

Albert-Eden Local Board Feedback on the review of CAB Services

Current relationship

What is your relationship with your local CAB?

The Board understands that it doesn't fund the CAB directly but it does supplement the regional funding by allocating local grants for things such as technology and office furniture. The Board considers that if funding for its local CAB is reduced or if CAB accommodation costs increase additional pressure will be placed on the Board's locally-driven initiative funding as the Board will be expected to make up the shortfall.

Board members have visited the CAB informally on numerous occasions, but would value a formal interaction with the CAB on a regular basis.

The CAB participates and supports the Board in engagement processes, such as the 2017-2020 Local Board Plan engagement. The Local Board Chair also attended a CAB hosted 2017-2020 Local Board Plan engagement session.

Value of the service

What is the value of your local bureau service to your community?

The CAB is a go to hub for questions from the community (including youth, elderly, migrants) and is a conduit to connect people with the right place to find out information. The CAB provides a quality face to face service and fills a gap in the market for legal advice and information on central and local government services.

The CAB also provides useful advice for students (in particular on student loans, budgeting, housing, employment law).

Is your local bureau delivering outcomes that support the local area and local board objectives?

The CAB is a key part of delivering on the Albert-Eden Local Board Plan, in particular the Proud, Connected and Secure communities outcome.

Equity and fairness

ACABx distribute operational funding to bureaux using a population based funding model based on 2013 census data.

Is the current funding model effective in terms of delivering what is required for Auckland and locally?

The current CAB funding model is generally effective in terms of delivering what is required for Auckland and locally.

What kind of factors should be considered in the funding of local bureaux to ensure fair and equitable service distribution across the region?

The CAB provides a wide-ranging service to all the community and provides a key service for new immigrants. The funding model could have some weighting with respect to the number of new immigrants but population should remain as the key allocation criteria in line with the Local Board funding policy.

The Board considers that if some areas of Auckland have unmet needs then the governing body should consider allocating additional funding to ACABx to ensure the CAB can service all of Auckland effectively.

Reporting

What type of information does the board wish to receive when local bureau are reporting?

The CAB has presented reports to the Board in the past and the Board understands that the CAB has improved its data gathering and has committed to reporting to the Board more regularly going forward. The Board looks forward to seeing the improved reporting and trends which will enable more comprehensive conversations between the CAB and the local board.

Would you prefer that the local bureau report quarterly or six monthly to the local board?

The Board considers that an annual formal report to a Board business meeting is sufficient for formal reporting, plus 6 monthly reporting to a meeting of the CAB and Local Board where more in depth discussions can take place.

ACABx

Do you understand the role of ACABx in relation to your local bureau?

Yes.

Aspirations for the future

Regarding CAB services, what is working well in your local board area?

This is outlined above. The local CAB is near a large mall and busy library so it is very well utilised by local residents and people from across the region alike.

What would you change if you could?

The local CAB could be more integrated with the library service in Mt Albert.

The CABs could look to improve marketing for further reach into the community and transition further into the digital age to connect with more young people.

DRAFT