

Stability Matters, Evidence Report from the 2016 Tayside CAB Social Policy Conference

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advice
bureau**

Recommendations

- Society must recognise that barriers to stability are both physical and psychological
- Service providers must be mindful that the most effective systems by which instability can be reduced often are not the most accessible or available to vulnerable citizens i.e. difficulties citizens encounter in attempting to open a basic bank account or having to claim Universal Credit online but have no internet access.
- To address instability, the voices of those experiencing it must be heard. Moreover, their active participation in the solutions should be encouraged
- To the greatest possible extent, those experiencing instability should be given a choice as to how they can restore stability to their lives. In particular, it is essential that welfare agencies recognise users as 'individuals' and remain mindful of the fact that 'one size fits all' approaches can generate as many problems as they seek to solve
- It is essential that key information pertaining to rights and responsibilities is communicated to vulnerable citizens i.e. those with literacy problems in the most clear and accessible means possible
- Communication must also be improved within and between bodies including the DWP and local authorities, as at present important information pertaining to welfare users is too easily lost within the bureaucratic mechanics of such organisations, generating instability
- There have been numerous positive developments made in addressing instability. Unfortunately, these have not been effectively exploited. Policy makers, service providers and grassroots activists should strive to promote these developments as well as devising new solutions
- It is vital that policy developments are thoroughly scrutinised as to what impact they may have on those individuals and groups most vulnerable to instability. To reiterate on an earlier point, it is vital that this process not be reduced to a mere formality.

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