

CITIZEN'S ADVICE BUREAU (CAB) OUTREACH SERVICES

Summary: The Council to consider providing residents with a CAB Outreach Service at the Community Meeting Place once it is open and to consider providing this service in partnership with Fairfield's Parish Council to reduce the costs.

1.0 CAB Outreach

1.1 The CAB is located at Central Milton Keynes and over the last few years, CAB has provided an outreach service to ensure that residents that may find it difficult to get to a central location, can receive advice locally.

1.2 CAB run three types of outreach service:

- Weekly Appointments
- Fortnightly Appointments
- Weekly Drop-In Service

1.3 The CAB has been working with parish and town councils to provide this service. The most popular type of appointment is fortnightly appointments and the parishes that have taken up this opportunity are Shenley Church End PC, Shenley Brook End PC, Bradwell PC, Kents Hill & Monkston PC, Broughton & MK Village PC, Walton CC and CMK TC.

1.4 Parish Councils will usually sign up to a 12 month agreement to provide CAB outreach work for residents.

2.0 CAB Outreach Trial Period

2.1 Council's considering a regular outreach service for the first time may wish to hold several trial sessions before commencing a 12-month agreement.

2.2 Sessions will be held at an agreed venue within the area to gauge demand for the service.

3.0 Cost of CAB Provision (annual costs)

Type of Service	What is Included	Annual Cost
Weekly Appointments	• A Caseworker 1 day per week inc. on-costs	£5,286
	• Advice Worker Travel Expenses	£234
	• Administration, Supervision and Project Management	£930
	• IT/Equipment costs, contribution to software licenses and case management system	£800
	• Publicity and Marketing	£300
	Total Cost	£7,550

Fortnightly Appointments	<ul style="list-style-type: none"> • Caseworker 1 day per fortnight inc. on-costs • Advice Worker Travel Expenses • Administration, Supervision and Project Management • IT/Equipment costs, contribution to software licenses and training of employee • Publicity and Marketing <p>Total Cost:</p>	<p>£2642</p> <p>£117</p> <p>£740</p> <p>£800</p> <p>£300</p> <p>£4,599</p>
Weekly Drop-In Service	<ul style="list-style-type: none"> • Lead Advice Worker inc. on costs • Advice Worker and Volunteer Travel Expenses • Administration, Supervision and Project Management • IT/Equipment costs, telephone, ongoing training • Publicity and Marketing <p>Total Cost:</p>	<p>£4,930</p> <p>£234</p> <p>£424</p> <p>£500</p> <p>£300</p> <p>£6,388</p>

3.0 CAB Services for Whitehouse Residents

3.1 Attached at Annex A is a CAB dashboard for Whitehouse residents in 2023/2024 and attached at Annex B is a dashboard for both Whitehouse and Fairfields residents.

4.0 CAB Outreach Services in Whitehouse

4.1 There is opportunity for an outreach service to be provided to Whitehouse residents at the new Community Meeting Place, once opened.

4.2 Based on the number attending needing CAB services, and if the Council wished to take up the outreach service, it would be advisable to take up the offer of trail sessions, at a cost of £175 per session. It likely that the most suitable service would be the fortnightly appointment service at a cost of £4,600 per annum.

5.0 CAB Outreach in Partnership with Fairfields parish Council

5.1 Fairfields Parish Council are keen to provide CAB outreach Services for its residents. There is an opportunity to provide an outreach service in Whitehouse and half the cost of the service by working in partnership with Fairfields Parish Council.

5.2 The only realistic option to hold outreach services currently is at The Sports Hub in Fairfields. CAB Outreach services for both Whitehouse and Fairfields residents could be introduced at the Community Meeting Place. On occasion, the service could be held in Fairfields (subject to availability).

5.3 By partnering with Fairfields, the annual cost of a fortnightly CAB outreach service for residents would be £2,300.

6.0 Decision

6.1 The Council to consider providing a CAB Outreach Service for Whitehouse or Whitehouse/Fairfield residents.