

# Informal Feedback on Review of CAB Services July 2017

## From: The Hibiscus and Bays Local Board

Date: 6 July 2017

### Executive Summary

Council is reviewing CAB services in Auckland following a resolution by the Regional Strategy and Policy Committee in April 2016. Thirty-one CABx operate in the Auckland region.

Auckland Council fund Auckland Citizen's Advice Bureau Incorporated (ACABx) approximately \$1.8 million a year. ACABx then fund each of the 31 bureaux.

As part of the funding agreement council has a Strategic Relationship Agreement (SRA) with ACABx. The SRA includes a shared work programme with shared deliverables.

On 7 April 2016 the Regional Strategy and Policy Committee resolved to "seek information from staff regarding a review of the service after consultation with the 21 local boards on the issues raised by the Māngere-Ōtāhuhu Local Board regarding Auckland Citizens Advice Bureaux Incorporated (ACABx) funding, to achieve greater equity and fairness, taking into consideration social issues in local communities across Auckland." REG/2016/22.

ACABx is receiving \$1.796 million on an annual basis for 2016-2018 plus the rate of inflation. While provision for this expenditure is included in the Long-term Plan 2015-2025, there is no commitment to continue this funding beyond that date. The review will seek input from the elected members from the 21 local boards on their relationship with ACABx, the local bureaux and the local CAB service provision.

Hibiscus and Bays Local Board provided the following informal feedback at a joint workshop with the Rodney Local Board on the 6 July 2017.

### Hibiscus and Bays Local Board Feedback:

#### 1. Current relationship

##### What is your relationship with your local CAB?

A very good relationship with our two CABs, Orewa and Browns Bay. They provide outreach to Rodney and Upper Harbour. The Hibiscus and Bays Local Board (HBLB) has assisted with funding at times (e.g. display boards, shelving, computer and a refit of their space). We have seen them attending a number of community meetings and they report to the HBLB annually. They have an outreach at Whangaparaoa also. They offer JP services out of the Orewa office and they provide a wide range of services to our community.

#### 2. Value of the service

**2a. What is the value of your local bureau service to your community?** Browns Bay and Orewa provide a lot of services focussed around family services, legal advice, assistance with school paperwork and the like and the HBLB feel that our CABx are providing services that align to our HBLB outcomes. They provide a wide range of services to our communities that are not otherwise easy to source.

**2b. Is your local bureau delivering outcomes that support the local area and local board objectives?**

- We feel they are providing services that align well with local board priorities and there is no other easy access to those services.
- It was noted that often people go to CABx out of their area for relationship advice for privacy reasons.
- Legal advice is limited but is often enough to assist people in the first instance and is often critical.
- HBLB members felt that volunteers are properly trained on the advice they give out.

### **3. Equity and fairness**

#### **3a. Is the current funding model effective in terms of delivering what is required for Auckland and locally?**

- HBLB seem to feel fairly satisfied with the services being provided. From a Justine of the Peace (JP's) point of view the organisation is trying to move the service into a more open space rather than having people visit JP's own homes.

#### **3b. What kind of factors should be considered in the funding of local bureaux to ensure fair and equitable service distribution across the region?**

- Suggest they should be offering budgeting programme/services – which are often more effective. May be more creative ways that CABx could be working in a more meaningful way to address community needs.
- Don't feel economic deprivation is the answer. In many areas considered affluent, families are living in high value homes but have very limited incomes which cause stress and difficulties.

### **4. Reporting**

#### **4a. What type of information does the board wish to receive when local bureau are reporting?**

- Have been to AGMs of both Orewa and Browns Bay CAB. Need firstly to be assured that people are using the service and that the variety of services that are being catered for are meeting the needs. Reporting shouldn't be over-prescriptive but 6-monthly or annual reporting would be enough. Reporting via deputations would be sufficient. It's helpful for the HBLB to know what services are available and being provided as the local board can help spread the word.

#### **4b. Would you prefer that the local bureau report quarterly or six monthly to the local board?**

- Six monthly or annually would be sufficient, via a deputation. Needs to be a two-way discussion to understand how we can help each other (LB and CABx).

### **5. ACABx**

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

- Needs to be centrally funded but reported locally.
- Local CABx believe it's a very inequitable structure. Understand it's a centralised unit but don't know how democratic it is.

### **6. Aspirations for the future**

#### **6a. Regarding CAB services, what is working well in your local board area?**

#### **6b. What would you change if you could?**

- Really need to show their relevance a bit more to show how they're addressing local community needs.