



Council Tax Benefit Changes – How to Have Your Say (September-October 2012)

FINAL

**Report written by Corinna Beatson
Strategy & Performance
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Council Tax Benefit Changes	
Consultation Publicity (September – October 2012)	

Circulation

	Draft Report	Final Report
Allison Westray-Chapman	14 November 2012	3 December 2012
Michelle Whetton	14 November 2012	3 December 2012
Kath Drury	14 November 2012	3 December 2012

1. Background

Between 3rd September and 29th October 2012 Bolsover District Council conducted a public consultation into proposed changes to Council Tax Benefit.. This statutory consultation followed the Government announcement that from April 2013 Council Tax Benefit will end and Councils will need to operate local Council Tax support schemes. At the same time, as part of its welfare reform programme, the Government proposed to reduce by 10% the funding given to local councils to meet the cost of paying Council Tax Benefit. The consultation sought to measure views on the impact of the proposed scheme, so the Council can identify what it can do to minimise this impact.

An on-line questionnaire survey was published on the Council web site. Hard copies were available at all four Council Contact Centres and on request, including pre-paid return envelopes. A series of six advice sessions were held across all four Contact Centres so people could speak to officials face to face. An information leaflet titled 'Council Tax Support' was produced to accompany the consultation.

In addition to this questionnaire based consultation: a 'Look Beyond the Label' workshop was also organised with equalities groups to discuss the proposed Local Council Tax Benefit Scheme; a presentation on the subject was given to the Bolsover Partnership Executive Board on 6th September 2012 and presentations were given to Parish Council's within the District via Parish Council Liaison group on 13th September 2012. In addition the other precepting authorities: County Council, Police and Fire Service all received copies of the initial Executive report on the Council Tax Benefit changes. The results from these consultations are reported not reported here.

This consultation was publicised through:

- A mail shot sent direct to 8,279 individuals claiming Council Tax Benefit on 10th September 2012.
- An article published in the September edition of 'In Touch'- the Council magazine which is distributed by Royal Mail to all households in the District.
- A newsletter sent to all Citizen Panel members by Derbyshire County Council.
- Notification to all Council employees through a weekly e-bulletin on 7th September 2012.
- Information circulated to the community and voluntary sector by Bolsover CVP (Bolsover Community & Voluntary Partners), Mansfield CVS and the 3D Infrastructure Consortium.

Publicity for this consultation was undertaken jointly across Derbyshire by local authorities and a table detailing all consultation activity is set out in the appendices.

2. Sample Size, Response Rate and Profile of Respondents

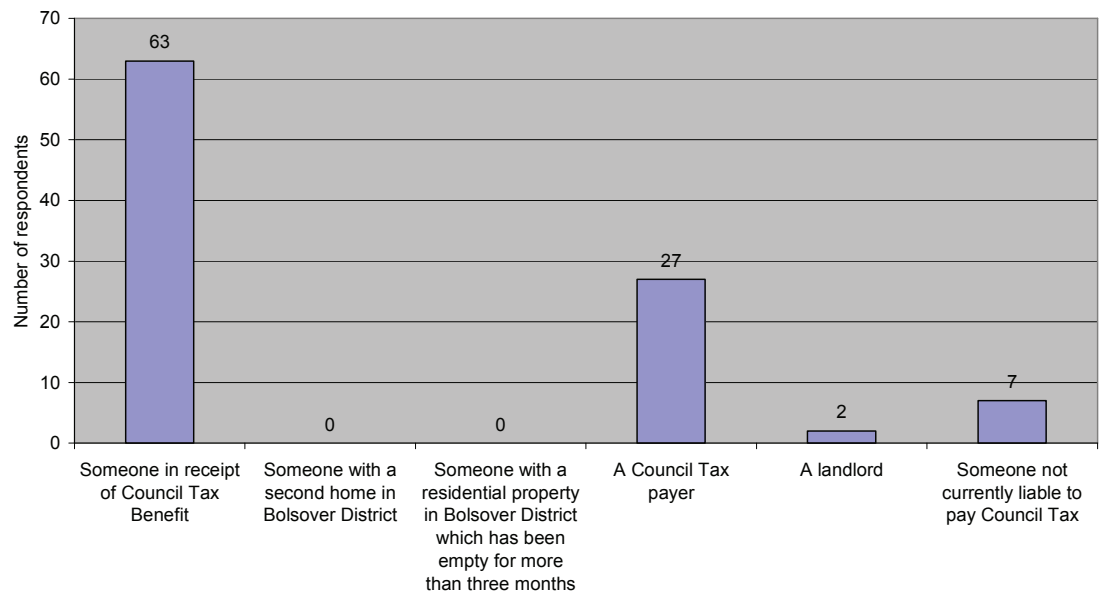
In total 97 responses were received, 60 were submitted on line and 37 were paper returns.

As a percentage of the District population (of 75,866 at time of the 2011 population census) this response rate is 0.1% or 1 in every 782 people.

8,279 Council Tax Benefit claimants received a letter informing them of the consultation. 63 of the responses came from people in receipt of Council Tax benefit- a 0.8% response rate from this target group or 1 in every 131 people.

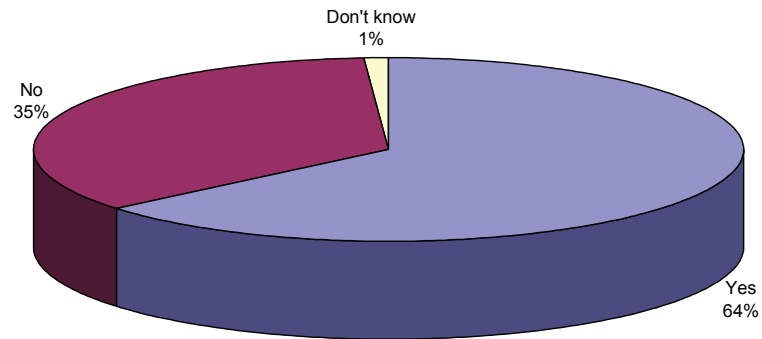
- All but one of the 97 responses received were from individuals. One response was received from a charitable organisation.
- Over 50% of respondents live in postcode areas S44 (29%) or DE55 (23%).
- The majority of respondents (63 individuals, 64%) said they were in receipt of Council Tax benefit. No responses were received from people with second homes or empty properties in the District and two responses came from landlords as the following chart illustrates.

