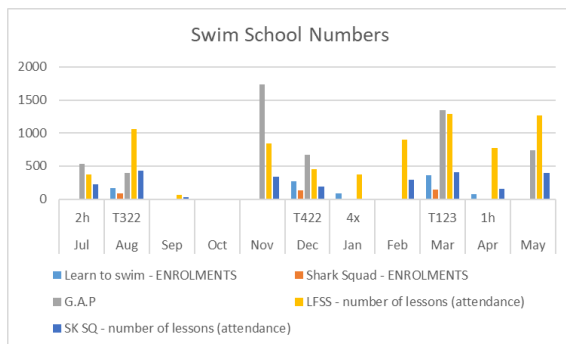
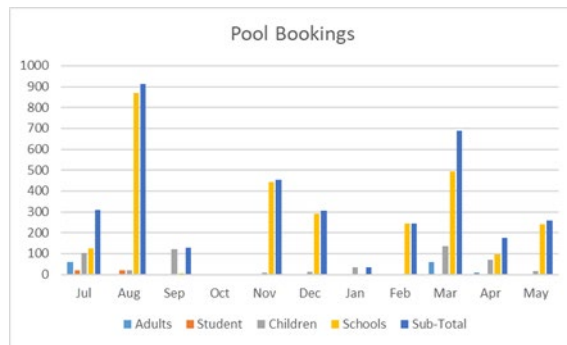
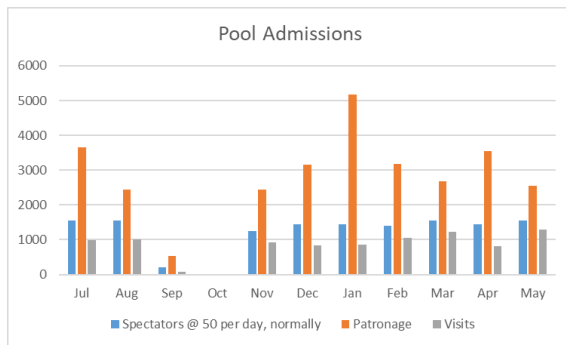


Community
Services Bulletin
June 2023

1. REPORT FROM AQUATIC SERVICES MANAGER (Martin Mackereth)

Admissions to the Gore Multisports complex

 Facility user numbers and information 2022/2023													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Pool days open	31	31	4	0	25	29	29	28	31	29	31		268
POOL	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Spectators @ 50 per day, normally	1550	1550	200		1250	1450	1450	1400	1550	1450	1550		13400
Patronage	3666	2447	528		2442	3153	5171	3168	2690	3549	2543		29357
Visits	999	1002	76		925	836	860	1051	1233	824	1287		9093
Sub-Total	6215	4999	804	0	4617	5439	7481	5619	5473	5823	5380	0	51850
Bookings	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Adults	59				2				61	10			132
Student	22	22											44
Children	102	21	123		8	12	36		135	72	16		525
Schools	126	870	6		444	292		246	493	95	242		2814
Sub-Total	309	913	129	0	454	304	36	246	689	177	258	0	3515
													0
Pool Total	6524	5912	933	0	5071	5743	7517	5865	6162	6000	5638	0	55365
SWIM SCHOOL & SK SQ	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Term code counted	2h	T322				T422	4x		T123	1h		T223	
Learn to swim - ENROLMENTS		173				265	85		360	80			963
Shark Squad - ENROLMENTS		84				135			143				362
G.A.P	535	400			1736	675			1347		737		5430
LFSS - number of lessons (attendance)	372	1060	61		838	455	373	900	1289	778	1267		7393
SK SQ - number of lessons (attendance)	220	429	25		340	189		292	411	161	400		2467
Swim School Total	1127	1889	86	0	2914	1319	373	1192	3047	939	2404	0	15290
Stadium days open	31	31	30	31	30	29	29	28	31	29			299
STADIUM	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Patronage - booking crowd numbers & POS	6768	8158	2476	1371	2419	350	138	519	2667	2013	6730		33609
Visits	15	32	1	2	10	12	7	4	2	1	15		101
Bookings - number of actual bookings	159	217	91	86	119	15	9	33	117	98	210		1154
Stadium Total	6783	8190	2477	1373	2429	362	145	523	2669	2014	6745	0	33710
Pool days open Total	268	Swim School needs to be term and holiday numbers only to avoid double ups (light green area indicates term roughly so only one lot of numbers here)											
Stadium days open Total	299												



