

Whau Local board input – Review of CAB Services July 2017

Local board	Whau Local Board
Workshop date	19 July 2017
Note taker	Glenn Boyd – Local Board Services

1. Current relationship

1a. What is your relationship with your local CAB?

- The local board acknowledges the good work that both local CAB groups do, and recognises the significant contributions made by the many volunteers
- The local board feels it has a good understanding the CABs role and what it does.
- It is a hands off relationship at the local board level, however also note three of local board members do volunteers duties with two undertaking Justice of the Peace activities and one providing volunteer legal support.
- The local board had some contact with Avondale CAB in the second term with regards to accommodation following parts of the Avondale Community Centre being closed for health and safety reasons.
- The local board see benefit in the co-location of CAB alongside of other council community facilities.

2. Value of the service

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

- The CAB provide a very practical hands service for a wide variety of persons with many not have access to any other places of support.
- The CAB act as a local information hub for people who are trying to help themselves.
- They are an effective free service who provide non-biased information and help people help themselves or link those in need that they cannot assist with other groups who may be able to help.

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

- Yes, there are many high level outcomes that are shared
- The CAB are driven by the values of service and helping others and significantly contribute to supporting community resilience.
- The members who volunteer did observe that there is significant demand in the areas of Justice of peace duties and Legal advice.
- Staff and volunteers are seen as being neutral people who can give advice and help guide people towards their own solutions.

3. Equity and fairness

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

- The funding appears to be working for the two offices in the local board area.
- It appears to be growing demands on the services provided by CABs across all of Auckland and consideration needs to be given.
- Having a central group as one point of regional contract seems to make sense in adding value of eases of access to the collective CAB network, foster consistent baseline report requirements, and advocating as a collective voice in Auckland as well as to Wellington.
- The benefit of the community leases should be clearly articulated as is an additional signification contribution supported by the general rate.
- The local board support the current model of regionally allocated and managed funding to help ensure equity of access to a vital community led and delivered programme to all Aucklanders.

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

- It is noted that CAB funding models varied across the various legacy councils with greater funding being provided by Waitākere and Manukau City Councils.
- It appears that areas Auckland that that comparatively higher levels of deprivation have higher levels of visitation however given the complexity of our communities this may not be a simple direct cause and effect correlation.
- Auckland Council need a funding model that does give consideration to demand.
- The local board would not like to see any redistribution between areas within the current funding pool, rather should a model emerge that may mean due to a new formula that an funding area(s) should increase, then additional new funding should be allocated.
- The local board do see that central government funding is important and the opportunity for CAB to access this funding whilst still being enabled to retain its independence of advice and support.

4. Reporting

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

- The local board support annual reporting to the Governing Body
- It is useful to be able to access the local insight that is developed by local CAB offices and their cluster collectives: information around type of assistance, trends in this, and demographic utilisation.
- Would be useful to understand who each CAB work most closely with, make most referrals to.
- Interested in being made aware of issues that community may be facing that the local board has influence over.

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

- The members would appreciate an opportunity to meet annually with CAB's feeling comfortable to raise any matter that may arise as and when they do.
- The three west local board chairs had a meeting with the Waitākere Cluster and found this useful.

5. ACABx

5a. Do you understand the role of ACABx in relation to your local bureau?

- Members were briefed on the role and relationship and feel they understand it and see benefit in having such a group for both Auckland Council and for CAB clusters/offices.

6. Aspirations for the future

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

- Provision of accessible and compassionate services.
- Provide support to groups who may be new to the area/Auckland/New Zealand and have little local knowledge or contacts to call upon.
- Provision of independent and well-intended support and advice
- Is a service that is based upon local volunteers, helps provide a means that many people can give back and contribute to their communities in a meaningful and beneficial way.
- The volunteers give a lot and see benefits for themselves.

6b. What would you change if you could?

- CAB services contribute to welcoming and inclusive communities and should continue to be supported by Council as provide benefit to all Aucklanders beyond those just involved in the direct encounters.
- Any change must be about enhancing the services. The model appears to be working well at present. Need to look ahead and at current pressures and assist with core funding, provision of adequate and appropriate spaces, and support around retaining and growing the volunteer base it all relies upon.