

Overview of Responses and Recommendations

Budget Proposals 16/17: Citizen's Advice Bureau (CAB)		Andy Day - Head of Strategic Support	19 January 2016 Version 2 (Exec)
Proposal:	To reduce the funding of the Citizen's Advice Bureau.		
Total budget 15/16:	£239,892	Recommended officer saving 16/17:	£15,000 (6%)
Initial proposed saving 16/17:	£15,000 (6%)	Final recommendation to Executive 16/17:	To proceed with this savings proposal, without any modifications.
Nos of responses:	There were 16 responses to this proposal. Three of the responses were from Parish Councils.		
Key issues raised:	<p>Three of the responses suggested that the proposed reduction in funding was modest. The other responders suggested that any delays in clients being able to see CAB advisors could impact on the wider family and particularly young people when they are involved.</p> <p>CAB has advised that the impact of this proposed reduction would see their office shut on a Thursday afternoon. This would mean that anyone seeking help would have to wait from Thursday lunch time until Monday morning to see an advisor. In addition, if any further reductions were proposed in future years then this would mean that outreach services and specialist services such as welfare benefits advice would then be lost meaning a great deal of more vulnerable people could come to the Council (customer services) and create more work in this part of the Council which will not be staffed to manage this demand.</p>		
Equality issues:	None were drawn out from the responses.		
Suggestions for reducing the impact on service users:	Suggestion	Council response	
	No suggestions were forthcoming.	It is clear that CAB will have to close their offices on a Thursday afternoon in order to manage this proposed reduction in funding. This will mean clients having to potentially wait from Thursday lunchtime until Monday to receive advice and support. Any future funding reductions would also mean specialist services, such as welfare benefits advice, being stopped which could have a perverse impact on the Council in that these people will then be referred to the Council.	
Alternative options for applying the saving in this area:	Suggestion	Council response	
	There were no suggestions as to where this funding should come from if not the current funding stream.		

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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Suggestions for how others may help contribute:	There were no suggestions as to how others could contribute to the costs of providing this service.		
Officer conclusion as a result of the responses:	Based on the responses received there is no reason why this proposal should not proceed.		
Officer recommendation as a result of responses:	<p>Feedback has confirmed that CAB will have to shut their offices on a Thursday afternoon meaning that clients will have to wait from Thursday lunch time until Monday morning to access support and advice. It was expected that a reduction of £15,000 would mean potential a loss of opening hours and the consultation has confirmed this.</p> <p>It's therefore recommended to implement this proposal with no changes.</p>		

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