

Council Tax Reduction Scheme Consultation

SURVEY RESPONSE REPORT

02 September 2022 - 02 December 2022

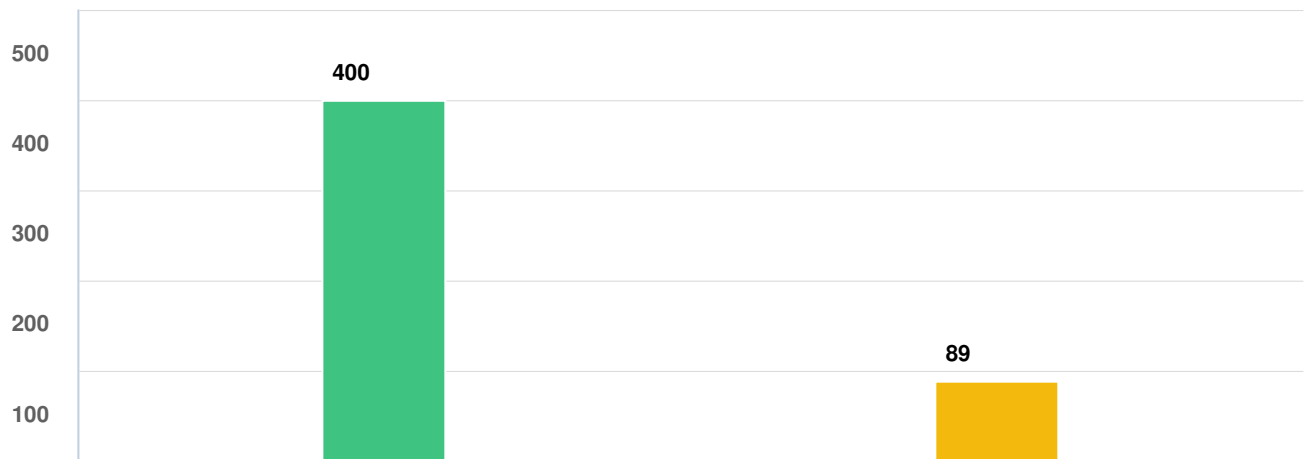
PROJECT NAME:

Council Tax Reduction Scheme Consultation



SURVEY QUESTIONS

Q1 Do you agree that customers in receipt of both UC and CTR who are working, should normally have the reassessment of their C...



Question options

- Yes
- No

Optional question (489 response(s), 10 skipped)
Question type: Checkbox Question

Q2 | If you disagree, please write your answers here

Anonymous

9/12/2022 11:13 AM

It should be based on their current status

Anonymous

9/13/2022 02:42 PM

I think the CTR should be assessed as many times as needed within a year as sometimes the UC can change or wages can change

Anonymous

9/20/2022 02:45 PM

they might still be working but their payments might fluctuate.

Anonymous

10/07/2022 05:31 PM

Life is stressful enough, without worrying that the council tax bill will change in the year

Anonymous

10/07/2022 05:40 PM

Peoples circumstances can change rapidly leading to urgent problems

Anonymous

10/07/2022 07:29 PM

Income can change assessment should be regular

Anonymous

10/10/2022 02:26 PM

This is an uncertain climate we live in and so the unpredictability could result in increased number of times some one is employed or unemployed so by allowing more opportunities to review is a fair and measured way for all to benefit / contribute.

Anonymous

10/10/2022 02:29 PM

Should be assessed as and when recipient circumstances change.

Anonymous

10/10/2022 02:29 PM

There is no way of knowing how a persons financial situation will change from month to month. Those in a more volatile job stability will be subject to change. Those on permanent UC and CTR will be less affected so perhaps those who work and qualify for UC /CTR should be allowed more reassessments.

Anonymous

10/10/2022 02:28 PM

I am of the opinion that there are many scroungers and there should be more stringent assessments.

Anonymous

Why is this needed i M disabled and all this just cause me mental

10/10/2022 02:30 PM

illness stressful

Anonymous

10/10/2022 02:29 PM

It will give a big impact on families who are already struggling with Bill's and high cost living

Anonymous

10/10/2022 02:28 PM

Applicant's circumstances can change more frequently than that, this limitation inhibits them from seeking reassessment when there might be a genuine change of circumstances. It may also inhibit applicants from seeking reassessment at all, "saving" for when "something even worse" happens

Anonymous

10/10/2022 02:29 PM

review more often as benefits should be temporary, not permanent

Anonymous

10/10/2022 02:34 PM

Some people work shifts and also UC monitor our monthly wage and deduct from it. There fore if someone worked overtime UC already deduct any extra moneys from the payment.

Anonymous

10/10/2022 02:42 PM

If the customer is in possession of UC that likely means they have some sort of disability which is not allowing them to work to their full potential. I'm aware of people who not only work but also get UC but do not have much money due to their job being very low wage due to their illness or inability to work and the UC only covers essentials like food and bills.

Anonymous

10/10/2022 02:51 PM

This should be an ongoing process.

Anonymous

10/10/2022 02:49 PM

Should be 6 times

Anonymous

10/10/2022 02:52 PM

Why ask this, people need the money

Anonymous

10/10/2022 02:59 PM

Do it more

Anonymous

10/10/2022 03:11 PM

Peoples circumstances can change dramatically at short notice and in multiple times in multiple ways, especially in current economically uncertain climate

Anonymous

10/10/2022 03:08 PM

Do UC claimants circumstances change that substantially that frequently that merits the logistical time / effort / cost of doing this 3 times a year Vs 2 a year?

Anonymous

10/10/2022 03:18 PM

It should be reassessed quarterly

Anonymous

10/10/2022 03:58 PM

I think it should be limited to once a year unless there are any changes in circumstance.

Anonymous

10/10/2022 04:17 PM

"who are working, should normally have the reassessment of their CTR limited to 3 times per year" As opposed to what. 4 times? Surely any more strikes a balance between staff time and benefit.

Anonymous

10/10/2022 04:28 PM

It should be checked more regular than that, a monthly check in would be good

Anonymous

10/10/2022 05:06 PM

I think we should give people as much help as possible

Anonymous

10/10/2022 05:45 PM

I disagree because some of those people do not have a stable income, and do not work full time. Having to continually reassess those people from low income households can be stressful and disruptive.

Anonymous

10/10/2022 05:52 PM

I think it should be once a year rather than 3 times, it just makes it easier

Anonymous

10/12/2022 06:21 PM

Reassessment should be done annually to avoid costs

Anonymous

10/10/2022 07:10 PM

Regardless of income all people should be assessed. Some people have struggled and are not entitled to anything.

Anonymous

10/10/2022 11:37 PM

This needs to be consistently reviewed

Anonymous

If they are working they should pay like others

10/10/2022 11:53 PM

Anonymous

Circumstances can change faster than that

10/11/2022 01:43 AM

Anonymous

In my opinion , reassessment should be more frequent than 3 month per year. To encourage customers to work and not relying on their benefits. The more gap in reassessment, the more opportunity you provide customers to avoid any incentive to be part of the society

10/11/2022 07:20 AM

Anonymous

I think review should be even less frequent and changes shouldn't be back dated where disadvantageous to the claimant.

10/11/2022 09:13 AM

Anonymous

The system is hideous, based on a person's address/borough and use earnings, simply tax a person at source from their income by inland revenue, who then in turn pass on the reflected council tax to relevant borough, in your case RBWM. You will never need to assess anyone ever again; If someone has massive income they can contribute more to society, if less fortunate they pay less - but every one pays and is therefore equal in society.

10/11/2022 11:05 AM

Anonymous

why 3 times per year? that is gonna take up and consume a lot of time and resources for the administrators. and stress levels for the applicant will be thru the roof. 3 times in one year is too much ...

10/11/2022 02:06 PM

Anonymous

Reassessment should be done whenever there's a significant change in circumstances - however often that occurs

10/11/2022 05:29 PM

Anonymous

Would three times a year and also when circumstances change not be better?

10/11/2022 06:08 PM

Anonymous

Reassessments should take place more often and as soon as there is a change in circumstance.

10/11/2022 06:27 PM

Anonymous

The reviews should be rolling. A year can see huge swings in fortune.

10/11/2022 08:15 PM

Anonymous

Payments need to be at the appropriate level, so make adjustments as and when necessary

10/12/2022 07:44 AM

Anonymous

10/12/2022 10:47 AM

Monthly income varies if doing shift work. So 5 times more fair.

Anonymous

10/12/2022 01:50 PM

I believe they should be reassessed as circumstances change

Anonymous

10/12/2022 04:50 PM

Quarterly feels like an appropriate reassessment period.

Anonymous

10/12/2022 06:24 PM

Because they have low incomes

Anonymous

10/12/2022 08:00 PM

The people on UC will work the system for their benefit

Anonymous

10/13/2022 01:07 PM

This should be limited to 6 times a year

Anonymous

10/14/2022 05:44 PM

Quarterly seems like an appropriate cadence.

Anonymous

10/16/2022 09:44 AM

once assessed that's it

Anonymous

10/16/2022 03:27 PM

Better to do it any time circumstances change to avoid stress of not knowing

Anonymous

10/17/2022 04:34 PM

People who works full time and don't take any benefit should be able to get support as well

Anonymous

10/19/2022 11:18 AM

People should be able to have their council tax reassessed as many times as they need, in line with changes to their income. Capping it to three could put someone in a position where their income falls but they are still receiving a lower level of reduction.

Anonymous

10/19/2022 05:00 PM

Should be more often

Anonymous

10/20/2022 08:26 AM

Assessed constantly. Circumstances can change overnight.

Anonymous
10/24/2022 09:33 PM

Because situations change and income can go up as well as down

Laanee
10/25/2022 09:47 PM

Needs to be more

Anonymous
10/28/2022 07:26 PM

It should be re assessed if their circumstances change before an assessment is due

Anonymous
10/29/2022 09:26 AM

I reckon the previous setting of having reassessments is reasonable - the concern was that it may be confusing to customers, then I would suggest providing more support (e.g. help materials or customer officers) to deal with the real issue. Limiting the reassessment to 3 times per year would greatly enhance the possibility of abusing of the UC / CTR

Anonymous
10/29/2022 02:56 PM

It should be reassessed on an annual basis.

Anonymous
11/02/2022 12:39 PM

circumstances change month to month

Anonymous
11/14/2022 01:51 PM

People who get UC are already low-income, so they don't need to be reassessment. If there is a change in their financial situation, they are already evaluated by UC.

Anonymous
11/21/2022 12:36 PM

Circumstances can change quite quickly why not 4 times a year, quaterly only if there is a change which would impact the outcome.

Anonymous
11/26/2022 12:33 AM

The stress of redoing the form, can and does stop people reapplying for the reduction.

Anonymous
11/26/2022 11:13 AM

they should be reassessed when a significant change of more than GBP10 per week net income happens

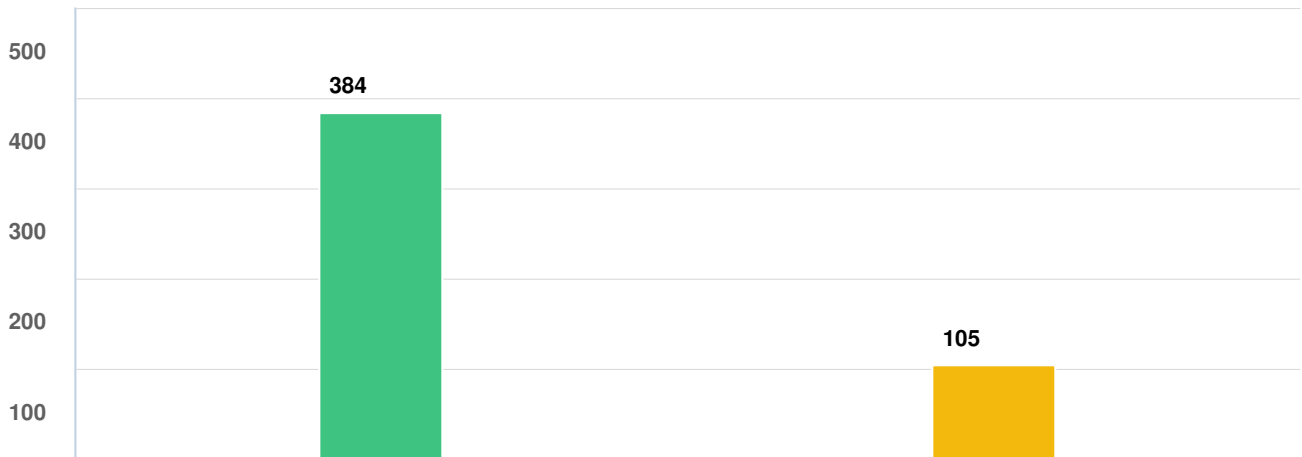
Anonymous
12/02/2022 05:05 PM

must have regular update of circumstances

Optional question (67 response(s), 432 skipped)

Question type: Essay Question

Q3 Do you agree that UC customers whose income rises for 4 weeks, to take them out of entitlement for CTR, should not have to ...



