

Attachment D

**Local board feedback**

<b>Local Board:</b>	<b>Albert-Eden</b>		
Meeting Date:	27/03/2019		
Resolution No:	AE/2019/48		
<p>That the Albert-Eden Local Board:</p> <p>a) provide the following feedback on the new model for allocating funding to Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation):</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <p>1. The basis of funding allocation, including the population estimates and deprivation index</p> <p>2. Bureau areas served (e.g. alignment with local board boundaries)</p> <p>3. Other local funding considerations</p> <p>4. Any other local feedback regarding CABs</p> </td> <td style="vertical-align: top;"> <p>1. Support the funding model jointly developed by Auckland Council staff and Auckland Citizens Advice Bureau Inc, which is based on 90% population data and 10% population/accessibility. This support is subject to an additional \$200,000 funding being provided by Auckland Council to enable the same level of service to be provided by all the different CAB agencies across the Auckland region. The local board does not support a funding model which results in a decrease in the level of service to the Central CAB (CABAC).</p> <p>2. Support the areas serviced aligning with local board boundaries.</p> <p>3. Note that population data needs to be regularly updated as population growth is occurring rapidly in some areas, and growth is enabled in the Unitary Plan for the central isthmus area.</p> <p>4. Request for local boards to be involved in the upcoming regional network provision plan.</p> <p>Request that reporting be made available to Local Boards and staff in the Arts, Community and Events department to inform locally-driven initiative project planning and development, particularly the Community Empowerment Unit work programmes.</p> </td> </tr> </table>		<p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <p>1. The basis of funding allocation, including the population estimates and deprivation index</p> <p>2. Bureau areas served (e.g. alignment with local board boundaries)</p> <p>3. Other local funding considerations</p> <p>4. Any other local feedback regarding CABs</p>	<p>1. Support the funding model jointly developed by Auckland Council staff and Auckland Citizens Advice Bureau Inc, which is based on 90% population data and 10% population/accessibility. This support is subject to an additional \$200,000 funding being provided by Auckland Council to enable the same level of service to be provided by all the different CAB agencies across the Auckland region. The local board does not support a funding model which results in a decrease in the level of service to the Central CAB (CABAC).</p> <p>2. Support the areas serviced aligning with local board boundaries.</p> <p>3. Note that population data needs to be regularly updated as population growth is occurring rapidly in some areas, and growth is enabled in the Unitary Plan for the central isthmus area.</p> <p>4. Request for local boards to be involved in the upcoming regional network provision plan.</p> <p>Request that reporting be made available to Local Boards and staff in the Arts, Community and Events department to inform locally-driven initiative project planning and development, particularly the Community Empowerment Unit work programmes.</p>
<p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <p>1. The basis of funding allocation, including the population estimates and deprivation index</p> <p>2. Bureau areas served (e.g. alignment with local board boundaries)</p> <p>3. Other local funding considerations</p> <p>4. Any other local feedback regarding CABs</p>	<p>1. Support the funding model jointly developed by Auckland Council staff and Auckland Citizens Advice Bureau Inc, which is based on 90% population data and 10% population/accessibility. This support is subject to an additional \$200,000 funding being provided by Auckland Council to enable the same level of service to be provided by all the different CAB agencies across the Auckland region. The local board does not support a funding model which results in a decrease in the level of service to the Central CAB (CABAC).</p> <p>2. Support the areas serviced aligning with local board boundaries.</p> <p>3. Note that population data needs to be regularly updated as population growth is occurring rapidly in some areas, and growth is enabled in the Unitary Plan for the central isthmus area.</p> <p>4. Request for local boards to be involved in the upcoming regional network provision plan.</p> <p>Request that reporting be made available to Local Boards and staff in the Arts, Community and Events department to inform locally-driven initiative project planning and development, particularly the Community Empowerment Unit work programmes.</p>		

