

The following question was received before the identified deadline (Thursday 12 November 2015)

Question	Response
<p><b>Question 1, from Caith Dye (Ms)</b></p> <p>The draft corporate plan states that over the next four years the Council will improve the provision of good information and advice (HSCOSC item 6/GOSC item 5, Appendix A, p6, point 1). Following the decision earlier this year not to renew the CAB's contract the Council no longer funds the provision of free, independent, quality assured and accredited legal advice for county residents. The CAB's future is extremely uncertain as reserves are currently being used to keep the generalist service open.</p> <p>Is there any information as to where the advice the Council intends to provide will come from, and how whether it is 'good' or not will be measured?</p>	<p><b>Response to question 1:</b></p> <p>Herefordshire Council's contract with Herefordshire Citizen's Advice Bureaux came to an end on March 31st last. Independently of that decision a service was commissioned by the Adults and Wellbeing Directorate to provide information, advice and signposting as required by the Care Act 2014. This service is called WISH (Wellbeing Information and Signposting for Herefordshire) and will launch in the New Year via website and physical hub. It will provide information as well as signposting to activity and services via a variety of organisations, including existing internal and external advice providers. Herefordshire Council no longer commissions advice services at the legal level provided by CAB, however we continue to work with CAB and other partners to consider future support for residents.</p>