Question options

● Yes ● No

*Optional question (489 response(s), 10 skipped)
Question type: Checkbox Question*

Q4 If you disagree, please write your reasons here

Anonymous

9/13/2022 02:42 PM

It may not only be their income that has changed and I think a new CTR application should be completed to update any information on a claim

Anonymous

9/20/2022 02:45 PM

If they don't complete a new claim how will you know they are entitled to CTR again. If you're meaning to ask will a notification of reduction in income be sufficeitn rather then reclaiming then I agree

Anonymous

10/03/2022 11:03 PM

Situation changes. New assemble should be done. To Stop people taking advantage

Anonymous

10/04/2022 06:54 AM

It is their responsibility to manage their finances including applying for benefit schemes that apply to them, it would put additional work onto someone else to monitor their incomes and reapply them

Anonymous

Just extra work

10/07/2022 05:42 PM

Anonymous

10/07/2022 06:19 PM

Too short a period Propose 6 weeks This would mean better indication that increase was sustained

Anonymous

10/07/2022 06:25 PM

a shorted questionnaire as little as a signed statement of facts and the relevant proofs should be enough to restart a claim

Anonymous

10/07/2022 07:29 PM

Clear assessment is needed to see if the dip is temporary and/or self inflicted

Anonymous

10/10/2022 02:18 PM

If their income fluctuates then the council taxi should be assessed

Anonymous

10/10/2022 02:18 PM

Too much costly admin to verify which is likely to be more expensive than the money you get back

Anonymous

10/10/2022 02:21 PM

Because the flatulent raise or decrease can change at any given time and is not stable alongside the couple busy schedules would not allow time to recalculate before the next bill. Unless they are able cap the increase, for example it's it means tested already then it can bounce back to the regular amount and never change.

Anonymous

10/10/2022 02:20 PM

If it is to be means tested then the fall should be assessed as to why it has taken place and the circumstance causing the fall

Anonymous

10/10/2022 02:26 PM

Onus is on individual to apply and this should remain and be made clear.

Anonymous

10/10/2022 02:23 PM

the income can vary and at least 10-12 week period of rising income should be taken into account before removing the benefit

Anonymous

10/10/2022 02:22 PM

Circumstances change

Anonymous

10/10/2022 02:28 PM

New claim should be made to keep track on their earnings

Anonymous

10/10/2022 02:27 PM

How will they prove this.

Anonymous

10/10/2022 02:28 PM

See my answer to 1

Anonymous

10/10/2022 02:29 PM

Sometimes it can be temporary for them it will create chaos.

Anonymous

10/10/2022 02:29 PM

test why the income had risen and adjust benefits as necessary

Anonymous

10/10/2022 02:42 PM

Income rises are common and can drip almost instantly if you are working commission based or by an hourly/day rate however I think the specifics should be looked into before deciding to not make the customer re-apply ie. How substantial was the income rise? How stable was the income rise? and Would the customer require a CTR as support?

Anonymous

10/10/2022 02:56 PM

This question is badly formulated. I do not agree that anyone receives benefits automatically just because they were entitled before. I pay my taxes and duties according to my current income, and if the situation changes I have to make prof of that.

Anonymous

10/10/2022 02:51 PM

they have to be able to claim based on their situation so they can pay their bills

Anonymous

10/10/2022 02:54 PM

I think that automatic re-awards would be liable to an abuse of the system

Anonymous

10/10/2022 02:59 PM

Make it tougher to get support

Anonymous

10/10/2022 03:18 PM

If their income raises it's a new claim and they should complete a new form

Anonymous

10/10/2022 03:23 PM

4 weeks is to shorts

Anonymous

We are assuming that they will report this change of circumstances

10/10/2022 03:48 PM

within the AP. It's difficult to get some claimants to report accurately as it stands

Anonymous

10/10/2022 03:58 PM

If circumstances change then this should be recorded, however, it should be made a much more simple process than currently.

Anonymous

10/10/2022 04:28 PM

If you are on UC, you should complete form monthly

Anonymous

10/10/2022 04:58 PM

How will you know that they are entitled to re-award if they don't reapply?

Anonymous

10/10/2022 05:13 PM

CTR should not be given too easily. Other working people pay for that in the end.

Anonymous

10/10/2022 05:17 PM

Have to prove their income has dropped.

Anonymous

10/10/2022 05:52 PM

It adds upto more time and paper work

Anonymous

10/10/2022 06:52 PM

This should be done so that they do not get more than the stipulated amount each month since they are not always in a position to returnh

Anonymous

10/10/2022 07:10 PM

Should reassessed

Anonymous

10/10/2022 07:18 PM

It is important to understand whether their incomes reduced due to voluntary reasons (they decided not to continue employment or work for increased hours etc.) or involuntary reasons (health, family, redundancy, etc.)

Anonymous

10/10/2022 07:38 PM

To make sure thatthey are eligible and the council has the most up-to-date information

Anonymous

10/10/2022 08:16 PM

If there earning for most months then they should be re assessed and tax amended accordingly. Or it should be assessed yearly and then again managed by the tax office.

Anonymous

10/10/2022 08:50 PM

You have to assess this on an individual case and if the amount of increase is over X percentage then they would need to re apply. Of course, if the increase is minimal and these individuals income should drop then they shouldn't complete another form for CTR. Surely, if the cost to administer that additional check is greater than the claim itself it would not be in the interest of the tax payer.

Anonymous

10/10/2022 10:42 PM

Evidence should always be provided via the form

Anonymous

10/10/2022 11:37 PM

This needs to be reassessed with changes in circumstances

Anonymous

10/10/2022 11:53 PM

They should have to reclaim if their circumstances change

Anonymous

10/11/2022 07:20 AM

Reassessment should be mandatory for any changes in one's circumstances

Anonymous

10/11/2022 10:08 AM

This would mean CTR is being applied incorrectly and unfair to those not receiving any discount. Consider previous discounts amounts being paid back once they are out of entitlement. The adjustments should be completed on a quarterly basis and be pro rata within a quarter. Focus should be on minimising CTR and encouraging people to earn a fair living wage regularly.

Anonymous

10/11/2022 11:05 AM

see no2 answer

Anonymous

10/11/2022 02:24 PM

It would be too complicated to work out monthly, but overall assessment 4 monthly. Some people may cease to have to claim.

Anonymous

10/11/2022 02:41 PM

as long as they can prove income has reduced then they shouldn't have to fill in a new claim as this just delays payment.

Anonymous

10/11/2022 06:27 PM

Due to increased income, taking them over the CTR threshold, of course there needs to be a reassessment. How can they be allowed to have the increased income over the threshold and retain the same CTR?

Anonymous

10/11/2022 09:45 PM

This would increase CTR to ineligible people

Anonymous

10/12/2022 07:44 AM

Claimants should make a claim as and when they become eligible (or re eligible) for CTR

Anonymous

10/12/2022 04:50 PM

It is important & fair to ensure only those entitled to CTR receive it.

Anonymous

10/13/2022 01:07 PM

Should be tested each time on a means basis

Anonymous

10/13/2022 03:10 PM

If re-application is NOT required it will be easier to just stay on UC (even when not entitled) rather than discontinue receipt and start again if needed/ .

Anonymous

10/13/2022 04:42 PM

I think it's a customer duty to claim for CTR again if they need it.

Anonymous

10/17/2022 10:36 AM

just to make sure it is valid that it should apply again

Anonymous

10/17/2022 10:47 AM

This appears to be a significant admin burden to both the claimant and the borough

Anonymous

10/17/2022 06:28 PM

Would answer YES if this happens within 3 months, but NO and should reapplying if more than 3 months.

Anonymous

10/19/2022 04:17 PM

That's because the rise may be seasonal and it might drop once their temporary employment ends

Anonymous

10/20/2022 08:26 AM

Every circumstance assessed.

Anonymous

10/24/2022 09:33 PM

They should provide proof again of entitlement and current situation/ circumstances each time they may be entitled.

Laanee

10/25/2022 09:47 PM

Reapply

Anonymous

10/27/2022 11:06 AM

If there are other means to assess the authenticity that's fine.

Anonymous

11/02/2022 12:39 PM

increased work may continue and become full time and they would still be receiving credit

Anonymous

11/02/2022 10:16 PM

In my opinion, anyone who is claiming for CTR should always complete a claim for it, and be checked on the information provided by them.

Anonymous

11/04/2022 08:35 PM

To short of time, with the way the economy is at the moment it is unlikely that everyone will have a stability, and seems unfair to make them reapply if they only have stability for 4 weeks.

LDT99

11/20/2022 12:55 PM

Need to check status when income changes

Anonymous

11/27/2022 04:27 PM

It's better to have transparency, rather than someone on a low income being hit with a bill or fine later on for not paying accurately, which will likely put them under increasing financial pressure. If the purpose of this question is about resourcing the additional checks, it should be the recipient's responsibility to disclose any changes, like required with UC awards, and any deliberate misleading be dealt with at a later stage after reasonable consideration and grace period.

Anonymous

11/29/2022 08:38 AM

Can always go down again. I'd give it 6 months not 3

Anonymous

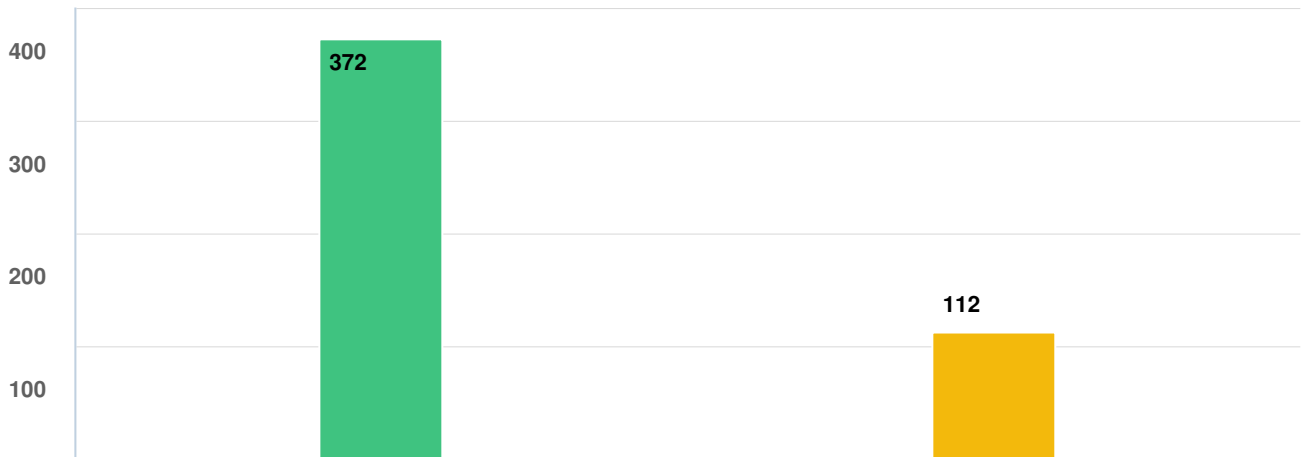
12/02/2022 05:05 PM

must have an update of the actual circumstances to avoid working less in order to get benefit again.

Optional question (70 response(s), 429 skipped)

Question type: Essay Question

Q5 Do you agree that UC customers whose income reduces, due to a debt repayment, should have their gross income used when calc...



Question options

● Yes ● No

Optional question (484 response(s), 15 skipped)
Question type: Checkbox Question

Q6 If you disagree, please write your reasons here

Anonymous

9/07/2022 02:20 PM

I think all legacy benefits should be brought into line with UC and calculated on their net income.

Anonymous

9/12/2022 11:13 AM

We all have debts - not just those on CTR - which we have to manage

Anonymous

10/03/2022 12:02 PM

A reduction still means a person has less money and will be taken into further debt as they will not have the means to pay the council tax

Anonymous

10/03/2022 11:03 PM

What stops people getting into debt then, why should they then pay the council less and others in the council for their bill for going into arrears.

Anonymous

10/04/2022 06:54 AM

Dependant on the debt, high levels for costs of living yes, low levels for first World benefits like toys games, cigarettes etc no

Anonymous
10/04/2022 07:22 AM

Cost of living crisis related debt should have the net related reduction.

Anonymous
10/07/2022 05:31 PM

You cannot calculate CTR on gross income, as that is not a true reflection on what income people have.