<b>Local Board:</b>	<b>Devonport – Takapuna</b>
Meeting Date:	19/03/2019
Resolution No:	DT/2019/33
<p>That the Devonport-Takapuna Local Board:</p> <p>a) endorse the funding allocation model based of 90 per cent population and 10 per cent deprivation subject to the Citizens Advice Bureaux in the local board area not receiving a decrease to its current funding allocation.</p> <p>b) endorse an increase of \$200,000 to the baseline grant to Auckland Citizens Advice Bureaux Incorporated in 2019-2021 so that no bureau is worse off under the new funding allocation model.</p> <p>c) notes that the local board has not been provided any information as to appropriate funding level for Auckland's Citizens Advice Bureaux.</p>	

- d) requests that a joint approach be taken between council and Auckland Citizens Advice Bureaux Incorporated in order to determine an appropriate level of funding to ensure functional Citizens Advice Bureaux now and in the future.

<b>Local Board:</b>	<b>Franklin</b>
Meeting Date:	26/03/2019
Resolution No:	FR/2019/28
That the Franklin Local Board:	
<p>a) support the preferred jointly developed model (2019) to fund Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation/accessibility).</p> <p>b) support the request to increase the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 per annum in 2019-2021 in order to make the changes within the preferred model and maintain current funding and service levels.</p> <p>c) support that the new model is conditional on the inclusion of the Franklin Local Board area population in the new funding model, noting that significant population growth in Beachlands, Clevedon, Drury, Clarks Beach, Glenbrook and Pukekohe will increase demand on ACABx services.</p> <p>d) request improved reporting and access to consistent data on the service at both regional and subregional level.</p>	

<b>Local Board:</b>	<b>Henderson – Massey</b>
Meeting Date:	19/03/2019
Resolution No:	HM/2019/27
That the Henderson-Massey Local Board:	
<p>a) endorse the new model for allocating funding to Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation), and increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in 2019-2021.</p> <p>b) acknowledge the ongoing support of the Citizen Advice Bureaux (CAB), including their many volunteers and Justices of the Peace who provide hours of their time to residents across West Auckland and reconfirm the invitation for the CAB to present to the local board.</p>	

<b>Local Board:</b>	<b>Hibiscus &amp; Bays</b>
Meeting Date:	20/03/2019
Resolution No:	HB/2019/22
That the Hibiscus and Bays Local Board:	
<p>a) provide the following 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):</p> <p>i) support the new model from the joint working group as a basis of allocation, being 90% population (using annual population estimates from Statistics New Zealand) and</p>	

	10% deprivation (using Dep 13 Deprivation index Dep. 8-10, targets 30% highest level deprivation).
ii)	support increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in the 2019/2020 and 2020/2021 financial years so that no Citizens Advice Bureau will receive less funding than in 2018/2019.
iii)	acknowledge that the Hibiscus and Bays Local Board area is split between the Citizens Advice Bureaux North Shore Cluster (for Browns Bay) and the Hibiscus Coast cluster.
iv)	acknowledge that both the Hibiscus Coast Citizens Advice Bureau and the Browns Bay Citizens Advice Bureau work with many clients from outside the local board area.

<b>Local Board:</b>	<b>Howick</b>
Meeting Date:	18/03/2019
Resolution No:	HW/2019/29
That the Howick Local Board:	
<ul style="list-style-type: none"> <li>a) support the preferred jointly developed model (2019) to fund Auckland Citizens Advice Bureaux (ACAB) (based on 90 per cent population and 10 per cent deprivation/accessibility).</li> <li>b) support the request for increasing the baseline grant of \$200,000 per annum to become a permanent addition to the overall funding from Council in order to make the changes within the preferred model and maintain current funding levels.</li> <li>c) suggest the accessibility aspect of the funding criteria includes the provision of services to culturally and linguistically diverse populations.</li> <li>d) support the jointly developed model (2019) for ACAB, which proposes to fund ACAB's at a bureau level instead of the current cluster level funding.</li> <li>e) suggest population funding accounts for users who attend services across local board boundaries.</li> <li>f) request improved reporting and access to consistent data on the service at both a regional and sub-regional level.</li> <li>g) request the funding allocation calculation is completed bi-annually to take into account population changes in local board areas.</li> <li>h) request ACAB canvass service provision for Howick and Ormiston in future years.</li> </ul>	