Current challenges

Plant heating loop investigation

Three Waters staff have been working through the heating loop after we had a heating issue with the leisure pool not being able to pull heat from the heating loop circuit. It was found that the circulation pump on the condenser line when it was replaced in 2011 by a contractor we no longer use, was replaced with the incorrect size. We are rectifying this pump replacement and looking over the system to see if there are any other issues.

Filtration material and handling

The health and safety and handling of the main product for the filtration material has changed. We already have strong processes in place for managing this product with our team completing a refresher for chemical handling.

The other part of the change has been from the supplier asking for written confirmation that we have the appropriate people for handling and processes in place to receive and store the product.

- We are looking at health and safety process changes that may have an effect on other parties entering the plant room while this chemical is being managed. This is to strengthen our process and make sure we cover everyone's health and safety.
- In future, thought may have to be given to the type of filtration system that we have weighing up the pros and cons, cost and chemical handling etc.

Winter overflow parking

This year the parking area has turned to mud quicker than last year, the improvements to the drive in and out areas have made a difference, however the parking area itself

is the area that is turning up a bit rough. A long term plan will need to be looked into and thought given to the seasonal impact as it is due to the one day of High occupancy of the complex and surrounding sports fields on a Saturday between 9.00am to 3.00pm.

Ice Sports Southland

Currently working with Ice Sports Southland (ISS) about some of the challenges that we have with a combined plant. The organisation has a completely new executive committee. The challenge is if ISS want to take on the advice and information given. I believe we are at the stage that an independent review may need to be undertaken to confirm or otherwise our advice to ISS. We are at the stage of ISS not wanting to listen or believe the information given by the Council.

Future improvements

Spa filtration and heating

We are due to change the filter covers in our filter. This is a process that can take three days to complete. We have added this to part of our preventative maintenance to ensure this work is completed before a filter bag tears or an O-ring gives up on us. This is now part of our two-year cycle as the manufacturer gives it a maximum two-and-a-half-year cycle if all parameters are consistent.

The heating system is also being investigated as it has not had any major work completed for some time. As part of preventative planning, we assessed the internal workings of the heating system and noted that improvements on the wiring and elements is needed.

Normal Operating Procedures (NOP), Emergency Action Plan (EAP) and Pool Risk Management Plan (PRMP) Review

We are into our yearly review of all our processes. These are living documents which evolve as changes are required. We also make sure we have a yearly review to make sure we are in line with the rest of the industry and doing what is best for our community needs.

Facility interaction

Interaction with groups, clubs, and organisations

- Assistance and advice was given to the Riversdale community pool. We are keen to help out when surrounding community pools have questions and needs so when contact was made, I headed out to help with some maintenance and operational questions as part of giving back to our water-based community.
- Active Southland has asked me to be part of a pool Hui. The objective behind this is to have both Council based pools helping with advice and creating an online resource for community pools. This is the second time I have attended to present and help in this space.

2. REPORT OF THE DISTRICT ARTS & HERITAGE CURATOR (Jim Geddes)

Visual arts initiatives

Exhibition programme

Our most recent presentations included ***Yesterdays' Journeys*** - the combined exhibition of prints and photographs by **Inge** and Marc **Doesburg**. This project included a very well attended floor-talk on 30 April. The Mandeville exhibition space concurrently featured works by Southland artists **Lynn Grace** and **Alice Pottinger** and the **2023 Student Art Exhibition** from St Peters College. As with previous exhibitions in 2023 these have been well attended by the visiting public. Our new major Gallery presentation is **Bryan Poole: New Zealand Native Botanicals** coupled with a celebration of still life images entitled **Wall Flowers**. These has been sourced from our permanent collection and both exhibitions have been staged in tandem with the centennial of the Royal New Zealand Institute of Horticulture. Costs have been covered by a generous donation from **The Deane Endowment Trust**. A full Gallery exhibition and project programme is in place for the remainder of 2023 and preparations are underway for a display re-fit and some major exhibitions for the Gallery's 40th anniversary in 2024.

