

## Consultation Plan

# Council Tax Support Scheme Consultation 2018 Consultation Plan

### **Purpose of the Consultation**

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We are proposing a change to our Council Tax Support Scheme so that from 1 April 2019 the time limit that Council Tax Support claims can be backdated for is increased from one month to three months. This is to make sure that those customers who do not claim Council Tax Support at the time they first need help – particularly those claiming Universal Credit Full Service - are able to receive more help, if they are entitled to it.

Council Tax Support 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.

### **Timeline and Implications**

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An exploratory discussion with the Major Precepting Authorities (MPAs) about the proposed change to the CTS Scheme took place on 23 July 2018. They will also be invited to take part in the public consultation.

The public consultation will last for four weeks beginning on **3 September 2018**, closing on **1 October 2018**.

This project will require the commitment and support of the Revenues, Benefits and Exchequer Services, Communications and Consultation, the DMC, Business Support and Customer Management.

Information about the context of the consultation and the draft Scheme is required, which should be presented as simply as possible.

Although a self-completion questionnaire will be utilised and promoted principally online, consideration must also be given to the more vulnerable consultees. Paper copies and an Easy Read version will be made available to those who need them.

There should be communication, to begin as the consultation opens and take place throughout the consultation, including information on the Council's website.

In communications, there should be a link to support and advice services for those seeking information about the potential impact of the change.

### **Who we need to consult with**

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The proposed change to Derby's Council Tax Support Scheme is potentially relevant to all residents paying Council Tax in Derby. Therefore, the consultation will be universal.

### **Equality Impact Assessment (EIA)**

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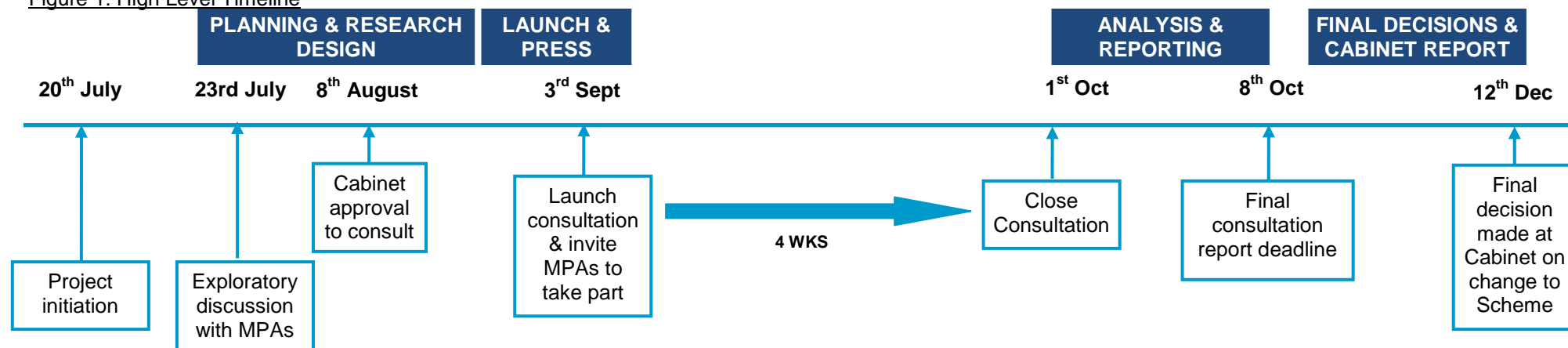
An EIA will be undertaken and a draft should be posted on the Council's website as part of the consultation during the consultation period. This will enable the EIA to be revised and finalised following the consultation and used to inform the final decision making process.

### **To support the consultation**

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An FAQ webpage / sheet should be prepared and published when the communication campaign begins and no later than the day the consultation opens.

