

## Overview of Responses and Recommendations

Budget Proposals 16/17: Cash Office, Market Street		Sean Anderson - Head of Customer Services	19 January 2016 Version 2 (Exec)
<b>Proposal:</b>	To close the Cash Office at Market Street and extend the alternative payment provision via 'PayPoint'.		
<b>Total budget 15/16:</b>	£166,000	<b>Recommended officer saving 16/17:</b>	£44,000 (26%)
<b>Initial proposed saving 16/17:</b>	£44,000 (26%)	<b>Final recommendation to Executive 16/17:</b>	To proceed with this savings proposal, without any modifications.
<b>Nos of responses:</b>	23 in total, one from a parish council.		
<b>Key issues raised:</b>	<p>Concern that this would primarily impact on the elderly and disabled users of the service and a general reluctance and distrust in using the alternative methods of payment. The removal of a 'personal' service was also cited.</p> <p>Suggestions that the service should remain unchanged</p>		
<b>Equality issues:</b>	Equality issues were raised and these will be addressed in the Stage Two Equality Impact Assessment.		
<b>Suggestions for reducing the impact on service users:</b>	<b>Suggestion</b>	<b>Council response</b>	
	Rather than a total closure of the Cash Office keep it open one day a week.	Operational costs would not significantly reduce as a consequence.	
	Offer discounts for those paying via the Post Office.	The Council does not offer discounts as the cost of the discount would have to be borne by residents and businesses within the District	
<b>Alternative options for applying the saving in this area:</b>	<b>Suggestion</b>	<b>Council response</b>	
	Close the Calcot Office instead of the Cash Office	The Cash Office functionality has alternative methods of provision whilst the Calcot Office provides residents to the east of the district access to pan- authority Council service provision. The operational cost of Calcot is also significantly less than that of eth Cash Office and would deliver the same level of saving.	
<b>Suggestions for how others may help contribute:</b>	Suggestions received; reduce Senior Officers salaries, and reduce Civil Enforcement Officers to mitigate the Cash Office costs.		

**NB:** This overview and recommendation paper should be read in conjunction with the Summary of Responses and Verbatim Responses received in relation to this proposal, circulated electronically to all members alongside the agenda pack and published online on our [Consultation Portal](#).

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<b>Officer conclusion as a result of the responses:</b>	The exercise has not highlighted any impacts that are not already anticipated.		
<b>Officer recommendation as a result of responses:</b>	Feedback has not uncovered any further issues which would prevent the council from proceeding with this proposal. It's therefore recommended to implement this proposal with no changes.		

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