

## Appendix 2

### Feedback from Consultation Process

Four separate letters were composed and tailored to explain how the customer would be affected by the proposed LCTS.

In total, 6,542 letters were sent to the following customers :

- 5,218 were sent to existing CTB claimants who would get less money under LCTS.
- 655 to existing CTB claimants who may no longer qualify under LCTS
- 598 to existing CTB claimants who should see no change of entitlement under CTS
- 71 to existing CTB claimants who may get more under LCTS.

There were two Consultations:

- A Benefit Consultation
- A Public Consultation.

#### **1 The Benefit Consultation**

The groups that were considered to be disadvantaged by the LCTS i.e. Claimants who would get less money under LCTS or CTB claimants who may no longer qualify under LCTS, were also asked to complete an on-line Benefit questionnaire, or to complete a paper questionnaire.

The Benefit Questionnaire asked two main questions :

##### **1. Thinking about the questions we've written to you about, what impact might this have on you and your household**

- 69 % replied that the changes would have a negative impact on their household finances
- 17% were unsure
- 11% were happy with the proposed changes
- 3% did not understand the question

**2. Over the next 12 months, do you expect there to be any other changes to your income (either through work or benefits) that we should take into account.**

- 85 % replied that they did not consider that they would be any changes to their income
- 9% said they expected their wages to decrease over the next 12 months
- 6% were unsure

## **2 The Public Consultation**

The Council also conducted an on – line Public Consultation after a Press release. This was mainly completed by those who had accessed the Council web-page. Those customers who were likely not to be affected by the LCTS, were directed to this on-line questionnaire, to gauge their more impartial view of the Council proposals for the LCTS. The Council received 64 responses to this Consultation.

The Public Consultation asked if the customer agreed or disagreed with the proposals for LCTS and received the following results :

- CTS will be paid up to a maximum of around 80% - **respondents disagreed with this proposal**
- CTS will only be paid up to Band D of Council Tax property bill – **respondents did not feel strongly either way about this proposal**
- Child benefit and Child Maintenance will be considered as income – **respondents mildly disagreed with this proposal**
- People with capital over £6,000 will not be eligible for LCTS - **respondents did not feel strongly either way about this proposal**
- Non dependant deductions will be removed in LCTS - **respondents agreed with this proposal.**
- More responsibility put on those claiming LCTS to keep Council informed of changes to their circumstances - **respondents agreed with this proposal.**
- Entitlement to a second adult rebate will be removed in the LCTS - **respondents did not feel strongly either way about this proposal.**
- Please outline impacts positive or negative, that the LCTS will have on you, your community etc – of the customers who expressed an opinion, **93% said that it would have a negative impact and 7% stated that it would have a positive impact.**