

## **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 give their views on options for the 2017/18 Council Tax Support Scheme..

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, briefings and attendance at established meetings with members, staff and external partners.

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

Our community and voluntary sector partners raised awareness of the consultation with people with equalities characteristics (as set out in the 2010 Equality Act) such as people with disabilities.

Customers visiting our Customer Services and the Citizens Advice Bureau were asked to take part in the consultation. People contacting CAB by telephone were also given the opportunity to participate.

Feedback was collected via an on-line questionnaire, which customers were given help to complete where needed. Paper copies were used where internet connectivity was not available or where people had a preference. Each paper questionnaire was then input using the on-line form.

### **Method**

The questionnaire had three questions and the opportunity to provide additional comment.

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 North Tyneside's 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 findings below illustrate 15% of the respondents were aged 65 years or over which is similar to the make up of the borough at 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 properly represented..

A greater proportion of people with a disability or limiting condition took part in the consultation, compared to the borough average. While the proportion of people from black or minority ethnic communities was similar to the borough figure.

### **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%)