<b>Local Board:</b>	<b>Kaipātiki</b>
Meeting Date:	20/03/2019
Resolution No:	KT/2019/29
That the Kaipātiki Local Board:	
<ul style="list-style-type: none"> <li>a) provide the following feedback on the new model for allocating funding to Citizens Advice Bureaux: <ul style="list-style-type: none"> <li>i. endorse the funding allocation model based on 90 per cent population and 10 per cent deprivation, subject to the Citizens Advice Bureaux in Kaipatiki (Birkenhead, Glenfield and Northcote) not receiving a decrease to their current funding allocation.</li> </ul> </li> </ul>	

- ii. endorse an increase of \$200,000 to the baseline grant to Auckland Citizens Advice Bureaux Incorporated in 2019 – 2021, so that no bureau is financially worse off under the new funding allocation model.
- iii. request council advocate to central government to provide greater financial support to Citizens Advice Bureaux in Auckland, noting the significant service and support Citizens Advice Bureaux provide the community on central government matters.
- iv. acknowledge the hard work and dedication of Kaipatiki (Birkenhead, Glenfield and Northcote) Citizens Advice Bureaux volunteers and the important work that they do in the community.

<b>Local Board:</b>	<b>Māngere-Ōtāhuhu</b>
Meeting Date:	20/03/2019
Resolution No:	MO/2019/26
That the Māngere-Ōtāhuhu Local Board:	
a) approve the attached feedback tabled at the meeting on the new model for allocating funding to Citizens Advice Bureaux.	
What are the local board views on the preferred model for allocating funding to CABs, including:	The board support the approach of using deprivation/accessibility allocation for specific initiatives to enhance access to services (i.e. not just a funding top-up).
1. The basis of funding allocation, including the population estimates and deprivation index	The board request that a greater weightage of 20 per cent be placed on the factor of deprivation, and the model be readjusted.  The current proposed model does not reflect service requirements and funding provision for areas of Auckland where communities are living with high service needs and access constraints.  The board suggest the accessibility aspect of the funding criteria includes the provision of services to culturally and linguistically diverse populations.
2. Bureau areas served (eg alignment with local board boundaries)	The board support the approach to fund ACAB's at a bureau level instead of the current cluster level funding.  The board support funding that accounts for users who attend services across local board boundaries, as the local area is where people transit through to the airport and emerging industrial areas for employment, and a transient local community.
3. Other local funding considerations	The board endorse the request for the additional regional funding of \$200,000 per annum to become a permanent addition to the overall funding from Council in order to make the changes within the preferred model and maintain current funding levels.  The Māngere-Ōtāhuhu Local Board have through Locally Driven Initiatives budget, funded the Māngere CAB to run a service the past few years in the absence of regional funding support. The future planning and operational funding must ensure maintaining these services levels in Ōtāhuhu. (See also board resolution from its meeting on 20 Feb 2019, Resolution number MO/2019/9).

