

Draft - Supporting Information and Impact Assessment

Proposal:	Citizens' Advice Bureau (CAB)
Executive Lead:	Cllr Julien Parrott, Lead for Adults and Children
Director / Assistant Director:	Caroline Taylor, Director Adult Services

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Section 1: Background Information	
1.	<p>What is the proposal/issue?</p> <p>The proposal is to further reduce the funding given to the Torbay Citizens Advice Bureau (CAB).</p> <p>The proposal is to reduce the funding by £6k.</p>
2.	<p>What is the current situation?</p> <p>Torbay CAB provides free, impartial, confidential and independent advice, information and assistance to the public. The issues covered range from life events through all aspects of benefits, debt, disabilities, employment law and relationships.</p> <p>As a charity Torbay CAB receives no direct funding from government and is dependent on grants and donations from a variety of sources. Torbay Council provides a grant that equates to approximately 30% of Torbay CAB's funding. This is not a statutory service.</p> <p>The current Service Level Agreement (SLA) between Torbay Council and Torbay CAB is renewable on a yearly rolling basis unless parties choose to terminate by agreement.</p> <p>The proposal is to reduce the level of funding provided by the authority, whilst still providing financial assistance to the CAB to support them in delivering services to the community. Torbay CAB actively seeks to secure resources from other areas, whilst at the same time exploring opportunities to deliver their services more effectively and efficiently. However, this additional funding is not guaranteed and any potential reductions in alternative financial support would have a cumulative impact, when combined with the council's savings proposals.</p> <p>No significant implementation costs are associated with this proposal, though potential costs to the wider community are reflected in section 2. of this Impact Assessment.</p>

<p>3.</p>	<p>What options have been considered?</p> <p>As there is no statutory requirement for the council to support the local CAB, one option could be to cease funding completely (this has occurred in at least one other local authority and maybe in others).</p> <p>However, given the nature of Torbay’s economy and the underlying deprivation present in some of our communities, it is not felt appropriate at present to cease funding completely. The proposal offers a balance between achieving savings for the council (which will be partly balanced by the CAB itself exploring options to work more efficiently) and still providing an independent advice and information service to the people of Torbay. However, potential reductions in the funding that the CAB receives from other sources would have a cumulative impact, when combined with the council’s savings proposals.</p> <p>In parallel to this, future options will be developed with regards to how we commission and procure information, advice and advocacy services and encourage providers to build on their partnerships with each other, to achieve a more integrated offer to the public.</p>
<p>4.</p>	<p>How does this proposal support the ambitions, principles and delivery of the Corporate Plan 2015-19?</p> <p>Ambitions: Prosperous and Healthy Torbay</p> <p>Principles:</p> <ul style="list-style-type: none"> • Use reducing resources to best effect • Integrated and joined up approach <p>Targeted actions:</p> <ul style="list-style-type: none"> • Protecting and supporting vulnerable adults
<p>5.</p>	<p>Who will be affected by this proposal and who do you need to consult with?</p> <p>The proposal directly affects Torbay CAB, together with potential users of their services.</p> <p>Consultation will take place with the following:</p> <ul style="list-style-type: none"> • Torbay CAB; and • general public.

6.	<p>How will you propose to consult?</p> <p>Consultation on this proposal will commence following the announcement of the Mayor's draft budget proposals in October 2017. This will include direct consultation with Torbay CAB.</p> <p>To ensure that all potential future users of this service are given the opportunity to have their say, information along with a survey will be made available online and in paper as part of the wider consultation on the Mayor's budget.</p>
<p>Section 2: Expected Implications and Impact Assessment (These sections will be updated and expanded following the consultation period.)</p>	
7.	<p>What are the <u>expected</u> financial and legal implications?</p> <p>The proposal would achieve a financial saving of £6k.</p> <p>There are limited direct cost implications though the proposed reduction in funding to the CAB might lead to an increase in presentations to Torbay Council information and advice services (see below).</p> <p>There are no legal implications as we are not proposing to terminate the contract at this stage, which is renewable on a yearly rolling basis. The funding is not statutory.</p>
8.	<p>What are the <u>expected</u> risks?</p> <p>As we are not proposing to discontinue funding to Torbay CAB the expected risks are partially minimised. The CAB does access monies from other funding streams but this is not guaranteed and there might be a cumulative impact, if other funders also reduce/cease their financial support to the organisation, on top of the reductions proposed by the council. The impact on the service provider might require them to reduce their service and case-load. A reduced level of information and advice might therefore risk:</p> <ul style="list-style-type: none"> • the CAB may not be able to deliver as many advice sessions to their client base, which may have a negative impact on individuals (including reduced incomes); • there may be an increase in demand across other functions e.g. the council's Connections service (face-to-face and telephone enquiries), GPs, etc; • any reduction in the level of advice provided could lead to higher costs in the wider system e.g. loss of preventative interventions; and • if the proposal is not accepted, savings will need to be found elsewhere.

