

Manager's Report – AGM 2019

Personal introduction

In two weeks' time, it will be one year since I started as Service Manager at SuperGrans Western Bay of Plenty, which makes it quite timely for me to reflect on what we've achieved over this time.

Programmes

SuperGrans Western Bay of Plenty has three strategic programmes, two of which were new starting in 2019. As well as one-to-one mentoring on life skills, we now also offer what we call Learning Together, which are our group workshops, and Connect & Chat, which are our weekly drop in sessions.

Statistics for our most recent financial year – 1 July 2018 – 30 June 2019

- Number of new one-to-one mentoring clients: 10 (7 during the previous financial year)
- Number of organisations who have made referrals to us: 5 (last financial year this was 4)
- Number of Connect & Chat session: 35 (remember this programme only began in March)
- Number of Learning Together workshops: 9
- Number of workshop attendees: 24

As well as our 3 strategic programmes, we're involved in lots of other initiatives within our community. Last month, our volunteers were involved in the following activities:

- Assisting with events and sewing repairs at two local early childhood centres
- Hosting two different postnatal parents connect and chat groups (one in Katikati and one in Bethlehem)
- Reading recovery with students at Katikati Primary School
- We also run the Skills Club programme at Katikati Primary School, which years 7 & 8 children learn cooking, gardening and sustainable crafts once a week. 128 children participated in this programme in the 2018-2019 period.
- Assisting with the establishment of the Omokoroa Community Garden
- Pahoia School Garden to Table
- Wise and Wonderful programme at the Katikati Community Centre
- We have also donated 39 handknitted blankets within the community since 1st July this year.
- We provided flyers of all of our events to the Katikati Food Bank to include in the food parcels – and we'll continue doing this each month. We are also an emergency pick up location for the food parcels with the Food Bank.

We're aware that one-to-one mentoring has a real opportunity to make impacts on people's lives and is at the heart of our Charitable Trust, but it is also one of our services that has quite low uptake. This is an area that we'd like to continue to grow and we are looking creatively at this service. Over the past few months we've seen that by making connections with potential one-to-one mentoring clients at workshops and Connect & Chat sessions has led to referrals and self-referrals.

Volunteers

In the past year, the overall number of volunteers has stayed the same – 26 – this number includes 6 new volunteers. Which means 6 volunteers left us over the past 12 months – some moved away from the area, and others were just too busy with other commitments to be involved. And, we have a further 8 people who are attending a volunteer induction over the next couple of weeks and are nearly ready to be included as volunteers, so we expect the number of volunteers to keep increasing. It feels like we have new people contacting us about becoming volunteers on at least a weekly basis.

The hours our volunteers volunteer has also steadily increased since October last year. In October 2018, our volunteers volunteered just under 30 hours – last month it was nearly a hundred and thirty hours! All up in 2018-2019, our volunteers, trustees and staff combined contributed well over a thousand hours.

And we anticipate these volunteer hours to continue to increase – we have a few initiatives that we haven't been able to get off the ground yet because we haven't had volunteers available, but it looks like with this new cohort of volunteers, we'll see different availability and skills coming on board, which is exciting.

We also have volunteers joining us from Waihi Beach and in Omokoroa, Pahoia and Whakamarama – this is really exciting as it means we are able to match local people with local volunteers, and maybe next year offer our workshops in these locations.

Day to day operations

I'm really proud of the backend work that Lorraine, Fiona and myself have completed. These are the tasks that people may not necessarily see the results of or that have measurable outcomes; however, the efficiencies for us in the office are immeasurable and mean that we are able to focus our attention on delivering programmes.

These include:

- consistent use of the Contact Management System,
- implementation of the electronic document management system and updates to the physical filing system,
- changes to our payroll system,



- updates and consistent use of our logo and branding,
- development of a funding plan for the upcoming year
- use of social media to promote our services to a different audience
- updates to our website and domain name
- use of MailChimp for our public 'What's On' newsletter, which is currently sent to just over 200 people.

We (and this was really a team effort, as we had volunteer help with this task!) – we also spent time reviewing the kitchen equipment that we have and what is required, the kitchen ingredients as well as craft and general materials and supplies in our cupboard to remove unnecessary items and hopefully make the overall office space more useable and welcoming (although, this is still a work in progress, especially if anyone saw the mass of plastic pots and seedling trays at the back door!).

In 2018-2019, we received funding from the Wright Family Foundation, Lotteries Grants Board, Lion Foundation, Bay Trust, and Acorn, which we are extremely grateful for. Locally we also received funding and support from Katikati Rotary for computers and the Skills Club programme we run with the Katikati Primary School and BABs Opportunity Shop made a very generally donation. We also looked to expand the sources of funding we rely on and held our very first fundraising dinner, which raised just over \$3000 and was heaps of fun! The funding we received went directly into either our operating costs or to delivery of our services.

We've also spent considerable effort raising the profile of SuperGrans within our community. This includes articles in the paper, posting on local Facebook groups and raising the profile of our Facebook page (if you don't follow us at the moment – search for SuperGrans Western Bay and start!). We began sending monthly "What's On" newsletters, attended the bi-monthly Strengthening Communities meetings to connect with other community groups, spoke to community groups and at various speaking opportunities; we are also actively looking to develop partnerships with local community groups. In a small town such as ours, it's really important that we don't duplicate something that another group is already offering and that we look to work together as much as possible – and I'm sure there are more opportunities for us to do this.

Plans for the future

We have so many plans and ideas for SuperGrans! But to help keep us on track we are focusing on our priorities for this current financial year, which are:

- To raise awareness of SuperGrans Western Bay of Plenty in the community
- To increase community participation with our programmes, and
- To develop partnerships with other organisations

At a practical level, we're keen to continue to find ways to be community-led in the programmes we offer by asking people what they want us to do. We are also very keen to become more



culturally diverse both at a governance and volunteer level – in order to be as reflective as we can of this wonderful, multicultural, melting pot community we live in.

I thought I'd share with you some feedback we received earlier this week from a representative at Katikati Primary School. She asked us to share her feedback with the volunteers involved with the Skills Club programme that we run – and I think it clearly illustrates the essence of what we do and why our volunteers turn up every week and every day:

“I would love for you to be able to share with them how much the children love coming to SuperGrans. It is a great opportunity for them and they always come back excited to share their experiences with us. I would also like to let them know that we appreciate the time they give up every week to help run this programme. They are patient with the children and are passing on valuable skills that many of these children don't get to experience in their own homes.”

And finally, I'd just like to say thanks!

Thank you to the trustees for employing me and for giving me the opportunities this past year – I love my job.

Thanks to our amazing volunteers – without them, we wouldn't be able to do any of the things that we do.

Thanks to our generous funders - the Wright Family Foundation, Lotteries Grants Board, Lion Foundation, Bay Trust, Acorn, Katikati Rotary and BABs. And to Chrome Café for their support and assistance with the fundraising dinner we held in winter.

Huge thanks to Fiona and Lorraine for their passion and dedication to continue doing what we're doing.

And thanks for coming along tonight! It's great to see some new faces here – hopefully you've learnt some new things about SuperGrans, what we've been up to and perhaps see some opportunities!