Gifts to the permanent collection

The Gallery committee was delighted to learn of two recent gifts. A selection of New Zealand Folk Art has recently been bequeathed from the estate of the celebrated collector and curator **John Perry**, and a major work from the family of leading New Zealand painter, the late **Don Binney**.

Māruawai project

Stage One – Hokonui Moonshine Museum redevelopment

Final display fit-out continues within the museum as key components come to hand. Running concurrent to our display development is a fundraising momentum which has successfully garnered just over **\$100,000** from community agencies and individuals. This has helped replenish our original display budget that was exhausted by Covid related increases in building and material costs. Exterior development of the building is progressing to the point where all painting work is now complete on the outside fabric of the Win Hamilton Wing. External graphics and signage will soon be applied.

Stage Two – Māruawai Centre development

Progress is pleasing with the redevelopment of premises at **7 Norfolk Street**. We now have a fully enclosed building. Work is proceeding at a pleasing pace with interior lining and structural fit-out. Electrical and HVAC service installation is also progressing well. All permanent interior partitions have been installed and gib-lining and painting is almost complete. The main toilet block has been lined, painted and fitted out, and floor-covering work is about to commence. Planning for the fit-out of internal spaces is continuing and this process has been assisted by the potential of the neighbouring Win Hamilton Wing and former library building to house back-up working space, auxiliary archive, and research facilities. Exterior work is progressing and the space adjacent to the Hokonui Moonshine Museum carpark is being made ready for paving,

planting and outdoor furnishing. Structural provision is now in place for the installation of sculptural gates (ex-Observation Point) by Ralph Hotere.

Precinct programmes

Community engagement and education programmes

We have enjoyed a good number of tours, special interest groups, school parties and community organisations over the summer months. Given the requirement for local schools to factor mana whenua history and other local content into the new curriculum, there has been considerable engagement with local educators. To this end there has also been a significant call on the outcomes of our 16-year joint venture local research project with Hokonui Runanga. Key information from this source and the on-going research of Gore District Historical Society have combined to give significant strength to precinct holdings, and will help resource our Stage Two display scenarios, and our many forthcoming education programmes, studio projects and community interactions.

Sample of community talks, tours and engagements (April/May)

Gore Main School (x 2), Mōa Tours (x 2), Gore Host Lions Club, Old Hokonui Whiskey & Food Match, Gallery Floor-Talk, Tussock Country Writers Night, Creative NZ Community Hui, Creative NZ Administrators Hui, Otago Museum Sector Training Workshop, Otama School.

Meetings and representations

Hokonui Runanga, Southland Regional Heritage Committee, Gore Garden Club, Gore High School, Rotary Club of Gore, Tussock Country Music Festival, Waimumu Art Exhibition, Creative NZ, Southland Museum & Art Gallery, MBIE.

3. REPORT FROM THE LIBRARY MANAGER

Summary of trends for May

All library statistics show a marked increase.

- Of note is the increase in borrowing of fee required items during the two months the library has been able to waive the lending fee for new fiction, magazines, DVDs and audiobooks. It will be interesting to see if the fee required items level of borrowing is maintained or falls following the waiver period.
- People using their own devices on the free library Wi-Fi has increased by 102%. This is because there is space for people to come in and sit with their device for study, work, reading and leisure.
- Free internet computers use has doubled at Gore since the library reopened in March.
- New members registered numbered 189 in May.
- Items borrowed from Gore increased by 52% on the same month last year.
- The library meeting rooms were used 22 times in May. Gore's Hokonui Rūma Hui was used 10 times and Mataura's Huihuinga 12 times.
- In 2022-23 the libraries have held 98 events with 1741 people attending
 - The number of events has increased by 188% compared to last year.
 - The number of people attending events increased by 227%.
- Visitor numbers are on the increase, including weekend visitors.