4. Any other local feedback regarding CABs	<p>The board request improved reporting and access to consistent data on the service at both a regional and sub-regional level.</p> <p>The board request the funding allocation calculation is completed more regularly to take into account population changes in local board areas noting that there is significant growth and development taking place in Māngere-Ōtāhuhu.</p> <p>The board ask that short to medium term planning must consider development changes in the local board area. Of significance is the implementation underway in the International Airport, with its growing business area and a large working population who rely on local services. Māngere has had and will continue to have significant transport improvements in the foreseeable future which places a demand to services at the local level.</p>
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<b>Local Board:</b>	<b>Manurewa</b>		
Meeting Date:	21/03/2019		
Resolution No:	MR/2019/36		
<p>That the Manurewa Local Board:</p> <p>a) provide feedback on the new model for allocating funding to Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation).</p> <p>b) provide feedback on increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in 2019-2021.</p> <p>c) provide the following feedback:</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <p>1. The basis of funding allocation, including the population estimates and deprivation index</p> <p>2. Bureau areas served (eg alignment with local board boundaries)</p> <p>3. Other local funding considerations</p> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• The board supports the addition of deprivation as a factor in the agreed model.</li> <li>• However, the board believes that the 10% weighting given to the deprivation index is insufficient to account for the increased needs that bureaux in areas of high deprivation are required to meet.</li> <li>• The board also believes that the agreed model does not have the flexibility to account for unique features of each bureau area. For example, the Manurewa CAB receives a high level of patronage from newly released inmates due to the presence of two prisons in the local area. The two prisons also have an 0800 number which takes them directly to the Manurewa CAB.</li> <li>• Other factors which should be taken into account include literacy rates and the proportion of the local population for whom English is a second language, as these also require the local CAB to spend more time and resources to service the client.</li> <li>• The board agrees with the current alignment of the area served with the local board boundary.</li> <li>• The board supports the proposed \$200,000 per annum to maintain current service levels for all bureaux in Auckland.</li> </ul> </td> </tr> </table>		<p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <p>1. The basis of funding allocation, including the population estimates and deprivation index</p> <p>2. Bureau areas served (eg alignment with local board boundaries)</p> <p>3. Other local funding considerations</p>	<ul style="list-style-type: none"> <li>• The board supports the addition of deprivation as a factor in the agreed model.</li> <li>• However, the board believes that the 10% weighting given to the deprivation index is insufficient to account for the increased needs that bureaux in areas of high deprivation are required to meet.</li> <li>• The board also believes that the agreed model does not have the flexibility to account for unique features of each bureau area. For example, the Manurewa CAB receives a high level of patronage from newly released inmates due to the presence of two prisons in the local area. The two prisons also have an 0800 number which takes them directly to the Manurewa CAB.</li> <li>• Other factors which should be taken into account include literacy rates and the proportion of the local population for whom English is a second language, as these also require the local CAB to spend more time and resources to service the client.</li> <li>• The board agrees with the current alignment of the area served with the local board boundary.</li> <li>• The board supports the proposed \$200,000 per annum to maintain current service levels for all bureaux in Auckland.</li> </ul>
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<p>4. Any other local feedback regarding CABs</p>	<ul style="list-style-type: none"> <li>• The board believes that the overall funding for CAB from council should be adjusted annually by at least the level of inflation. If funding is frozen at the current level, even with the addition of the proposed \$200,000, it will not be sufficient to guarantee that service levels will be able to be maintained in later years.</li> <li>• Consideration should also be given to providing funding for expanding services where required. For example, the Manurewa CAB has opened a satellite bureau in Clendon town centre due to the high needs of the population there.</li> <li>• The board would like Auckland Council to advocate to central government for them to also increase their funding to the CAB. The majority of services offered by CAB support central government agencies rather than local government functions, so it is inequitable to expect local authorities to provide the largest source of funding for them.</li> </ul>
<p>d) request that a copy of this feedback be forwarded to all local boards for their information.</p>	

<b>Local Board:</b>	<b>Maungakiekie – Tāmaki</b>
Meeting Date:	26/03/2019
Resolution No:	MT/2019/21
<p>That the Maungakiekie - Tāmaki Local Board:</p> <p>a) endorse 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 2019-2021 (refer to Attachment A to the agenda report).</p>	

