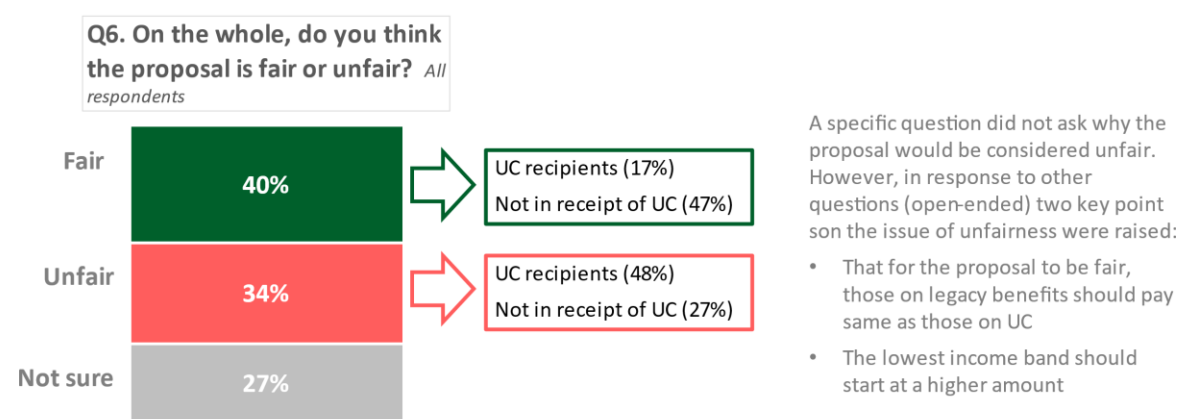


Council Tax Support

Appendix E – Consultation key findings

Is the proposal fair or unfair?

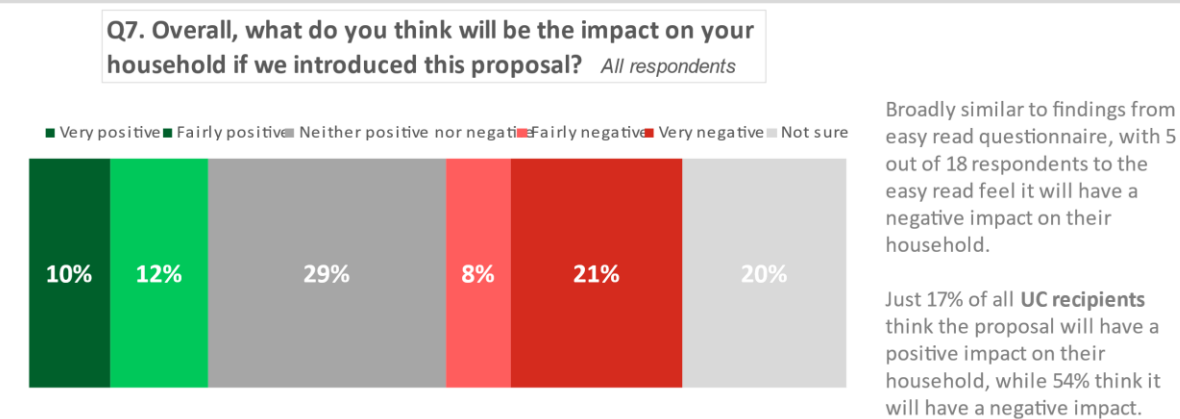
More respondents thought the proposal was fair rather than unfair. Almost half of the most likely impacted by the proposal (Universal Credit recipients) feel it is unfair



Q6. On the whole, do you think the proposal is fair or unfair?
Base size:All respondents (185), Universal credit recipients (59), those not in receipt of Universal Credit (126) NB Data is rounded so some totals may not be 100%

Will the proposal, if implemented, have a positive or negative impact?

Around half feel the proposal will have either positive or neutral impact on their household. Unexpectedly, Universal Credit recipients are less positive and more negative

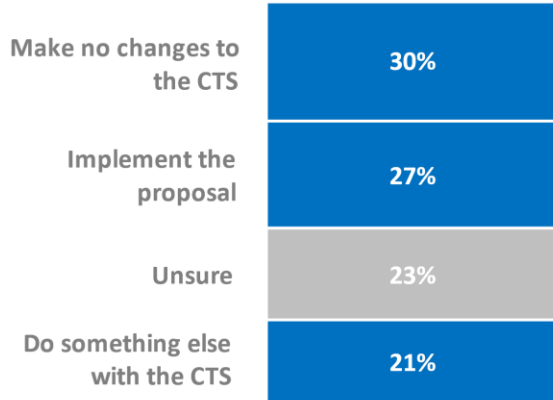


Q7. Overall, what do you think will be the impact on your household if we introduced this proposal?
Base size:All respondents (185), Universal Credit recipients (59), those not in receipt of Universal Credit (126)

Respondents' preferred approach for 2022/23

Similar numbers prefer to either implement the proposal or to make no changes at all

Q11. Would you rather we....? All respondents



The preference of **UC recipients** is to make no changes to the CTS (44%), while those who **do not claim UC** would most prefer the proposal to be implemented (33%).

Q13 asked respondents for alternatives (although just 26 responded to this question). Most alternatives can be summarised as (N.B. responses to other questions drew out alternatives and these are included):

- Not to make changes
- Reduce spending on services
- More weight given to living circumstances (e.g. single parent households)
- Lowest income band should start at a higher amount

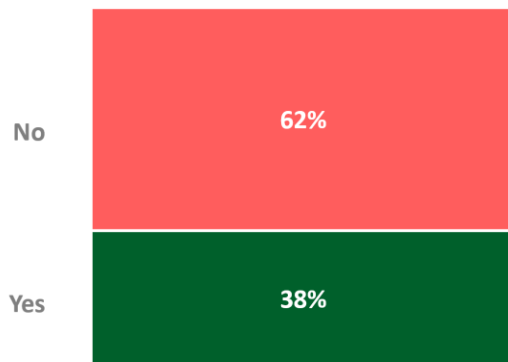
Q11. Would you rather we....?

Base size: All respondents (185), Universal Credit recipients (59), those not in receipt of Universal Credit (126) NB Data is rounded so some totals may not be 100%

Are respondents aware of the Council Tax Hardship Fund?

More than six out of 10 respondents are not aware of the Council Tax Hardship Fund

Q14. Before you had read this questionnaire and the FAQ document, were you aware of the Council Tax Hardship Fund? All respondents



Although awareness of the Council Tax Hardship Fund is higher among UC recipients than it is with non claimants (46% and 35%), the majority do not know about the Fund.

Further analysis of the data suggests awareness is especially low among those in the east of the borough, irrespective of whether or not they are UC recipients.

Q14. Before you had read this questionnaire and the FAQ document, were you aware of the Council Tax Hardship Fund?

Base size: All respondents (185), Universal credit recipients (59), those not in receipt of Universal Credit (126)