

Feedback from the Ōrākei Local Board on the CABx review

There is only one Citizens Advice Bureau in the Ōrākei Local Board area and this is located in Remuera. During the 2016/2017 financial year, approximately 8,500 individuals utilised services provided by the Remuera CAB. Of these, approximately 2100 were phone enquiries and 51.9% were for Justice of the Peace services. This is higher than the Northland regional level (49%) and the national level (38%).

From the figures tabled at the workshop it appears that the CAB has on average 8 people walking in to access CAB services each day.

	Year 2016 -2017	Year 2015-2016
Total Enquiries	8663	8597
Less phone Enquiries	2116	1934
Less email Enquiries	64	61
Less JP visits	4496	4702
Total walk in visits per annum	1987	1900
So weekly	40	38
So daily	8	7.6

It is unclear how many clients were residents from the Ōrākei Local Board area. There is anecdotal evidence that many Ōrākei Local Board area residents access CAB services in Glen Innes. It is noted that a large amount of the work is done over the phone. Because responding to phone enquiries could be done from any location and the number of walk-in enquiries from Ōrākei Local Board area residents seems to be low, the Board questions whether a physical space in the Board area for the CAB is warranted. Could they utilise a space in the Remuera library or at St Lukes Church? Further, the Ōrākei Local Board, through another work-stream, has not been able to ascertain what the CABx organisation's future plans are, which gives the impression it does not have a strategy for the future.

It should be noted that the Auckland Justice of the Peace Association has articulated that it does need a physical drop-in space in Remuera and without it there would be a gap in its provision across Auckland. However, it does not need to be located with the CAB and in fact should be quite separate as often understanding of services provided by each can become blurred. To provide JP services at an acknowledged JP services desk, one has to be a member of the association and rostered specifically for that purpose.

Because this review has occurred at a time when the Ōrākei Local Board is having to make decisions about a site which may affect how CAB services are provided in the Local Board area in the future, it has realised that there is benefit in having the flexibility to change funding and service provision arrangements as local circumstances and community needs change.

In considering the three options presented, the Ōrākei Local Board has a preference for Option 3 - Regional Service Provision, which enables better alignment with Local Board Plan outcomes, a more tailored response to local needs and therefore the ability to review the funding of local CABx.