

Consultation Plan

Council Tax Support Scheme Consultation 2016: Consultation Plan

Purpose of the Consultation

We are proposing changes to our Council Tax Support Scheme from 1/4/2017 to ensure that it...

- Explores the options for making financial efficiencies for the Council
- Is more aligned with the Housing Benefit (HB) Scheme to ensure consistency and save confusion for claimants.

Timeline and Implications

Consultation with the Major Precepting Authorities (MPAs) will be for 7 days beginning on 26 July.

The public consultation will last for twelve weeks, beginning on **5th August 2016**, closing on the **28th October 2016**. We will continue to consult with our MPAs alongside the public consultation to allow all parties to consider and respond to emerging details.

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

Information about the context of the consultation and the draft scheme/s 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. If possible, vulnerable consultees should be able to participate in the consultation at convenient locations where they access services and paper copies should be available on request. An easy read version will be made available to those who need it.



Derby City Council



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 changes.

Who we need to consult with

The proposed changes to Derby's Council Tax Support Scheme are potentially relevant to all residents those paying Council Tax in Derby. Therefore, the consultation will be open to everyone who lives, works and studies in Derby.

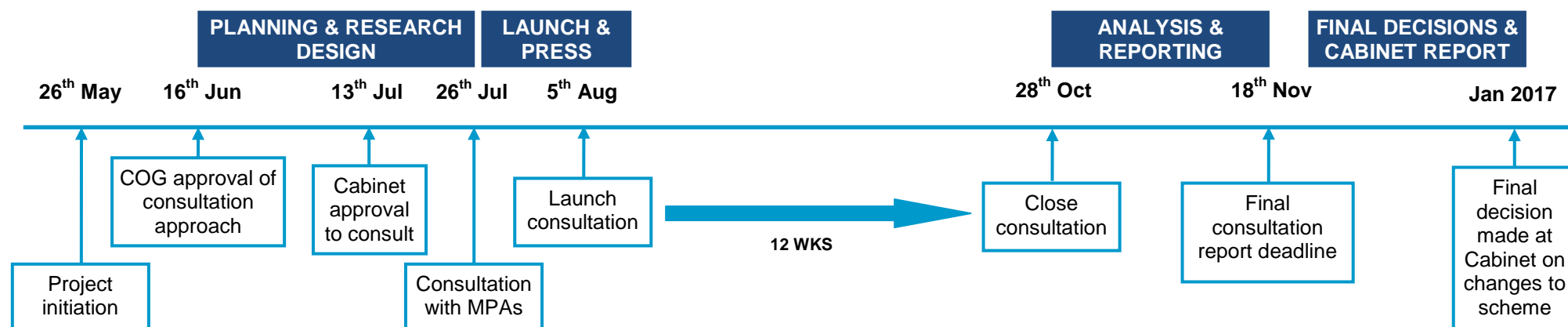
Equality Impact Assessment (EIA)

An initial EIA has been completed. A further, more detailed 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

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
EIA	Initial EIA based on draft scheme/s to be completed	RBES	29 July
Communications Strategy	Design and production of publicity material.	Comms & Cons /RBES/CM	TBC – 5 August
	Press releases, Twitter, web pages – CTS pages, Home page, YCYS.	Comms & Cons /RBES/Member/CM	TBC – 5 August
	AV Screens, InTouch and Manager's briefing	Comms & Cons /RBES/CM	TBC – 5 August
Consultation on draft Scheme	Formal written consultation to take place with MPAs – duration of 7 days.	RBES (JM)	26 July
	Consultation meeting with MPAs.	RBES (JM)	Meeting offered – 26 July
	Draft consultation document – containing scope of consultation, reasons for consultation, key proposals – draft scheme – draft EIA – scope to influence proposals – FAQs.	CM/RBES/ Cons	To begin 16 June. To finalise with results of MPA consultation –

			4 Aug. Ready for consultation to go live on 5 Aug.
	Counciltaxsupport@derby.gcsx.gov.uk email box set up and to be monitored – DONE Heads up regarding phone scripting changes – DONE Assurance from Derby Direct sought that phone contacts requiring survey in alternative formats to be handled – DONE Finalise online/paper survey designs – DONE Consultation material signed off – DONE	Cons/ CM / RBES (JM)	To begin 13/07/16. To finalise with results of MPA consultation – 4 Aug. Ready for consultation to go live on 5 August.
	Derby Direct – staff briefed.	CM	5 August
	Email to portfolio holder prior to consultation opening to public	RBES (JM)	w/c 5 August
	Highlight consultation to all Councillors via email.	RBES (JM)	w/c 5 August
	Public consultation to open	Cons	5 August – 28 October
	MPAs to be sent a link to the public consultation materials with an invitation to take part once this is live.	RBES (JM)	5 August
	Electronic consultation – Council website – draft scheme with electronic feedback form available online.	Coms	5 August
	Paper versions available on request.	CM/DMC	
	Main switchboard phone script changed to promote the consultation and provide answerphone facility for customers to request survey in alternative format	CM	5 August
	Highlight consultation to Supported Exempt Accommodation landlords	RBES (JM)	5 August
	Email Diversity Forum and 50 + forum – short covering email wording to be agreed with CM. Consultation to be promoted at meeting on 14 September.	Cons/ RBES	5 August
	Young people – rather than consulting through Voices in Action, advised consulting young people through the YMCA, Leaving Care Team based at Connexions, Disability Direct Youth Forum and the Rathbone Training provider. – Highlight with Adele Styles as best way to cascade this information.	Cons	5 August

	Citizens' Advice Bureaux – email details to Matt Allbones	Cons	5 August
	E-mail to Reach Out panel members – Total TBC	Cons	5 August
	Include within next e-shot newsletter.	Coms/ Cons/ RBES	Due ?
	Community Action Derby – email for cascading – either twitter or via email / website.	Comms & Cons	5 August
	Derbyshire and Nottinghamshire Chamber of Commerce – inclusion on consultation page of website and in e-bulletin to members - TBC	Coms and Con / DNCC Nick Chischniak	5 August
	Ask Derby Homes to promote consultation on website (Dan Sexton, cc Julie Eyre and Jackie Westwood). As if there are any mail shots due that could be used for promotional purposes.	Cons	5 August
	Email to be circulated by Derby Information and Advice Forum (Ian Chennery)	Cons	5 August
	Email to be circulated by Housing Strategic Liaison Group (Ian Fullager)	Cons	5 August
	Neighbourhood Partnerships / Board and Forums – email to Neighbourhood Managers to cascade to participants.	Cons	5 August
	EIA Meeting	CM	During consultation
	Ongoing data entry of returned questionnaires.	Business Support / Cons	On-going During consultation
Analysis, assessment and reporting	Data analysis and report on the results of the consultation.	Cons	28th Oct to 18th Nov dependent on response levels and comments.
	Consider results of consultation and propose final CTS Scheme	RBES	07/12/16
	Review and revise EIA	RBES	08/12/16
	Deadline for DMT / COG reports / meetings	RBES	08/12/16
	Deadline for Council Cabinet report	RBES	09/01/17
	Briefing for MPAs on proposals being put forward to Council Cabinet	JM	10/01/17

	Council Cabinet Meeting to consider the proposal and response to the consultation	Members	18/01/17
	Feedback on results and outcome of consultation	RBES / Cons	18/01/17
	Review and revise EIA in response to final scheme decision by Cabinet	RBES/CM	After 18/01/17
	Produce Final Scheme	RBES/CM	31/01/17