

I hereby give notice that an ordinary meeting of the Hibiscus and Bays Local Board will be held on:

**Date:** Wednesday, 20 March 2019  
**Time:** 4.30pm  
**Meeting Room:** Local Board Office,  
**Venue:** 2 Glen Road,  
Browns Bay

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## Hibiscus and Bays Local Board OPEN ADDENDUM AGENDA

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### MEMBERSHIP

<b>Chairperson</b>	Julia Parfitt, JP
<b>Deputy Chairperson</b>	Janet Fitzgerald, JP
<b>Members</b>	Chris Bettany David Cooper Gary Holmes Caitlin Watson Vicki Watson Mike Williamson

(Quorum 4 members)

**Vivienne Sullivan**  
**Local Board Democracy Advisor**

**14 March 2019**

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## Allocation of funding to Citizens Advice Bureaux

File No.: CP2019/03387

### Te take mō te pūrongo

#### Purpose of the report

1. To seek local board feedback on the proposed new model for allocating funding to Citizens Advice Bureaux and on increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in 2019-2021.

### Whakarāpopototanga matua

#### Executive summary

2. There are 32 Citizen Advice Bureau sites in the Auckland region, operated by 11 separate Citizen Advice Bureau organisations. Bureaux staff and volunteers offer free information, advice, referral and client advisory service to local communities.
3. Local boards hold relationships with their local Citizens Advice Bureau, which report on service usage and other matters of interest to the community.
4. In 2018/2019 financial year, council granted \$2.067 million to Auckland Citizens Advice Bureaux conditional on staff and Auckland Citizens Advice Bureaux jointly developing a new funding model to be agreed by 1 April 2019.
5. The new model developed with Auckland Citizens Advice Bureaux is population-based with a deprivation factor to reflect communities with high needs and access constraints.
6. Feedback is sought from the local board on the new funding model and the retention of the additional \$200,000 to baseline funding of \$1.867 million provided to Auckland Citizens Advice Bureaux in the 2018-2019 financial year.
7. Local board feedback will be included in the report to the Environment and Community Committee in May 2019 to approve a new funding model for Citizens Advice Bureaux.

### Ngā tūtohunga

#### Recommendation/s

That the Hibiscus and Bays Local Board:

- a) approve feedback on the new model for allocating funding to Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation) and on increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in the 2019-2021 financial years (refer to Attachment A to the agenda report).

### Horopaki

#### Context

8. Auckland Citizens Advice Bureaux (ACABx) was established in 2012 to provide a support structure for funding from council and other bodies and the development of a strategic direction for the service in the Auckland region.
9. Currently there are 32 ACABx sites in 18 local board areas (refer Attachment B). There are no sites in Franklin, Great Barrier and Upper Harbour.
10. Auckland CABx are members of ACABx and Citizens Advice Bureau New Zealand (CABNZ). The role of CABNZ is to support membership standards and influence development of social policies and services at a national level.

11. In 2018, a joint working group consisting of council staff and ACABx was established to develop a new funding model for Auckland CABx.

### Auckland Council funding of CAB

12. In the 2018/2019 financial year, council granted \$1.867 million to ACABx, which distributes funding to CABx to provide services across the Auckland area.
13. Through council's 10-year Budget 2018-2028, an additional one-off grant of \$200,000 was approved to maintain and develop the service in the 2018-2019 financial year (resolution number GB/2018/91). The ACABx board have distributed \$90,300 of this grant to various bureaux facing financial pressure (Helensville, CAB Auckland City, Māngere). The remaining funds will be used to test new ways of delivering the service and develop a regional network provision plan.
14. Council provides accommodation for CABx at minimal cost under community lease arrangements, which is equivalent to a \$641,000 subsidy per annum. In addition to the funding through ACABx, some local boards also provide grants to CABx for specific purposes.
15. The Environment and Community Committee set four conditions for the 2018/2019 financial year operational grant, as shown in Table 1 (resolution number ENV/2018/48).

