

## Council Tax Support Consultation Analysis

An extensive consultation exercise was undertaken in relation to proposed changes to the Council Tax Support (CTS) scheme for 2020-21.

The consultation process included, writing directly to 177 households that would be affected by the changes being consulted on; promoting the consultation on the Council's website and social media channels; sending 1,000 leaflets to random customers with Council Tax Bills and CTS notifications; and through Citizens Advice who have promoted the consultation to their customers.

The number of households affected by each of the changes is shown below.

- 23 Second Adult Rebate cases
- 41 cases with capital of £6k+
- 121 cases with non-dependant deductions

\*Note: Some households may be in more than one of the categories, hence the total adding up to 185.

In addition we have also completed the statutory consultation with regard to our CTS scheme with our major preceptors (County Council, Police & Crime Commissioner & Fire Authority). They all confirmed they support the proposals contained in the consultation.

### Consultation Response

The consultation closed at mid-day on 13<sup>th</sup> November. A total of 136 responses was received. 24 of these were hard copies returned by customers that were written to directly (separate analysis of these responses is shown on page 3). The remainder were submitted online.

In a large number of cases, not all the questions were answered by respondents. The figures shown below reflect the answers that were given to each area. Percentages relate to those respondents who answered the questions. The numbers in brackets ( ) relate to the number of respondents.

	Yes %	No %	Don't Know %	Failed to Answer
I have read the background information	96.3 (131)	3.7 (5)	0 (0)	(0)
Introduce a fixed non-dependant reduction	51.3 (39)	23.7 (18)	25.0 (19)	(60)
Implement a £6,000 capital limit restriction	50.6 (40)	29.1 (23)	20.3 (16)	(57)
Removal of 2 <sup>nd</sup> adult rebate	34.2 (26)	42.1 (32)	23.7 (18)	(60)
Removal of extended payments	61.4 (46)	13.3 (10)	25.3 (19)	(61)

Breakdown of respondents in percentage terms for those who provided data.

Are you, or someone in your household, getting a Council Tax Reduction at this time?	
Answer Choices	Responses
Yes	49.3%
No	47.8%
Don't know	2.9%

Gender?	
Answer Choices	Responses
Male	39.1%
Female	56.5%
Prefer not to say	4.4%
Other	0.0%

What is your age?	
Answer Choices	Responses
16-24	0.0%
25-34	7.4%
35-44	17.4%
45-54	30.4%
55-64	21.7%
65+	18.8%
Prefer not to say	4.3%

Disability: Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	
Answer Choices	Responses
Yes	34.8%
No	59.4%
Don't know	1.5%
Prefer not to say	4.3%

## Paper consultation results

- Those consulted upon directly via means of letter and paper consultation documentation responded more negatively to the proposed changes compared to those completed on-line. This is unsurprising as they will be directly affected by the changes. The return rate of paper consultations was 13.5%.

	Yes %	No %	Don't Know %	Failed to Answer
I have read the background information	100 (24)	0.00 (0)	0 (0)	(0)
Introduce a fixed non dependant deduction	45.5 (10)	31.8 (7)	22.7 (5)	(2)
Implement a £ 6,000 capital limit restriction	29.2 (7)	41.6 (10)	29.2 (7)	(0)
Removal of 2 <sup>nd</sup> adult rebate	17.4 (4)	47.8 (11)	34.8 (8)	(1)
Removal of extended payments	39.1 (9)	13.1 (3)	47.8 (11)	(1)