Anonymous
10/07/2022 05:40 PM

We need to encourage debt reduction

Anonymous
10/07/2022 06:19 PM

Net income reflects spending power & is fair

Anonymous
10/07/2022 06:25 PM

repaying the debt out of a Benefit is already reducing their resources, they should not be punished further

Anonymous
10/09/2022 04:49 PM

These claimants have little enough to live on as it is!

Anonymous
10/10/2022 06:20 AM

It is disposable income that matters.

Anonymous
10/10/2022 02:18 PM

People live of net not gross

Anonymous
10/10/2022 02:27 PM

Paying off debt is a great contributor to better mental health which helps them focus on keeping their job and not sliding further into needing more state benefits.

Anonymous
10/10/2022 02:28 PM

Should go on the take home pay

Anonymous
10/10/2022 02:30 PM

No because they don't use that money, it is to pay the debt and therefore should not be considered as income.

Anonymous
10/10/2022 02:32 PM

Poorly worded, give examples. Reads to me like they would be worse off, even if it means the other type of benefit recipients are worse off, doesn't mean that UC recipients should be

Anonymous

Nett income should be used for all calculations

10/10/2022 02:36 PM

Anonymous

because the net income is more realistic than the gross

10/10/2022 02:51 PM

Anonymous

As a fair society we shall consider the cost of living crisis and think of the more fragile people.

10/10/2022 02:54 PM

Anonymous

Their usable income has reduced because of debt repayment. There is no need introduce further hardship.

10/10/2022 02:59 PM

Anonymous

Well if they have debt repayments to make that are not taken into consideration they may fall below the poverty line and will still need enough to live on.

10/10/2022 03:00 PM

Anonymous

Net income is all they have left available from which to pay further liabilities including council tax

10/10/2022 03:11 PM

Anonymous

I have to manage debt and so should they manage debt

10/10/2022 03:09 PM

Anonymous

Expenses and expenditure should be taken in consideration when deciding an award

10/10/2022 03:20 PM

Anonymous

Their net income is what is important as that is the pool in which council tax will be taken. I think it is important that, when deciding who qualifies for CTR, this aspect is understood and taken into consideration.

10/10/2022 03:49 PM

Anonymous

Money how lbs up and down and should be adjusted to what they take home as one month may be more than another

10/10/2022 03:43 PM

Anonymous

Debt repayment can be many things. If at one point an individual could afford something and they are tied into a contract to continue repaying monthly then something changes in their income unexpected, it would be unfair to calculate CTR based on gross income instead of net. Gross income implies someone has more disposable income than they actually do.

10/10/2022 03:58 PM

Anonymous

10/10/2022 03:58 PM

People who are on UC are the most financially vulnerable people in our society, and it seems to me that anything that decreases their available income, even by a couple of pounds, could actually make a bad situation worse.

Anonymous

10/10/2022 04:28 PM

Why is person taking the debt?

Anonymous

10/10/2022 05:02 PM

Need more details about the nature of the debt

Anonymous

10/10/2022 05:17 PM

Then they will just keep piling up debts.

Anonymous

10/10/2022 05:31 PM

People are vert hard pressed in these difficult times.

Anonymous

10/10/2022 05:52 PM

How can you use gross rather than net to calculate ones earnings. Because gross always works out more over time.

Anonymous

10/12/2022 06:21 PM

all these cost a.nd calculations should be done annually to avoid cost to the council

Anonymous

10/10/2022 07:38 PM

Everyone has debts/ mortgages amd other loans, and thensystem should treat everyone equally. My mortgage is not excluded when I am billed !

Anonymous

10/10/2022 07:47 PM

Because it is meant to assess those in need , debt doesn't reduce need .

Anonymous

10/10/2022 08:24 PM

In my experience staff at Town Hall are not proficient enough to make correct changes

Anonymous

10/10/2022 08:32 PM

using net income is a much better method of determining a persons disposable income which should be the measure by which a tax reduction is calculated if a person has debt that has to be paid back that has to be taken into consideration

Anonymous

If the debt has been declared at the time of the CTR application, then

10/10/2022 08:50 PM

yes but if not and the debt could have been prevented I.e the claimant has decided to purchase luxury items and as a result they get in debt, then it shouldn't be the tax payer that foots the bill. This is partly the reason why the welfare system is in a mess.

Anonymous

10/10/2022 08:39 PM

Unforeseen circumstances should be taken into consideration

Anonymous

10/10/2022 11:53 PM

I tried to select yes and system froze.

Anonymous

10/11/2022 08:58 AM

I think that there are some cases when debt should be considered. For example, an individual who has fled an abusive relationship might have debt because of this situation they had to escape from. They might have been forced to take on the debt of a partner, who had no option but to take on debt to escape the situation, such as to purchase essential items to enable them to free themselves.

Anonymous

10/11/2022 09:13 AM

People's ability to feed themselves is based on the actual money they have in their pocket, not a notional gross figure. Most deductions made by DWP are the result of DWP error or inefficiency not customer error or fraud. It is wrong that vulnerable people are put under even more pressure by DWP by making deductions to correct their errors. RBWM should not add to this hardship.

Anonymous

10/11/2022 11:05 AM

see answer 2

Anonymous

10/11/2022 11:30 AM

People who are doing the right thing by repaying debt shouldn't be penalised - assuming that the debt can be verified

Anonymous

10/11/2022 11:49 AM

I neither agree nor disagree

Anonymous

10/11/2022 02:55 PM

People should take on debt responsibly, with a few exceptional cases.

Anonymous

10/11/2022 08:15 PM

Net income is the measure for feeding and heating themselves and/or their household.

Anonymous

10/11/2022 09:41 PM

Self employed lone parents are already penalised with benefits being cut as they assume you earn what they want (MIF), not what you actually earn. so if you then took that fictitious figure, you'd be taking even more assuming that lone parent was left with the min they need to live on - when in fact they are well below that. This won't affect just those owing loans but will mainly affect those self employed subject to the minimum income floor. So no, definitely should not use the gross figure. It's all fictitious figures designed to pull families further into poverty - and you'd be helping them.

Anonymous

10/12/2022 06:54 PM

Would be excessive burden on those families who are already struggling and as benefits low in any case it would be inappropriate

Anonymous

10/13/2022 08:56 AM

The whole purpose of the UC system was to avoid cliff edges like you're suggesting. Pushing people into arrears/poverty over variable net income is more likely to lead to greater money issues for UC recipients. You also haven't been explicit as to whether you mean a public debt (due to benefit overpayment) and private debts, such as credit cards. UC/benefit advances and emergency loans are common in the system - if you are discounting these deductions when calculating a recipient's income for CTR, you are more likely to push this group further into poverty. This will likely lead to greater demands on RBWM's purse strings as these individuals will fall further into poverty demanding greater council support, and/or increase their debts even more as they borrow to support basic living costs.

Anonymous

10/13/2022 06:44 PM

People on low incomes are struggling at the moment. The cost saving for RBWM from this is tiny. Better to adjust the other benefits in the same way.

Anonymous

10/13/2022 07:58 PM

Net is after tax and other repayment are made. If they're making the effort to pay off debt, they should have the more beneficial option

Anonymous

10/13/2022 08:57 PM

If someone is paying tax and national insurance, that is not money they are in receipt of therefore they shouldn't have this income included in their calculations

Anonymous

10/17/2022 12:24 AM

If they are repaying debts it makes no sense to penalise further

Anonymous

10/17/2022 10:36 AM

it encourages bad debt.

Anonymous

10/17/2022 02:58 PM

This measure could lead them into getting into more debt because they represent the poorest in society

Anonymous

10/18/2022 09:29 AM

I think is fair to calculated income on how much money they are receiving in hand and not gross.

Anonymous

10/18/2022 12:08 PM

You shouldn't use income with Ct

Anonymous

10/19/2022 09:48 PM

Debt for low income families is a necessity and not a choice. More support is needed

Anonymous

10/20/2022 08:26 AM

Others should not pick up debt

Anonymous

10/20/2022 08:42 PM

Debt from overpayment is often . When the overpayment first occurred it would have been counted towards the income calculation for the assessment of CTR so by now disregarding the netting off of the repayment, this income is effectively being double counted.

Anonymous

10/28/2022 12:12 PM

People on Universal Credit should receive Reduction on their council tax on their net income. The idea is to support people when they need it, if gross income is used, it is not a true recognition of need. Council Tax reductions should reflect the needs of The Royal Borough Residents.

Anonymous

10/28/2022 07:26 PM

Because whatever the reason, poverty could result, especially if any children

Anonymous

10/29/2022 02:56 PM

It should be based on net income

Anonymous

11/02/2022 11:34 AM

Should be calculated on net rather than gross income

Anonymous

11/03/2022 10:35 PM

Paying off debt is in the long term interest of UC customers and will help them manage their money more effectively. Penalising them for paying off debt is not fair.

Anonymous

11/25/2022 04:46 PM

They need more support for a time

Anonymous

11/26/2022 12:15 PM

It's important to help people manage and reduce debt given the mental health issues it can cause

Anonymous

11/27/2022 04:27 PM

Nobody should be pushed further into poverty in this current climate, especially when individuals and families are showing genuine intention to clear debts. However it's not the borough's responsibility to manage individual's finances or financial decisions. Maybe the answer is a blanket approach to net inline with other benefits and have an emergency pot based on case by case needs.

Anonymous

11/28/2022 09:36 AM

They need to be allowed to get out of the debt cycle.

Anonymous

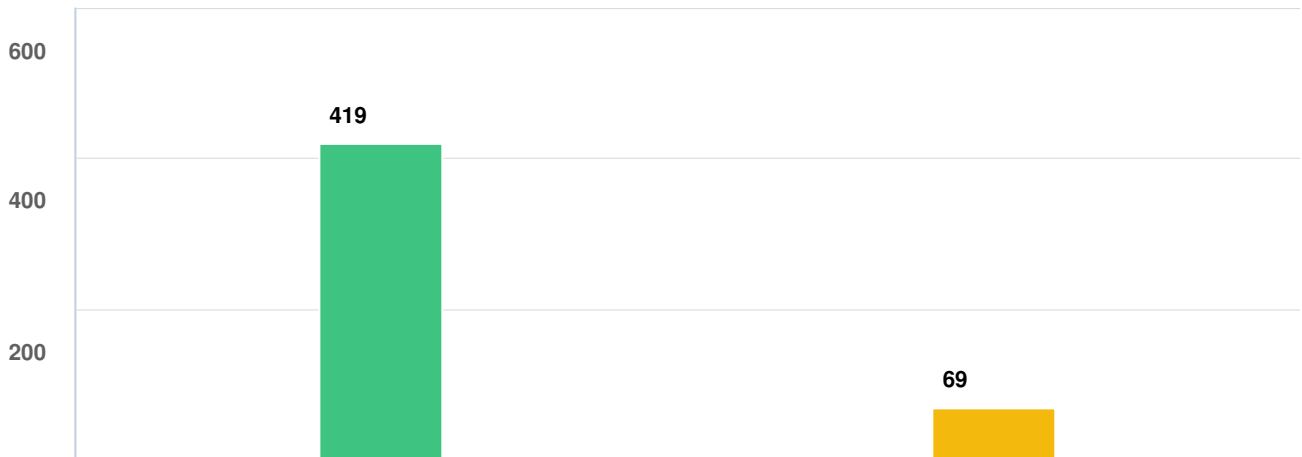
12/02/2022 05:00 PM

I think it is unfair that when trying to reduce debts they are penalised and have income reduced

Optional question (73 response(s), 426 skipped)

Question type: Essay Question

Q7 Do you agree that the current 1 month period of backdating for all working age customers should be extended to 3 months, fr...



Question options

● Yes ● No

Optional question (488 response(s), 11 skipped)
Question type: Checkbox Question

Q8 If you disagree, please write your reasons here

Anonymous

9/08/2022 04:15 PM

Application processes are clear. One month is sufficient

Anonymous

9/13/2022 02:42 PM

I think the application should only be backdated by 1 month. If it was extended to 3 months backdating it would mean people put off applying in a timely manner as they know the application will be backdated. UC only backdate for a month upon application so we should keep in line with other Benefit systems

Anonymous

10/03/2022 11:03 PM

People should not be given preferential treatment for not completing documents and submissions on time.

Anonymous

10/07/2022 06:25 PM

Everyone now knows that there is help out there, 1 month is a good period of time

Anonymous

It's the claimants personal responsibility to claim on time.

10/07/2022 07:29 PM

Anonymous

10/08/2022 12:36 PM

I am not sure of the volume in this category but 1 month back dated is very generous otherwise open to abuse to claim more.