**Table 1: Funding conditions 2018/2019**

Funding condition	Progress to date
<b>A joint review between Auckland Council and ACABx of the funding model</b>	<ul style="list-style-type: none"> <li>Joint working group established</li> <li>Considered what to include in the funding model</li> <li>Agreed a new funding model and transitional arrangements</li> </ul>
<b>Updated Strategic Relationship Agreement to include the development of a regional network provision plan</b>	<ul style="list-style-type: none"> <li>Revised Strategic Relationship Agreement signed between Auckland Council and ACABx with scoping and timeline for regional network provision planning to be agreed by June 2019</li> </ul>
<b>Improved reporting and access to consistent data on the service provided at regional and site level</b>	<ul style="list-style-type: none"> <li>Council, CABNZ and ACABx jointly developed new report templates for bureaux to provide data and commentary on their activities</li> <li>CABNZ is currently rolling out an improved database and data collection system (CABNET) which will impact the Quarter Three/Quarter Four reports for 2018/2019</li> </ul>
<b>Strengthened and more strategic relationships between local boards and CABx</b>	<ul style="list-style-type: none"> <li>The revised Strategic Relationship Agreement sets out guidance on the relationship between local boards and CABx</li> </ul>

## Tātaritanga me ngā tohutohu Analysis and advice

### Current funding model

16. The current model allocates the funding received by ACABx to sub-regional clusters of CABx based on 2013 census population data.
17. The current funding model was implemented by ACABx with support from council as an interim approach to transition from legacy council funding to regional funding.

### Council staff model

18. In April 2016, the Regional Strategy and Policy Committee resolved to:
- seek information from staff regarding a review of the service after consultation with the 21 local boards on the issues raised by the Māngere-Ōtāhuhu Local Board regarding Auckland Citizens Advice Bureaux Incorporated funding, to achieve greater equity and fairness, taking into consideration social issues in local communities across Auckland (resolution number REG/2016/22).*
19. A review of CAB services was undertaken, and council staff developed a revised funding allocation model using 70 per cent population, 25 per cent client usage, and five per cent deprivation. This model responded to the review findings and focused on funding to achieve greater equity and fairness.
20. This model was not supported by ACABx who strongly objected to the introduction of client usage as a funding factor.

### New model from joint working group

21. The joint working group have developed a new funding model for CABx using:
- 90 per cent population, using annual Statistics New Zealand population estimates
  - 10 per cent deprivation to increase the capacity of CABx to meet the complex needs of communities with higher levels of deprivation. This will support the development of new service approaches to increase the access to CAB services within these communities.
22. ACABx advise that this model will be difficult to implement at the current funding level as funding will be reduced to CAB in the north, central and Ōtara. Some CABx are experiencing financial pressure and any decline in funding would lead to a significant reduction in services.
23. If the annual grant of \$1.867 million is increased by \$200,000 per annum, ACABx have indicated that the new funding model could be implemented without service reductions if bureaux continue to receive funding at the 2018-2019 level at a minimum. To further moderate the redistribution impacts of the new funding model at a bureau level, population-based increases in funding would be capped at 10 per cent for 2019-2021 financial year.
24. The application of the new funding model is shown in Table 2 below.

**Table 2: New funding model allocations**

Bureau	2018/2019 Actual	New model (current funding)	New model (plus \$200,000)	Percentage difference between 2018/2019 Actual and New model plus \$200,000
Helensville	\$40,365	\$36,872	\$40,365	0
Hibiscus Coast	\$51,712	\$58,713	\$58,920	14
Wellsford	\$38,298	\$36,770	\$38,298	0
CAB North Shore (5 sites)	\$309,030	\$250,153	\$309,030	0
WaiCAB (5 sites)	\$298,746	\$300,401	\$344,999	15
CABAC (10 sites)	\$499,901	\$487,965	\$553,597	11
Māngere (3 sites)	\$169,849	\$179,162	\$190,494	12
Manurewa (2 sites)	\$82,775	\$114,454	\$118,217	43
Ōtara	\$86,927	\$78,215	\$86,927	0

Bureau	2018/2019 Actual	New model (current funding)	New model (plus \$200,000)	Percentage difference between 2018/2019 Actual and New model plus \$200,000
Pakuranga (2 sites)	\$98,662	\$109,188	\$109,262	11
Papakura	\$86,471	\$110,844	\$112,628	30
<b>Total</b>	<b>\$1,762,737</b>	<b>\$1,762,737</b>	<b>\$1,962,737</b>	<b>11</b>

