



2023/24 ANNUAL REPORT

SAFE, SUPPORTIVE, RESILIENT & CONNECTED COMMUNITIES



WWW.WBOPNS.ORG.NZ

Vision

Safe, supportive, resilient and connected communities

Contents

Our Mission	3
Chair's Report	4
Manager's Report	5
Who we are	6
Statement of Service Performance	8
Statement of Financial Performance	9
Statement of Financial Position	10
What we achieved in 2023/24	11
Action photos	13

Our Mission

Our unique contribution:

Collaborative local and practical support for grassroots neighbourhood champions

Success looks like

People will feel

- *Safe in their own homes and neighbourhood*
- *Supported - able to find, receive and give support in their neighbourhood, especially in difficult times*
- *A sense of belonging, respect and inclusion, no matter who they are or what their background*
- *Connected through welcoming and friendly relationships, spaces, places and communication networks*
- *Confident to take action with others on community need / opportunities to create a great place to live, work & play*

Report from our Chair

Board and Governance – Neighbourhood Support – WBOP now has a full contingent of board members. In 2023 we were blessed to recruit Cathi Barker as our Secretary. This is a full voting board position and Cathi brings with her vast experience in systems and IT tools. Consequently, we have moved our operation over to MS Teams where it is accessible to all Board members. Late last year we had some expert support from Annika Lane – Strategic Advisor, who worked with us to formulate our up-to-date strategic plan. This is a living document designed to grow and morph with changes over the working year but will shape our activities to help us to focus on impact.

Last year we resolved to move away from an incorporated society with charitable status and become a charitable trust. I'm pleased to say that this has been accomplished and will make some of the processes a little more manageable.

Communications are a critical part of getting our key messages to all in the western Bay of Plenty. Consequently, we have built a multi-channel system. Our regular newsletter to all our subscribers is well supported by social media and print media. We are incredibly lucky to have a professional media person on board and Linda Thompson works daily to spread our messaging.

Partners – Our long-standing relationship with Police remains as important as ever - a key safety link within our community. Building on our very successful partnership last year installing smoke alarms with Fire and Emergency Services, we are currently working on a series of home fire safety seminars which will follow on from our sellout series on 3 Steps for Life seminars with St John Ambulance – that will be for next year's report.

We also worked hard with Tauranga City Council to align well with some of their strategic areas, especially the Action Investment Plans around community safety. This has paid off in both



relationships and funding - so this year we can do more of what we do – networking and building safer communities. While it doesn't fall in the 23/24 year, we are very pleased to introduce Nga Utanga who will take over working in the Tauranga and Tauranga South areas. Nga brings extensive community safety experience through his work with Police, youth and international communities.

We look forward to working together in the 24/25 year to help make our communities safer, supportive and more connected.

Creating safe, resilient and connected communities



Kathy Webb
Chair

Report from our Manager

Overview: The financial year ending 31/03/2024 brought with it both challenges and notable successes. Despite the ongoing need to fill essential roles like Street and Area Coordinators, which are key to expanding our reach in "hard-to-reach" areas, we made significant progress in other areas of our operations.

Membership: This year, we streamlined our database, removing inactive members whose contact information was outdated. As a result, our membership numbers saw a slight dip, with total member households decreasing by 233 to 14,365—a minor 1.60% reduction. Despite this, we welcomed 454 new households, a positive 3.11% increase. Our Street Group numbers also remained strong, with a slight reduction of 9 groups, reflecting a stable and engaged community network.

e-Newsletters: Our e-Newsletters continue to be a valuable resource for our members, offering weekly updates in Papamoa and fortnightly in other areas. These newsletters include Property Crime Reports from the Police, tips on emergency management, and advice on building safe, connected communities. With impressive opening rates of 50-60% and enhanced analytics showing increased engagement, we're effectively keeping our members informed and engaged.

Progress This Year

- **Sirens & Services Family Day:** We hosted our first-ever Sirens & Services Family Day in Papamoa, which was a resounding success despite challenging weather. The event drew hundreds of attendees and was well-received by both participants and partners. The day featured free ice cream for kids and families, with donations collected for the newly established Papamoa Food Hub. This successful event will now serve as a model for similar initiatives in other communities.
- **Papamoa Food Hub:** In partnership with Western Bay of Plenty Neighbourhood Support, the Papamoa Food Hub was launched to address food insecurity in the community. This initiative, supported entirely by volunteers, has quickly become a vital resource for struggling families, including many of our own Neighbourhood Support members.

