











Appendix 5

Local Council Tax Support Scheme (LCTSS) Survey 2020

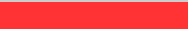



1. Page 1

2. Page 2

| 1. Do you agree with updating the amounts used to calculate entitlement within the scheme? Using this year's figures we estimate this will cost an initial £1,500. | | | | | | | Response Percent | Response Total |
|--|-------------------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Strongly agree |  | | | | | 13.04% | 3 |
| 2 | Agree |  | | | | | 21.74% | 5 |
| 3 | Disagree |  | | | | | 17.39% | 4 |
| 4 | Strongly disagree |  | | | | | 21.74% | 5 |
| 5 | Don't know |  | | | | | 26.09% | 6 |
| Analysis | Mean: | 3.26 | Std. Deviation: | 1.39 | Satisfaction Rate: | 56.52 | answered | 23 |
| | Variance: | 1.93 | Std. Error: | 0.29 | | | skipped | 1 |

| 2. Do you agree with updating the income and capital to account for payments or capital received from the Windrush Resettlement Payments? These amounts will be disregarded from the total income / capital used to calculate entitlement. | | | | | | | Response Percent | Response Total |
|--|-------------------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Strongly agree |  | | | | | 13.04% | 3 |
| 2 | Agree |  | | | | | 21.74% | 5 |
| 3 | Disagree |  | | | | | 26.09% | 6 |
| 4 | Strongly disagree |  | | | | | 21.74% | 5 |
| 5 | Don't know |  | | | | | 17.39% | 4 |
| Analysis | Mean: | 3.09 | Std. Deviation: | 1.28 | Satisfaction Rate: | 52.17 | answered | 23 |
| | Variance: | 1.64 | Std. Error: | 0.27 | | | skipped | 1 |

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| 3. Currently a person can receive help with 100% of their council tax, so they don't pay anything. Do you agree that all claimants should have to pay at least a certain fixed percentage of their council tax bill - for example 10%? | | | | | | | Response Percent | Response Total |
|--|-------------------|---|--|--|--|--|------------------|----------------|
| 1 | Strongly agree |  | | | | | 43.48% | 10 |
| 2 | Agree |  | | | | | 8.70% | 2 |
| 3 | Disagree |  | | | | | 8.70% | 2 |
| 4 | Strongly disagree |  | | | | | 30.43% | 7 |

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3. Currently a person can receive help with 100% of their council tax, so they don't pay anything. Do you agree that all claimants should have to pay at least a certain fixed percentage of their council tax bill - for example 10%?

| | | | | | | | Response Percent | Response Total |
|-----------------|------------|------|-----------------|------|--------------------|-------|------------------|----------------|
| 5 | Don't know | | | | | | 8.70% | 2 |
| Analysis | Mean: | 2.52 | Std. Deviation: | 1.5 | Satisfaction Rate: | 38.04 | answered | 23 |
| | Variance: | 2.25 | Std. Error: | 0.31 | | | skipped | 1 |

4. What do you feel would be an appropriate percentage should a claimant have to pay towards their council tax bill?

| | | | | | | | Response Percent | Response Total |
|-----------------|---------------|------|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | 0% | | | | | | 34.78% | 8 |
| 2 | 5% | | | | | | 8.70% | 2 |
| 3 | 10% | | | | | | 26.09% | 6 |
| 4 | 20% or higher | | | | | | 26.09% | 6 |
| 5 | Don't know | | | | | | 4.35% | 1 |
| Analysis | Mean: | 2.57 | Std. Deviation: | 1.31 | Satisfaction Rate: | 39.13 | answered | 23 |
| | Variance: | 1.72 | Std. Error: | 0.27 | | | skipped | 1 |

5. What impact would this change have on your household?

| | | | | | | | Response Percent | Response Total |
|-----------------|---------------|------|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | No impact | | | | | | 60.87% | 14 |
| 2 | Low impact | | | | | | 4.35% | 1 |
| 3 | Medium impact | | | | | | 13.04% | 3 |
| 4 | High impact | | | | | | 13.04% | 3 |
| 5 | Not sure | | | | | | 8.70% | 2 |
| Analysis | Mean: | 2.04 | Std. Deviation: | 1.43 | Satisfaction Rate: | 26.09 | answered | 23 |
| | Variance: | 2.04 | Std. Error: | 0.3 | | | skipped | 1 |

