

NEIGHBOURHOOD SUPPORT ROTORUA Inc.

Chairmans Report 2014 -2015

Committee Charlie Brown, Pauline Evans, Keith Granger, Patrick Hunter, Jan Owen, Erney Searle, Ann Wattam, Constable Mike West, Constable Alana Whiteman.

Co-Ordinator : Bruce Quedley

Sub Co-Ordinator : Ron Taylor

Police Liaison : Senior Sergeant Denton Grimes, Constable Sam Parata

I am pleased to present the Annual Report for Neighbourhood Support Rotorua (NSR) for the 2014/2015 year.

Personnel Jannette Brown held the position of Office Manager/Treasurer for ten years. Her resignation was accepted effective end of March 2015. Jannette's huge contribution to our organisation assisted in part to ensure the ongoing success and effectiveness of our organisation.

NSR extends sincere thanks to Jannette for her support, contributions and efforts.

Administration NSR are in a privileged position of having our office in the new Police headquarters – now one year old. NSR has had a steady year, putting in a solid performance. Key performance indicators required through our contract with Rotorua Lakes Council have been met and in some areas exceeded. A new partnering agreement will see our accounting procedures change, but not the requirement for NSR to maintain and grow our database in line with the new partnering agreement. Our current contract ends on 30 June 2015 and at the time of writing this report we had made our written and verbal submission to the Rotorua Lakes Council and are hopeful of a renewed and improved partnership. We will advise members once we know their decision.

We acknowledge the ongoing support and relationships we have with the Rotorua Energy Charitable Trust, Southern Trust, First Sovereign Trust, COGS and the Lotteries Commission. We understand the importance of our ongoing relationships with all our partners and their generous support of our organisation into the future.

An ongoing role is the maintaining and updating of our database. This is a challenging task as the street co-ordinators lists and their group members details are not always sent through in a timely fashion to the NSR office. Inactive groups – those without a street contact person, maybe missing out on vital information about crime in their area. To date Bruce and Ron manage a database of approximately 9000 households approx 37% of Rotorua households belong to a NS group.

The database of information held at NSR will only be available in times of a declared emergency, to assist the Police, or Civil Defence. The data can only be accessed by B Quedley, or R Taylor and data held will not be used for other purposes.

One of the strengths of our organisation is our people. We are very fortunate to have the services of Bruce Quedley and Ron Taylor. They are very capable and well known within our community and have a proven track record. Whether that means attending forums, meetings, or set up groups, through to training evenings and presentation meetings at the library, or assisting the Police with letterbox drops, sending out e-crime alerts to members, or liaising with Civil Defence, Bruce and Ron continue to have a full focus on NSR. During the past year Bruce and Ron have been involved with, contributed to and in some cases organised many meetings, group set ups, seminars, training evenings, Police meetings, and projects. A detailed list on the back page of my report lists the many organisations that have interacted with NSR.

NSR staff are responsible for the producing and distribution of the quarterly newsletter, with assistance from our volunteers.

E crime alerts are sent out as required during the year and these can be generated from a number of sources, mostly however they are sent as a direct request from the Police about criminal behaviour in certain locations. If you and your group are not receiving e crime alerts it could be that there isn't anything to advise you on, or does the NSR office have your correct email details?

In having a change in our personnel at the end of March and with the new partnering agreement looming with the RLC we needed to make changes around how we do certain tasks in our office, mainly accounting based procedures. Bruce and I took up the challenge and met with Bizwise to get a feel for their organisation and whether the implementation of a Xero based accounting package would work for us. To date it is working well, and the new level of accounting we have been exposed to has lifted our game and put us in order for the requirements of an upper tier funding model with the RLC. We have always taken seriously the accounting of our funds and the new structure will give us scope for future projections.

Projects : A busy year for our Team with the completion in March 2015 of the new street signs and completion, October 2014, of the invisible marker pens project. Both of these projects were significant projects in terms of timing and implementation, and were strongly supported by the Police.

Safeguard your handbag project spearheaded by Patric Hunter a NS committee member, organised volunteers to be in attendance in supermarkets and shops with pamphlets at the ready for any distracted shoppers leaving their bag unattended while doing their shopping, good positive feedback from this initiative – this is an ongoing project.

Business support network established, first group is clothing retailers, ongoing.

Business keyholder information is also retained and maintained at NS office.

Future projects planned –we have been invited to combine with the RLC – Civil Defense to have a stand at the up and coming Home Show 9,10, 11 July. A new database for the purposes of search and rescue, this is underway, a Safe as Houses project for Western Heights, following on from the success of the same project completed in Koutu - planning for this initiative has just started, and a collaboration between the Police and NSR to replace the screws on vehicles number plates with non tampering screws designed to stop the stealing of plates from vehicles, planning is underway for this project too.

Police : Senior Sergeant Denton Grimes and Constable Sam Parata as our Police Liaison Officers have always been ready to get involved with NSR. Not only do they regularly attend committee meetings, but also offer encouragement and advice to Bruce and Ron with projects, meetings and with assistance where ever it is required. The relationship NSR has with NZ Police has remained strong and this is directly attributable to the mutual respect our teams have for one another. It is vital NSR maintains a close working relationship with Police as their support continues to ensure we can remain focused on our goal of preventing crime and supporting our community.

Senior Sergeant Denton Grimes is to take up a new role in the District Command Centre and we wish him all the very best in his role. We know he will be popular wherever he goes and we are sad to see him leave. However his replacement Senior Sergeant Courtney Brunt will give new direction to the role and we look forward to working closely with him.

Conclusion : Highlights of the year would include the successful conclusion of three significant projects. The set of many groups, however a real achievement in getting Ngapuna and approximately 70 households to join NSR.

A very productive year with a solid performance.

Fulfilling the contract requirements of the Council with an overall increase in the number of active groups and households. Although new groups continue to be formed, maintaining contacts with existing groups, can be challenging.

Finally and most importantly my sincere thanks to Bruce and Ron, you are a credit to our organisation I thank you for all your efforts. To our volunteers for your continued support on our behalf.

My thanks to the NSR committee for all your efforts, advice and support.

Pauline J Evans

Chair

12 June 2015.

During the past year Bruce and Ron have attended meetings or had contact with the following groups :

Police – tasking meetings, letterbox drops, surveys, incidence reporting
Age concern
Treasure Rotorua
CBD Crime Prevention Working Party
Neighbourhood Support Bay of Plenty – executive meetings
Rotorua Lakes Council – submissions, contract engagement, Welfare Committee
Bay of Plenty Regional Council
TV Rotorua – interviews
Western Heights Community Association – monthly meetings
Gardening Club – CPTED overview
Crime prevention for retailers workshop
NSR committee meetings
Masonic Lodge Ladies Club meeting
Lake Okareka community lunch
Womens Catholic League meeting
Various group set up meetings – group meetings
Ethnic Crime Prevention working party
Age Concern active aging expo
Koutu marae meeting
Redwood crime prevention
Age concern – scam savvy seminar
Ngapuna establishment meeting
Probus
New World, Pak n Save and central mall visits with Police
XRB not for profit financial reporting seminar
Ngongotaha community patrols
Treasure Rotorua – Bruce Quedley is now Chair
Guardians
English language school at RAVE
Sustainable living consultation – RLC
Project – ongoing – safeguard your handbag
Police pay parade
Neighbourhood Support NZ – seconded on board, and Vice Chair
Waiteti marae
Library – pop up display
Held four Information update evenings