Regular sessions as recorded in the last report continue with strong attendance. The number of tours and speaking engagements about the new library continues to be high.

Mataura Library

Gore Library's shutdown period during January-March 2023 provided opportunity for an introduction to Mataura library for many Gore people who'd never visited prior. Some continue to visit Mataura Library which is encouraging. As well as borrowing and returning items, many use the technology available for such things as printing, scanning, accessing online government sites, and the assistance library staff can offer. So, as well as the traditional use as a library/research facility the library is an administrative hub for locals and visitors. The meeting room Huihuinga is also a drawcard for studying students, driving/career tutors, Work Bridge appointments etc.

Some recent photographs of the new Gore Library building





4. REPORT FROM PARKS AND RECREATION MANAGER

The focus for the majority of May and June, was dedicated to maintenance tasks, specifically leaf collection and grass mowing. This autumn season presented a peculiar blend of high rainfall and ongoing grass growth, especially notable within the cemeteries.

Future project activity

Gore Gardens

Gore Gardens has been undergoing rejuvenation efforts as the dedicated staff work to enhance its beauty. Recent activities include the removal of deceased and overcrowded trees within the magnolia and camellia borders. Among the plants extracted, some hold significant rarity and can no longer be obtained from commercial nurseries. To preserve these species, a local propagator has taken cuttings, ensuring the possibility of reintroducing these exceptional species back into the gardens in due course.

In addition, our arborist contractor successfully executed crown reduction procedures on the majestic aviary elm tree and several oak trees. The aviary elm, burdened by the weight of its towering branches, had begun to exhibit signs of trunk splitting. To mitigate any future complications and minimize risk, the arborists have arranged for the installation of a static web brace next month. This proactive measure aims to stabilise the tree, safeguarding it against potential issues.

Trout Triangle garden

In collaboration with Gore Host Lions, we have been actively involved in the creation of a Brown Trout interpretive panel. This informative panel is scheduled to be installed this week, aligning with the significant occasion of the club's 150th celebrations.

Furthermore, we have undertaken tree lifting in the surrounding area, specifically in the triangle, with the intention of allowing ample sunlight to reach the grass beneath. This targeted tree lifting not only enhances the growth of the grass but also provides better access for our mowers.

Playgrounds and structures

We are currently awaiting the arrival of contractors who will be undertaking a range playground and seat installations, one of which includes the eagerly anticipated Mandeville playground.

Looking ahead to the coming year, our focus will involve replacing equipment at Ingram Place in Mataura, introducing a new play structure at Dolamore Park, and implementing various improvements at Eccles Street and Beatie Street playgrounds.

In order to facilitate the installation of the Wigan Street stormwater link across the Eccles Street playground to the corner of Ardwick Street, the basket swing, the most popular feature, has been temporarily removed. Once the work is completed, the unit will be reinstalled in nearly the same location, just on a slightly different orientation.

Main Street gardens

The Main Street garden crew has recently undertaken the revitalisation of two gardens, specifically those located outside AdMore Design and Oven Fresh Bakery. In these transformations, the team opted for lower-growing shrubs and tussocks, creating a visually pleasing landscape.

The garden outside AdMore Design had deteriorated significantly, with the hypericum plants displaying a notable lack of vitality. Likewise, the rhododendrons outside Oven Fresh Bakery had become overcrowded, prompting them to grow upwards, causing visibility concerns for pedestrians and traffic. To address these issues, the rhododendrons have been relocated to Bannerman Park and the Gore Cemetery, allowing them the space they need to flourish to their full size.

As part of this process, a cast iron seat from the Ram Statue lawn area will be relocated to the Oven Fresh garden. This strategic move aims to increase its usage and provide visitors with a comfortable seating option. Additionally, it's important to note that there are still two seats available in the Ram Statue lawn, which adequately caters to the needs of that particular area.