Community Engagement: We've made great strides in increasing our presence at public events, thanks in part to the involvement of our Street Coordinators. Their assistance has been instrumental in expanding our outreach, allowing us to connect with more residents and promote our mission.



Our Police Partners: The strong relationships we've built with our Police partners have been invaluable. From attending Driveway Meetings to providing exclusive Crime Reports for our e-Newsletters, their support has been critical. These Crime Reports, along with "Good Work Stories" of apprehensions, continue to be a major draw for our members.

Looking Ahead: Thanks to the dedication of our volunteers, Police partners, and members, we continue to thrive and play a significant role in making the Western Bay of Plenty one of the safest and most caring places to live.



Bruce Banks

Coastline Manager

Who we are

The Western Bay of Plenty Neighbourhood Support is a charitable trust that exists to help build safe, supportive and connected communities.

We are affiliated to Neighbourhood Support New Zealand and have a long-standing Memorandum of Understanding with NZ Police and more recently with FENZ

Our Board

We are active and committed at Board level and our two part-time staff members are even more enthusiastic and committed to our vision and mission. Current board members at September 2024.



Kathy Webb – Chair



Dave Hodge – Deputy Chair



Wayne Addis – Treasurer 2024



Michael Mills – Board Member



Cathi Barker – Secretary



Linda Thompson -
Communications

Past Board Members



David Stott 2023



Raelene Flay – Treasurer 2023

Our Staff

Just two people representing one full-time equivalent.



Bruce Banks – Manager +
Coordinator of Papamoa



Katrina Banks – Data
Administrator

Statement of Service Performance

WBOP Neighbourhood Support (2009)

For the year ended 31 March 2024

"What did we do?", "When did we do it?"

Description of Entity's Outcomes

Create safe and caring neighbourhood communities by:

- * Keeping our public image fresh and relevant
- * Investing in our people and networks
- * Implementing an effective communications strategy

Description and Quantification (to the extent practicable) of the Entity's	Actual*	Budget	Actual*
	This Year	This Year	Last Year
Mount Maunganui members	2,373		2,449
Papamoa members	5,816		5,852
Tauranga members	3,288		3,172
Tauranga South members	2,458		2,538
Western BOP District Council area	451		454
Total Database Members	14,386		14,465
Total number of Newsletters:	418,000		477,000

Additional Output Measures:

Additional Information:

* A bi-monthly column in the Papamoa Post circulation 12,300

Social Media

Followers

Facebook pages	901
Western BOP	122
Mt Maunganui	51
Otumoeta	458
Papamoa	99
Instagram	122
LinkedIn	32

	2024	2023	2022
E-newsletter	428600	428000	559000

Website 960 visits 1,600 views

Events

Outputs

Sirens and Services - theme: Connected Communities are Safer Communities
 *Kids Home Safety & Connections Passport
 *Over 1000 people attended
 *Coordinated and Partnered with 9 different
 *A template to run similar events

Emergency Services Xmas Food Drive in 4 different areas
 Many trailerloads of food donations from neighbours for the Food Banks

Group training events - for coordinators 7 sessions

Statement of Financial Performance

WBOP Neighbourhood Support (2009)

For the year ended 31 March 2024

'How was it funded?' and 'What did it cost?'

Account	Notes	2024	2023
Revenue	1		
Donations, fundraising and other similar revenue			
Donations received		5,028.52	7,816.55
Fundraising Revenue		372.50	1,640.10
Grants		78,194.20	64,335.80
Total Donations, fundraising and other similar revenue		83,595.22	73,792.45
Revenue from providing goods or services		2,011.70	5,786.00
Interest, dividends and other investment revenue		424.21	173.99
Total Revenue		86,031.13	79,752.44
Expenses	2		
Expenses related to public fundraising		0.00	52.56
Volunteer and employee related costs			
Contractor payments		57,291.00	57,218.00
Directors, trustees and related party fees		3,995.00	4,460.00
Travel and Vehicle Allowances		1,918.98	2,501.34
Total Volunteer and employee related costs		63,204.98	64,179.34
Costs related to providing goods or service			
Expense			
FENZ Project Expenses		0.00	4,602.10
TCC Project - Contractor		7,429.35	0.00
TCC Project - Expenses		3,489.86	0.00
Total Expense		10,919.21	4,602.10
Purchases			
Purchases Apparel - WBOPNS		0.00	760.00
Purchases - Legend gear for sale		1,241.79	4,601.69
Total Purchases		1,241.79	5,361.69
Total Costs related to providing goods or service		12,161.00	9,963.79
Other expenses			
Administrative expenses		5,691.52	6,792.85
Advertising & marketing		0.00	80.73
Review fees		2,185.00	1,955.00
Depreciation		1,919.81	2,559.75
Total Other expenses		9,796.33	11,388.33
Total Expenses		85,162.31	85,584.02
Surplus/(Deficit) for the Year		868.82	(5,831.58)

Statement of Financial Position

WBOP Neighbourhood Support (2009)

As at 31 March 2024

'What the entity owns?' and 'What the entity owes?'