6. Do you have any comments or suggestions for other savings or options that could be included in future reviews of our LCTS scheme?

| | | | Response Percent | Response Total |
|---|--------------------------------------|--|------------------|----------------|
| 1 | Open-Ended Question | | 100.00% | 9 |
| 1 | 24/09/2019 17:17 PM ID: 127813159 | I think an element of council tax, however minor, should be mandatory - even if it doesn't cover the full costs of using a universal service. | | |
| 2 | 25/09/2019 07:49 AM ID: 127830032 | People with additional properties should pay more; pensioners and those living alone should pay significantly less than those with large families who are heavier users of all services. | | |

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| 6. Do you have any comments or suggestions for other savings or options that could be included in future reviews of our LCTS scheme? | | | Response Percent | Response Total |
|--|--------------------------------------|--|---------------------|-------------------|
| 3 | 26/09/2019 10:36 AM ID: 127901460 | I am sick of working with people who get support 19/12, yet have their own Council house and income support etc, yet mysteriously find money for flash cars, expensive mobile phone contracts, Sky TV, 48" flat screen T.V. and drink and drugs glaore all subsidised by my taxes, paid on top my my paying ALL of my family living expenses IN FULL. This hand-out gravy train need to come off the rails FAST. | | |
| 4 | 27/09/2019 09:46 AM ID: 127967646 | longer time for residents to make up payments when they default before demanding full annual payment | | |
| 5 | 28/09/2019 09:34 AM ID: 128028157 | University students properties not paying any council tax should be changed. The university is taking on too many students, and the rest of the town is having to pay for their council tax. Make the university pay for their students and reduce the numbers. | | |
| 6 | 02/10/2019 20:12 PM ID: 128286533 | Review what we pay for, no street lighting in my area, road improvement are done by our housing association, we never any policing in are estate. | | |
| 7 | 02/10/2019 20:48 PM ID: 128288135 | I think there is a strong correlation between those who receive a high level of Council Tax Support and their (higher) reliance upon local services I therefore believe it is correct that everyone should contribute something. I assume that any contribution they need to make will be factored into other benefits awards/recognised as part of the calculation for their cost of living. | | |
| 8 | 11/10/2019 16:19 PM ID: 128934139 | <p>Uprating non-dependant deductions presumes that those individuals have had an increase in earnings or in benefit income. Neither of these two scenarios may be the case. Benefits are now in their 4th year of being frozen and presuming affordability rather than establishing actual facts, could put households at risk of council tax debts.</p> <p>Since 2016/17 the Council has also, in our view, incorrectly applied its own minimum income floor (MIF) for self-employed people. This MIF is a calculation tool directly lifted from the Universal Credit model. In UC only claimants who are self-employed and who are in the "All work claimant commitment" group are affected by the MIF if their profit is not high enough. The required amount of profit is set by UC, for example 35 x national minimum wage per week. It could be a lower amount depending upon the circumstances of the claimant. If the MIF applies, then the Council should be using the same MIF earnings figure as UC. If the claimant is not on UC then the Council should use a MIF figure based on the number of hours the claimant would be required to work by the DWP.</p> <p>In our view the Council is not meeting its equalities duties as it presumes a MIF figure of 35 x national minimum wage for all self-employed council tax support claimants. This includes everyone who may only be working self-employed for a few hours because they have a disability or they are a Carer. If the DWP is not requiring a person to work (because they are disabled, a Carer or some other reason) then the Council should not be presuming they are in full-time work. No MIF should apply at all where a claimant is not required to work. Actual s/e profit figures should be used for any CTS calculation and not a fictional figure of 35 x national minimum wage. The existence of a discretionary hardship fund does not, in our view, replace rights that existing legislation already provides.</p> <p>We would be happy to discuss this issue once again with the Council.</p> | | |
| 9 | 11/10/2019 16:25 PM ID: 128936607 | <p>Survey sent at 16.15 was from Surrey Welfare Rights Unit, completed by Maria Zealey. Apologies, I thought there would be a space to put details of who was completing the survey.</p> <p>Regards</p> <p>Maria</p> | | |
| | | | answered | 9 |
| | | | skipped | 15 |