Anonymous

10/10/2022 02:18 PM

Costly admin to police this

Anonymous

10/10/2022 02:20 PM

Good cause is open to interpretation and would strain the system further

Anonymous

10/10/2022 02:26 PM

All have an equal opportunity apply so should be used.

Anonymous

10/10/2022 02:29 PM

if it's that important to someone, they should have the ability to claim on time

Anonymous

10/10/2022 02:56 PM

This will increase the tax effort on all the other tax payers and it will ease scams as requesting support for scenarios that may not be accurate.

Anonymous

10/10/2022 02:49 PM

It's a joke people who do nothing and sit at home claiming UC should get a council tax rebate. They do nothing and get everything. Get the to work for the council. Cleaning streets, parks, town centre. Do something for the money they get for scratch cards.

Anonymous

10/10/2022 02:49 PM

Should be back dated from when 1st payment

Anonymous

10/10/2022 02:52 PM

That's putting us in debt

Anonymous

10/10/2022 02:54 PM

More liable to abuse of the system

Anonymous

10/10/2022 03:18 PM

They should apply immediately

Anonymous

10/10/2022 03:26 PM

no

Anonymous

10/10/2022 04:28 PM

They should be checked monthly

Anonymous

10/10/2022 04:43 PM

a person cannot change past expenses only future expenses

Anonymous

10/10/2022 05:13 PM

The cost for all these benefits is paid by other people, who also work very hard for their income.

Anonymous

10/10/2022 05:17 PM

If they didn't apply before, they didn't need before.

Anonymous

10/10/2022 05:47 PM

I think 1 month is enough

Anonymous

10/10/2022 07:08 PM

If working age customers are to have a significant decrease in their council tax of 80% then one-month backdating is sufficient. An 80% reduction is very generous and is being subsidised by customers who are not able to claim the reduction such as pensioners.

Anonymous

10/10/2022 08:24 PM

Same as before _ staff at Town hall need training - I asked for breakdown of changes , changes NOT made by me , but made by Town Hall staff & I am still waiting , no face to face communication .

Anonymous

10/11/2022 10:08 AM

Open to abuse if used as a default and subjective reasoning on what is good cause or not. Instead there should be an appeal process for proven exceptional circumstances.

Anonymous

10/11/2022 11:05 AM

see answer 2

Anonymous

10/12/2022 04:50 PM

If this is already backdated from the date of receipt (rather than date of processing) then that seems fine. What good cause could there be for failing to make a request for 3 months?

Anonymous

10/13/2022 07:58 PM

I think it could be extended to 2 months but would expect good cause to be rare

Anonymous

10/17/2022 10:47 AM

Too much leeway is given where people make excuses for not submitting timely claims

Anonymous

10/20/2022 08:26 AM

1 month is sufficient

Laannee

10/25/2022 09:47 PM

1 month is plenty

Anonymous

10/30/2022 01:52 PM

Because 1 month is sufficient time to claim

Anonymous

11/02/2022 12:39 PM

Need to keep up and not rely on the 'system' to pick and pay back their mistake.

Anonymous

11/02/2022 10:16 PM

In my opinion, the longer time people have to provide information the less genuine the information could be.

LDT99

11/20/2022 12:55 PM

Only if your slow in processing the claim

Anonymous

11/26/2022 11:13 AM

The power is in the hands of the customers to report the change the day it happens, for them to delay is thier own fault whatever the circumstances with the ability to communication via phone, text, email or Digital forms or even coming in in person when out shopping

Anonymous

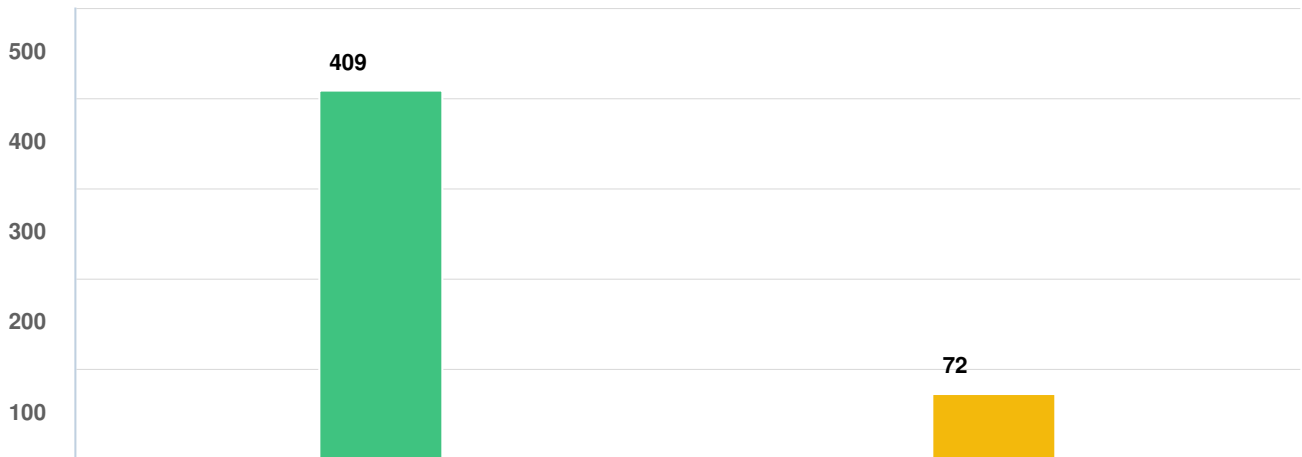
11/26/2022 03:23 PM

need to save money

Optional question (37 response(s), 462 skipped)

Question type: Essay Question

Q9 Do you agree that changes, for working age Council Tax Reduction customers, should be aligned with those of Pensioners and ...



Question options

- Yes
- No

Optional question (481 response(s), 18 skipped)
Question type: Checkbox Question

Q10 Are there any other changes you would have liked to see to the Council Tax Support scheme 2022/23 or general comments regarding CTS?

Anonymous

9/07/2022 02:20 PM

I would have liked the percentage of council tax support paid to have been increased. If you get the minimum UC personal allowance (especially if you are under 25) the even 20% of council tax is unaffordable.

Anonymous

9/08/2022 04:15 PM

50 % reduction for single households. Why should we pay more per head than people with two plus residents.

Anonymous

9/12/2022 11:13 AM

Customers whos income reduces to make them eligible again for CTS should not have to refill the form but make a declaration that their circumstances have reverted without change to previous status

Anonymous

9/20/2022 02:45 PM

The discount restored to 2019 levels.

Anonymous

9/26/2022 03:18 PM

There needs to be better information and communication from the council to recipients of the council tax support scheme. I have spoken to several employees working in the council tax department at RBWM who have no clue how the scheme even works. They promise to call back with the correct information but fail to do so. It's not acceptable is it?

Anonymous

10/03/2022 12:02 PM

The reduction should be back date to the start of the bill if the customer can show good reason for why it was not claimed earlier

Anonymous

10/03/2022 06:53 PM

Council Tax Support for working age pensioners who are in receipt of contribution based Employment Support Allowance and higher rate Personal Independence Payments due to severe ill health . Working aged ill health pensioners on extremely low incomes are already struggling due to cost of living increases and fuel rises and at risk of severe illness having no money to pay for food or fuel due to not being awarded any council tax support.

Anonymous

10/03/2022 11:03 PM

Should be scrapped. People can't live in large houses and get credits. Use the varied facilities which council tax pays for and just get to pay less because they earn less

Anonymous

10/04/2022 07:22 AM

No

Anonymous

10/04/2022 02:00 PM

Do not do enough for disabled residents - yet the amount they pay has increased a lot. Disabled benefits haven't increased yet you don't seem to care. Disabled people who cannot work then literally have to take this money from their food funds!!

Anonymous

10/05/2022 01:47 PM

None

Anonymous

10/07/2022 05:15 PM

Personal independence payment entitlement - those on enhanced in both categories should be entitled to a discount

Anonymous

10/07/2022 05:32 PM

No

Anonymous

10/07/2022 06:19 PM

No

Anonymous

10/07/2022 06:25 PM

Administering the Benefit has to be reduced through simplification of the system and robotics

Anonymous

10/07/2022 09:51 PM

How about council tax reduction for pensioners

Anonymous

10/08/2022 12:36 PM

General comment.....As a single occupier I find the help of a reduction to council tax payment very helpful and fair. Please maintain this.

Anonymous

10/10/2022 11:47 AM

Ensure that anyone receiving CTS is made aware of this consultation and asked to complete the questionnaire. Otherwise, you are probably asking people via your Resident's Newsletter, who are probably less likely to receive CTS, to comment when they really have no experience of how it's currently administered.

Anonymous

10/10/2022 02:17 PM

I have applied three times and been declined, I am extremely struggling to pay all bills and my council tax is now £200 a month which I can't afford but can't get help towards

Anonymous

10/10/2022 02:21 PM

If you're on a lower income it should include pick up of old waste furniture. Also provision on bag for food waste.

Anonymous

10/10/2022 02:17 PM

N/a

Anonymous

10/10/2022 02:26 PM

Council tax should be equal for all those who live in the area that are not disabled or a pensioner and the amount billed not reduced but rather contributed to from central government to ensure that services across the area can be maintained. In addition, where village residents pay council tax that money should be used to reinvest and provide the network services that they require such as weekly waste management or bus routes. Village residents who contribute are often penalised at the expense of the towns and that parity needs to be remedied.

Anonymous

10/10/2022 02:22 PM

Actually taking into account take home pay and UC rather than before deduction pay and listen to family circumstances when applications for reduction are submitted. Too many times I've been refused and my council tax is in line with my gas and electric on the increased

amount as of 01/10. It's a joke and don't see much good being done with the money

Anonymous

10/10/2022 02:23 PM

Why doesn't it apply to all hard working income earning people?

Anonymous

10/10/2022 02:24 PM

The scheme should be extended to cover applicants whose salaries are higher but whose expenses due to rising costs of living mean that we are no better off than those on lower incomes who are able to receive benefits!

Anonymous

10/10/2022 02:24 PM

n/a

Anonymous

10/10/2022 02:26 PM

No

Anonymous

10/10/2022 02:29 PM

No.

Anonymous

10/10/2022 02:28 PM

You should take into account other working adults who are not on UC. UC isn't an accurate way of determining who needs help with finances

Anonymous

10/10/2022 02:27 PM

Rbwm not doing anything useful with council tax which is a lot more than other councils. The road are not safe

Anonymous

10/10/2022 02:25 PM

None

Anonymous

10/10/2022 02:30 PM

Yes Disable people shouldn't pay council tax

Anonymous

10/10/2022 02:29 PM

Council tax reduction scheme should remain the way it is.

Anonymous

10/10/2022 02:31 PM

You absolutely MUST change the rules you have around Enhanced PIP. Wandsworth Council AUTOMATICALLY give a council tax reduction for enhanced PIP, whereas RBWM insists on paying staff to come out and assess the home. What a waste of tax payers money

to pay council workers for a pointless assessment - just apply a discount for those receiving enhanced PIP it's immoral.

Anonymous

10/10/2022 02:30 PM

That everyone should receive a leaflet every year when together with their council tax recalculation advising them that this help exists because eg i was eligible but nobody told me!

Anonymous

10/10/2022 02:29 PM

remove it altogether. no one should get reduced council tax; if you can't afford the costs of a house then don't live in Windsor

Anonymous

10/10/2022 02:33 PM

More discount for family

Anonymous

10/10/2022 02:34 PM

I have tried to register for RCT and been declined. I am on a low income and UC so not sure why I am not eligible

Anonymous

10/10/2022 02:43 PM

I think there should be an option to over pay or accrue the money from overpayments so on months where the council bill will be more there isn't such a dramatic impact. Some months you suddenly need to pay a large amount all at once. Due to fluctuations with wages. Instead of crediting the money one month keep it on individuals account so they can use this to cushion the blow from other months.

Anonymous

10/10/2022 02:38 PM

To make it more available for people

Anonymous

10/10/2022 02:40 PM

None

Anonymous

10/10/2022 02:41 PM

NA

Anonymous

10/10/2022 02:56 PM

I would like to see the Council to implement a fair scheme for all tax payers. Everyday we see the Council reducing services like the bin collection and increasing taxations, either by the Council Tax or parking permits and on the other hand is planning to reduce the responsibilities for those that mostly benefit from the Council.

Anonymous

10/10/2022 02:51 PM

yes, People not receiving UC should be entitled to Council Tax reduction as well based on change of income

Anonymous

10/10/2022 02:49 PM

Yeah down do any council tax refund room for UC people, they don't deserve it. Get the bums working, sick of our tax money paying for them.

Anonymous

10/10/2022 02:51 PM

Better spending on the community (eg level of cleaning during the Queen's Funeral and better maintenance of services - dentists and go) or reduction in the annual council tax for everyone.