*Note: Based on 2018-2019 funding allocated. Excludes provision for premises lease payments to Auckland Council and ACABx fee (2 per cent)*

25. The new funding model developed by the joint working group is the preferred model for implementation in 2019-2021. During this period, the regional network provision plan will be developed, and council's level of investment can be confirmed and provided for as part of the 10-year Budget 2021-2031.
26. The new model supports The Auckland Plan 2050 outcome, 'Belonging and Participation':
  - Focus area two – Accessible services and social and cultural infrastructure that are responsive in meeting people's evolving needs
  - Focus area six – Focusing the council's investment to address disparities and serve communities of greatest need.
27. The criteria applied to assess the models were developed by the joint working group. Consideration is given to equity, responsiveness to population growth and community need. Under the Auckland Plan 2050, adopting an equitable approach means prioritising the most vulnerable groups and communities to achieve more equitable outcomes. An assessment of the funding allocation model is shown in Table 3 below.

**Table 3: Funding model assessment**

Criteria X does not meet ✓ partially meets ✓✓ fully meets	Current model	Council staff model	New model from joint working group (preferred model)
<b>Equity</b>	X	✓	✓✓
<b>Population growth</b>	X	✓✓	✓✓
<b>Community need</b>	X	✓✓	✓✓
<b>Advantages</b>	ACABx used the current funding model to transition to regional funding from legacy arrangements	Uses latest population estimates to reflect future growth Deprivation factor supports equity for populations with complex issues and access constraints Client usage as a proxy indicator of community need which takes into	More equitable across Auckland with population-based funding covering all the region except Great Barrier Island Uses latest population estimates to reflect future growth Targeted deprivation factor (NZDep2013, deciles 8-10) supports equity for populations with complex issues and access constraints

<b>Criteria</b> X does not meet ✓ partially meets ✓✓ fully meets	<b>Current model</b>	<b>Council staff model</b>	<b>New model from joint working group (preferred model)</b>
		consideration that service users do not necessarily just access services in the area they live	Provides platform for Auckland Council and ACABx to work together to develop a regional network provision plan  Supported by ACABx if additional funding is retained
<b>Disadvantages</b>	The legacy cluster funding arrangements do not provide for service development  Relies on 2013 census data  Does not target funding for populations with complex issues and access constraints	Not supported by ACABx because client usage data does not consider the range of complexity in interactions from simple information requests to lengthy interviews  Redistribution of bureaux funding within current funding envelope could lead to service reduction unless alternative funding is sourced	Redistribution of bureaux funding within current funding envelope could lead to service reduction unless alternative funding is sourced

28. A comparative overview of the funding models is provided in Attachment C.
29. ACABx support the new model conditional on the retention of the additional 2018-2019 one-off funding of \$200,000 as part of the baseline operational grant. This increased funding level would ensure that no bureaux would lose funding when the model is implemented in 2019-2020. Increased funding enables the inclusion of the Franklin population in the new funding model.
30. ACABx has indicated that the funding for deprivation will be allocated to bureaux for initiatives to enhance access to services and to trial the development of new service models.
31. Staff support the new model as it starts to address equitable services across Auckland through population-based funding and targeted deprivation. The model provides a platform for future service growth and the development of a regional network provision plan for CAB services.
32. Staff support the addition of \$200,000 to the ACABx baseline grant from 2019-2020 to implement the new model and extend service funding across the region. All CABx will receive their current or increased level of funding if council increases baseline funding by \$200,000.

## Ngā whakaaweawe me ngā tirohanga a te rōpū Kaunihera Council group impacts and views

33. Council staff from across the business work cooperatively on matters concerning CABx. Council departments and units that were consulted on the new model and involved in regional network provision planning include:
- Community Facilities and Community Places – administration of the leases for CABx premises and facility operation
  - Libraries and Information – some CABx are co-located with libraries
  - Service, Strategy and Integration – expertise in service design and integrating service offers.

