

**The Social Equity and Wellbeing Network
Monitoring Report 2017**



Social Equity and Wellbeing Network
Tuia te Oranga

The Social Equity & Wellbeing Network Monitoring Report 2017



Social Equity and Wellbeing Network (SEWN) / Tuia te Oranga

Christchurch Community House, 301 Tuam St, Christchurch

Telephone: 03 366 2050

Email: sharon@sewn.org.nz

Website: <http://www.sewn.org.nz>

Contact: Sharon Torstonson, Executive Officer / Kaitiiora

SEWN BOARD MEMBERS

SEWN Board members in 2017 included:

- Ian Lothian (Chair)
- Allen Gibbs
- Chris Webber
- Helen Gatonyi
- Liz Hawes
- Peter Allen (deceased)
- Greg Chilton-Smith (from December 2017)

SEWN was deeply saddened by the loss of board member Peter Allen during 2017. His comradeship and contribution are missed.

Kua hinga te totara I te wao nui a Tane

The totara has fallen in the forest of Tane.

SEWN OFFICE TEAM

The team in the SEWN office in 2017 included:

- Sharon Torstonson
- Carmel Driver
- Gwen Cairney

SEWN FUNDERS

SEWN receives the majority of its operating funds from:

- Rata Foundation
- Christchurch City Council
- Lottery Grants Board
- COGS.

We are also grateful for the financial support of our members and donors.

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Te moemoea – our vision

A world based on social equity, justice and wellbeing.

We are committed to giving effect to the Articles of Te Tiriti o Waitangi/The Treaty of Waitangi.

Te aronga – our mission

To work together to identify, understand, advocate on and address barriers to social equity, justice and wellbeing.

Nga whanonga pono – our values

- Honesty and integrity.
- People first.
- Kaitiakitaka (good stewardship)
- Whakawhanaukataka
- Transparency
- Equity and respect for all

All our actions and activities will reflect these values.

Our Strategic Pathways

Strategy 1 - ensuring sewn is strong and sustainable

Strategy 2 – reducing barriers to a more inclusive society

Strategy 3 – strengthening and promoting the non-profit sector.

Strategy 4 - engaging effectively with decision-makers

Results Based Accountability

SEWN uses a Results Based Accountability framework for our monitoring and evaluation activities.

Performance Accountability

For monitoring and evaluation, we focus on results that SEWN can *directly influence*, such as changes in awareness and behavior. These are short and medium-term outcomes and are within the sphere of Performance Accountability. This report provides information about SEWN's performance results.

Population Accountability

Long-term outcomes (population results) include changes in conditions (social, cultural, economic, and cultural wellbeing), and are *contributed to* by a number of organisations in the community. The Population Results defined by Christchurch City Council that SEWN contributes to are:

- A city of inclusive and diverse communities
- A well governed city
- A healthy city

We contribute to these Population Results by:

- Increasing awareness of social issues in Christchurch.
- Building the capacity of community organisations.
- Advocating for social change on behalf of the social services sector.

We do that by:

- Keeping up to date with current best practice regarding the work we do.
- Measuring our performance and asking our key stakeholder about areas where we can improve what we do.
- Strengthening relationships with our key stakeholders, and promoting networks and information sharing amongst individuals and organisations in the community sector.
- Facilitating and being involved in community projects, which aim to address social issues.
- Making submissions to relevant policy proposals.

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ONLINE and POSTAL SURVEY - 2017

An online survey was designed for us in 2010 to address three accountability questions that are part of the Results Based Accountability framework: The survey was also designed to identify activities that could be improved.

It was originally intended that this survey be administered every two years. The disruption of the earthquakes caused some years to be missed. The latest survey is the fourth in the series and we can now see trends emerging.

This report presents key findings from the 2017 survey, sent via Survey Monkey and by paper copy to contacts we did not have an email address for. The survey was sent to approximately 350 recipients in September and closed on 17 October. Some questions were amended from the original survey, in order to reflect changed activities.

We collected information about:

How much did we do?

- The percentage of survey respondents who have awareness of, or knowledge about, SEWN's core services (e.g. its newsletter), or contribute to sector development initiatives.
- The percentage of survey respondents who access SEWN's core services.

How well did we do it?

- The percentage of survey respondents who indicate that they are satisfied with SEWN's core services.
- The percentage of survey respondents who indicate how effective SEWN was in achieving its goals.
- Aspects of core services that respondents liked most and why.

Is anyone better off?

- The percentage of survey respondents who report that they personally, or their organisation, are able to do their work better, as a result of SEWN's work.
- The percentage of survey respondents who intend to renew their membership, or to become a member of SEWN.
- Examples of instances where individuals, or their organisations have been able to do their work better as a result of SEWN's work.

Where can we improve?

- Improvements that could be made to SEWN's activities, core services, and its contribution to sector development initiatives (and why and how).