Anonymous

10/10/2022 02:52 PM

No

Anonymous

10/10/2022 02:54 PM

Think of the more vulnerable in this days.

Anonymous

10/10/2022 03:00 PM

Don't know enough to suggest any no

Anonymous

10/10/2022 02:59 PM

Stop making it so widely available. Means test more. Help more people into employment. I pay my tax to provide services. Not discount others

Anonymous

10/10/2022 03:00 PM

I would like the Council to assist people like me who have been off work the last month due to illness but have still received council tax demand letters , How can people afford to pay council tax if they were off work for 1 month due to underlying illness ? The council definitely needs to take circumstances like mine and others into consideration.

Anonymous

10/10/2022 03:00 PM

no

Anonymous

10/10/2022 03:00 PM

There should be support for working class who don't meet the criteria for UC. It's not fair to not get any help even though all of us are going through the increases.

Anonymous

10/10/2022 03:11 PM

Families on low incomes, which is supported by their childs eligibility for free school meals or pupil premium should also qualify for a discount. Their entitlement to these provisions confirms that a child is being brought up in an already financially restricted environment, where further assistance should be provided to limit the long term detrimental impact of child poverty.

Anonymous

10/10/2022 03:13 PM

We can't afford to reduce income streams and still provide services.
I'm pro services.

Anonymous

10/10/2022 03:20 PM

All people on universal credit should have council tax reduction applied automatically.

Anonymous

10/10/2022 03:21 PM

We can't afford the 20% to pay, it should be less. It's a struggle to eat or keep a roof over our heads so anyone who is a pensioner or on benefits of non working capabilities should not have to pay no matter their age.

Anonymous

10/10/2022 03:21 PM

No

Anonymous

10/10/2022 03:24 PM

This has been one of the worst surveys I have ever seen. Presumably you have already decided what results you want, and just want to make sure you get them

Anonymous

10/10/2022 03:29 PM

Where a recalculation by RBWM results in an increase in Council Tax from 3 or more years ago, where there was no fraud, that increase should be automatically reduced by 50%. It is quite ridiculous to have a recalculation in 2022 from 2014 and be charged with back pay? No fraud or error on the taxpayer's part but purely an error on RBWM's part, can be devastating to the taxpayer.

Anonymous

10/10/2022 03:43 PM

To get things in order and give more information for uc people and assessments should be based on what they earn

Anonymous

10/10/2022 03:48 PM

Integrate systems to RTI with other benefit departments

Anonymous

10/10/2022 03:58 PM

I think the whole process should be made simpler. I get many adjustment notices, sometimes more than one a week even though my circumstances are pretty stable. I also would appreciate a clearer explanation of how the percentage of support is worked out as it seems to vary on each notice.

Anonymous

The bill should be reduced due to inflation

10/10/2022 04:04 PM

Anonymous

Support should be given to needy ones

10/10/2022 04:17 PM

Anonymous

Reduced council tax amount in a whole to support this economic crisis

10/10/2022 04:26 PM

Anonymous

I think there needs to be a rethink in 2022/2023 to cost of living so make exceptions to council tax payments

10/10/2022 04:28 PM

Anonymous

Yes reduce it to families too just normal families that are not on UC but struggle anyway

10/10/2022 04:28 PM

Anonymous

No

10/10/2022 04:28 PM

Anonymous

Council should support pensioners who are not being supported at the moment

10/10/2022 04:43 PM

Anonymous

Its hard to make meaningful comment when there are no detailed case examples

10/10/2022 05:02 PM

Anonymous

It's very difficult to vote on these matters when there is no information here about the amounts of money involved

10/10/2022 04:58 PM

Anonymous

These are hard times for everyone. And those working people who don't receive any benefits at all should also be considered sometimes. So please don't be too generous to one group while having the others pay for it.

10/10/2022 05:13 PM

Anonymous

Like to be notified

10/10/2022 05:10 PM

Anonymous

No Council Tax for those over 70.

10/10/2022 05:17 PM

Anonymous

Single parent with children under age of 18

10/10/2022 05:24 PM

Anonymous
10/10/2022 05:47 PM
I don't think working people should get the single person discount, as I work my wife does not and I pay full council tax

Anonymous
10/10/2022 05:49 PM
Should

Anonymous
10/10/2022 05:44 PM
Yes -- please reconsider the 25% discount for those living alone. This should more fairly become a 50% discount, as those of us who find ourselves living alone for a range of reasons, and therefore already paying twice what a partnered person would, should not have to pay yet another penalty.

Anonymous
10/10/2022 05:45 PM
Display an actual income that specifies how much you need to be earning so you can apply for council tax support. You have not made clear what one must be earning in order to receive council tax support. This is incredibly infuriating.

Anonymous
10/10/2022 06:29 PM
More support for uc for those who ate in couples not just single parents

Anonymous
10/10/2022 06:52 PM
No

Anonymous
10/10/2022 07:10 PM
I would have liked to see the council tax stay the same and not increase. It increases every year without fail. Yet the council has made cuts to abolish the children centres concept, reduced opening times in the local library, reduced bin collections, no food waste bags available for free. It takes the street lighting forever to respond to queries!

Anonymous
10/10/2022 07:08 PM
No

Anonymous
10/10/2022 07:06 PM
Increase single persons allowance if disabled

Anonymous
10/10/2022 07:35 PM
More warning should be given if CTS is being withdrawn. It is very difficult to very suddenly find £100+ / month when money is already tight.

Anonymous

10/10/2022 07:38 PM

What about think of families where there are both working parents and small children attending full time education. Can these families have reduced taxes due to less waste/ energy and other resources comparing with people who stayed at home the whole day!

Anonymous

10/10/2022 07:47 PM

Giving claimants , the amount at which they would qualify for assistance.

Anonymous

10/10/2022 07:49 PM

Families with disabled children should be taken into consideration and prioritise with any CTSS . At the moment only properties who have been adapted qualify for tax redemption but often parents with disabled children struggle to pay for higher electricity bills

Anonymous

10/10/2022 07:55 PM

I hope this doesn't affect the single person discount. As a single person I like the discount!

Anonymous

10/10/2022 08:24 PM

I would like to see face to face communication so that customer & staff can be looking at " same page" . I had to stop my direct debit to get get any service from town hall & im still waiting . Last person I phoned refused to give me an answer & cut me off , by phone, saying " he needed a break . " . I'm still waiting for answers as to why the council changed my direct debit , just before Christmas , without advising me & this change looks completely wrong . A change was made for less than £4 , instead of being carried forward to new year . Caused me lots of problems . Still cannot get face to face appointment . All in all a shambles for me personally and for me to keep track . I wait more months , calmly , for a polite communication from Windsor & Maidenhead council . No doubt the next communication will be a debt collection , for me to sort out , from a council that made the mistake in the first instance . Katherine Edwards 105 Evenlode aged 75 years

Anonymous

10/10/2022 08:50 PM

Simplified application forms and an efficient council administration to process the application swiftly.

Anonymous

10/10/2022 08:41 PM

Careful consideration should be given to adults only paying 10% council tax when they are in receipt of huge sums of benefits. Some have more disposable income than working age adults

Anonymous

A more efficient system for those in immediate need.

10/10/2022 08:43 PM

Anonymous

10/10/2022 09:19 PM

I'd like to have a drop of Council Tax because every year was an increase, and now with rising costs of living we need a hand and we need help.

Anonymous

10/10/2022 10:03 PM

not sure if that possible but people who get their UC unnecessarily must be black listed / banned for any discount provided by the council. maybe this is the very less majority of the people with UC but we have seen quite a lot of people rejecting contract jobs or not disclosing their income to protect their UC status.

Anonymous

10/10/2022 11:04 PM

Free parking for residents App to pay

Anonymous

10/10/2022 11:37 PM

More support to pensioners, working age should be responsible for more, and universal credit beneficiaries are not the only ones in need for help at the moment, most of the working class are not necessarily receiving any benefit and are still struggling however still ignored.

Anonymous

10/10/2022 11:53 PM

you take money off residents for their social care costs and it makes their income less than what someone on benefits has but they can't claim benefits - you are stealing their money and leaving pensioners vulnerable as they can't claim anything

Anonymous

10/11/2022 01:43 AM

Rates should based on no of occupants in the property.

Anonymous

10/11/2022 07:41 AM

No other changes required.

Anonymous

10/11/2022 09:13 AM

The scheme should never have been devolved from DWP/HM Treasury to councils. It should be wrapped up in Universal Credit. Maximum assistance should be more generous % of council tax.

Anonymous

10/11/2022 09:18 AM

I think council tax needs to be reduced over all areas to coincide with the rising cost of living.

Anonymous

10/11/2022 10:08 AM

Changes made should not encourage additional or increased claims. Claim credits should be paid back when claimants are in a position to do so.

Anonymous

10/11/2022 10:09 AM

no

Anonymous

10/11/2022 11:05 AM

see answer 2. You are making something really simple difficult.

Anonymous

10/11/2022 11:30 AM

As long as the scheme reductions can be simply verified (in order to minimize fraud or abuse) then I am fully supportive of helping those in real need

Anonymous

10/11/2022 02:06 PM

i think the scheme seems overly complicated and is in desperate need of simplification. For in its present format it deincenifies work. please understand those at the bottom of the financial pile are stressed enough just simply trying to survive. they apply for these benefits to top up the fact that even though they are working they still not earning enough. you need to change the system. for why is government having to top up what people earn. should it not be the company for which they work, doing the topping up. why are all of these companies with multi million pound annual turnovers allowed to pocket and share the substantial profits they make with those at the top and shareholders. Yet those that work for them their employees at the bottom of the chain are left having to suffer the indignity of claiming govt handouts just to put food on the table and heat their homes etc. But instead of making life easier for those determined to work you make it harder. Why will big business ever do things differently when they know that the govt will cover the financial short fall. this is the 21st century. yet it feels and sounds 'dickensian' with poor housing food banks and rubbish pay ... Those in work, be it partime or fulltime, should not have to be claiming any benefits at all ... Make the companies that employ them pay all their employees a decent living wage. For if legislation directed that companies had to pay those at the bottom a minimum of 30 - 40k per annum. And yes, those at the top would receive a little less. Profits might be a little lower. But the quality of life then afforded those at the bottom would be immeasurable ... So dont demonise the family with the 50" tv on the never never. For its all they have. As they literally cant afford to eat out or go to the theatre or cinema. People at the bottom of the pile dont go to work to bolster their self esteem. They go to work to provide a better life for them and their families. yet you make them jump thru hoops for an extra few quid. In their situ would i do the same? No, I honestly dont think I would! You cant force single mothers out to work and then be surprised when their kids turn into delinquents getting into trouble etc. The kids are coming back to an empty house with mum at work. They can skip school and go home

knowing mums at work. Kids join gangs to be with others not coz they bad. we need to find another way. coz this aint working As a society we need to incentivise work. not demonise and make life harder still for those on benefits.

Anonymous

10/11/2022 01:51 PM

I think even people who are not receiving universal credit may be on incomes below the average amount needed to live on in this time of increasing living costs. I would like to see a council tax rebate offered to adults in work who are on low incomes & not in receipt of UC based on their annual profit/loss statements.

Anonymous

10/11/2022 02:55 PM

A general reduction in the year on year rises. Salaries don't rise as fast as bills.

Anonymous

10/11/2022 02:59 PM

Council tax Bands need a review periodically.

Anonymous

10/11/2022 05:29 PM

The scheme should apply to all, regardless of age - why should pensioners (who are by definition on fixed incomes, often not index linked) subsidise those who have options to increase their income and thus be able to afford local taxation?

Anonymous

10/11/2022 08:15 PM

We need to publicise this benefit. It should not be a secret.

Anonymous

10/11/2022 09:07 PM

Yes. Consider people like me who are not eligible to any benefits . Except to say I am ADisabled student at The Open University

Anonymous

10/11/2022 09:41 PM

It needs to be less confusing. It needs a comprehensive complaints system that can deal with complaints swiftly. You should be supporting lone parents more and build more social housing!

Anonymous

10/12/2022 11:04 AM

word this survey so that it can be red by a layman

Anonymous

10/12/2022 01:50 PM

home owners who are on benefits and when they sell their homes do not have to repay anything back

Anonymous

10/12/2022 02:25 PM

Better written information sent to claimants who currently receive or are applying for council tax reduction.