Q13 Which of the following describes your situation best? (Multiple choices allowed)



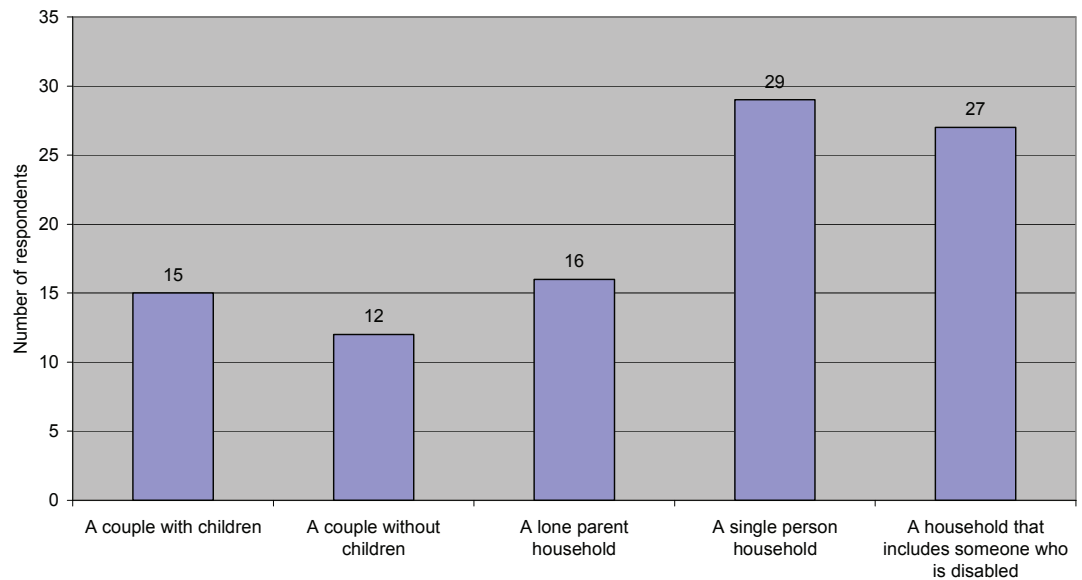
- 76% of the respondents (48 people) in receipt of Council Tax benefit said they or others in their household received other state benefits as well. Almost two thirds of overall respondents (64%, 58 people) said they, or others in their household received other state benefits, as the chart below shows.

Q14 Do you, or others in your household, receive any other state benefits?



- As the following chart shows, the majority of responses were either from people in a single person household (29 people, 29%) or from someone in a household including a disabled person (27 people, 27%). Five of the responses were from someone in a single person household who is disabled.

Q15 Which of the following describes your household? (Multiple responses allowed)



- 42% of respondents (39 people) considered themselves to be disabled.

- 59% of respondents were women compared to 41% who were men, the responses are over-representative of women and under representative of men as compared to the 2011 census.
- The majority of respondents- 79% were in the 35-64 year age group, the responses are particularly under representative of the younger age group (16-34), and slightly under representative of the older age group (65+).
- The ethnicity of all but two respondents to the survey was white British/Irish.

Respondent Characteristics	Respondents %	% Population Figures (2011 Census)	% Population Figures (2011 Census)
<i>Gender</i>			
Male	41.1		49.3
Female	58.9		50.7
<i>Age Group</i>			
16-34 years	11.0	28.8	Not yet available
35-64	79.1	49.5	Not yet available
65 & over	9.9	21.7	Not yet available
<i>Ethnicity</i>			
White British or Irish	97.8	98.6	Not yet available
Ethnic Minority (including white-other)	2.2	1.4	Not yet available

3. Summary of Key Results

It is very important to consider the profile of respondents in relation to the key results.

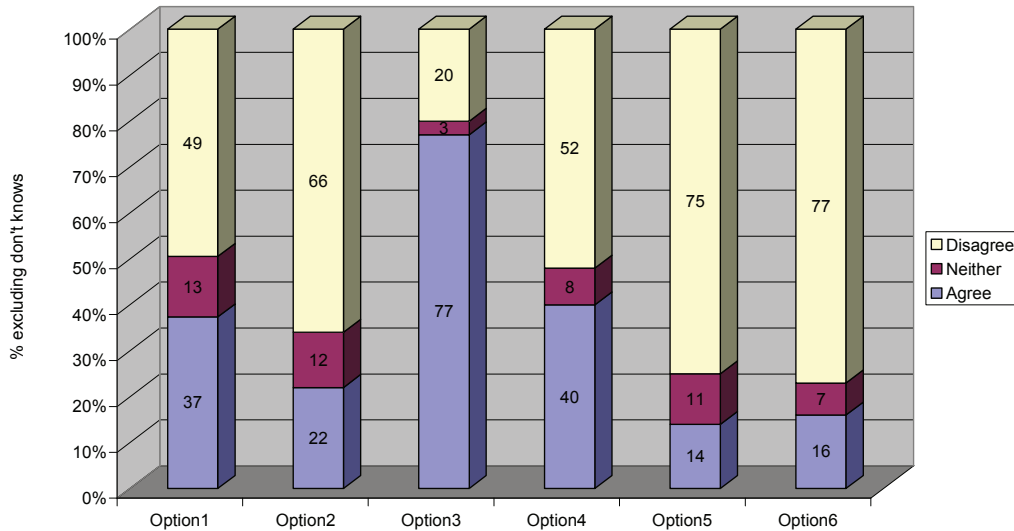
Overall, Option 3 – charging full Council Tax on empty homes after 3 months and on holiday homes immediately, was the most popular of all the six options. 77% of respondents (75 people) agreed with this option, and the majority of these (57%) strongly agreed. Although no one who would be directly affected by this change responded to the survey.

The option on which agreement was second highest overall was Option 4- to reduce the amount of Council Tax Support given to working age claimants by 10%. 40% (37 people) agreed with this option, although agreement was less strong with only 11% strongly agreeing.

Option 1 closely follows option 4 in terms of overall popularity. This option involved accommodating the grant reduction from savings in other council services, 37% of respondents (34 people) agreed, 13% agreed strongly.

When responses from people in receipt of Council Tax benefit and other state benefits are compared to overall responses for Option 1, agreement is 10% higher at 47% compared to 37% and disagreement is 15% lower at 34% compared to 49%. In this survey respondents who are most likely to experience reduced income from the cumulative effect of welfare reform are more likely to agree that savings be found from other council services.

Agreement/ disagreement with Local Council Tax Support Scheme Options



Respondents were then asked a question about the impact these changes would have on working age claimants and were asked to list up to three ways the changes would affect them, other than the direct financial impact. All the comments received have been analysed looking for common key impacts, these are listed below together with the number of people that mentioned them. Some people will have listed more than one impact for each question. The following table summarises the results, detailed tables of comments are in section 5 of the report.

Impact	Q7_1	Q7_2	Q7_3	Total
General money concerns	25	11	7	43
Less money for food	15	8	3	26
Less money for heating	4	8	4	16
Impact on health	2	5	8	15
Impact on child/children	4	2	4	10
Struggle to pay utility bills	2	3	2	7
No effect	5	0	0	5
Less money for clothes	0	3	2	5
Risk losing home/ rent arrears	1	2	1	4
Other individual comments	14	11	8	33
Other individual impacts	4	9	8	21

General money concerns are the most common impact highlighted by 43 respondents.

