

## 1. DEPUTATIONS

### 1.1 Christchurch West Citizens' Advice Bureau

Raima Marr and Bob Shearing attended to provide additional information in support of the application for funding by the Christchurch West Citizens' Advice Bureau towards the cost of paying a co-ordinator. The role and operation of the Bureau based in Hornby was outlined, being one of three in the Christchurch area. Forty volunteer interviewers were based at this Bureau.

The co-ordinator's role was to liaise with the teams of volunteers and to keep the management committee informed. Case studies were forwarded to the regional office monthly. It was seen as a specialised role, requiring a knowledge of business operations as well as maintaining rapport with the volunteers. Currently about 30 hours per week was worked, which was felt to be an unreasonable load for an unpaid person.

While training was combined with the other Bureaux in Christchurch and some aspects of the computer system, each Bureau was autonomous. The Christchurch West Bureau had recorded 1,300 walk-in enquiries over the past year, representing more than one-sixth of its total enquiries.

Members' questions included the possibility of combining the administrative functions of the three Christchurch Bureaux, thus cutting infrastructure costs; the use of a call centre; expenses involved in relation to a regional meeting; the effects of centralising the Bureaux; and investigations of other funding sources.

The Chairman thanked the speakers for their presentations and the supporters for attending.