

Appendix 1 – Engagement and consultation outcomes

Between 12 September and 31 October 2017 an engagement exercise was carried out to invite interested people to take part in the consultation on the Council Tax Support Scheme for 2018/19.

North Tyneside Council ensured that through various opportunities people were made aware of the consultation and could take part.

This included a wide range of options e.g. Customer Services Centre staff talking through the consultation with individuals and Citizens Advice Bureau (CAB) Officers using outreach sessions in the community to engage with customers about the consultation. Information was shared through established channels of contact i.e. email, meetings, members briefings and staff updates. Registered social landlords and private landlords were made aware of the consultation along with our Community and Voluntary Sector partners.

Our Community and Voluntary Sector partners, raised awareness of the engagement particularly amongst those with specific equalities characteristics (as set out in the 2010 Equality Act) such as those with disabilities.

Customers visiting our Customer Services and CAB were invited to take part and CAB used telephone contact as well as face to face to extend invitations to take part in the consultation. Customers were provided with help to complete the on line form where it was needed.

Method

The consultation consisted of three questions and an opportunity to provide additional comment via an on line form, although paper forms were used where internet connectivity was not available or where people expressed a preference. Each paper survey was then input into the on line web form.

The consultation was carried out anonymously and no identifying data was collected. Equality monitoring questions were asked around age, disability and ethnic origin.

Council Tax Support Scheme

To what extent do you agree or disagree that the Council should reduce the maximum amount of Council Tax Support available to working age claimants from 87.5% to 85%?

1780 replied to this question

Strongly agree	Tend to agree	Total	%	Neither agree nor disagree	%	Tend to disagree	Strongly Disagree	Total	%
417	263	680	38%	246	14%	217	637	854	48%

To what extent do you agree or disagree that the Council should reduce the maximum amount of Council Tax Support available to working age claimants from 87.5% to 82.5%?

1782 replied to this question

Strongly agree	Tend to agree	Total	%	Neither agree nor disagree	%	Tend to disagree	Strongly Disagree	Total	%
340	228	568	32%	226	13%	237	751	988	55%

To what extent do you agree or disagree that the Council should reduce the maximum amount of Council Tax Support available to working age claimants from 87.5% to 80%?

1772 replied to this question

Strongly agree	Tend to agree	Total	%	Neither agree nor disagree	%	Tend to disagree	Strongly Disagree	Total	%
362	206	568	32%	252	14%	178	774	952	54%

Equality Monitoring Questions

The key statistics about our residents show that:

- 19% of North Tyneside residents are now aged 65 and over (Source: ONS 2016 mid-year population estimates)
- 4.9% are from black and minority ethnic (BME) communities – the main groups being 'Other White' (1.2%), 'Other Asian' (0.4%), Indian (0.5%) and Chinese (0.4%). (2011 Census)
- 21% have a disability or condition which limits their day-to-day activities. (2011 Census)

As the findings below illustrate 19% of the respondents were from the age group 65 years or over which is the same as the make up of the borough at 19%. As those of working age will be impacted by the changes being considered it was important to ensure they were represented appropriately in the consultation.

A slightly greater proportion of those from a black or minority community were represented in the consultation than the percentage in the borough, as were those who said they had a disability or condition which limits their day to day activities.

Which of the following describes your age range?

1707 respondents answered this question

- 1385 were aged 18-64 (81%)
- 322 were aged 65 years or over (19%)

Which of the following best describes your ethnic origin?

1682 respondents answered this question

- 1461 White British (87%)
- 33 White Irish (less than 2%)
- 47 White other (3%)
- 41 Black or black British (2%)
- 40 Asian or Asian British (2%)
- 18 Mixed heritage (less than 1%)
- 33 prefer not to say (2%)
- 9 Other (1%)

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last at least 12 months?

1669 respondents answered this question

- 381 said yes (23%)
- 1058 said no (63%)
- 230 preferred not to say (14%)