

Appendix 2- Additional Comments Received Through Consultation

Partner organisation feedback

- CAB recognised the difficult situation the Council was in and it felt that the option to reduce the level of support to all working age claimants from 93% to 90% was the fairest as it shared the burden across all, whereas incorporating the Housing Benefit changes under option 2 and 4 so the scheme remained aligned to the HB scheme would impact on only some claimants and not others and was less fair. (felt option 3 is more fair)

Resident feedback

Comments from those with a preference for Option 1

- I understand the Council needs money but is it realistic to put council tax up when so many people are struggling to pay bills. So could it end up costing more money to chase people for the money than you will get in (ticked option 1)
- People are only just getting used to it so why change it?
- Cant afford anymore
- Without pretending to know what that the housing benefit changes are made up of, I would rather see residential and or business tax increased to maintain 93%. Fortunately my modest income does not require support or housing benefit and indeed it is not possible to detect the difference between options 1 and 2. I anticipate the central government's contribution to funding will fall.
- I cannot afford to pay more
- I pay too much anyway
- It avoids further complications
- I do not want to pay more
- I don't want it to change
- Cant afford to pay more services are rubbish anyway
- I think since housing benefit and council tax are separate. Now is not a smooth application. My claim form that has been in since June for CTaX has still not been looked at though I've been on full housing Benefit since June.
- Keep the current scheme because you cant cope with any changes as it is
- Keep it as it is
- Try changing the Government! Stop targeting the most vulnerable in society!
- Better for us residents
- To stay the same
- Please keep the current scheme
- My income will not stretch to paying more
- A long as I don't have to pay anymore
- Cannot pay anymore
- Not paying anymore
- Keep things the way they are I don't like change
- Cannot pay more
- Not paying anymore
- Who cares! All rubbish anyway. Customer Service good but have to work with rubbish I want my rubbish picked up.

- Should have to pay something
- Seems to be working well

Comments from those with a preference for Option 2

- 10% seems high when on benefits
- Cant afford 10%
- Shouldn't pay more but service shouldn't suffer
- Make it fair – everyone pay what they can afford
- To hit residents with a double whammy of losing premiums and an extra 3% is too much
- I do not know. Not clear to me.
- I think maximum contribution is needed for people on lower incomes but people who get additional income from DLA should pay more in line with their income
- Don't really understand why I pay any Council Tax now really.
- Service is 'crap' anyway
- All rubbish
- I do not agree with this people on benefits should not have to pay
- This is a joke

Comments from those with a preference for Option 3

- Get rid of Government – banks fault
- Scrap it
- Pensioners shouldn't pay as much
- Young people today struggle enough today we should help them as much as we can.
- Make benefit claimants pay more

Comments from those with a preference for Option 4

- Moving the goal post slightly makes more sense (ticked option 4)
- Option 4 will be less confusing and easier to operate. Option 4 is the only one where the cost of the scheme will not increase, therefore protecting the councils ability to deliver services to all its residents
- I am a pensioner and would be willing to work with this. I believe this would be fair to all (ticked option 4)
- This is the cost neutral option and still protects the future.(ticked option 4)
- The Council must make savings on this scheme, just as it is making savings on other services (ticked option 4)
- I would reduce it to 75%
- I think support should be reduced
- Please provide more gardeners for tree pruning
- Need services that have taken a hit lately maintained
- Want things to stay the same across the board
- Cant afford to pay any more
- As other councils have a much larger reduction, this is fairer option to all residents.
- Seems fairest option
- Happy to pay more if over a longer period (12 months)

- This was hard to read
- 10% is about one weeks benefit I think this is fair
- Make them all pay why should I
- The council tax should be made a lot less or none at all as some people are struggling to manage an live with what they get from the dole, reduce
- I am a pensioner and I pay full so I believe everyone should pay something 10% seems fair
- But only if I can pay fortnightly over the year
- Service provided is worth additional payment
- I think it is fairest to maximise the possible services offered by the council to all residents, and a 90% support for council tax seems reasonable in light of the government changes
- Needs to be fairer for people who pay their council rates
- However as tenants go into arrears and private landlords sell up due to budget changes the council will see an increase in expenditure in other areas
- Dole wallers get enough
- This is my preference. As it seems fairer and easier to understand
- I want to pay less council tax
- Keep costs down where possible
- Keeping costs the same helps other services
- Option 4 is more feasible as it will not impact on other services. Also there is not a great deal between 90% and 93%
- I want to pay less council tax
- This seems most fair
- Pay more why should everyone else
- Make people pay more
- No change
- More you earn more you pay
- Fair option
- We work hard why should others get all bills paid for them. Get a job!
- At least 10%, but should be more
- Hope service improve if paying more
- As workers pay has not increased seems fair that unemployed also have same impact on life.
- People who work are worse off now. Cant help be bias
- Don't understand form
- Only if the amount Council Tax doesn't increase substantially for those in full time employment unable to make a claim on either scheme.

General comments made at engagement events (this was verbal and not made on feedback forms)

- Felt it is unfair to reduce or limit support for those who would already see a reduction in income due to the Governments budget, or who are our most financially vulnerable.
- The Council has no choice and needs to pass on small reductions, in a umber of areas, this being one of them.
- The Council will find it difficult collecting this extra burden from residents.
- Passing on a reduction could mean some could not pay.