Anonymous 10/12/2022 06:24 PM	Help for people on the lowest income. It could mean a choice between eating or paying council tax.
Anonymous 10/12/2022 06:54 PM	Increase 80% max to being means tested up to 100%
Anonymous 10/13/2022 04:42 PM	I think should be support for the family, for new born babies to help the family in this though moment, the future is for them, we need babies.
Anonymous 10/13/2022 06:44 PM	With the challenging economic circumstances I would rather other benefits were brought in line with CTS where this is more generous.
Anonymous 10/13/2022 08:57 PM	More visible, so residents understand what they could get help with.
Anonymous 10/15/2022 04:42 PM	None
Anonymous 10/16/2022 03:27 PM	If it was set at an affordable rate in the first place, perhaps all these adjustments wouldn't be needed
Anonymous 10/17/2022 02:04 PM	No
Anonymous 10/18/2022 09:29 AM	I would like to be more visible on your website. it took me long time to see where is the online form for CTS is , more clarity what you need to have on hand before starting the application.
Anonymous 10/18/2022 12:08 PM	Some kind of reduction or help for people on all Benefits.
Anonymous 10/19/2022 11:27 AM	No
Anonymous 10/19/2022 12:25 PM	Need more super with council tax in 2023

Anonymous

10/19/2022 01:50 PM

I would like to see support extended / increased for working age disabled people (eg. receiving PIP) to provide more support for both in work and out of work recipients.

Anonymous

10/19/2022 05:00 PM

Some who could pay try not to

Anonymous

10/19/2022 09:48 PM

I'd like to see an easy online system for reporting change of circumstances

Anonymous

10/20/2022 08:26 AM

Police those who take advantage. Continue to help those most in need.

Anonymous

10/20/2022 12:27 PM

No

Anonymous

10/20/2022 01:40 PM

council tax should not be deducted after net benefits,ie the amount the gov say you need to live on,then council tax has to be paid from that income.

Laannee

10/25/2022 09:47 PM

It should be fair

Anonymous

10/27/2022 11:06 AM

N/A

Anonymous

10/28/2022 12:12 AM

If a member of a household becomes an adult but is on a low wage and cannot contribute, ie on UC that should be taken into account if household has previously had single persons discount and now low income worker or UC person lives with them. Single person discount should still apply if the only other adult living in the household is entitled to CTR or in receipt of UC

Anonymous

10/28/2022 12:25 PM

Working aged medically retired individuals who are on exceptionally low occupation ill health pensions and in receipt of contribution based Employment Support Allowance and in receipt of the higher rate PIP for both care and mobility should be included in the Council Tax reduction scheme. I feel that younger disabled pensioners are being unfairly discriminated against. As someone with an income of £12,004 per year (pension £5985.00 contribution based ESA £6019.00) I am experiencing extreme financial hardship whilst my

home is also falling into total disrepair. Recent Government changes to legislation have meant that I no longer receive the Warm home discount nor the higher Disabled Living Payment which is only offered now to pensioners of pension age.

Anonymous

10/29/2022 02:56 PM

Yes, the money we pay should be directed to pavements, roads and general rubbish tidying. This seems to be ignored and nothing is kept nice anymore.

Anonymous

10/30/2022 12:00 PM

no

Anonymous

10/31/2022 08:30 PM

Please, increase the council tax for single occupant reduction from 25% to 50%: we barely are at home, we have no big garbage..our house barely have 20m2.

Anonymous

11/01/2022 09:53 AM

No

Anonymous

11/02/2022 12:16 PM

they all seem fine

Anonymous

11/02/2022 12:39 PM

stricter control and assessment, many in receipt of support who circumstances have changed.

Anonymous

11/03/2022 10:35 PM

Increasing council tax for higher band customers (of which I am one) to help support the less well off.

Anonymous

11/06/2022 12:30 PM

Since the average family size in the UK is 2.36 (2021 data), the single-person discount %age should increase from 25%.

Anonymous

11/09/2022 09:00 PM

To leave the CTS for disabled young people and adults

LDT99

11/20/2022 12:55 PM

Needs to be fair regardless of age, gender, race

Anonymous

11/21/2022 12:05 PM

No

Anonymous

11/26/2022 11:13 AM

Most changes due to income changes are minor, larger income bands would hopefully mean less significant changes and less administration costs, it seems silly to spend GBP20 to administer a change of 40p per week

Anonymous

11/26/2022 12:15 PM

Yes council tax reduction could be a way of supporting key workers and encouraging more people to join these professions for example nurses, carers, and paramedics.

Anonymous

11/27/2022 12:50 PM

Open u the scheme to disabled people, regardless of any partner earnings or pension.

Anonymous

11/28/2022 04:13 PM

Where severely disabled (eg in receipt of PIP) recipients of CTRS have the minimal income of benefits then they should not be subjected to the rate of 80% maximum. This should be a greater reduction.

Anonymous

11/29/2022 01:33 PM

for documents submission for CTS council should provide a secure and encrypted way for such submissions. Currently, the council request sending all documents via email, which opens up possibility for fraudsters to steal the identity of the person who sends documents.

Anonymous

11/29/2022 03:51 PM

I'm currently economically inactive due to health issues which limit the work I can do. I have started working as a volunteer for the Royal Voluntary Service at Wexham hospital. Although the role is not directly caring for people, it is providing indirect support to people in the hospital. I feel that volunteering for this type of charity should also qualify for CTR.

Anonymous

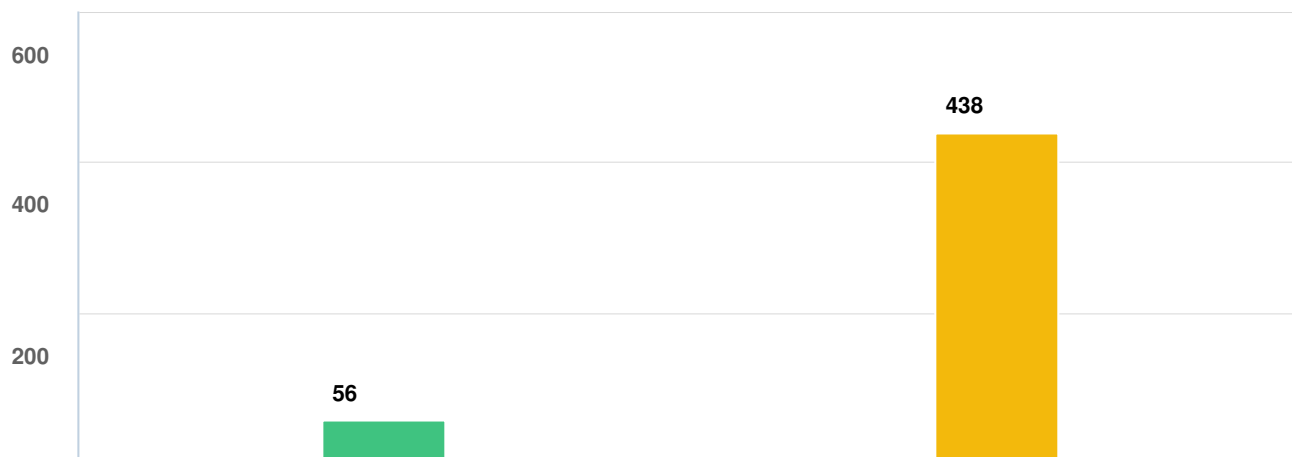
12/01/2022 09:47 PM

Help more with employeed single parents

Optional question (158 response(s), 341 skipped)

Question type: Essay Question

Q11 Are you currently in receipt of Council Tax Support?

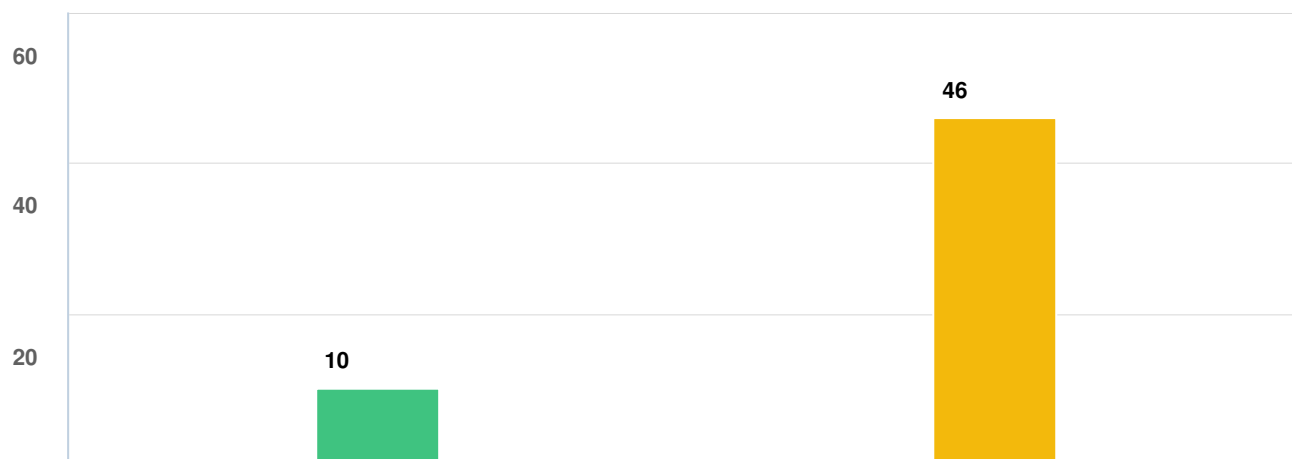


Question options

- Yes
- No

Optional question (494 response(s), 5 skipped)
Question type: Checkbox Question

Q12 Are you a pensioner?

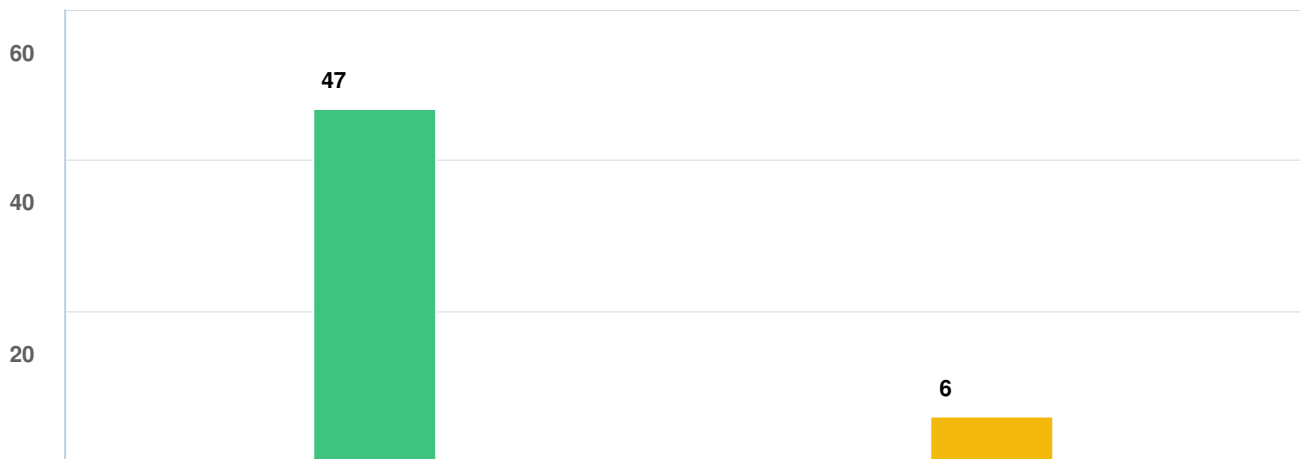


Question options

- Yes
- No

Optional question (55 response(s), 444 skipped)
Question type: Checkbox Question

Q13 Are you of working age?

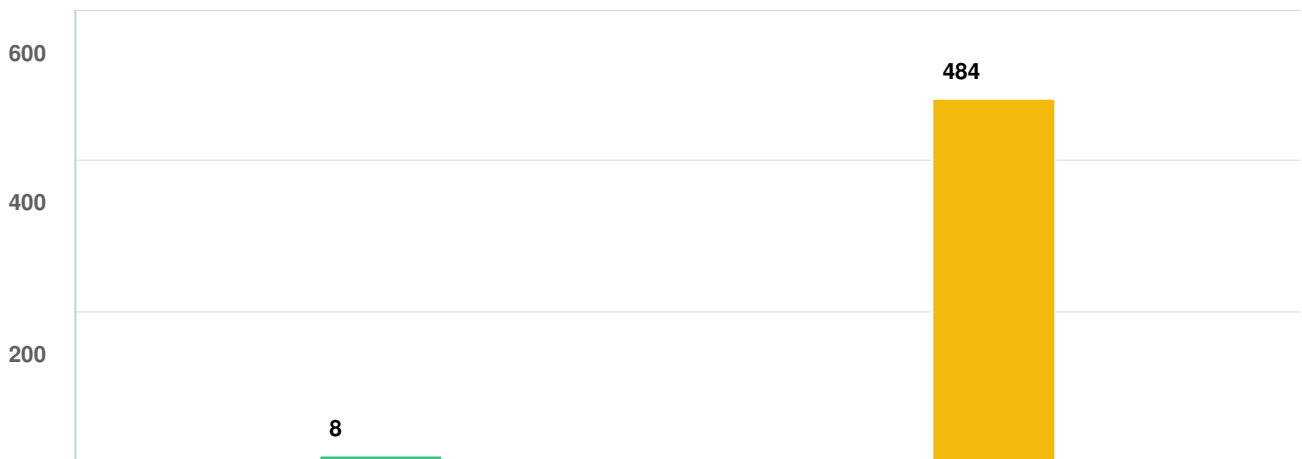


Question options

- Yes
- No

Optional question (52 response(s), 447 skipped)
Question type: Checkbox Question

Q14 Are you completing this on behalf of a representative body such as the Citizen Advice Bureau or Age Concern?



