

Memo

26 January 2017

To: All Local Board members

cc: Graham Bodman, General Manager – Arts, Community and Events
Karen Lyons, General Manager Local Board Services

From: Christine Olsen, Community Empowerment Manager – Arts, Community and Events

Purpose

To update local boards on the council's relationship with CABx, particularly regarding:

- the new Strategic Relationship Agreement between the council and ACABx
- developing an outcomes measurement framework
- progress towards a multi-premises lease agreement for CABx
- the local board - CABx relationship.

Background

Thirty-one CABx operate in the Auckland region, with the council as their primary funder. For 2016/2017 ACABx received \$1,811,434 from the council for operational funding.

The council funds CABx through ACABx; a board made up of nine representatives from across Auckland Bureaux. ACABx distributes the council funding to CABx using a population based funding model. Attachment A shows how CABx funding is allocated across Auckland (extracted from ACABx 2015/2016 annual report).

Strategic Relationship Agreement and CABx strategic direction

Strategic direction

ACABx is currently developing a strategic plan for 2016-2018. The strategic plan will help CABx to ensure the services they deliver are relevant to Aucklanders and responsive to changing needs and opportunities.

Council and ACABx have agreed to:

- meet a minimum of four times a year to progress shared outcomes
- develop and implement a shared work programme including a range of initiatives at both strategic and operational levels that is reviewed on an annual basis
- develop and maintain a strong and healthy relationship.

Strategic Relationship Agreement

On 30 June 2016, the Strategic Relationship Agreement SRA which governed the council-ACABx relationship expired. The council and ACABx signed a new SRA on 24 May 2016, Attachment B. Staff will review the shared work programme in May 2017.

The council and ACABx are mutually accountable for delivering on the SRA, and reporting progress to each other and to third parties.

An inter-departmental group of council staff is working with ACABx to implement the SRA. The Community Empowerment Manager is responsible for ensuring the SRA is implemented successfully.

The council and ACABx' roles under the SRA are as follows:

Council	ACABx
brokering and facilitation of internal council processes and cross-council relationships	distribute council funding to Auckland Bureaux
co-ordination and planning with ACABx to deliver the SRA	work with the council to develop the strategic direction for CABx services in Auckland
share information and knowledge to inform key decision makers	support other arrangements with the council and other bodies on behalf of Auckland Bureaux
engaging with local communities to understand community need and aspirations	
Kaitiakitanga / guardianship (of the city's people and resources)	

Biennial work programme under the Strategic Relationship Agreement

The SRA includes an outline of work priority areas for 2016-2018. They are:

- partnering – clarifying the council - ACABx relationship framework in practice
- annual work programme development and implementation – refining the annual joint programme of work that will progress our shared outcomes
- policy development – enabling a process for ACABx to contribute to the council's social policy development.

The council staff and ACABx board held the first of four joint workshops on 9 December 2016 to progress these areas.

Accountability and measuring outcomes

ACABx' latest accountability report, for the period 1 July 2015 to 30 June 2016, is included as Attachment C.

A new reporting model will create a more relevant and valuable reporting process to give visibility to the work of CABx.

Developing an outcomes measurement model

Staff are working with ACABx to design a way of measuring outcomes that will:

- report outcomes for service users and the community
- guide strategy and service delivery
- provide evidence that the service is achieving its desired impact.

The new outcomes measurement model is expected to:

- demonstrate impacts
- allow for more strategic, targeted services

- improve services
- improve resource allocation.

ACABx will apply the new reporting model in 2017/2018.

Review of Citizen Advice Bureaux services

Staff are preparing to review CABx services. The review will include agreeing the council's expectations as a key funder. As part of the review staff will consult local boards as key stakeholders between February and March 2017. In April 2017 staff will report the findings and advise how progress will be made to achieve a regional service standard for Auckland Bureaux.

The review responds to the Regional Strategy and Policy Committee's resolution of 7 April 2016:

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. REG/2016/22 b).

Multi-premises lease negotiations

The Auckland Bureaux have agreed to surrender existing occupation contracts and to enter into a multi-premises lease. The initial term of the lease would be for two years with two rights of renewal each being for a three year period.

The proposed lease allows for more streamlined addition and removal of premises to meet both the changing accommodation and business needs of Auckland Bureaux. For the council, a multi-premises lease will enable more efficient, consistent and streamlined lease management. ACABx have welcomed the initiative as it would simplify their administration and enhance budgeting.

Staff have met with local boards to seek approval for a multi-premises lease. Staff are working with some local boards to resolve outstanding issues around approving a multi-premises lease.

Relationships between local boards and Auckland Bureaux

Local boards hold relationships with their local bureaux, and will have detailed knowledge of both their individual CABx delivery and of their local communities' needs.

Local Board Services Relationship Managers are the agreed first point of contact for local CABx to:

- report to local boards on service usage and other matters of interest
- provide informal updates
- provide opportunities to input into future local community development and local CABx service development
- consider opportunities for co-location or location in Auckland Council-owned facilities.

CABx may approach their local boards for funding in addition to the core funding allocated through ACABx and accommodation support. Local boards are not precluded from investing in local CABx services. Such funding is at the local boards' discretion, but should be negotiated with clear outcomes and expectations agreed.

Attachment A - Auckland Bureau Funding

Attachment B - Strategic Relationship Agreement Auckland Council and Auckland Citizens Advice Bureaux

Attachment C - ACABx Accountability Report to Auckland Council 1 July 2015 – 30 June 2016