These are followed by concerns voiced by 26 respondents about having to spend less money on food, with comments from some respondents: “miss 1 meal a day”, “may be have to start having food boxes from charity”.

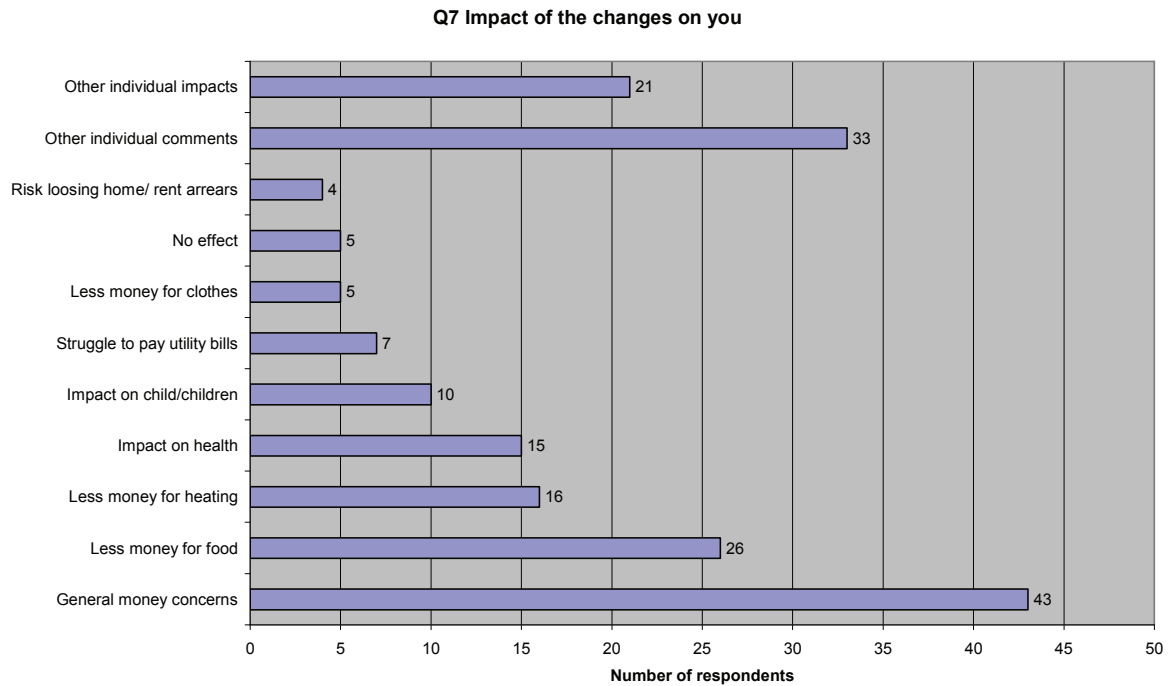
The third highest concern was around having less money to spend on heating (16 respondents) “Reduced heating from 4 to 3 hours/day impacting on already poor health” and “stay in bed longer to cut down on fuel bills” being two of the most specific comments.

The fourth most frequently mentioned impact (15 respondents) was on people’s health:

“would make my health problems worse due to anxiety”, “the stress already on me and my disabled wife would be pushed to breaking point”.

In addition, 4 people thought they would fall into rent arrears and or may be at risk of loosing their home.

The chart below illustrates the impacts listed in the summary table.



Respondents were then given the opportunity to add other comments, 47 people choose to do this. There is a mix in the tone of the responses, they are either angry, despairing or giving suggestions for how savings can be made. All the comments have been divided according to topic and are reported in full within section 5 of this report.

Q8 Other comments	Number
Suggestion for funding the cuts to Council Tax benefit	16
Personal concerns about the impact of Council Tax Benefit changes	12
Don't target the poor	5
None working people should contribute	4
Blame the Government	4
Suggestion for supporting those affected by Council Tax Benefit changes	3
Other individual comments	13

4. Action Plan

The following recommendations are made regarding the survey:

1. In the light of the findings consider what the Council can do to minimise the impact of Council Tax Benefit changes on affected residents.
2. Consider whether any further consultation is required in view of the Governments' proposals regarding transitional relief funding.
3. Publish the report findings on Ask Derbyshire so they are available to the public.

5. Tables of Results

Local Council Tax Support Scheme- Options

Q1 OPTION 1			
To what extent do you agree or disagree with the option to: accommodate the grant reduction from savings in other council services?			
	Number	%	% excluding don't knows
Strongly agree	12	12	13
Agree	22	23	24
Neither	12	12	13
Disagree	24	25	26
Strongly Disagree	21	22	23
Don't know	6	6	
	97	100	100

Q2 OPTION 2			
To what extent do you agree or disagree with the option to: fully reclaim the loss of grant from Council Tax Support working age claimants?			
	Number	%	% excluding don't knows
Strongly agree	11	12	12
Agree	9	9	10
Neither	11	12	12
Disagree	24	25	26
Strongly Disagree	36	38	40
Don't know	4	4	
	95	100	100

Q3 OPTION 3			
To what extent do you agree or disagree with the option to: charge full Council Tax on empty homes after 3 months and on holiday homes immediately?			
	Number	%	% excluding don't knows
Strongly agree	53	55	57
Agree	19	20	20
Neither	3	3	3
Disagree	10	10	11
Strongly Disagree	8	8	9
Don't know	4	4	
	97	100	100

Q4 OPTION 4			
To what extent do you agree or disagree with the option to: reduce the amount of Council Tax Support given to working age claimants by 10%?			
	Number	%	% excluding don't knows
Strongly agree	10	10	11
Agree	27	28	29
Neither	7	7	8
Disagree	19	20	20
Strongly Disagree	30	31	32
Don't know	3	3	
	96	100	100

Q5 OPTION 5			
To what extent do you agree or disagree with the option to: reduce the amount of Council Tax Support given to working age claimants by 15%?			
	Number	%	% excluding don't knows
Strongly agree	5	5	6
Agree	7	7	8
Neither	10	11	11
Disagree	25	26	29
Strongly Disagree	40	42	46
Don't know	8	8	
	95	100	100

Q6 OPTION 6			
To what extent do you agree or disagree with the option to: reduce the amount of Council Tax Support given to working age claimants by 20%?			
	Number	%	% excluding don't knows
Strongly agree	7	7	8
Agree	7	7	8
Neither	6	6	7
Disagree	16	17	18
Strongly Disagree	51	54	59
Don't know	7	7	
	94	100	100

Impact of the changes on you

Q7_1	Less money for food	General money concerns	Less money for heating	No effect	Impact on Health	Risk loosing home/ rent arrears	Impact on child/ children	Other impact	Other comment	Struggle to pay utility bills
It is just Council tax benefit, by April 2013 Housing benefit will also be reduced, where's the money coming from to cover?		1								
I am a single person on a low income, any decision could affect me profoundly		1								
Being unemployed through no fault of my own I feel I am being penalised by you and the Government.									1	
Rent arrears						1				
Full Council Tax should be paid on all empty properties as soon as they are empty. And on all holiday homes.									1	
My budget is already calculated in pence this is would make me have to choose between heating and food this winter.	1	1	1							
Financially harder.		1								
Increase in support/advice to clients.									1	
Worry over paying bills		1								
Help I give to my disabled child							1			
We can only just afford to buy basic food now.	1									