Cemeteries

To facilitate the storage of excess burial spoil and green waste, an access road has been newly constructed within the Charlton Cemetery extension area. This revised access point, situated much closer to the active section of the cemetery, replaces the previous location behind the Sexton's shed. The former spot proved challenging for larger vehicles and was situated in a perpetually damp area of the cemetery.

Furthermore, the contractor responsible for this project has diligently excavated and cleaned two drain lines that had gradually become obstructed by tree roots over time. As we look ahead to the Spring and early Summer seasons, we anticipate being able to employ mole ploughing techniques to address drainage issues within the top meter depth. This proactive approach will contribute significantly to resolving the prevalent drainage concerns at Charlton.

Tulloch Park Stage 2 development

We are currently awaiting a response from MBIE regarding the application for additional TIF funding. In the meantime, we have explored alternative funding sources such as Lotteries community grants, and we intend to pursue this option once we receive news regarding the TIF funding application. To effectively propel this project forward, we have assembled a dedicated development team. We plan to convene a meeting later in July with the goal of completing the majority of the project's work by Christmas.

Interaction with groups, clubs and organisations during the month

- Active Southland, consultation, and workshop meeting attended over new Regional Sportsfield Strategy.
- Attended Green Pavlova and NZ Cemeteries Conference in Wellington.

- East Gore Neighbourhood Play Systems working group, consultation and meetings attended and presentation to the Sport NZ Board.
- A & P Joint Management Committee meeting attended.
- NZRA regional online meeting attended.

5. REPORT FROM THE EVENTS COORDINATOR

Freeze Ya Bits Off Busking

This year's competition went well, with a fantastic turnout of performers across the three days of auditions. Audience participation was marked by significant generosity in tipping performers and an estimated crowd of 310 – 320 people attending the final.

The total of registrations was:

- Three high schools (new category)
- Six primary schools
- 14 Saturday buskers
- 10 Sunday buskers

Four acts each were selected to compete across three categories at the final, leading to an event time of approximately two hours. Feedback suggests this was a reasonable length of time, with the number of acts and awards meaning audience members did not grow bored.

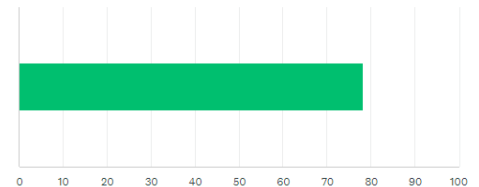
Following the event, we sent a feedback survey to the buskers, local businesses and the general public. We received 22 responses, which gave us an overall event score of 78 out of 100. Most participants indicated they would be very likely to join the event again in 2024.

The final also received a score of 78 out of 100, with the venue getting an average rating of 4.3 out of five. Most comments said the new venue was higher quality and more professional. One person said they preferred the final being in a pub setting.

The survey will greatly assist us when planning the next event for 2024.

How would you rate this event overall?

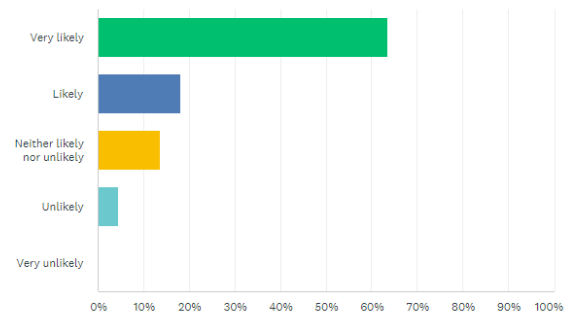
Answered: 22 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	78	1,720	22
Total Respondents: 22			

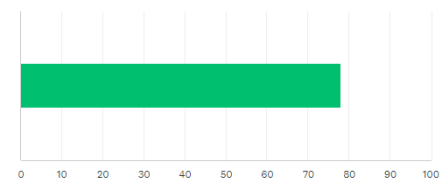
How likely are you to join us again next year?

Answered: 22 Skipped: 0



If you attended the final, how would you rate it?

