

## **Appendix 1 – Engagement and consultation outcomes**

Between 13 September and the 31 October 2016 a consultation exercise was carried out to invite interested people to take part in the consultation on the Council Tax Support Scheme for 2017/18.

North Tyneside Council ensured that through various opportunities people were made aware of the consultation and could take part.

This included a wide range of options for example through our Customer Services Centres, Citizens Advice Bureau, outreach sessions in the community and with specific groups as well as briefings, established meetings including those with members, staff and external partners.

Additionally we also used newsletters, the residents' magazine, website, email contacts to the community and voluntary sector, Housing Associations and private landlords and social media.

Through our community and voluntary sector partners, consultation was planned to raise awareness of the consultation with those with specific equalities characteristics (as set out in the 2010 Equality Act) such as those with a disability.

Customers visiting our Customer Services and Citizens Advice Bureau were asked at their face to face engagement and at CAB through telephone contact as well as face to face to take part in the consultation. Customers were provided with help to complete the on line form where it was needed.

### **Method**

The consultation consisted of three questions and an opportunity to provide additional comment via an on line form although paper forms were used where internet connectivity was not available or where people had a preference. Each paper survey was then input into the on line web form.

The consultation was carried out anonymously and no identifying data was collected. Equality monitoring questions were asked around age, disability and ethnic origin.

**Council Tax Support Scheme**

**To what extent do you agree or disagree that the Council should make no change to the level of support available and leave the maximum amount of Council Tax Support available to working age claimants at 90%?**

1079 replied to this question

<b>Strongly agree</b>	<b>Agree</b>	<b>Total</b>	<b>%</b>	<b>No preference</b>	<b>%</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>	<b>%</b>
295	284	579	<b>54%</b>	247	23%	134	119	253	<b>23%</b>

**To what extent do you agree or disagree that the Council should reduce the maximum amount of Council Tax Support available to working age claimants from 90% to 87.5%?**

1077 replied to this question

<b>Strongly agree</b>	<b>Agree</b>	<b>Total</b>	<b>%</b>	<b>No preference</b>	<b>%</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>	<b>%</b>
130	215	345	<b>32%</b>	203	19%	250	282	532	<b>49%</b>

**To what extent do you agree or disagree that the Council should reduce the maximum amount of Council Tax Support available to working age claimants from 90% to 85%?**

1080 replied to this question

<b>Strongly agree</b>	<b>Agree</b>	<b>Total</b>	<b>%</b>	<b>No preference</b>	<b>%</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>	<b>%</b>
136	184	320	<b>30%</b>	202	18%	253	302	555	<b>52%</b>

## **Equality Monitoring Questions**

The key statistics about our residents show that:

- 19% are aged 65 years and over. (Source: ONS 2014 mid-year population estimate)
- 4.9% are from black and minority ethnic (BME) communities – the main groups being 'Other White' (1.2%), Indian (0.5%) and Chinese (0.4%). (2011 Census)
- 21% have a disability or condition which limits their day-to-day activities. (2011 Census)

As the finding below illustrate 15% of the respondents were from the age group 65 years or over which is similar although smaller in numbers to the make up of the borough which is 19%. As those of working age will be impacted by the changes being considered it was important to ensure that the working age of the borough was represented to a greater degree.

A greater proportion of those from a black or minority community were represented in the consultation than the percentage in the borough, as was those who said they had a disability or condition which limits their day to day activities.

### **Which of the following describes your age range?**

943 respondents answered this question

- 798 were aged 18-64 (85%)
- 145 were aged 65 years or over (15%)

### **Which of the following best describes your ethnic origin?**

943 respondents answered this question

- 842 White British (89%)
- 4 White Irish (less than 1%)
- 12 White other (1%)
- 11 Black or black British (1%)
- 37 Asian or Asian British (4%)
- 5 Mixed heritage (less than 1%)
- 21 prefer not to say (2%)
- 11 Other (1%)

### **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?**

942 respondents answered this question

- 270 said yes (28%)
- 600 said no (64%)
- 72 preferred not to say (8%)