	Less money for food	General money concerns	Less money for heating	No effect	Impact on Health	Risk loosing home/ rent arrears	Impact on child/ children	Other impact	Other comment	Struggle to pay utility bills
Q7_1										
Depending on how much I am stopped it will affect the buying of clothes shoes etc. I don't get full rebate but I do receive a good amount and until I found out how much I'll lose its hard to single out 1 thing.								1		
As a disabled person I have to pay for everything:- Home help, Gardeners etc.								1		
Working age carer on the minimum amount of money allowed and you want to take even more off them. Despicable.		1								
Impact on family as they will have to contribute towards shortfall.								1		
Will have to cut back on food	1									
I do not have an income. I am on pension credit and disability living allowance.		1								
Will affect my money towards heating costs.			1							
This will affect us affording food for our family.	1									
Less to spend on food.	1									
Less money to spend on other things. Heating etc.		1	1							
We are old age pensioners									1	
Income support has already been cut by over £30 per week		1								

	Less money for food	General money concerns	Less money for heating	No effect	Impact on Health	Risk loosing home/ rent arrears	Impact on child/ children	Other impact	Other comment	Struggle to pay utility bills
Q7_1										
Cut down on food	1									
The changes would seriously affect the amount of money I would have available.		1								
Reduced amount of benefit we lost my husbands working tax credit as it is, we struggle a lot		1						1		
Pay full Council Tax, just above the threshold.				1						
Less money to buy food	1									
it wont effect us as my partner is on dla and long term sick				1						
No idea will it affect a single person household bills, i.e. gas, electric		1							1	
struggling to make ends meet as it is		1								1
it is not my fault I can not work disability is a horrible thing									1	
miss 1 meal a day	1									
government has already cut benefits, so where to find extra money for council tax		1								
only get £71 per week after all living expenses I have nothing left to live on!		1								
I am a Carer and financially life is difficult already		1								
My Family struggle to get by now with the little help we get at the moment.		1								
cut down on essential iw ood things for children							1			

	Less money for food	General money concerns	Less money for heating	No effect	Impact on Health	Risk loosing home/ rent arrears	Impact on child/ children	Other impact	Other comment	Struggle to pay utility bills
Q7_1										
less money towards other bills		1								
will not be able to pay my utility bills or buy food	1	1								1
Financially - I will have less money to spend on food etc	1									
reduction in council services									1	
Claimants MAY not pay, increasing the amount BDC need to recover by charging non claimants more council tax									1	
Will make buying food harder which will impact on physical and mental health.	1				1					
Loss of Money		1								
wont be able to afford food	1									
single parent on low wage. struggle now. it will be worse		1								
I am considerably younger than my husband, but am unable to work as I am his carer, but if I am expected to pay something towards my Council Tax it will reduce our joint income.		1								
No money left as it is		1								
Don't know yet things can change overnight									1	
less money to spend on children							1			
None				1						
WILL CAUSE MORE STRESS					1					
I would have to cut back on heating			1							

	Less money for food	General money concerns	Less money for heating	No effect	Impact on Health	Risk loosing home/ rent arrears	Impact on child/ children	Other impact	Other comment	Struggle to pay utility bills
Q7_1										
council tax will increase for everyone as a simple way of finding the extra funding.									1	
Yet again the ones that work are getting punished.									1	
disabled/ sick are already bring hit by the 'bedroom tax. Due to the dire lack of 1 bed social housing in the area, most have no option but to over occupy. the alternative would be private landlords, who's rents would also not be covered by LHA, and also have no security of tenure									1	
won't be able to pay debts		1								
the scroungers might have to work for a living									1	
It will mean that I struggle to pay my rent/bills even when working		1								
a 10% reduction in support would mean spending less on food to compensate	1									
Having to pay excess to cover the deficit for the unemployed									1	
It won't. I'm over 65.				1						
Makes diet more unhealthy since healthy food is generally more expensive than unhealthy food.	1									
Not at all				1						
Children will have less to eat	1						1			
TOTAL	15	25	4	5	2	1	4	4	14	2

	Impact on Health	General money concerns	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Impact on child/ children	Struggle to pay utility bills	Less money for clothes	Other impact	Other comment
Q7_2										
There are very little jobs at this time that pay minimum wage but the Governments made the mistakes and everyone else must suffer.										1
Being of a nervous disposition, this could increase my anxiety problems more (as I am a partial nervous wreck already).	1									
Being on low income I can't afford to lose any more money.		1								
Child poverty						1				
How!!! is someone on income support supposed to pay council tax it is impossible. People with high incomes and more than 2 people in a property should have their council tax increased. Why should single people pay as much as a large household earning 2 wages totally unfair and impossible for single unemployed disabled people to pay any contribution.		1								1
I have lost my car and bus fares for working age people are high so I would not be able to attend interviews.									1	
Less family social occasions									1	
Increased arrears in payments.					1					

	Impact on Health	General money concerns	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Impact on child/ children	Struggle to pay utility bills	Less money for clothes	Other impact	Other comment
Q7_2										
Have to budget now for heating and food etc			1	1						
Support I give to my family life									1	
Maybe have to start having food boxes from charity e.g. food bank.			1							
Depend on taxis and paying people to assist me going out.									1	
£2.94 might not seem a lot to someone on £100.000 per year. Its a hell of a lot to someone getting unemployment benefit.		1								
Will have to use savings.									1	
Will have to spend less on clothes							1			
Will affect my money towards pet food.									1	
Health will be affected.	1									
Less to spend on hygiene.									1	
Had no increase on benefit. Having been transferred to ESA. So have less money to start with.		1								
At the time of introduction I will only have 12 months to qualify for pension credit.										1
Stay in bed longer to cut down on fuel bills.				1						
I am unemployed and my only income at the moment is Job Seekers Allowance.		1								

	Impact on Health	General money concerns	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Impact on child/ children	Struggle to pay utility bills	Less money for clothes	Other impact	Other comment
Q7_2										
Difficulty paying		1								
I would try to pay a little each week even though we would struggle		1								
Risk of losing my home					1					
Will it affect someone who is claiming council benefit										1
essentials i.e, clothes, food			1					1		
could also effect housing benefit too in the future										1
you are confusing people first they pay then they don't now they do										1
only afford to put heating on when cold is below 0				1						
already suffering from anxiety and depression cos of all the upheavel. so will cause extra worry	1									
We will have to cut back and things such as food, gas etc			1	1						
put us deeper into poverty		1								
less money to spend on food			1							
become more destitute		1								
The services I and my family use, which are provided by the council, may be effected by funding cuts.										1