Figure 1: High Level Timeline



## Project Plan

Action	Activity	Who Division/Lead Officer	Deadline
<b>EIA</b>	Draft EIA based on draft Scheme - <b>DONE</b>	RBES	08/08/18
<b>Communications Strategy</b>	Design and production of publicity material - <b>DONE</b>	C&C & RBES	31/08/18
	Press releases, Twitter, web pages – CTS pages, Home page, YCYS.- WEB PAGES <b>DONE</b> – C&C TO DO PRESS RELEASE, SOCIAL MEDIA & HOME PAGE ON DCC WEBSITE - <b>DONE</b>	C&C & RBES	03/09/18
	AV Screens, InTouch and Manager's briefing – IN TOUCH & MANAGER'S MONTHLY - <b>DONE</b> – C&C TO DO AV SCREENS - <b>DONE</b>	C&C & RBES	03/09/18
<b>Consultation on draft Scheme</b>	Initial exploratory discussions with MPAs (Police / Fire) – <b>DONE 23/07/18</b>	RBES (JM)	08/08/18
	Draft consultation material: consultation plan; survey form, including paper version; draft Scheme for 2019/20; webpages contents: YCYS page, CTS and CTS FAQs - <b>DONE</b>	C&C & RBES	31/08/18

	<a href="mailto:Counciltaxsupport@derby.gcsx.gov.uk">Counciltaxsupport@derby.gcsx.gov.uk</a> email box – update auto acknowledgement message from 03/09/18 – <b>DONE - SR275081 raised</b> Heads up regarding phone scripting changes on 640000 - <b>DONE</b> Assurance sought that phone contacts requiring survey in alternative formats to be handled – <b>DONE - arrangements in place</b> Finalise online/paper survey designs - <b>DONE</b> Consultation material signed off - <b>DONE</b>	RBES	31/08/18
	Email Equality Diversity Hub - <b>DONE</b>	RBES	03/09/18
	Front line and RBES staff to be briefed: <b>DONE</b>	RBES	31/08/18
	Email to portfolio holder prior to consultation opening to public <b>DONE</b>	RBES (JM)	31/08/18
	Highlight consultation to all Councillors via email. <b>DONE</b>	RBES (JM)	31/08/18
	MPAs to be sent a link to the public consultation materials with an invitation to take part once this is live. <b>DONE</b>	RBES (JM)	03/09/18
	Public consultation to open & web pages updated <b>DONE</b>	C&C / RBES	03/09/18
	Electronic consultation – Council website – draft scheme with electronic feedback form available online. <b>DONE</b>	C&C & RBES	03/09/18
	Paper versions available on request. <b>DONE</b>	RBES /DMC	
	Main switchboard phone script changed to promote the consultation and provide answerphone facility for customers to request survey in alternative format <b>DONE</b>	Kathie Anderson	03/09/18
	Auto-acknowledgement message updated on <a href="mailto:counciltaxsupport@derby.gcsx.gov.uk">counciltaxsupport@derby.gcsx.gov.uk</a> email address from 03/09/18 <b>DONE</b>	RBES / IT	03/09/18
	Email out to any appropriate partners/ stakeholders/ forums to inform them the consultation is taking place and where people can find it - <b>DONE</b>	C&C	03/09/18
	EIA Meeting – <b>DONE BY EMAIL</b>	RBES (DEH)	TBD
	Ongoing data entry of returned questionnaires. <b>NOT REQUIRED</b>	Business Support / C&C	ongoing
<b>Analysis, assessment and reporting</b>	Data analysis and report on the results of the consultation. <b>DONE</b>	C&C	08/10/18
	Consider results of consultation and propose final CTS Scheme <b>DONE</b>	RBES	8 – 19 October
	Review and revise EIA <b>DONE</b>	RBES	8 – 19 October

	Deadline for DMT / COG reports / meetings	RBES	30 October
	Deadline for Council Cabinet report	RBES	22 November
	Briefing for MPAs on proposal being put forward to Council Cabinet	JM	22 November
	Council Cabinet Meeting to consider the proposal and response to the consultation	Members	12 December
	Feedback on results and outcome of consultation to Consultation team – after call in period	RBES	21 December
	Review and revise EIA in response to final Scheme decision by Cabinet	RBES	21 December
	Produce Final Scheme	RBES	21 December