

Attachment A: CAB Review

Notes of Ōtara-Papatoetoe Local Board workshop discussion 11 July 2017

1. Current relationship

What is your relationship with your local CAB?

Response: Ōtara-Papatoetoe Local Board makes decisions about leases of buildings occupied by Papatoetoe CAB and Ōtara CAB, and occasionally receives applications from these CABs for community grants.

The local board is interested in CAB activities, but has no direct relationship with them. Otara CAB sends the board an annual report of their activities and sends some local board members monthly activity reports. Nothing is received from Papatoetoe CAB.

2. Value of the service

2a. What is the value of your local bureau service to your community?

Response: The board receives insufficient information from CABs to answer this question fully. Local board members know local communities value some CAB services, including consumer clinics, information brochures on various topics, radio talks, JP services, and day to day walk in advice. The board supports continued delivery of these services by CABs, which provide a safe and friendly atmosphere to convey information.

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

Response: Board members are aware that some services provided by CABs align with and support local board plan outcomes.

Otara CAB sends the board an annual report of their activities, but the report is not specifically tailored to Ōtara-Papatoetoe Local Board plan outcomes (and is not required to be) so it is difficult to comment on what extent their activities deliver or reflect the board's priorities. There should be a standard template or formal reporting process. Regular reports would be valuable to enable the board to monitor current issues in the local board area.

There is still a general feeling that the CAB provides services for 'old people' - they do not engage with Youth and are not attractive to Youth. Our board area has 3 times as many people under 15 years of age as there are people over 65, so the CAB service is perceived to have a narrow focus and reach into our community. Engaging with the wider community would be one of my suggestions for improvement - especially with Youth.

3. Equity and fairness

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

Response: The board does not have enough information to be sure. Board members think that current funding is stretched to meet the demand. There appears to be no funding available to set up new CABs, as highlighted by Māngere-Ōtāhuhu Local Board.

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

Response: Population funding is not working nor is it equitable. Ōtara-Papatoetoe Local Board does not support population as the only basis for funding. Other considerations should go into funding decisions, such as relative deprivation, and local demand for service. Demand from new immigrants needs to be specially considered, as this may be additional to demand indicated by population numbers and deprivation statistics.

4. Reporting

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

Response: Information on the number of people applying for different kinds of services and a breakdown of service use.

4b. Would you prefer that the local bureau report quarterly or six monthly to the local board? Response: Six monthly.

5. ACABx

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

Response: The board understands that ACAB distributes Auckland Council funding to CABs in Auckland. The board is not aware of any other activities carried out by ACAB. The board questions whether ACAB is needed, and supports a review. The board suggests that models be considered that provide direct funding from the Auckland Council to individual CABs.

6. Aspirations for the future

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

Response: The board does not have enough information to be sure. The services mentioned under question 2 address some clear community needs, and appear to be delivered satisfactorily. However, the board had no reason to believe that the Papatoetoe CAB had problems before its closure in 2016, which illustrates the lack of information available to the board.

6b. What would you change if you could?

Response: The board would like greater engagement with its local CABs. The closure of the Papatoetoe CAB in 2016 occurred without any engagement with OPLB, and the board would like to be kept informed of events such as this, as well as routine information about CAB activities. The board considers that there could be mutual advantages for the board and local CABs if they were regularly to share their learnings on current community issues.