	Impact on Health	General money concerns	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Impact on child/ children	Struggle to pay utility bills	Less money for clothes	Other impact	Other comment
Q7_2										
Combined with reductions in housing benefit already introduced, will create further hardships, inabilities to pay bills which could possibly influence further personal and social problems.		1								
quality of life									1	
wont be able to pay heating bills				1						
the way its going, I will be better off not working and going on benefits										1
May have to hand in my personal alarm	1									
will not be able to pay my utility bills or buy food			1				1			
less money for utility bills							1			
NOT BE ABLE TO GET OUT AS MUCH									1	
I would have to cut back on lighting							1			
Our worry is being able to find that extra money		1								
cuts to social services budgets. the most vulnerable will be hit with less services to fund the shortfall and will be paying more for the privilege										1
would struggle to buy food and clothes for our family			1					1		

	Impact on Health	General money concerns	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Impact on child/ children	Struggle to pay utility bills	Less money for clothes	Other impact	Other comment
Q7_2										
the scroungers wont be able to buy designer clothes										1
I will struggle to afford the basics for my son even when working						1				
a 15% reduction in support would mean spending less on food and fuel to compensate			1	1						
Paying higher council tax on the property I have WORKED for										1
Reduced Heating from 4 to 3 hours/day impacting on already poor health.	1			1						
All will have to do without heating				1						
TOTAL	5	11	8	8	2	2	3	3	9	11

	Impact on Health	Concerns over money	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Less money for clothes	Struggle to pay utility bills	Impact on child/ children	Other impact	Other comment
Q7_3										
Why not impose reduction in police spending eg BMW, Audi police cars, just don't spend as much or old parish councils that don't provide any real service to people of working age anyway.										1
I am of a vulnerable situation as I would be unable to go to work to last in a job through my disabilities.									1	
Bills are increasing daily - its a struggle to make ends meet. Whereas people with family allowance, child tax credits, do get very good money - they aren't struggling. Its their choice to have kids.										1
Financial Hardship		1								
The stress already on me and my disabled wife would be pushed to breaking point.	1									
less children's presents & treats at Xmas								1		
Health and well-being will be affected.	1									
Will it stop at one increase?										1
Stress on why my family will live on a day to day	1									

	Impact on Health	Concerns over money	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Less money for clothes	Struggle to pay utility bills	Impact on child/ children	Other impact	Other comment
Q7_3										
Have no heating on through the winter. Although my husband as arthritis he is in his 60's not good for someone who as worked all his life from 14-60 years old.	1			1						
Will have no luxuries									1	
Will affect my money towards general household expenses.									1	
Being able to afford essentials such as clothes for the family.						1				
Less to spend elec/gas.							1			
People on benefits struggle anyway or some do. Just think we get a raw deal. Life is hard enough.										1
Impossible as it is to live on current benefit.		1								
Get in debt for the first time in my life.		1								
If the money I have to spend is reduced it will be a struggle to make ends meet.		1								
going into arrears					1					
End up ill (Depression) relapse	1									
Will it affect how much council tax a couple who live together pay?										1
children loose out on school trips etc								1		

	Impact on Health	Concerns over money	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Less money for clothes	Struggle to pay utility bills	Impact on child/ children	Other impact	Other comment
Q7_3										
more stress into finding the extra money	1									
in plain fed up									1	
cannot afford to go out									1	
Children will have to go without new school uniforms and shoes when they need them.								1		
not be ale to afford other bills and debts		1								
less money all round		1								
its not worth staying together as a family because you get more money if you are separated										1
In times of rising fuel costs will mean that affected families may have to go without heating, which in turn could cause more ill health and result in more pressure on the NHS.										
my children				1				1		
wont be able to afford any thing		1								
cause even more money worries with no fault of my own.	1									
ditto										
less money for food			1							
WOULD HAVE TO CANCEL LEISURECENTRE MEMBERSHIP									1	

	Impact on Health	Concerns over money	Less money for food	Less money for heating	Risk loosing home/ rent arrears	Less money for clothes	Struggle to pay utility bills	Impact on child/ children	Other impact	Other comment
Q7_3										
I would have to cut back on food			1							
My husband has had no pay rise in the last 6 years									1	
would make my health problems worse due to anxiety	1									
the scroungers will have to cut back on their social life YAY										1
a 20% reduction in support would mean spending less on food fuel and gas/electricity			1	1			1			
Cut back on heating to pay excess taxes so the unemployed can stay at home all day				1						1
Unable to afford Insurance for house and car reducing chance of employment and increasing possible future reliance on council services.									1	
Make do- nothing new i.e. clothes						1				
TOTAL	8	7	3	4	1	2	2	4	8	8

Q8 Other Comments- Suggestions for funding cuts to Council Tax Benefit

Re question 1 - if these cuts could be made without impacting on services they should be made anyway. If you cut costs then we the rate payers would be paying the same but losing services thereby paying the grant - not a good idea.

People who have 2nd homes either by inheritance or letting properties should pay for council tax immediately even if they can't sell their properties they should put them in auctions and then everything will sell if the price is cheap enough, with them not paying council tax it is not encouraging people to either sell or let their 2nd properties and this is just greed on their part waiting for property prices to go up which they want for a long time. Clowne is full of empty properties there are 3 on my road (Rotherham Road).

The council should provide "BUDGETING" support so claimants know what money they have coming in/what going out and priorities and know how to manage money etc. Bolsover District Council should streamline their services/offices and become more efficient

How about paying councillors less as they are the highest paid in the country and what about the top does taking a pay cut. Stop printing forms in 15 different languages and stop hiring interpreters.

Perhaps some savings could be made by trimming excess administrative jobs

people with holiday or second homes have them by choice and as such should not have any discount in fact they should pay a premium as they do not contribute to the community ALSO I class myself as English NOT British

to penalise the poorest in our society with more demands on their already meagre income is despicable. tax the holiday homes and empty properties first. close pinxton parish building and make them meet at south normanton. end the pinxton garden scheme and close it totally it is a white elephant. switch off street lights in safe areas.

Absolutely farcical behaviour by a mismanaged government yet again! How on earth do you expect people who are struggling on benefits {many of them unemployed due to the governments failings in the first place}, with very little or nothing in the way of finances to fund this shortfall! To even contemplate gaining it back by taking away some of the amount of 'SUPPORT' that they get is beyond a joke. It's yet another example of this current governments attitude of bashing on the poor, low paid and mis-fortunate in our society. If you need the money that desperately then surely you could gain this shortfall by either increasing our current council tax bill or by charging full tax on empty homes/holiday homes {preferable option}, as this would be far less of a burden to the already down trodden in our society. Failing that you could always join the ever growing amount of poor people on our streets begging for additional money.

get rid of the directors (because they have not done anything for us) and some upper paid employees and also get rid of some clerical works and make the managers do their own paper work etc. Sieve the work force down not the front line staff because the people of Bolsover require them.

