



Derby City Council

Council Tax Support Scheme for Derby 2019/20 CONSULTATION

This is your opportunity to give feedback on a proposed change to the Council Tax Support Scheme in Derby



All information provided will be treated in accordance with the Data Protection Act 2018. We will only use this information to inform the decision-making on the 2019/20 Council Tax Support Scheme for Derby. This feedback form does not ask for personal details. If you give us any personal details we will only pass them to other Council departments or other public service organisations with your explicit consent. To view our privacy statement in full please see the back page of this questionnaire.

Do you consent to the processing and storing of your response for the purpose of this consultation?

(Please select one)

- ☐ Yes
- ☐ No, I do not wish to participate in the consultation

What is the Council Tax Support Scheme?

The Council Tax Support Scheme helps people who have a low income, or no income, to pay their Council Tax bills. Derby's local Council Tax Support (CTS) Scheme began on 1 April 2013, when the Government abolished the national Council Tax Benefit (CTB) Scheme.

Please note: Pensioners are protected under separate legislation, and are not affected by our CTS Scheme, or the proposed change in this consultation.

WHAT IS COUNCIL TAX? Council Tax is a local tax set by councils based on the value of a property at 1 April 1991. Each property is placed in one of eight valuation bands A-H. Your Council is responsible for collecting Council Tax and this money helps pay for local public services, including refuse collection, adult social care, environmental health and parks. Some of the money collected is passed to local police and fire authorities to pay for the services they provide.

Why are we consulting about the Council Tax Support Scheme?

We are proposing to make a change to the Scheme. The change would help some customers who are entitled to CTS but who had delayed making their claim. The change would help them receive more assistance, as long as they had good cause for not claiming at the right time.

If we want to make a change to the CTS Scheme we need to ask you about it first. We want to hear the views of everyone, whether they receive CTS or not. By completing this survey you will be helping to shape our CTS Scheme from April 2019.

How you can give your views

The consultation is open to everyone who lives, works or studies in Derby and wants to take part.

The consultation is open from 3 September 2018 and closes on 1 October 2018. We have not made a final decision about this proposed change to our CTS Scheme. Your views and ideas will help us make this decision. If you need this information in another format such as a paper form or Easy Read version, please email counciltaxsupport@derby.gov.uk or phone (01332) 640000 and select option 5 when prompted.

We will consider all the feedback we receive when finalising our CTS Scheme. The Council will make a final decision on the Scheme at a Council Cabinet meeting in December 2018.

Useful information

Other useful information such as a full list of the current Council Tax discounts and exemptions are also available on our website.

Your views on the proposed change

We are proposing to increase the maximum period of time that CTS can be backdated for from one month to three months. This will give people more time to make their claim.

CTS claims are usually paid from the date that they are made. However, if the claimant can show good cause for not claiming promptly when they first needed help, we can backdate their claim to an earlier date. The current limit that we can backdate claims for is one month.

We are proposing to change our Scheme so that the maximum backdating time limit is increased from one month to three months. This will give customers who are entitled to CTS more time to make their claim and ensure that they get the help they need if they are entitled to it. This is to help them avoid financial difficulties or Council Tax arrears. This will be particularly helpful to working age people on a low income who, if they are claiming Universal Credit, now have to make two separate claims.

How strongly do you agree or disagree with this proposal? *(Please select one option)*

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't know

Do you have any other comments about the proposed Scheme or how it may affect you and your household? *(Please write below)*

Are you responding to this consultation as... *(Please select all that apply)*

- ☐ a resident of Derby?
- ☐ a local business?
- ☐ a local voluntary, community or third sector organisation?
- ☐ a local charity?
- ☐ a landlord?
- ☐ other?

Other *(please write below)*

If you are completing this as somebody who lives, works or studies in Derby....

Does... *(Please select one option in each row)*

	Yes	No	Don't know
your household currently receive CTS?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
a member of your household receive Universal Credit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you best describe your household? *(Please select all that apply)*

- ☐ A household without dependent children
- ☐ A household with dependent children
- ☐ A household with full and/ or part time workers
- ☐ A household that includes a disabled person
- ☐ A household that includes a carer
- ☐ Other

The next few questions will help us to make sure that we hear everyone's views, whatever their age, circumstance or background.

