## **Analysis of freetext questions as at 25/01/2019 (from 807 responses overall – not all respondents answered these questions)**

## **Q7 - Do you think that any individuals with these protected characteristics would be negatively affected by the proposed funding reduction and if so why? ‘Other’ responses**

485 comments relating to this question were received and have been summarised by theme in the table below, with the percentage commenting in that way.

Note: percentages relate to those answering the question, not the consultation overall

|  |  |
| --- | --- |
| **Theme** |  **% of comments** |
| **All people with protected characteristics/everyone who uses the CAB** | 57.5% |
| **Vulnerable/disadvantaged people** (e.g. the poor, addicts, those with nowhere else to go, those who cannot afford to pay for legal advice, those who need impartial advice) | 14.6% |
| **People with disabilities/mental health problems –** as cannot access online services, need face to face help with letters/forms etc | 9.1% |
| **Older people –** as cannot access online services as easily, problems with transport due to cuts to bus services | 7.4% |
| **None of these** - can use online services/there should be no barrier to service | 3.9% |
| **People needing to claim benefits/needing help to fill in benefit claim forms** | 3.5% |
| **Those unable to access or afford legal advice** – especially since cuts in legal aid and those not having the confidence to deal with legal professionals | 2.1% |
| **Those with literacy problems/English not as first language** | 1.6% |
| **Charities** (will get more call on their services, but won't get increased funding) | 0.2% |

**Q8 - Given the reduced funding do you have any suggestions for how we may prevent these individuals from being negatively affected?**

489 people answered this question and their responses have been summarised by theme in the table below, with the percentage answering in that way

Note: percentages relate to those answering the question, not the consultation overall

|  |  |
| --- | --- |
| **Theme** | **% of responses**  |
| **No suggestion but general opposition to reduction**/details of personal help received from CAB (e.g. claiming benefits, helping sort out arrears of rent or utility bills, reducing the need to rely on NHS services as dealing with CAB eases stress which can make existing mental health conditions worse) with the comment that without funding, the CAB could not provide such help | 36.4% |
| **Don’t cut funding –** comments on how important the CAB is to those who need to use it | 26.8% |
| **Deliver service differently** (e.g. outreach, mobile, home visits, GP surgeries, libraries, hubs, 24 hr helpline, online, pop-up CABs in other offices, reduce opening hours, copy Barclays Bank ‘digital eagles’ initiative of providing support and education in the community) | 11.0% |
| **Suggestions for savings to be made elsewhere in SCC rather than reduce funding**(e.g. cut number of councillors, merge Police and Crime Commissioner with Norfolk, cut council staff salaries, scrap ‘vanity’ projects, use reserves, reduce funding to less essential services – rights of way, archaeology, museums- spend more on services which will need to take up demand that CAB won’t be able to meet) | 7.2% |
| **CAB should source its own funding**/be more economic/seek lottery funding/secure funding from businesses such as Tesco or Sainsbury’s who support a national and local charity each year/ secure funding from district and borough councils | 5.1% |
| **Collaborate/partner with other similar organisations** (e.g. share volunteers, more visibility or signposting of similar/alternative sources of help) | 4.1% |
| **Income generation** (e.g. small charge for service, ask councillors to contribute, increase Council Tax, secure funding from district and borough councils) | 4.1% |
| **Ensure a face to face service still exists -** for those who can’t use online services, telephone, need help with forms, letters etc | 3.3% |
| **Lobby central government to stop making cuts,** to reinstate legal aid and make more funding available | 2.0% |

**Q9 - Do you have any further comments on the proposed funding reductions?**

484 people answered this question and their responses have been summarised by theme in the table below, with the percentage answering in that way

Note: percentages relate to those answering the question, not the consultation overall

|  |  |
| --- | --- |
| **Theme** | **% of responses** |
| **Cutting funding will hit the vulnerable** andcreate costs in the long term through greater demand on other SCC services – reduction seen as a false economy  | 39.3% |
| **Opposition to cuts –**no specific suggestions, just negative comments and suggesting that more not less funding is required | 38.6% |
| **Secure funding from other means** (e.g. make savings elsewhere in SCC by cutting salaries, using reserves etc, lobby government for more money) | 7.0% |
| **No comment/N/a –** responses simply saying ‘No’, or that they had no suggestions | 4.1% |
| **Must keep a face to face service –** even if this means mergingwith another service -such as libraries - to deliver it for those who cannot use online or telephone services such as older people, people with disabilities, those whose first language is not English, those who need help filling in forms | 4.1% |
| **CAB must secure its own funding** – charge a small fee for users, means-test users, secure lottery funding or funding from district/borough councils  | 1.9% |
| **Happy with reduction if it saves money** - service still needed so users can access online/use phone, reduction in funding will make CAB run more efficiently | 1.7% |
| **Happy to pay more Council Tax/increase Council Tax –** those who can afford to should pay more so funding to CAB can continue | 1.4% |
| **Comments in favour of reduction –** services provided by CAB seen as duplicating those of some other organisations, reduction in funding will make CAB more focussed on those in need | 1.0% |
| **Stand up to government re austerity –** ask for more funding fromcentral governmentas the Prime Minister has said austerity is over | 0.8% |