The council should go after people who fail to pay much more.

The Council should look at other ways to save money. One area is and has for many years, been waste, such as excessive heating in public places and offices and other buildings e.g. Parkfields, Clowne. where residents have to keep their outer doors open all day to survive the extreme heat. What about the Council's postage bill? Why are you sending me paper circulars and surveys when I have an email address?...and to think I'm unemployed! Start with the smaller and (apparently) trivial savings. They all add up.

Too many "standard" letters sent out and "standard" questionnaires required to be filled in regarding Council Tax benefit when signing on/off/on to Council Tax benefit. More cost effective methods should be found.

STOP THE COUNCIL WASTE.

I think business rates, council tax for empty properties and council tax for holiday homes should be the primary way to fund the short fall.

I think the council could reduce their costs by looking at the way they do housing repairs etc. i.e. 2 workers doing 1 housing repair currently tend to turn up in 2 vans when surely they could use 1

Concerning empty homes, I agree with the proposal. I disagree with 100% charge on empty homes after 3 months, this should be 25% for 6 months then increment to 100% after 6 months.

Q8 Other Comments- Personal concerns about the impact of Council Tax Benefit changes

Let me start with I would love a full time job if you have one please get in contact XXXX. up till March I have worked. This is simple not fair to threaten the homes we live in while Government live in seconds homes WE ALL pay for. I have already given thought to choosing between heating and food this winter because of this I will now have to put thoughts into practice.

I think it will effect the way I live and help my disabled child by taking help away from him like money I need to help him

We have paid full council tax why we were working for many years, we now do not work and live on pension guarantee credit. We did find it very very hard to meet the bills we have now, so anything that costs more will be very hard to cope with.

I am a single parent father with a son of 14. We've been in the house 6 months approx. As you can understand with the 2 of us every penny counts especially with him growing fast.

Cannot really afford to pay council tax. On income support and have a 17 year old son at college. Currently receive disability living allowance.

Worried about D.L.A. reducing to P.I.P's as well. It's the unknown financial implications causing stress and worry.

I'm already classed as a second class citizen by a Government that steals pensions which have already been paid for even more money will be taken off me so I will be a Third class citizen.

I feel that if the money you have to raise can be found in some other way then it would help me and every one else who is unemployed and on a low income. Name and address supplied.

I would pay a little each week if we had to but it would be a struggle since working tax requirements changed and we lost ours. My husband is sick & on a lot of tablets but works 16.5 hours at the moment.

As disabled I have to pay for help in the home, a gardener, and a chiropodist never mind running a home by myself. Last thing I need is to be worrying even more about lack of finances through no fault of my own.

As i receive benefits including dla low rate care it would have a dramatic affect on me.

How can we pay out anymore than we are. We are on a very tight budget as it is. We both work full time but neither of us has had a pay rise in the last 6 years. Where in the hell are we going to find that extra money. Everything is going up but our wages.

Q8 Other Comments- Don't target the poor

I think it would be unfair to hit the poorest and most vulnerable on benefits as a large proportion of claimants 'of working age' are unfit to go out to work because they are on sick benefit (because they are unfit to work).

I am a pensioner and don't know what it will make a difference to me. But I am disgusted at the government making the poorest people suffer.

to penalise the poorest in our society with more demands on their already meagre income is despicable. tax the holiday homes and empty properties first.close pinxton parish building and make them meet at south normanton. end the pinxton garden scheme and close it totally it is a white elephant. switch off street lights in safe areas.

Absolutely farcical behaviour by a mismanaged government yet again! How on earth do you expect people who are struggling on benefits {many of them unemployed due to the governments failings in the first place}, with very little or nothing in the way of finances to fund this shortfall! To even contemplate gaining it back by taking away some of the amount of 'SUPPORT' that they get is beyond a joke. It's yet another example of this current governments attitude of bashing on the poor, low paid and mis-fortunate in our society. If you need the money that desperately then surely you could gain this shortfall by either increasing our current council tax bill or by charging full tax on empty homes/holiday homes {preferable option}, as this would be far less of a burden to the already down trodden in our society. Failing that you could always join the ever growing amount of poor people on our streets begging for additional money.

People who receive benefit really need this help to survive cutting the help would cause a lot of distress to families.

Q8 Other Comments- None working people should contribute

I do not agree with changes being made which affect people who work part time and nothing gets done about the people who refuse to work at all.

We are a married couple living on a single wage and pay the full rate of Council Tax. Quite frankly, benefit recipients should pay the FULL difference. We have had to make numerous sacrifices, (cheaper food, no holidays, no smoking or drinking etc), so, we feel they should not be insulated from any loss of income. Maybe tough, but, these are tough times!!

I think if you are going to take it off the working people you should also take it off the people who don't work, as i am sure they could afford 1.96 a week, most of them end up with more to live on than us that work

it makes sense that none working people should have a taste of hardship instead of the workers I say cut all there benefits and give them a food parcel every week, they have better social lives than workers because they get so much help.

Q8 Other Comments- Blame the Government

The Government is responsible for the welfare state and simply think its expensive to them, even though paid for by the public purse it ok, well its NOT ok to change what they put into place in the first place, them blame the people who need it the most, because the Government messed up with min wage and there's very little work above min wage now that requires benefit funding just to make ends meet. Its the Governments mess, they don't like it, so stop/ reduce it- isn't fair! This is all about a very dangerous plan the Government is doing, it will not work. Does the Government propose raising jobseekers or income support to follow increase of cost of living, NO. Relating to option 6: Councils have to make up the deficit some how! 1) more unemployment 2) very little jobs, pay no more than min wage 3) Government caused the problems, now they don't like expense 4) 6 million unemployed the worse its ever been and will get much worse. Margaret Thatcher, John Major the unions- don't think of the situation now but the Government doesn't like the cost now. When does the Government start understanding this mess is their doing and some people are placed into situations through no fault of their own!

the gov keep changing the goal posts and now its the 58 year old who are paying cant get pensions cant get fuel allowance cant get that is all we are hearing now which ever way why do you need this you will do as you like you always do

Absolutely farcical behaviour by a mismanaged government yet again! How on earth do you expect people who are struggling on benefits {many of them unemployed due to the governments failings in the first place}, with very little or nothing in the way of finances to fund this shortfall! To even contemplate gaining it back by taking away some of the amount of 'SUPPORT' that they get is beyond a joke. It's yet another example of this current governments attitude of bashing on the poor, low paid and mis-fortunate in our society. If you need the money that desperately then surely you could gain this shortfall by either increasing our current council tax bill or by charging full tax on empty homes/holiday homes {preferable option}, as this would be far less of a burden to the already down trodden in our society. Failing that you could always join the ever growing amount of poor people on our streets begging for additional money.