Answered: 16 Skipped: 6



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	78	1,247	16
Total Respondents: 16			

How would you rate the venue of the final?

Answered: 15 Skipped: 7

4.3★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	6.67%	0.00%	6.67%	26.67%	60.00%	15	4.33
	1	0	1	4	9		

Kāhui Whetū

Our funding application to Community Trust Southland was successful, meaning we have contracted Gather & Gold to bring a large, single tipi to the event and create a warm, dry gathering space for people to socialise in with live music. This will be a fantastic addition to the event and bring something not usually seen in Gore to attendees.

We continue to have a waitlist for food vendors at the event, with 13 vendors confirmed and a school fundraiser doing hot chocolates. Additionally, we will have the Youth Council fundraising by selling glow sticks and another school doing a pay-to-play pie face fundraiser.

Gravity Events has purchased new inflatable lights for the event, ensuring the light display is significantly different from last year and will hopefully maintain audience interest to encourage repeat attendance. Last year's hit glow fairy will return, along with two performers showcasing fire and glow poi.

The event is free for the public and we have now made the neon face painting free for children as well. This is to try and help the artist get through more children by reducing processing time. It also makes the activity more accessible to families.



6. REPORT FROM THE DIGITAL COMMUNICATIONS SPECIALIST

Purpose

The purpose of this report is to outline the community engagement and communications projects, and the reach the Council is having across its communications channels.

Digital statistics

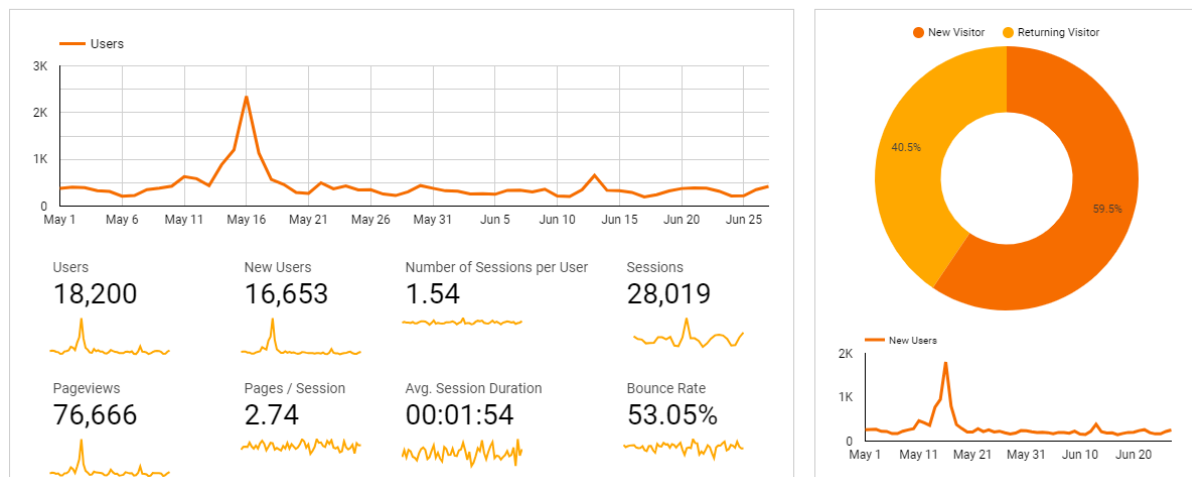
Website



Google Analytics Audience Overview



Your audience at a glance



The top three most popular pages were:

- Agendas and minutes
- Council meetings
- About us - elected representatives

What our audience used to access our website:

- **48.5%** mobile
- **48.1%** desktop
- **3.4%** tablet

MyGore accounts: **731**

MyGore users can log in to a portal on our website and have all their payments, bookings, registrations etc in one place. Offering a personalised portal for customers is quite a point of difference for us as a Council and enhances our customer service experience overall.

Since July 2022, our MyGore users have increased by 97% due to advertising how quick and easy it is to do things online, such as dog registrations, paying rates instalments or making online bookings.