Account	Notes	31 Mar 2024	31 Mar 2023
Assets			
Current Assets	3		
Bank accounts and cash			
Westpac - Cheque Account		12,660.16	23,076.70
Total Bank accounts and cash		12,660.16	23,076.70
Debtors and prepayments		9,904.00	0.00
Inventory		2,266.00	1,872.00
Total Current Assets		24,830.16	24,948.70
Non-Current Assets	5		
Property, Plant and Equipment		5,759.44	7,679.25
Total Non-Current Assets		5,759.44	7,679.25
Total Assets		30,589.60	32,627.95
Liabilities			
Current Liabilities	4		
Creditors and accrued expenses		7,640.84	11,993.01
Other current liabilities			
Funds Held - Food Hub		1,445.00	0.00
Total Current Liabilities		1,445.00	0.00
Total Other current liabilities		1,445.00	0.00
Total Current Liabilities		9,085.84	11,993.01
Total Liabilities		9,085.84	11,993.01
Total Assets less Total Liabilities (Net Assets)		21,503.76	20,634.94
Accumulated Funds			
Accumulated surpluses or (deficits)	6		
		21,503.76	20,634.94
Total Accumulated Funds		21,503.76	20,634.94

This performance report has been approved by the Executive Committee, for and on behalf of WBOP .

Neighbourhood Support (2009) Incorporated.

Date: 11/09/2024

Signature:

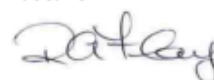


Name: Kathy Webb

Position: Chair

Date: 11/09/2024

Signature:



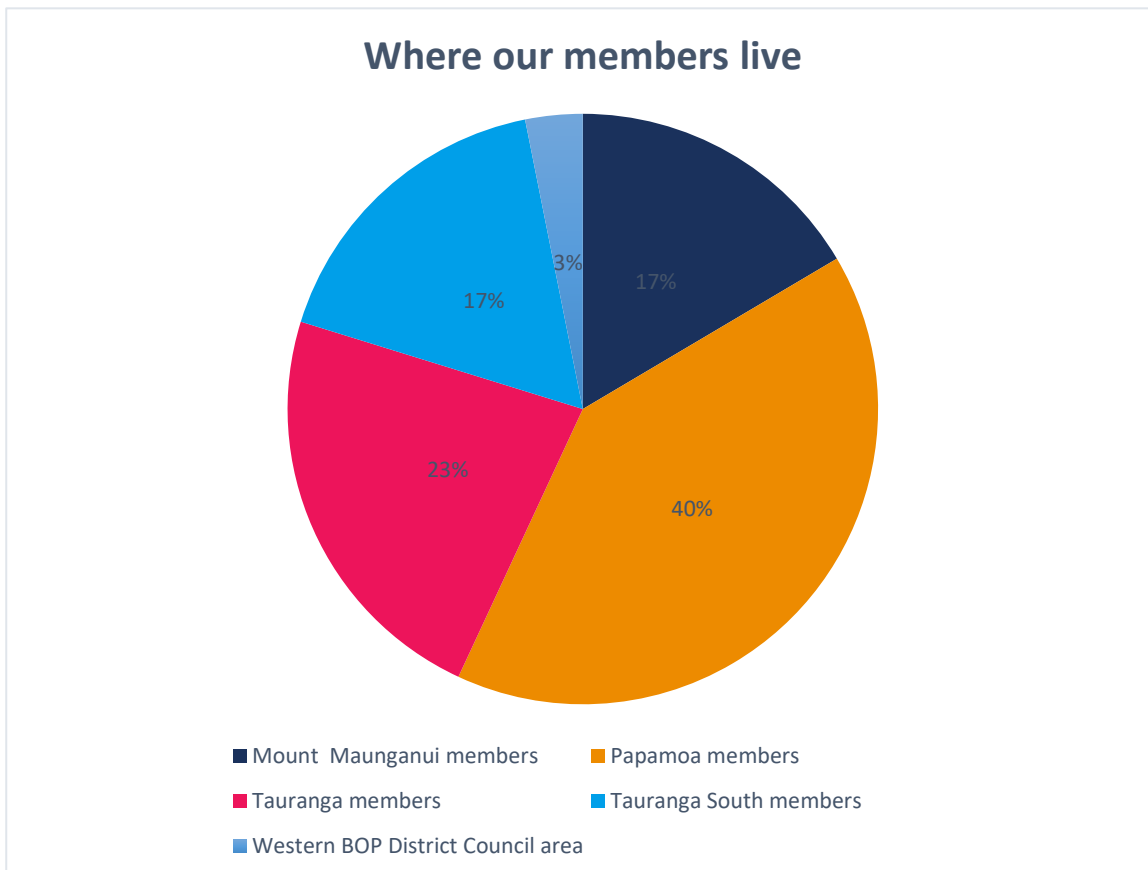
Name: Raelene Flay

Position: Treasurer

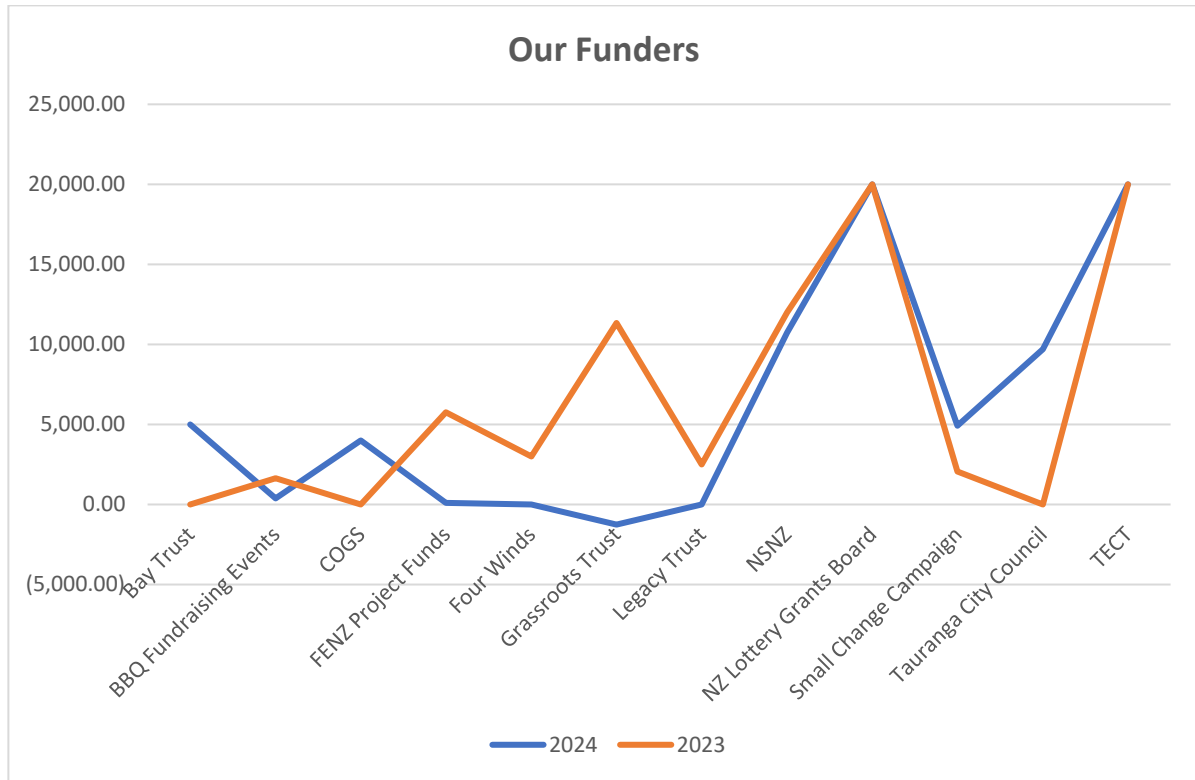
What we've achieved in 2023 / 24



Where do our members live?



Thank You to our Funders



Our Communications

	2022/23	2023/24
Individual email newsletters	428,000	428,600
Articles published in local newspapers	8	3
Facebook pages with a minimum of 5 posts per week	4	4

Some Action Photos

A typical street group listening intently to the messaging about safety.



Services and Smiles Event November 2023



On the rainiest day of the year – and still they flocked in for great community safety information embedded in icecream for the children.





Thank You To Our Partners

We value the opportunity to work with our partners

