

Howick Local Board feedback on Review of CAB Services

Current relationship

What is your relationship with your local CAB?

The board has a good relationship with the local CAB. They are an essential part of the community. The Board Chair is invited to the Annual General Meeting.

Value of the service

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

The board value the CAB as a one-stop shop service that is informative. There is a public perception of the CAB being 'friendlier' than the council office.

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 Howick Local Board Plan, in particular through the connected community 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 funding model is good value for spend. The board would like to see a CAB in Howick Village and a CAB in Ormiston; however noted under the current model, this would have a funding impact on the CAB's in Pakuranga and Botany.

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

Whilst the current model appears to be good value (as above), the board would like to see a review of the funding model, to have fairer funding and sees the need to bring in a geographical factor so that the funding is not purely population based.

Reporting

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

The board would like to see quick statistics on visitor numbers, age and perhaps used as justification for funding?

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.

ACABx (Auckland Citizens Advice Bureaux)

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

Yes, head office, umbrella society for all CAB's.

Aspirations for the future

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

This has already been answered above.

What would you change if you could?

The board would like to see the Howick Information Centre to become a CAB and a new CAB in Ormiston Town Centre. They would like to see more funding and improved furniture – the current furniture is very old compared to WINZ offices.

The CABs could look to improve marketing for further reach into the community and electronic interaction; however the human contact of the CAB is very important and does not suit websites.