

## Overview of Responses and Recommendations

Budget Proposals 16/17 Phase Two: Citizen's Advice Bureau (CAB)		Andy Day – Head of Strategic Support	24 March 2016 Version 2 (Executive/Council)
<b>Proposal:</b>	To reduce the funding provided to the CAB.		
<b>Total budget 15/16:</b>	£219,892	<b>Recommended officer saving 16/17:</b>	£40,000 (18%)
<b>Initial proposed saving 16/17 (incl. Phase One and Two):</b>	£40,000 (18%) (Phase One - £15,000)	<b>Final recommendation to Executive/Council:</b>	To proceed with this savings proposal, but make £25,000 of transitional funding available in 2016/17
<b>No. of responses:</b>	<p>In total, 91 responses were received, 81 of which included comments. Of those who responded:</p> <ul style="list-style-type: none"> <li>• 85 were individuals</li> <li>• Four were a group / organisation</li> <li>• Two were a Town / Parish Council</li> </ul> <p>24 responses were from non-users of the service.</p>		
<b>Key issues raised:</b>	<p>CAB is a service which is essential to the vulnerable people living in West Berkshire. With the introduction of the new welfare and benefits allowances having access to free independent financial advice and support is crucial. One of those responding made the point that a “crisis” never makes an “appointment”.</p> <p>Another comment made was that at a time when the council was having to cut services and jobs, the services offered by CAB were even more relevant.</p>		
<b>Equality issues:</b>	No issues were raised during the consultation, that weren't already included in the EqIA stage one.		
<b>Suggestions for reducing the impact on service users:</b>	<b>Suggestion</b>	<b>Council response</b>	
	One response suggested that CAB should have an online booking system which would help to alleviate some of the stress of waiting to see an advisor.	This is something which CAB would need to consider.	
	Another suggestion was for “better off” people that used the services provided by	This is something which CAB would need to consider.	

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	CAB should be asked to pay a contribution similar to say Relate service.		
	Another suggestion was that people in need of the service could possibly do an element of self service if the website was structured in a different way. It was acknowledged that not everyone had access to online services.	This is something which CAB would need to consider.	
Alternative options for applying the saving in this area:	Suggestion	Council response	
	None received.		
Suggestions for how others may help contribute:	There were no other suggestions as to how others may help in mitigating the impact of this proposal other than the contribution suggestion referred to above.		
Officer conclusion:	<p>It is recognised that vulnerable people might be impacted by the reduction in opening hours of CAB. Although some advice and support is available online it is acknowledged that face to face contact and support is more valuable in a time of need. It is also acknowledged that CAB operate a very effective triage service, which again helps to identify those in most need so that they can be seen by an advisor quickly.</p> <p>Notwithstanding, feedback from the consultation process has not resulted in any issue being raised which would prevent the council from proceeding with the proposal. The feedback has also not generated any viable counter-proposal which would mitigate the proposal.</p>		

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