## Ngā whakaaweawe ā-rohe me ngā tirohanga a te poari ā-rohe Local impacts and local board views

34. Local boards provided input to the 2017 review of CABx services, which has informed the development of the new funding model. Local boards generally agreed that a higher level of funding was required to maintain services, and that any funding model needed to consider the area's demographics and other needs in addition to overall population.
35. Overall, local boards reported that they had a good relationship with CABx, that they were providing valuable, wide-ranging services to the community, and that there was room to improve reporting, service responsiveness and equity of funding.
36. Feedback is sought from the local board on the proposed new funding model and the retention of the additional \$200,000 to baseline funding of \$1.867 million provided to ACABx in 2018-2019.
37. Local board feedback will be included in the report to the Environment and Community Committee in May 2019 to approve a new funding model for CAB. The report will also reflect views on the implementation of the new model from ACABx consultation with bureaux.

## Tauākī whakaaweawe Māori Māori impact statement

38. CABx services are available to all, and there is currently limited targeting of services to groups, including Māori.
39. Staff and ACABx have worked together on development of the new model and no specific engagement with Māori was undertaken.

## Ngā ritenga ā-pūtea Financial implications

40. It is recommended that the additional \$200,000 is retained in the ACABx baseline grant, bringing the annual total to \$2.067 million in 2019-2021. This excludes any consumer price index adjustment.
41. The Māngere-Ōtāhuhu Local Board has provided funding from 2015-2018 to Māngere CAB to operate a CAB agency in Ōtāhuhu. Reliance on the local board funding would reduce under the new model, as the Māngere CAB would receive increased funding of 12 per cent if the \$200,000 is retained in the ACABx baseline grant.

## Ngā raru tūpono me ngā whakamaurutanga Risks and mitigations

42. In applying the new model without the retention of the additional \$200,000, funding to the following bureaux would decline:
- Helensville (-9 per cent)

- Wellsford (-4 per cent)
  - CAB North Shore (-19 per cent)
  - CAB Auckland City (-2 per cent)
  - Ōtara (-10 per cent).
43. If the grant is increased by \$200,000 per annum, no CABx face a reduction in funding.
44. There is a risk of reduction in CAB services in some communities if funding declines to CABx. To mitigate this risk, it is recommended that the additional \$200,000 is retained.

## Ngā koringa ā-muri

### Next steps

45. Local board feedback will be included in a report to the Environment and Community Committee in May 2019 to approve a funding model.
46. Staff will work with ACABx to scope a regional network provision plan project by June 2019. The plan development will involve bureaux and other stakeholders in setting the direction for the CABx service from 2021 onwards.

## Ngā tāpirihanga

### Attachments

No.	Title	Page
<a href="#">A</a> 	Local board feedback template	13
<a href="#">B</a> 	Map of bureaux locations by local board	15
<a href="#">C</a> 	Comparative overview of funding models	17

## Ngā kaihaina

### Signatories

Authors	Sibyl Mandow - Advisor - ACE
Authorisers	Graham Bodman - General Manager Arts, Community and Events Louise Mason - GM Local Board Services



**Attachment A - Request for local board for feedback**

<b>Citizens Advice Bureau (CAB) Funding allocation model - February 2019</b>	
<b>Local Board</b>	
Please provide feedback on the following:	
<p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <ol style="list-style-type: none"> <li>1. The basis of funding allocation, including the population estimates and deprivation index</li> <li>2. Bureau areas served (eg alignment with local board boundaries)</li> <li>3. Other local funding considerations</li> </ol>	
4. Any other local feedback regarding CABs	