Question options

- Yes
- No

Optional question (492 response(s), 7 skipped)
Question type: Checkbox Question

Q15 Which group in the community do you represent?

Anonymous

10/03/2022 12:02 PM

West Windsor hub

Anonymous

10/10/2022 04:43 PM

pensioners

Anonymous

10/11/2022 07:41 AM

Age concern

Anonymous

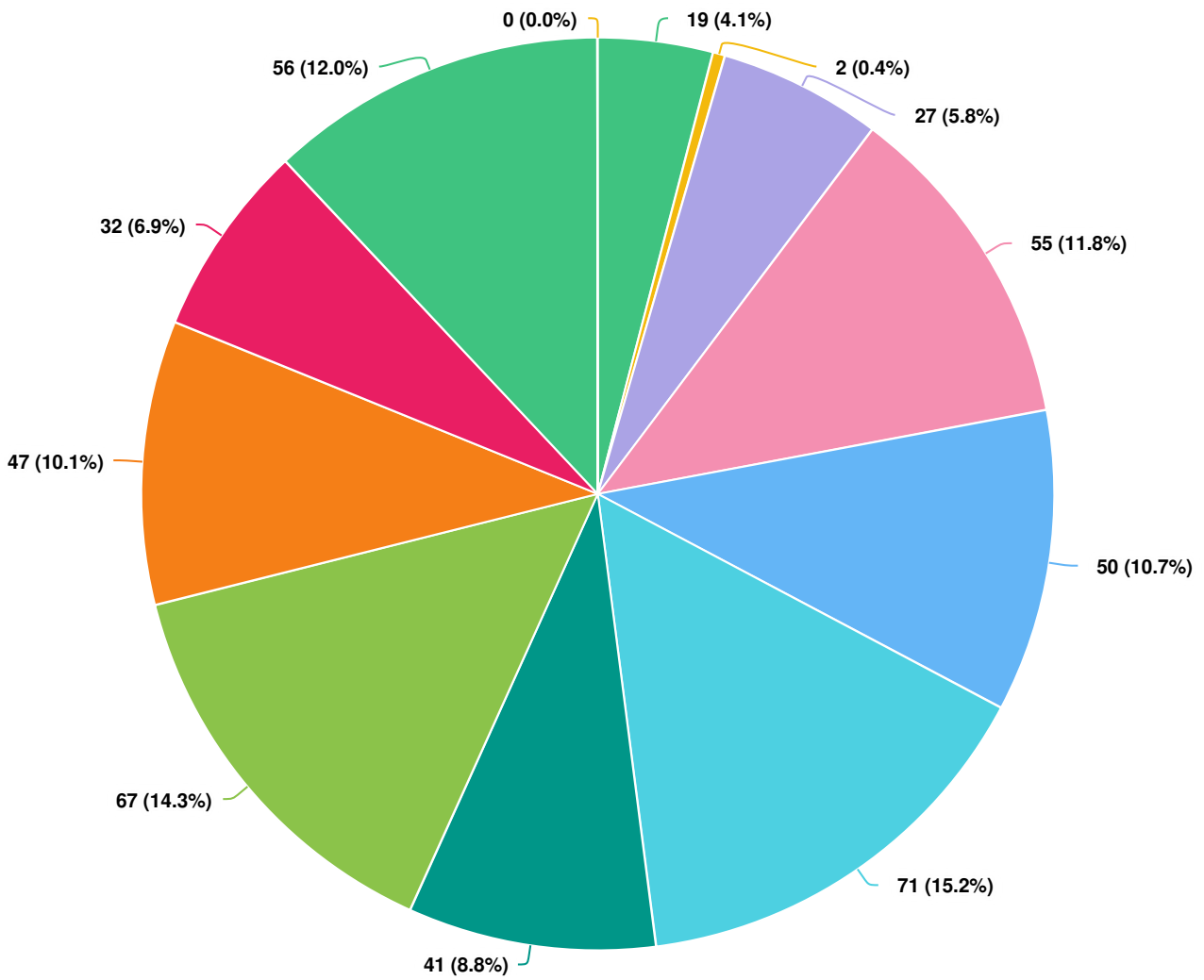
11/28/2022 04:13 PM

The Disability and Inclusion Forum

Optional question (4 response(s), 495 skipped)

Question type: Single Line Question

Q16 AgePlease select your age

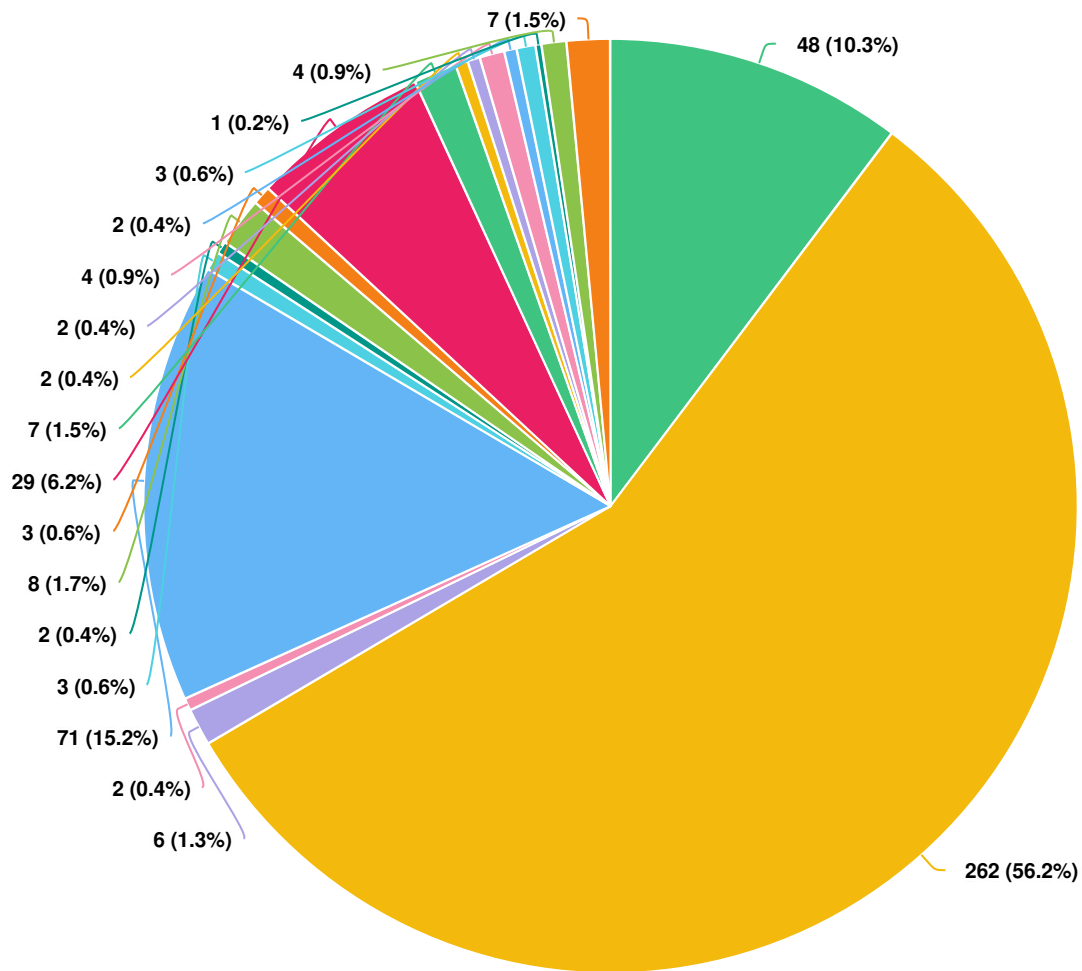


Question options

- Prefer not to say
- 18-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65+
- Under 18

Optional question (467 response(s), 32 skipped)
Question type: Dropdown Question

Q17 Race/Ethnicity What is your ethnic group?



Question options

- Prefer not to say
 ● English / Welsh / Scottish / Northern Irish / British
 ● Irish
 ● Gypsy or Irish Traveller
- Any other White background
 ● White and Black Caribbean
 ● White and Black African
 ● White and Asian
- Any other mixed / multiple ethnic background
 ● Indian
 ● Pakistani
 ● Bangladeshi
 ● Chinese
- Any other Asian background
 ● African
 ● Caribbean
 ● Any other Black / African / Caribbean background
 ● Arab
- Any other ethnic group

Optional question (466 response(s), 33 skipped)
 Question type: Dropdown Question

Q18 Please specify below

Anonymous

10/05/2022 01:47 PM

White

Anonymous

10/06/2022 12:34 PM

Polish

Anonymous

10/08/2022 09:44 PM

South african

Anonymous

10/10/2022 11:47 AM

White eastern European

Anonymous

10/10/2022 02:22 PM

Spanish

Anonymous

10/10/2022 02:33 PM

belgian

Anonymous

10/10/2022 02:29 PM

European

Anonymous

10/10/2022 02:56 PM

Portuguese (or Brown, according to the new PC/awoke dictionaire)

Anonymous

10/10/2022 02:52 PM

None

Anonymous

10/10/2022 02:54 PM

European : Franco portugese

Anonymous

10/10/2022 03:01 PM

Portuguese

Anonymous

10/10/2022 03:32 PM

Polish nation

Anonymous

10/10/2022 03:20 PM

White European

Anonymous

10/10/2022 05:13 PM

European

Anonymous

10/10/2022 05:24 PM

Polish

Anonymous

10/10/2022 09:04 PM

Polish

Anonymous

10/10/2022 09:19 PM

European

Anonymous

10/10/2022 09:35 PM

Portuguese

Anonymous

10/10/2022 09:37 PM

White

Anonymous

10/10/2022 10:03 PM

Turkish

Anonymous

10/11/2022 12:54 AM

Italian

Anonymous

10/11/2022 09:13 AM

Cornish

Anonymous

10/11/2022 10:09 AM

white-italian

Anonymous

10/11/2022 11:11 AM

Chechen

Anonymous

10/11/2022 12:38 PM

I am A white Hungarian

Anonymous

10/12/2022 04:21 PM

Eastern European

Anonymous

10/13/2022 04:42 PM

Italian

Anonymous

10/20/2022 08:42 PM

Jewish

Anonymous

10/25/2022 04:08 PM

African white

Anonymous

11/02/2022 12:16 PM

Australian

Anonymous

11/14/2022 01:51 PM

Turkish

Anonymous

11/26/2022 01:00 PM

Italian

Optional question (32 response(s), 467 skipped)

Question type: Single Line Question

Q19 | Please specify below

Anonymous

9/07/2022 02:20 PM

White British / Lebanese

Optional question (1 response(s), 498 skipped)

Question type: Single Line Question

Q20 | Please specify below

Anonymous

10/29/2022 09:26 AM

Hong Konger

Optional question (1 response(s), 498 skipped)

Question type: Single Line Question

Q21 Please specify below

Anonymous Black African
11/07/2022 02:18 PM

Optional question (1 response(s), 498 skipped)