<b>Local Board:</b>	<b>Ōrākei</b>
Meeting Date:	21/03/2019
Resolution No:	OR/2019/35
<p>That the Ōrākei Local Board approve its feedback on the new Citizens Advice Bureaux (CAB) Funding allocation model – March 2019 as tabled.</p>	
<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 (e.g. alignment with local board boundaries)</li> <li>3. Other local funding considerations</li> <li>4. Any other local feedback regarding CABs</li> </ol>	<ol style="list-style-type: none"> <li>1. The Ōrākei Local Board prefers a 100% funding-based allocation, but supports the recommended 90:10 model.</li> <li>2. It is unclear how well bureau areas are served as information is not available (despite being requested) as to where enquiries originate from. In terms of walk-ins, the CAB in the OLB area (currently in Remuera) sees only a handful of walk-ins per day and this appears to be declining. We suspect our constituents also visit Glen Innes, Panmure and CABx near their workplaces, such as at the Auckland Library. Currently the CAB is not centrally located in the Local Board area.  We also note that most enquiries are not contingent on a local CAB as most enquiries are by phone or on-line and so local board boundaries become irrelevant to the service that CAB provides, and from a community perspective most people are unaware or not concerned with Local Board boundaries if they want to visit a CAB.</li> <li>3. The Board would like to see signs that the CABx are exploring alternative business models to enable them to be more agile in adapting their service provision via Council facilities and other venues, by using other funding and operating mechanisms</li> <li>4. The Ōrākei Local Board recently made a decision to sell a site which supports a CAB office in order to raise revenue to fund the redevelopment of a much-needed fit-for-purpose community centre in its area. The Board is looking to relocate the CAB to another community centre while the redevelopment occurs. This is an example of how flexibility should be encouraged in how CAB services are provided in the Local Board area.  Not only should a Local Board have the flexibility to change funding and service provision arrangements as local circumstances and community needs change, the CABx should be moving to more flexible ways of operating and not be solely reliant on Council accommodating them. Other organisations, work on a pack-in/pack-out basis, enabling the community space to be used by other groups when they are not there.  Last year, in considering the three options presented, the Ōrākei Local Board had 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.</li> </ol>

<b>Local Board:</b>	<b>Ōtara-Papatoetoe</b>		
Meeting Date:	19/03/2019		
Resolution No:	OP/2019/28		
<p>That the Ōtara-Papatoetoe Local Board:</p> <p>a) approve the attached feedback on the new model for allocating funding to Citizens Advice Bureaux.</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <p>1. The basis of funding allocation, including the population estimates and deprivation index</p> <p>2. Bureau areas served (e.g. alignment with local board boundaries)</p> <p>3. Other local funding considerations</p> <p>4. Any other local feedback regarding CABs</p> </td> <td style="vertical-align: top;"> <p>The Ōtara-Papatoetoe Local Board acknowledges that a lot of work has gone into developing a model that is acceptable to all CABs.</p> <p>In that regard we agree to support the model of funding Auckland Citizens Advice Bureaus (ACAB) equitably based on population and deprivation/accessibility</p> <p>However, we are very concerned that this model now results in a decrease to the Ōtara CAB funding even though Ōtara CAB is an area of high deprivation.</p> <p>If the current funding levels of Ōtara CAB are at their current level based on need, then a reduction in funding will disadvantage the local community and other people who use this service in Ōtara.</p> <p>We recommend that there should be more weight put on deprivation (20%-30%). High population does not necessarily equate to higher usage, in fact Ōtara sees higher usage. Under the proposed model, the more affluent area such as Howick will get more funding because population has such a heavy weighting.</p> <p>We understand CAB initial feedback was to not include usage because it disguises the complexity. However, Otara would have high usage plus complexity, yet it is getting less money.</p> <p>We also recommend that the accessibility aspect of the funding criteria includes the provision of services to culturally and linguistically diverse populations – based on the population that each bureau serves.</p> <p>The board supports the proposal to fund ACABs at a bureau level instead of the current cluster level funding and would like to see that population funding accounts for users who attend services across local board boundaries.</p> <p>If the deprivation percentage is not increased the board will only endorse the request for the additional funding of \$200,000 per annum if it becomes a permanent addition to the overall funding from Council. This will complement the changes within the preferred model and maintain current funding levels.</p> <p>This funding is crucial to addressing the reduction that Ōtara CAB will have if we maintain the current funding level.</p> <p>The board requests improved reporting and access to consistent data on the service at both a regional and sub-regional level.</p> <p>The board requests the funding allocation calculation is completed bi-annually to take into account population changes in local board areas.</p> </td> </tr> </table>		<p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <p>1. The basis of funding allocation, including the population estimates and deprivation index</p> <p>2. Bureau areas served (e.g. alignment with local board boundaries)</p> <p>3. Other local funding considerations</p> <p>4. 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<b>Local Board:</b>	<b>Papakura</b>
Meeting Date:	27/03/2019
Resolution No:	PPK/2019/35
<p>That the Papakura Local Board:</p> <p>a) support, in general, the new model for allocating funding to Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation).</p> <p>b) support increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in 2019/2021.</p> <p>c) provide the following feedback on the new model for allocating funding to Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation):</p> <p>What are the local board views on the preferred model for allocating funding to CABs, including:</p> <p>1. The basis of funding allocation, including the population estimates and deprivation index.</p> <p>2. Bureau areas served (eg: alignment with local board boundaries)</p> <p>3. Other local funding considerations</p> <p>The Papakura Local Board in general supports the preferred jointly developed model (2019) to fund Auckland Citizens Advice Bureaux (ACAB), i.e. Population (90%); Deprivation/Accessibility (10%).</p> <p>The Papakura Local Board agree with the jointly developed 2019 model for “local board boundaries and subdivisions to bureau level”, noting that:</p> <ul style="list-style-type: none"> <li>Local Board boundaries and subdivisions to bureau level means that local board populations have been assigned to individual bureaux to make the population based calculations in the funding model. This compares to the current model where population based funding is set for the southern cluster of CABs and then apportioned to individual bureaux on legacy funding rates. In the current model Franklin population is not included in the southern cluster calculations.</li> <li>In the preferred model Papakura Local Board area population and most of Franklin Local Board area (with the exception of Maraetai / Beachlands which goes to Pakuranga CAB) is assigned to Papakura CAB.</li> <li>It is noted that to moderate the funding redistribution impact between bureaux, population factor based increases in funding to CAB would be capped at 10 per cent.</li> <li>The assignment of population will help set a basis for the regional network service provision piece of work ie: on how to encourage good access to the service across Auckland.</li> </ul> <p>The board welcomes the acknowledgement that the Papakura CAB provides services for clients from the Franklin Local Board area.</p> <p>It is important for the CAB to maintain its identity as outsourcing, for example to a legal firm, will create confusion for the users.</p> <p>The Papakura Local Board support the proposed additional \$200,000 per annum to make the changes within the preferred 2019 jointly developed model and maintain current service levels.</p>	