Antenno

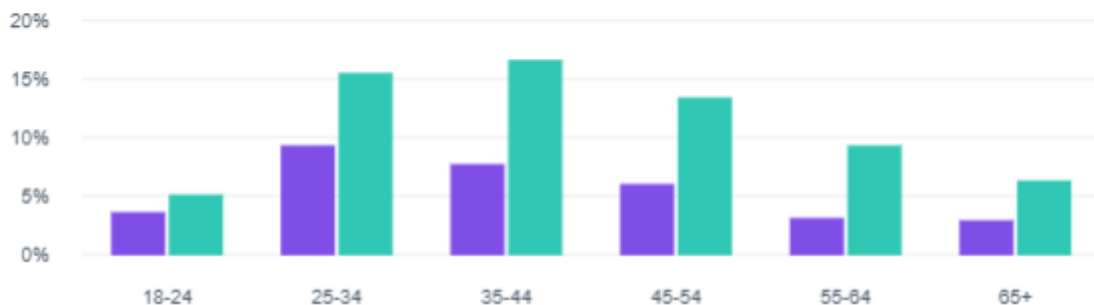
Subscribers – **2,352**, or **34.8%** of our rating database.

Facebook

GoreDC currently has **9,270** followers. A breakdown of the demographics of these followers as attached:

Age and gender

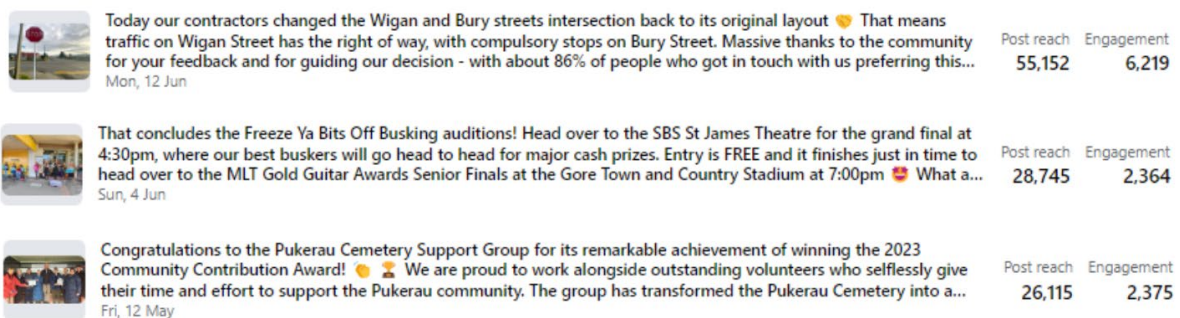
Men 33.20%
Women 66.80%



The top three organic social posts from GoreDC are as follows:

- Roading information, where a number of Streets Alive initiatives were changed.
- Freeze Ya Bits Off Busking event pictures and information.
- Celebrating the Parks Department’s contribution to the Pukerau Cemetery Support Group’s award.

The analytics show our audience enjoy seeing a range of content on our platforms.



Instagram

@Goredistrictcouncil now has **363** followers.

We’ve been able to grow this following using the ability to post content cross social under Meta’s Business Suite which helps with economising time when monitoring multiple platforms.

YouTube

Since the last bulletin, the Council’s YouTube subscribers have increased by **74.7%**, to a total of **512**.

The extraordinary Council meeting on 16 May received over 19,000 views. For comparison, our regular Council meeting videos generally get between 200-500 views.

Our analytics tell us males aged 65+ is the highest demographic percentage of viewers on our channel.

Gore Visitor Centre website upgrade project

Earlier this year, a joint e-commerce website rebuild project between Communications and the Gore Visitor Centre went live after many months of collaboration.

In the three months since its launch:

- Online sales already account for 60% of the previous year.
- Total revenue already accounts for 35.6% of the previous year.

Looking forward we will begin to integrate SEO (Search Engine Optimisation) as a marketing strategy for the platform as in the long-run it generates the highest return on investment within small budget constraints.