Why are we asking these questions?

We have to make sure we are complying with our legal equality responsibilities and that we know what all sections of our community feel about our services and functions. In particular, we need to know if people from the equality groups or who have protected characteristics are taking part, as these groups are referred to in the Equality Act. This is so that we can make any appropriate changes. You can find out more about this in the guide to public authorities.

We would like people to complete these equality questions, but it is not essential and if they make you feel uncomfortable you can leave the questions blank.

Are you... *(Please select one)*

- ☐ Male
- ☐ Female

Is your gender the same as you were assigned to at birth? *(Please select one)*

- ☐ Yes
- ☐ No

What was your age on your last birthday? *(Please tell us your age in years)*

To which group do you consider you belong? *(Please select one)*

- ☐ Asian or Asian British - Indian
- ☐ Asian or Asian British - Pakistani
- ☐ Asian or Asian British - Bangladeshi
- ☐ Asian or Asian British - Chinese
- ☐ Any other Asian background
- ☐ Black or Black British - African
- ☐ Black or Black British - Caribbean
- ☐ Any other Black background
- ☐ Dual Heritage - White and Black Caribbean
- ☐ Dual Heritage - White and Black African
- ☐ Dual Heritage - White and Asian
- ☐ Any other Dual Heritage background
- ☐ White - English / Welsh / Scottish / Northern Irish / British
- ☐ White - Irish
- ☐ White - Gypsy or Irish Traveller
- ☐ Any other White background
- ☐ Other ethnic group - Arab
- ☐ Any other ethnic group

If you have selected one of the 'Any other background' options, please give further details.

Do you consider yourself to be a disabled person? *(Please select one)*

- ☐ Yes ☐ No

I consider myself to be... *(Please select one)*

- ☐ heterosexual/straight ☐ a gay woman/lesbian
☐ bisexual ☐ Other
☐ a gay man ☐ Prefer not to say

Do you have any religious beliefs? *(Please select one)*

- ☐ Yes
☐ No
☐ Prefer not to say

If yes, to which religion do you belong? *(Please select one)*

- ☐ Buddhist ☐ Muslim
☐ Christian ☐ Sikh
☐ Hindu ☐ Other
☐ Jewish ☐ Prefer not to say

Thank you for completing this survey.

Please return your completed form in the pre-paid envelope provided, you don't need a stamp. You can also return your completed form to us using your own envelope addressed to:

Council Tax Support Scheme Consultation
Derby City Council
FREEPOST
MID24259
Derby
DE1 2BR

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 640000 Minicom 01332 640666.

Corporate Consultation Privacy Notice

How is your information used?

You will be asked for your consent at the beginning of every paper based questionnaire. Where we have your consent we may use your information to:

- Inform the decision on which the consultation subject matter is based or the formation of the policy, service or event that the consultation is concerned with;
- Help us understand who takes part in our consultation in terms of gender, age, ethnicity and other demographic factors and how views differ across respondents;
- Send you communications which you have requested and that may be of interest.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed;

- A research company that we have commissioned to undertake consultation on our behalf. If this is the case it will be clear on all consultation materials that an external agency is conducting the consultation on our behalf and they too will be bound by GDPR.
- Internally with Council departments for the purpose of:
 - Giving feedback gathered in the consultation to the services to inform their work
 - At the consultees request where they have asked that we pass on their details to the relevant department to address a particular issue or concern
 - Where a safeguarding concern has been raised in a consultation response
- Statutory agencies, such as the Police or National Fraud Authority - we may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

For further information about how your personal information will be used, please visit www.derby.gov.uk where you can see a full copy of our Privacy Notice. Alternatively you can request a hard copy from - The Consultation Team, The Council House, Corporation Street, Derby, DE1 2FS. Telephone: 01332 640745, email: yourcityyoursay@derby.gov.uk.