4. Any other local feedback regarding CABs	<p>The board questions whether this additional sum will keep pace with the rapid growth occurring in the Auckland region.</p> <p>The Papakura CAB has reached capacity and is in desperate need of a larger facility.</p> <p>The board requests that the funding allocation calculation be completed bi-annually to take into account population changes in local board areas.</p> <p>There is significant growth occurring in and around Papakura and along the Franklin / Papakura Local Board boundary. The opening of a Franklin service will not necessarily impact on the Papakura CAB office.</p> <p>The CAB relies heavily on volunteers. Underfunding causes tension and stress for the volunteers which impacts on retention.</p> <p>d) request that a copy of this feedback be forwarded to the Franklin Local Board for its information.</p>
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<b>Local Board:</b>	<b>Puketāpapa</b>
Meeting Date:	21/03/2019
Resolution No:	PKTPP/2019/30
That the Puketāpapa Local Board:	
a) endorse the new model for allocating funding to Citizens Advice Bureaux (based on 90 percent population and 10 per cent deprivation), and increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in 2019-2021 as a pragmatic decision.	

<b>Local Board:</b>	<b>Rodney</b>
Meeting Date:	21/03/2019
Resolution No:	RD/2019/18
That the Rodney Local Board:	
a) provide the following 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 2019-2021 (refer to Attachment A to the agenda report): <ul style="list-style-type: none"> <li>i. do not support any changes to the funding model at this time, as the quality of data available from Citizens Advice Bureaux on their usage and local demand is not sufficient or consistent between bureaux to enable the local board to provide informed feedback</li> <li>ii. note that it is not clear from the information provided what the impact of the proposed new funding model will be on the provision of services by individual bureaux and whether this is the best outcome for our communities</li> <li>iii. recommend that the Governing Body continue the status quo level of funding for Citizens Advice Bureaux, and defer a decision on any future funding model until the Auckland Citizens Advice Bureaux Incorporated can provide reliable and consistent data on the usage of bureaux across the region that can clearly illustrate what the impact of any funding allocation model will be on individual bureaux</li> </ul>	

iv. note that the Rodney Local Board is not resourced to support the two bureaux in its local board area (Helensville and Wellsford), both of which stand to have their funding cut under the proposed model (unless there is a regional top up in funding).