i think what this rubbish government is doing is diabolical taking money from the poorest when they give the richest people tax breaks they should reinstate the 50% tax for the super rich and stop targeting the poorest in the country they are idiots we might as well have monkeys running the country

Q8 Other Comments- Suggestions for supporting those affected by the Council Tax benefit changes

When houses become vacant they can be left empty for quite a long while. Workmen can be in them for ages making 'repairs' this seems unnecessary as when the houses were occupied - no work was done. Why can't you just check the house over and just replace the toilet. Only do work that is absolutely essential. Money is just poured down the drain by doing all that work (that's buying new equipment and paying wages). If it was the private sector - the work would be done in a matter of days - not dragged out for weeks. I have seen at least 3 vans at one house doing 'work' - it's just scandalous and that's at every vacant house. Stop letting young girls/couples who just happen to have a baby, have a house - in most cases they could live at home with their parents, as it used to be back in the 60's/70's and before. Why should everyone have to pay for their bit of fun and most of the time they can't/won't work. How about when the gardens and properties are left to 'go to pot' when the majority of people (and they aren't youngsters) keep things nice. I know this for a fact as I've lived here since birth. Can't you fine people when they don't look after things - after all they're quick to take the house? In fact do this to ALL tenants private or not, as gardens/houses which are a mess attract rats etc and vandalism. Fine people for parking on pavements. If they've a front garden let them use this to park on. As this is dangerous for all, particularly disabled people and parents with prams and small toddlers. They may need to step onto the road. I have received verbal abuse from drivers as I'm on the road, but there's not enough room to use the pavement. Have you thought, if a council tenant or house owner can afford to run a car they can afford to pay more on their council tax. Or pay more rent. As we know all benefits are means tested . Why aren't rents and council taxes done the same, after all a car is a luxury item. Tenants have problems with feral dogs why not charge extra rent for the privilege to keep pets. Example - dogs. Dogs barking all hours, defecating in streets, other peoples gardens. Cats - Wowing all night. Defecating in peoples gardens, peeing, killing plants. Costing other tenants money and lost time growing veg. Tenants having to wash bike, pram wheels, wash shoes, gardening - cat mess (hands). While the owners sit back and take no responsibility for the pets actions. Which costs us money not the pet owners. How about a licence for owning pets? These ideas would not please a lot of people but something needs to be done. Here's a novel one for you -

Tax a house on the number of occupants!! That would stop a lot of babies being born as I know of one family where there are 10 children and now most of these 10 children are having kids of their own! Heaven help us all. P.S. I thought money would be made from these wind turbines - if so, why put taxes up. P.P.S. Means test mobility benefit as there are many claimants who've got holiday caravans.

The council should provide "BUDGETING" support so claimants know what money they have coming in/what going out and priorities and know how to manage money etc. Bolsover District Council should streamline their services/offices and become more efficient. Crucial that people receive advice and budgeting/money management support to make informed choices - know what they have coming in and how to spend - priorities etc.

Q8 Other Comments- Individual Comments

Want black bins emptied once a week. I'm having to burn my rubbish to avoid rats.

I do not agree with changes being made which affect people who work part time and nothing gets done about the people who refuse to work at all.

What is the situation of claimants reaching the age of pension credit?

I'm already classed as a second class citizen by a Government that steals pensions which have already been paid for even more money will be taken off me so I will be a Third class citizen.

people with holiday or second homes have them by choice and as such should not have any discount in fact they should pay a premium as they do not contribute to the community ALSO I class myself as English NOT British

We are a married couple living on a single wage and pay the full rate of Council Tax. Quite frankly, benefit recipients should pay the FULL difference. We have had to make numerous sacrifices, (cheaper food, no holidays, no smoking or drinking etc), so, we feel they should not be insulated from any loss of income. Maybe tough, but, these are tough times!!

Reducing council tax benefit will see many people losing their homes because they will not be able to keep up with payments and surcharges when you can't find the full amount.

Having looked at the questionnaire, I am completely at a loss as to exactly who this affects is it single people as well or just those who are claiming full council tax benefits? It really isn't clear in the slightest. Having looked at other authorities questionnaires and documents, these explain who is and isn't affected in more detail. As well as what each option means. You really need to provide accompanying documentation on your site which explains in more detail how people will be affected and what it means. Having looked at Derby City, Nottingham City and Leicester city I understand what they are consulting on and where they are proposing changes, however with this questionnaire I am clueless as to how this will impact residents in Bolsover. An oversight I feel as you cannot possibly consult on something as key as this without proper explanation, your results will be meaningless as people wont know how its impacting them!!!!

the gov keep changing the goal posts and now its the 58 year old who are paying cant get pensions cant get fuel allowance cant get that is all we are hearing now which ever way why do you need this you will do as you like you always do

I think it is disgusting how pensioners will not be effected buy this change but, families with small children will have to pay, pensioners get more money each week than I do and I work part time so why should they get away with not paying when I will have to.

I am concerned that this is the old Poll Tax coming back under a different name, and that people will be unable or unwilling to pay their new or increased Council Tax Bill, and that it will cost the council time and money trying to get the arrears back. Under the old Poll Tax my husband and I were entitled to a rebate, but the amount we were entitled to was never correctly worked out, and in the end we got a letter from a debt collecting agency saying that we were in debt. We phoned them up thinking they had got us confused with someone else who owed a lot of money, but despite us making regular payments at the Post Office we were still in debt as our rebate had been worked out wrong again and this time we had been undercharged. Fortunately, we only owed £22, but what a carry on!

I think if you are going to take it off the working people you should also take it off the people who don't work, as I am sure they could afford 1.96 a week, most of them end up with more to live on than us that work

Get people back to worked instead of giving them easy handouts

About You

Q9 Are you answering this survey as...?		
	Number	%
Individual	93	99
Representative of an organisation	1	1
	94	100

Q10 What type of organisation?		
	Number	%
A local voluntary or community sector organisation	0	0
A charity	1	100
A parish or town council	0	0
A local business	0	0
Other	0	0
	1	100

Q12 Home postcode			
	Number	%	Postcode area
S44	25	29	Bolsover, Carr Vale, Doe Lea, Glapwell, Hillstown, Palterton, Scarcliffe, Sutton Scarsdale, Shuttlewood
DE55	20	23	Blackwell, South Normanton, Tibshelf
NG20	15	17	Elmton, Shirebrook, Nether & Upper Langwith, Whaley
S80	12	14	Whitwell, Creswell, Hodthorpe
S43	7	8	Barlborough, Clowne
NG16	3	3	Pinxton
NG19	3	3	Pleasley, Stoney Houghton
S42	1	1	Outside the District
	86	98 ¹	

¹ Due to rounding percentages do not equal 100%

Q13 Which of the following best describes your household? (Multiple choices allowed)		
	Number	%
Someone in receipt of Council Tax Benefit	63	64
Someone with a second home in Bolsover District	0	0
Someone with a residential property in Bolsover District which has been empty for more than three months	0	0
A Council Tax payer	27	27
A landlord	2	2
Someone not currently liable to pay Council Tax	7	7
	99	100

3 respondents said they were both a Council Tax payer and in receipt of Council Tax benefit and 3 people said they were both in receipt of Council Tax benefit and not currently liable to pay Council Tax.