Section 2: Implications and Impact Assessment

9.	Public Services Value (Social Value) Act 2012 Not applicable.
10.	What evidence / data / research have you gathered in relation to this proposal? There are high levels of deprivation with Torbay falling within the top 14% of most deprived districts in England and Wales in the rank of average scores (Source: Deprivation Indices 2015). Torbay's total individual insolvency rate was ranked first out of 348 districts, boroughs and unitary authorities in 2015 (Source: The Insolvency Service). As part of the budget consultation council officers will meet with the manager of Torbay CAB and the proposal will also be included in the questionnaire available to the general public.
11.	What are key findings from the consultation you have carried out? To be completed following consultation.
12.	Amendments to Proposal / Mitigating Actions To be completed following consultation.

Equality Impacts

13	Identify the potential positive and negative impacts on specific groups			
		Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
	Older or younger people		<p>According to Advice Trends: Quarterly client statistics of the Citizens Advice services in England and Wales (July – Sep 2016) CAB proportionally sees more clients in the ‘working age’ bracket (25 – 64 years of age).</p> <p>Any decrease in funding and potential subsequent reductions in service might therefore impact more on this population group in Torbay.</p>	
	People with caring Responsibilities	No differential impact.		
	People with a disability		<p>According to Advice Trends: Quarterly client statistics of the Citizens Advice services in England and Wales (July – Sep 2016) CAB proportionally sees more clients with a disability.</p> <p>Any decrease in funding and potential subsequent reductions in service might therefore impact more on this population group in Torbay.</p>	
	Women or men		<p>According to Advice Trends: Quarterly client statistics of the Citizens Advice services in</p>	

		<p>England and Wales (July – Sep 2016) CAB proportionally sees slightly more female clients than men.</p> <p>Any decrease in funding and potential subsequent reductions in service might therefore impact more on this population group in Torbay.</p>	
People who are black or from a minority ethnic background (BME) <i>(Please note Gypsies / Roma are within this community)</i>	No differential impact.		
Religion or belief (including lack of belief)	No differential impact.		
People who are lesbian, gay or bisexual	No differential impact.		
People who are transgendered	No differential impact.		
People who are in a marriage or civil partnership	No differential impact.		
Women who are pregnant / on maternity leave	No differential impact.		
Socio-economic impacts (Including impact on child poverty issues and deprivation)		<p>According to Torbay CAB's Annual Report (2015/16) as a result of providing support to people there were confirmed financial gains for clients totaling £1,321,715 during 2015/16.</p> <p>The proposed reduction in funding to the CAB might mean that fewer clients are helped, possibly</p>	

		<p>leading to a fall in income flows to the local economy.</p> <p>According to Advice Trends: Quarterly client statistics of the Citizens Advice services in England and Wales (July – Sep 2016) CAB proportionally sees more clients who are unemployed or economically inactive.</p> <p>Any decrease in funding and potential subsequent reductions in service might therefore impact more on this population group in Torbay.</p>	
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	<p>According to Advice Trends: Quarterly client statistics of the Citizens Advice services in England and Wales (July – Sep 2016) CAB proportionally sees more clients with long-term health problems and/or mental health issues.</p> <p>Any decrease in funding and potential subsequent reductions in service might therefore impact more on this population group in Torbay.</p>	
14	Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)	A reduction in council funding might mean that the CAB might not be able to absorb any increase in demand or might lead to delays in responding to enquiries e.g. through a possible reduction in the opening hours available to the public.	

15	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	Any national or local changes to benefits policies e.g. such as the introduction of Universal Credit might have a cumulative impact on the service. This may include an increase in overall enquiries related to benefits or more clients being redirected from other service such as Jobcentre Plus.
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