PROFILE OF SURVEY RESPONDENTS

Responses were received from 39 of SEWN's members and other key stakeholders included in its mailing list, a response rate of around 11%. The majority (82%) of responses were from not for profit organisations. A further 10% were from individuals.

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OVERVIEW OF RESULTS

How much did we do? Core activities

The core activity most accessed more than 12 times is the information from the email network, with over 60% of respondents accessing this more than 12 times over the past year.

The newsletter is sent out to about 340 recipients in either email or hard copy. Many recipients share either the whole newsletter or information from it with their own networks. Almost 50% of respondents to the survey accessed the newsletter, which is sent out monthly, more than 12 times.

The SEWN Facebook page and individual support both have over 10% of respondents unaware of the service. This shows a need for greater promotion.

How much did we do? Collaborative initiatives.

Results showed that there was patchy awareness of the initiatives we have been involved with. Highest awareness was for All Right?, the Healthy Christchurch review, and actioning the CERA sector recovery report. SEWN was an invited participant in the first two initiatives and is leading the last one.

There was least awareness of the Marginalisation Forum and publication of the 'Not Just High-Vis and Hard Hats' report. These are both activities that SEWN is responsible for. They are also both activities that happened early in the period covered by the survey and it may be that they have faded from people's awareness.

The high visibility of the initiatives in which SEWN is a participant as compared to those we lead would in part reflect the level of resourcing available to and the reach of the respective lead agencies. However the results suggest to us that there is a need to be more conscious of regularly publicising and promoting the initiatives that we lead.

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OVERVIEW OF RESULTS

How well did we do it? SEWN core activities and services

As in past years, the newsletter continues to be the core activity or service that has the highest satisfaction rating. Over 90% of respondents were satisfied or very satisfied. Other activities with a high level of satisfaction include the email network, networking opportunities, and seminars.

Respondents were least satisfied with the supervision directory and the email network. Email network extremes possibly reflect the number of email that people receive. In past years some respondents have said that this is unsatisfactory. The supervision directory website was in the process of being upgraded at the time of the survey and the results do not reflect the improvements made.

Trend: Changes in level of satisfaction with core services

Overall, we have seen a drop-in satisfaction levels across all activities, in some cases quite markedly, between 2010 levels and subsequent surveys. This may reflect the stresses that the sector has been under and the extra support needed since the 2010 and 2011 earthquakes, or that the quality of SEWN activities has dropped as a result of the challenges that SEWN itself has faced since then.

This latest survey shows that the level of satisfaction is beginning to stabilise or pick up again.

We should bear in mind that as all of the surveys have had quite a low participation rate, changes in one or two responses can make a large difference to percentage rates and lead to significant variations.

How well did we do it? Meeting our goals.

While in general respondents felt that overall, we were effective, many also were unsure of whether we did or not. This suggests that we may need to be more explicit about what goals we are addressing by undertaking specific activities.

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HOW MUCH DID WE DO?

Awareness about core services:

Core services	2010	2012	2016	2017		
Christchurch COSS / SEWN newsletter	98%	100%	95%	100%		
Seminars/events/forums hosted by Christchurch COSS / SEWN	96%	98%	100%	<i>Not asked</i>		
Networking opportunities	96%	93%	90%	92%		
SEWN Facebook page	<i>Not established</i>	<i>Not established</i>	82%	90%		
Christchurch COSS / SEWN website	96%	93%	100%	92%		
Free event promotion in Christchurch COSS newsletter	92%	91%	Promotion of your organisation's services in newsletter or via email network			
Free job advertisements in the Christchurch COSS newsletter	90%	91%			100%	100%
Free advertisements for training or seminars in the Christchurch COSS newsletter	92%	91%				
Christchurch COSS / SEWN provision of individual advice, support, and responses to your questions and queries in person, by telephone, or by email	94%	93%	100%	89%		
Provision of general information via email about matters of sector interest	96%	93%	95%	95%		
Supervision Directory	<i>Not evaluated</i>	79%	<i>Not evaluated</i>	92%		

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Access of core services (at least once in 12 months):

Core services	2010	2012	2016	2017		
Christchurch COSS / SEWN newsletter	96%	95%	91%	93%		
Seminars/events/forums hosted by Christchurch COSS / SEWN	65%	56%	59%	<i>Not asked</i>		
Networking opportunities	65%	56%	59%	69%		
Christchurch COSS / SEWN website	42%	37%	50%	52%		
Free event promotion in Christchurch COSS newsletter	42%	23%	Promotion of your organisation's services in newsletter or via email network			
Free job advertisements in the Christchurch COSS newsletter	15%	12%			59%	49%
Free advertisements for training or seminars in the Christchurch COSS newsletter	34%	30%				
Christchurch COSS / SEWN provision of individual advice, support, and responses to your questions and queries in person, by telephone, or by email	54%	32%	45%	53%		
Provision of general information via email about matters of sector interest	74%	61%	85%	87%		
Supervision Directory	<i>Not evaluated</i>	30%	<i>Not evaluated</i>	44%		

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HOW MUCH DID WE DO?