Question type: Single Line Question

Q22 Please specify below

Anonymous Indo Guyanese
10/10/2022 02:51 PM

Anonymous No
10/10/2022 04:21 PM

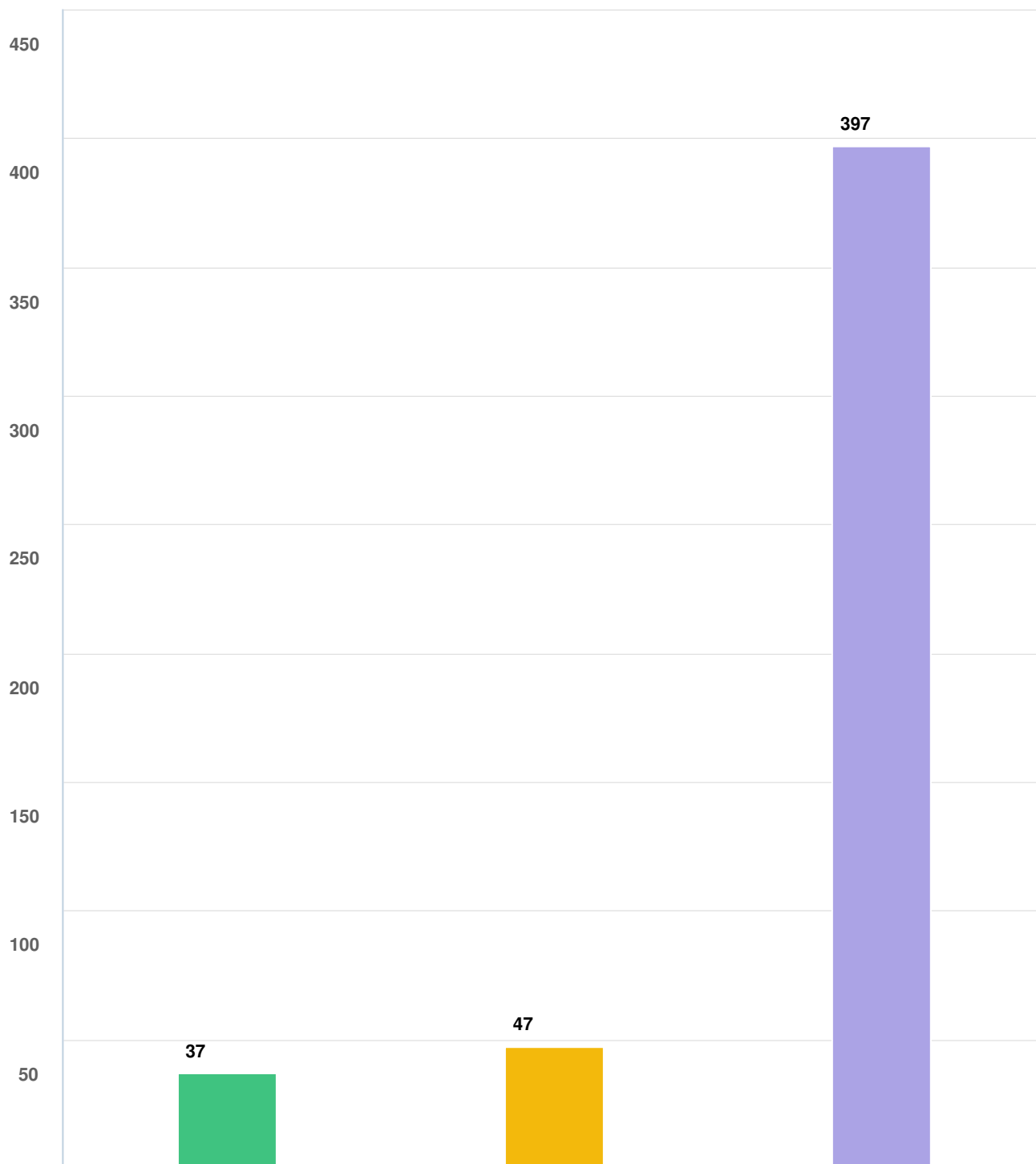
Anonymous nonsense - ethnicity is irrelevant in these questions
10/12/2022 11:04 AM

Anonymous Latin
10/25/2022 07:54 AM

Optional question (4 response(s), 495 skipped)

Question type: Single Line Question

Q23 Do you consider yourself to be a disabled person?

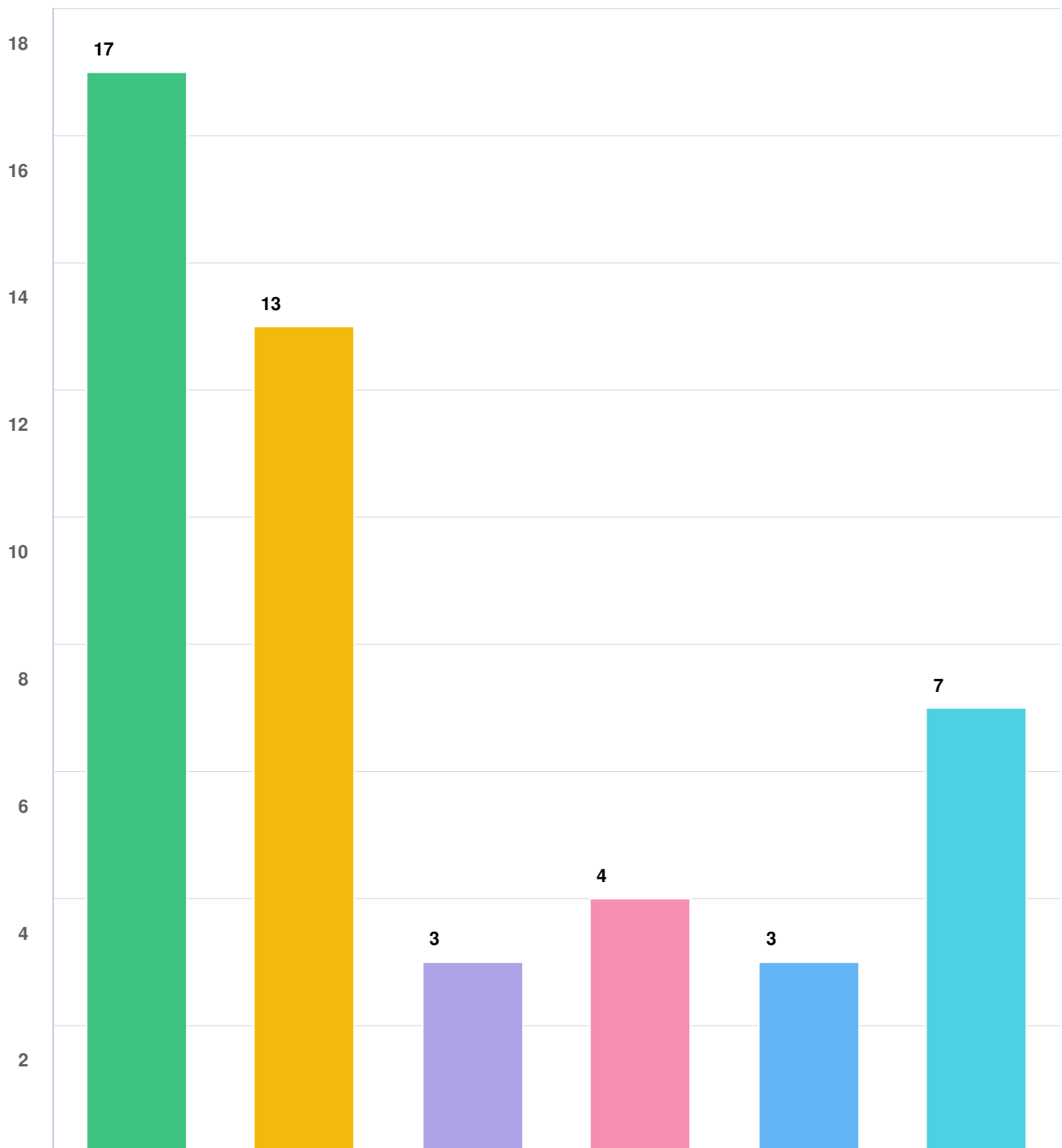


Question options

- Prefer not to say
- Yes
- No

*Optional question (480 response(s), 19 skipped)
Question type: Checkbox Question*

Q24 Please state the type of impairment that applies to you. Please indicate as many that may apply. If none of the categories apply, please mark 'Other'



Question options

- Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches
- Option 2
- Option 3
- Option 4
- Option 5
- Option 6

Optional question (34 response(s), 465 skipped)
Question type: Checkbox Question

Q25 Please specify below

Anonymous

10/04/2022 02:00 PM

I don't know what I have ticked as you've not completed the form!!! I have physical health problems and so does my partner, he also has severe mental health problems.

Anonymous

10/10/2022 02:59 PM

I have all the worst options

Anonymous

10/10/2022 03:00 PM

Mental health disability

Anonymous

10/10/2022 04:18 PM

MS

Anonymous

10/10/2022 05:17 PM

Dementia

Anonymous

10/10/2022 07:55 PM

Crohn's disease sufferer.

Anonymous

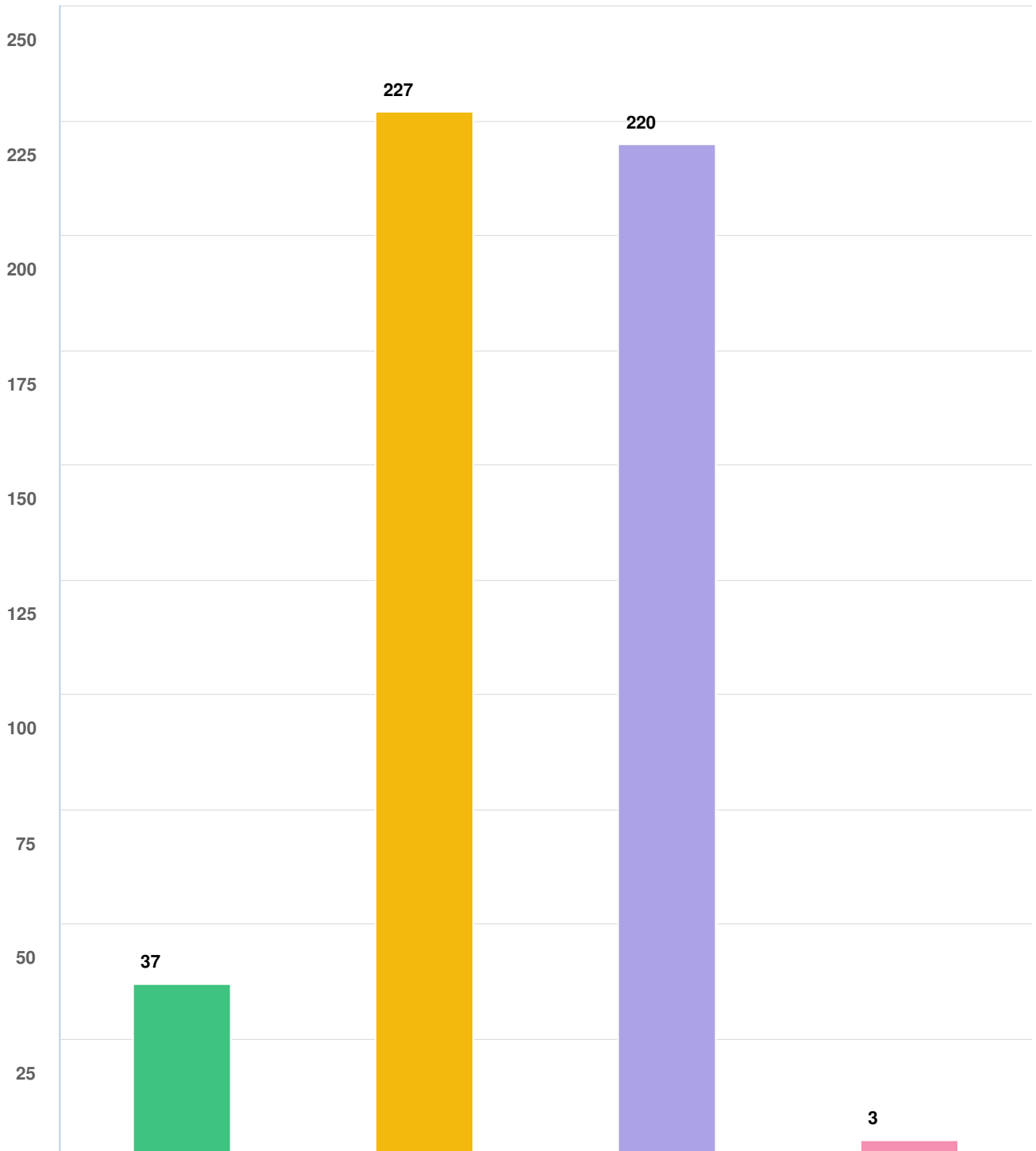
10/17/2022 10:36 AM

My husband is totally bed bound. He has an amputated right leg. He has had a major stroke which has left him with asphasia and unable to talk. He is double incontinent and his diabetic which requires me to give him insulin injections. He cant be left on his own and I am his main carer with some carer help first think in the mornings from external company, which we have to pay for.

Optional question (7 response(s), 492 skipped)

Question type: Essay Question

Q26 GenderAre you:



Question options

- Prefer not to say
- Female
- Male
- Transgender

Optional question (487 response(s), 12 skipped)
Question type: Checkbox Question