

Workshop Notes

Questions for local board input – Review of CAB Services July 2017

Local board	Waitematā
Workshop date	11/07/2017
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1. Current relationship

- What is your relationship with your local CAB?

We've had a very close relationship with the branches through the Community portfolio over the last two terms, which included site visits and regular communication, but not that much visibility for rest of the board. We have identified the need to take our good working relationship with local CAB to a more strategic relationship with ACABx. In the past we have assisted with lease issues in Grey Lynn, provision of adequate space in the Central Library and local CABs have received community grants. Overall we have a positive relationship with our local CAB but they appear to be operating self-sufficiently.

2. Value of the service

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

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

The central branch serves a broad community of visitors to the city centre and local residents; it is more like a regional service, while Grey Lynn is locally focused. Non-Aucklanders, in particular overseas students, need and use the central CAB for information about services and issues that are external to their studies and relate to Auckland and New Zealand generally. It is vital for Auckland's reputation and duty of care that an adequate and sustainable long-term base for the Central CAB is provided. The board also observed that there is a need for clarity around the potential overlap between the services offered by community law services, counselling services at universities and CABs. CABs support the community by connecting people to services and information (thus avoiding social isolation), addressing tenancy and homelessness issues. Often they are filling a gap caused by central government funding cuts. The board is aware of cases where CAB offered legal support to victims of family violence or sexual abuse, this is seen as a very valued service. We consider the local bureau to be delivering outcomes that support Waitematā and local board objectives.

3. Equity and fairness

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

The current funding model appears to be effective to a point but doesn't take into account accommodation requirements in the city centre or the higher burden placed on CAB services due to a rapidly increasing population.

Funding needs to be directed at adequate and suitable spaces/facilities with provision of sufficient funds to cover capital expenditure. For example, furniture and shelving cost have been requested from the board via grants, but should be planned for by ACABx. The board would like to know what the expectation of the local board in this space is. It is also considered inequitable that the service is funded on population for central CAB, as the City Centre receives 130k people per day which are not resident ratepayers.

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

The number of people coming into city centre and using the service should be factored into the funding for local CAB

4. Reporting

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

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

The board would like to receive numbers and statistics. They would also like to know if there are community outcomes/KPIs in the funding agreement and what does Council get for its \$1.4m investment.

We would like CAB to report annually in person to the local board, similar to the reporting received BIDs.

5. ACABx

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

No, we don't, but we are unsure that we need to.

We are currently being asked on behalf of local branches to provide additional funds, so this shows equity issues with funding.

We just want to know that there is a strategic relationship and view and that the local branches are getting what they need from ACABx.

The board understands that the volunteer training is really robust and that the work force is in general a part time paid manager, but offices run full time with volunteers.

6. Aspirations for the future

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

6b. What would you change if you could?

It is a mature organisation providing an essential service. They are a well-established service, easy to access in Waitemata. People want to volunteer for them as CAB has a reputation for providing great training.

We would like to support the central CAB into more sustainable, suitable accommodation.