Awareness of sector development initiatives that SEWN contributed to*:

Sector development initiatives	2017
All Right? Campaign	89%
Development of the Non Profit Toolbox	31%
Marginalisation Forum	28%
Publication of 'Not Just Hi-Viz and Hard Hats' report	31%
Promotion of the role of the non-profit sector in civil defence and emergency management	51%
Healthy Christchurch Review	54%
Promote and review progress on the 34 Action Points in the CERA Third Sector Post Earthquake Recovery report	65%

* This includes people who have some knowledge about an initiative or were involved in the initiative (other categories included – 'I have heard about it, but know very little, and 'I don't know anything about it').

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HOW WELL DID WE DO IT?

Level of satisfaction with core services (satisfied, or very satisfied):

Percentage of respondents satisfied or very satisfied with core activities.	2010	2012	2016	2017
The Christchurch COSS / SEWN newsletter	100%	94%	90%	92%
Seminars/events/forums hosted by Christchurch COSS /SEWN	89%	77%	52%	56%
Networking opportunities	88%	76%	47%	58%
The Christchurch COSS / SEWN website	71%	50%	33%	33%
SEWN Facebook page	Not asked	Not asked	33%	14%
Free event promotion in the Christchurch COSS newsletter	86%	58%	Promotion of your organisation's services in newsletter or via email network	
Free job advertisements in the Christchurch COSS newsletter	81%	43%		
Free advertisements for training or seminars in the Christchurch COSS newsletter	88%	58%		
Christchurch COSS / SEWN provision of individual advice, support, and responses to your questions and queries in person, by telephone, or by email	88%	82 %	47%	37%
Provision of general information via email about matters of sector interest	94%	80%	86%	84%

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HOW WELL DID WE DO IT?

How effective Christchurch COSS / SEWN has been at achieving its goals (quite effective, very effective):

Effectiveness at meeting goals	2017
Developing a shared understanding of what marginalisation is and the key issues	72%
Promoting issues of marginalisation	73%
Advocating to policy makers on issues of marginalisation	66%
Analysing capability needs in the non -profit sector	55%
Identifying existing capability provisions	48%
Publicising and promoting existing resources and opportunities for non-profit organisations and groups	89%
Identifying and prioritising ways to fill gaps in capacity resources for groups	46%
Developing and managing relationships	64%

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IS ANYONE BETTER OFF?

Survey respondents' perception of whether the work of Christchurch COSS / SEWN has benefited them or their organisations (agree or strongly agree):

As a result of the work of Christchurch COSS / SEWN:	2010	2012	2016	2017
I have been able to do better work in the social services sector, as a result of the work of the Christchurch COSS	75%	71%	60%	83%
My organisation has been able to do better work in the social services sector, as a result of the work of the Christchurch COSS	73%	72%	75%	71%

Survey respondents' intentions to renew membership or become a member of Christchurch COSS / SEWN*:

Intentions:	2010	2012	2016	2017
To renew our membership or become a member.	91%	77%	70%	83%

* In 2010 only members were surveyed. From 2012 we included other stakeholders that may not qualify to become members.

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HOW WELL DID WE DO IT?

Examples provided by survey respondents about satisfaction with core services:

- (*newsletter*) "It is dependable regular and comprehensively suited to community sector interests."
- (*provision of advice*) "very quick response".
- (*Promotion of agency's services*) "Great coverage, prompt response".
- (*Provision of information via email*) "Keeps the community connected and informed."

Examples provided by survey respondents about satisfaction with the SEWN contribution to collaborative initiatives:

- (*Third sector earthquake recovery*) "SEWN seemed to be the last agency standing".
- (*Marginalisation forum*) "I felt less marginalised in the work we do. Ergo SEWN's role in bringing this together was supportive of our work".
- (*NFP Toolbox*) "SEWN has led the project really well."

IS ANYONE BETTER OFF?

Examples provided by survey respondents of how our work improves their own personal work are as follows:

- "Invaluable information".
- "Using opportunities mentioned in your newsletter via other NFPs and various social justice commentaries have been very useful in stimulating our work."
- "Promotion, publicity, networking, facilitating connectedness."
- "Cooperation and communication with the wider sector."

SUGGESTED IMPROVEMENTS

Key improvements to our work that were suggested by survey participants included:

- "It is too hard to read the newsletter online."
- "Mention opportunities for individual advice and support in the newsletter."
- "Clear descriptions in the email subject line."
- "Maybe a more extensive listing of events on your website?"

INFORMING OUR STRATEGIC PLANNING

The views of our stakeholders are important to us. We will consider suggested improvements to our work, and use this information to inform our strategic planning in 2018 and beyond.