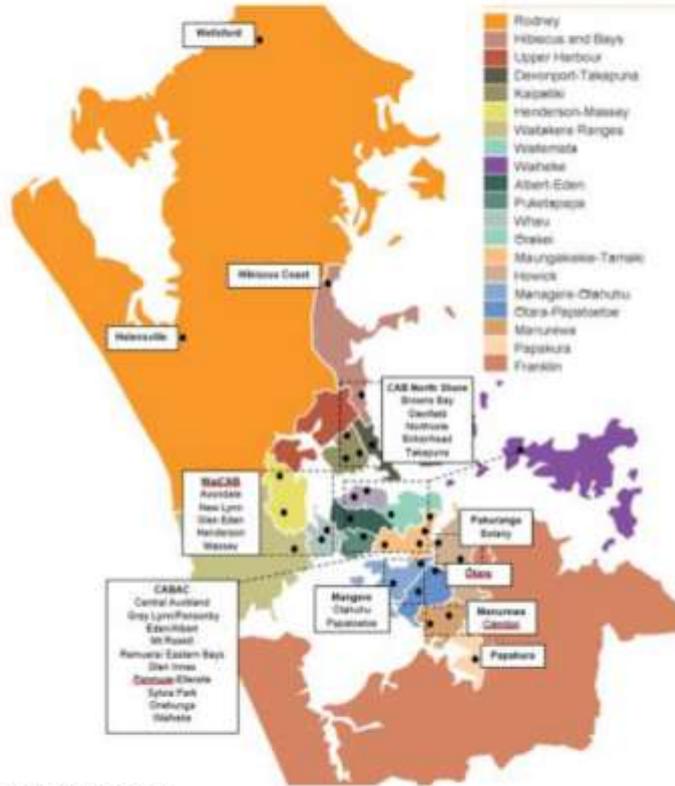
For further information or questions, please contact:

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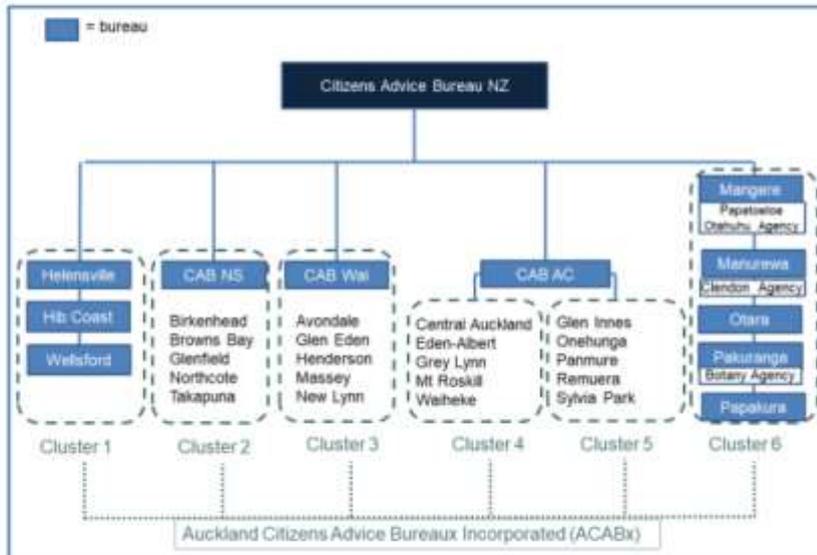


Attachment B

Map of bureaux locations by local board



CAB network in Auckland





Attachment C

Comparative overview of funding models

Description	Current model	Council staff model	New model from joint working group
<b>Date</b>	2013-current	2018	2019
<b>Basis of allocation and data sources</b>	<b>100% Population</b> (Census 2013)	<b>70% Population</b> (Annual population estimates- Statistics NZ) <b>25% Client usage</b> (Bureau statistics report) <b>5% Deprivation</b> (Dep13 Deprivation index)	<b>90% Population</b> (Annual population estimates- Statistics NZ) <b>10% Deprivation</b> (Dep13 Deprivation index Dep. 8-10, targets 30% highest level deprivation)
<b>Model coverage</b>	Excludes Franklin and Great Barrier Island	Excludes Great Barrier Island	Excludes Great Barrier Island
<b>Local board boundaries</b>	Local board boundaries to cluster level Hibiscus and Bays – split between clusters 1 and 2 Upper Harbour – in cluster 2 ACABx maintains historic funding relativities between bureaux in clusters 1, 6	Local board boundaries to cluster level Hibiscus and Bays – split between clusters 1 and 2 Upper Harbour – 50:50 split between clusters 2 and 3 Franklin – included in cluster 6	Local board boundaries and board subdivisions where applicable to individual bureau level Hibiscus and Bays – split between clusters 1 and 2 Upper Harbour – split at Greenhithe bridge between 2 and 3 Howick – south west area to Ōtara; balance to Pakuranga Franklin – north east area to Pakuranga; balance to Papakura