



## NEIGHBOURHOOD SUPPORT ROTORUA

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## Chairman's Report 2017 – 2018

<b>Committee:</b>	T Clover, P Evans, K Granger, P Hunter, A Jefferies, E Searle, R Taylor, A Wattam, Constable M West, Constable A Whiteman
<b>Co-Ordinator:</b>	Bruce Quedley
<b>Sub Co-Ordinator:</b>	Jan Matthews/ Richard Perkins
<b>Treasurer:</b>	Erney Searle/Ron Taylor
<b>Police Liaison:</b>	Snr Sgt Graeme Hill

I am pleased to present the Annual Report for Neighbourhood Support Rotorua for the 2017/2018 year.

### Personnel:

I must firstly record our thanks to our staff, committee, street contacts and street groups. Together you all make a valuable contribution to make Rotorua a safer more caring place to live, work and play.

One of our committee members, Patrick Hunter, is stepping down from the committee and we express our sincere thanks to Patrick for the work he has done, especially in organising the volunteers for the Safe Guard Your Handbag campaign. This campaign will continue.

It is with regret that we accepted the resignation of sub co Ordinator Jan Matthews her last day being 9 February 2018. Jan had been with NSR for almost two years and during this time had made a huge contribution to our organisation. Well liked by most who met her, Jan was quick to smile and very effective in her position. Neighbourhood Support Rotorua may have lost her but as she has moved to Taupo Jan has started a job working for Neighbourhood Support Taupo.

I am pleased to record the appointment, on 23 April 2018, of Richard Perkins in the role of Sub Co-ordinator. Richard has been busy learning the many facets of his new role and he has already made valuable contributions in gaining groups and liaising with existing members. Welcome aboard Richard.

### Administration:

The most valuable asset of any business is its people.

Neighbourhood Support Rotorua is most fortunate to have a very dedicated, capable and energetic team lead by our Co-Ordinator Bruce Quedley.

The team works hard to spread the Neighbourhood Support message to a wider base in our community each year, while also ensuring that key performance indicators are met or exceeded with projects well managed, achieved and ongoing. The office is run in an efficient and effective manner our costs are streamlined and pared to the bone— there are no chocolate biscuits in our budget!

I would like to acknowledge the street groups that during the past year have held street days run raffles and held other events to raise funds for NS Rotorua, we appreciated your efforts.

The past year has seen an increase in groups to a total of 9208 households and 580 groups. Our team continue their excellent work of extending the database of members which presently covers approximately 37% of occupied households.

In addition to the new groups that have been established work continues to support and revitalise existing groups. Our team have been extensively involved in attending street group meetings, daily sending of crime alerts to affected groups, collation and distribution of the newsletter, letterbox drops, attending regular tasking meetings with the Police, speaking with community groups including Grey Power, Safe Rotorua, RLC Civil Defence Welfare and Recovery Committee, to name just a few.

## **Police:**

Recent changes in the way we receive information from the Police has required Neighbourhood Support Rotorua to work in a slightly different way. Ensuring the flow of information to and from groups is made in a timely and responsible fashion. This has been a little frustrating for some but on the whole the changes have been made in a professional manner and reflects the need for everyone to be alert to privacy issues.

Our relationship with the Police is paramount to our ability to do our job. Having a designated Police liaison officer – Senior Sergeant Grahame Hill has assisted our team on many occasions, thank you for your ongoing support. Without the support and strong relationship, we have with the Police, we could not function, it is essential to our existence. All Police officers need to be commended for their service the selfless manner that they approach the many aspects of their role.

## **Rotorua Lakes Council:**

The partnership we have forged with the Rotorua Lakes Council has been extremely valuable to Neighbourhood Support, not only in monetary terms, allowing our team to do their work, but in the support and encouragement the RLC has offered. Rosemary Viskovic is the Strategic Developments Manager of Sustainability and Social Developments. Rosemary is welcome to attend our monthly committee meetings and we thank her for her updates, input and the information she has provided.

I would be remiss to not once again acknowledge our Co-ordinator Bruce for the huge part he played on 29<sup>th</sup> April 2018 during the floods. Unselfishly he worked to ensure a link to the community in need, the RLC, Civil Defence and the Police. Thank you Bruce for once again going above and beyond to assist others.

## **Summary:**

Sometimes NS our team feels a bit like the selling insurance – you never know when you will need it, its not tangible, its not exciting like saving stray cats and dogs or tugging at the heart strings like giving a homeless person a meal. However our organisation has heart and fulfils an essential service in our community.

Currently we are looking at another round of funding negotiation with our partners, RECT, RLC, and there will be others. We passionately ask that they consider how lost the whole of Rotorua would be without our service, the link, the continuity that Neighbourhood Support Rotorua provides to all in our community. Currently we are still working with Murupara, although strictly not a Rotorua district, it does fall under the Rotorua Police District. We are hopeful of gaining groups in this area.

We know no bounds we do not have any discrimination against membership, we only ask that you as members, abide by the rules of fair play, make a difference to help make Rotorua a safer play to live, work and play.

## **Conclusion:**

- 2017 – 2018 has been a productive, busy year for Neighbourhood Support Rotorua.
- We have again shown growth in database memberships
- Continue to reinforce our strong relationship with the Police
- Fulfil and future plan for more projects – Safe Guard your Handbag campaign – ongoing, Safer Plates programme – ongoing.
- Continue with effective communication through e-crime bulletins to all our group contacts and members including tourist accommodation, businesses both in CBD and industrial areas.
- Take a huge pride in the financial support of our principal sponsors.
- Appreciate the professionalism and commitment of our employed and the support of our volunteers.
- We look to 2018 – 2019 and commit to making it an even safer and supportive year for this our Rotorua community.

Pauline J Evans  
17 June 2018