<b>Local Board:</b>	<b>Upper Harbour</b>
Meeting Date:	21/03/2019
Resolution No:	UH/2019/20
<p>That the Upper Harbour Local Board:</p> <p>a) does not have a view regarding the proposed 're-balancing' of funding from Citizens Advice Bureau North Shore to WaiCAB, as:</p> <ul style="list-style-type: none"> <li>i. the agenda report contains no information around the impact, either positive or negative, that any potential 're-balancing' may have on Upper Harbour residents</li> <li>ii. the local board has received no information or advice to date on how and where Upper Harbour residents choose to access services provided by Citizens Advice Bureaux</li> <li>iii. the local board has received no information to date with regard to the types of services Upper Harbour residents seek from Citizens Advice Bureaux.</li> </ul> <p>b) does not support a funding model based on 90 per cent population and 10 per cent deprivation because Upper Harbour has a very high proportion of residents who are migrants and as such, many will have as complex needs as those facing higher levels of deprivation.</p> <p>c) note that there are no Citizens Advice Bureaux within the Upper Harbour area and that libraries also provide a portal into information to help Citizens Advice Bureau clients address issues.</p>	

<b>Local Board:</b>	<b>Waiheke</b>
Meeting Date:	27/03/2019
Resolution No:	WHK/2019/61
<p>That the Waiheke Local Board:</p> <p>a) support increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 per annum in 2019-2021 (refer to Attachment A to the agenda report).</p> <p>b) reiterate previous feedback given on the existing Auckland Citizens Advice Bureaux model and the Waiheke service.</p>	

<b>Local Board:</b>	<b>Waitākere Ranges</b>
Meeting Date:	28/03/2019
Resolution No:	WTK/2019/31
<p>That the Waitākere Ranges Local Board:</p> <p>a) endorse the new model for allocating funding to Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation) and increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in 2019-2021.</p>	

<b>Local Board:</b>	<b>Waitematā</b>
Meeting Date:	19/03/2019
Resolution No:	WTM/2019/38
<p>That the Waitematā Local Board:</p> <ul style="list-style-type: none"> <li>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 2019-2021 (refer to Attachment A to the agenda report).</li> <li>b) support the retention of the additional \$200,000 to be incorporated in the baseline grant from 2019-2021 provided to the Auckland Citizens Advice Bureaux Incorporated, making a total grant of \$2,067,000 given their vital and effective role.</li> <li>c) support the proposed new model for allocating funding for the CABx only on the condition the additional \$200,000 grant is retained.</li> <li>d) if the additional \$200,000 grant is not retained, confirm its preference for what is described as the Council Staff model, because it would ensure adequate funding for Central Auckland CABx which have high client usage by vulnerable people.</li> <li>e) express its appreciation for the funding provided by Auckland Citizens Advice Bureaux this year to Citizen Advice Bureaux Auckland Central, which were under financial pressure and note that this was enabled by the additional \$200,000 council grant in the current financial year.</li> </ul>	

<b>Local Board:</b>	<b>Whau</b>
Meeting Date:	27/03/2019
Resolution No:	WHK/2019/32
<p>That the Whau Local Board:</p> <ul style="list-style-type: none"> <li>a) endorse the new model for allocating funding to Citizens Advice Bureaux (based on 90 per cent population and 10 per cent deprivation) and increasing the baseline grant to Auckland Citizens Advice Bureaux Incorporated by \$200,000 in 2019-2021.</li> <li>b) note that consideration is being given to the integration of Citizens Advice Bureau office space within the planned Avondale multipurpose centre.</li> </ul>	