Q14 Do you, or others in your household, receive any other state benefits?		
	Number	%
Yes	58	64
No	32	35
Don't know	1	1
	91	100

Q15 Which of the following best describes your household? (Multiple choices allowed)		
	Number	%
A couple with children	15	15
A couple without children	12	12
A lone parent household	16	16
A single person household	29	29
A household that includes someone who is disabled	27	27
	99	99 ²

² Due to rounding percentages do not total 100%

Q16 Age		
	Number	%
16-34	10	11
35-64	72	79
65 and over	9	10
	91	100

Q17 Gender		
	Number	%
Male	37	41
Female	53	59
	90	100

Q18 Do you consider yourself to be disabled?		
	Number	%
Yes	39	42
No	53	58
	92	100

Q19 Ethnicity		
	Number	%
White British	86	93
Irish	5	5
Other- Dual Heritage	2	2
	93	100

Council Tax Benefit Changes

From April 2013 the Government has announced that Council Tax Benefit will change and that local Councils will need to operate local support schemes. At the same time, as part of its welfare reform programme, the Government is reducing funding given to local councils to meet the cost of paying Council Tax Benefit by 10%. For the local authorities serving the area of Bolsover District Council this translates into a funding shortfall of £700,000. The challenge to the Council is to provide an affordable Council Tax Support scheme (CTS).

Bolsover District Council is considering the options available to raise this money and help fill the funding gap. Our intention is to ensure no group is disproportionately affected by the changes. The options under consideration include passing on some of the government-imposed reduction to working age people who receive Council Tax Benefit and removing the discount currently allowed in respect of holiday homes and empty homes.

The intention of the Government scheme is that pensioners will NOT be affected by these changes.

We are now consulting the community throughout September and October 2012 to get feedback from individuals and organisations on the options. For more information about these changes, please read the information leaflet titled 'Council Tax Support'.

HOW TO HAVE YOUR SAY

Please respond to this survey by 5pm on Monday 29th October 2012

If you have any queries about this questionnaire or about the changes, please email enquiries@bolsover.gov.uk or call 01246 242443.

You can also attend an advice surgery at one of our Contact Centres on the dates and times below:

Clowne Contact Centre
Monday 1st October 2012 9:00am - 12:00noon

South Normanton Contact Centre
Thursday 4th October 2012 9:00am - 12:00noon

Bolsover Contact Centre
Tuesday 2nd October 2012 9:00am - 12:00noon
Tuesday 9th October 2012 1:00pm - 4:00pm
Thursday 18th October 2012 9:00am - 12:00noon

Shirebrook Contact Centre
Friday 5th October 2012 9:00am - 12:00noon



All personal information provided to Bolsover District Council will be held and treated in confidence in accordance with the Data Protection Act 1998. We may share summary anonymised data with other local authorities. We will use this information to help develop the local Council Tax Support scheme.

Q5

OPTION 5

To what extent do you agree or disagree with the option to: reduce the amount of Council Tax Support given to working age claimants by 15%? (Please X one answer)

This means a loss of approximately £2.94 per week for someone living in a property rated band A for Council Tax and currently receiving full Council Tax benefit.

Strongly Agree

Agree

Neither

Disagree

Strongly Disagree

Don't Know

Q6

OPTION 6

To what extent do you agree or disagree with the option to: reduce the amount of Council Tax Support given to working age claimants by 20%? (Please X one answer)

This means a loss of approximately £3.92 per week for someone living in a property rated band A for Council Tax and currently receiving full Council Tax benefit. This option leaves the smallest shortfall of funding for the Council to find.

Strongly Agree

Agree

Neither

Disagree

Strongly Disagree

Don't Know

IMPACT OF THE CHANGES ON YOU

Q7

The proposed scheme will impact upon all working age claimants by reducing the amount of support received. This will have a direct financial impact on those affected. In what other ways do you think these changes will affect you? Please list below the three most important ways the changes will affect you?

1. ...

2.

3.

OTHER COMMENTS

Q8

Please provide any additional comments you wish to make concerning the proposals below (attach extra paper if necessary).

ABOUT YOU

To understand the answers we receive from this questionnaire, we would like to ask you a few more questions about you and your household.

These questions will help us to understand the views of different groups of people, and to make sure that people from all household types have had the opportunity to have their say.

We won't ask for your name or contact details. You do not have to answer these questions but if you do, be assured that they will not be linked to individual responses. If there are any questions you do not want to answer, please leave them blank.

Q9 Are you answering this survey as...? (Please X one answer only)

An individual - please go to Q12..... Go to Q12

A representative of an organisation Go to Q10

Q10 Please tell us what type of organisation you represent? (Please X one answer only)

A local voluntary or community sector organisation

A parish or town council.....

A charity.....

A local business.....

Other (please specify)

Q11 Please tell us the name of your organisation below, and then you have completed all the relevant questions, thank you.

Go to End

Q12 Please tell us the first part of your home postcode e.g. S44?

Q13 Which of the following describes your situation best? (Please X all that apply)

Someone in receipt of Council Tax Benefit

A Council Tax payer

Someone with a second home in Bolsover District.....

A landlord

Someone with a residential property in Bolsover District that has been empty for more than three months.....

Someone not currently liable to pay Council Tax.....

Q14 Do you, or others in your household, receive any other state benefits? (Please X one answer only)

Yes

No

Don't know

Q15 Which of the following describes your household? (Please X all that apply)

A couple with children *A single person household*
A couple without children *A household that includes someone*
A lone parent household *who is disabled*

Q16 Which age group do you belong to? (Please X one answer only)

16 - 34 *35 - 64* *65 and over*

Q17 Your gender? (Please X one answer only)

Male *Female*

Q18 A disabled person is someone who has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day to day activities.

Do you consider yourself to have a disability? (Please X one answer only)

Yes *No*

Q19 How would you describe your ethnic background? (Please X one answer only)

White	<i>British</i>	<i>Irish</i>	<i>Any other white background</i>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Black or Black British	<i>Black Caribbean</i>	<i>Black African</i>	<i>Any other Black background</i>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Asian or Asian British	<i>Indian</i>	<i>Pakistani</i>	<i>Bangladeshi</i>	<i>Any other Asian background</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mixed	<i>White & Black African</i>	<i>White & Asian</i>	<i>White & Black Caribbean</i>	<i>Any other mixed background</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinese	<i>Chinese</i>	<i>Any other Chinese background</i>		
	<input type="checkbox"/>	<input type="checkbox"/>		
Other	<i>Any other ethnic background</i>		<i>Dual Heritage</i>	
	<input type="checkbox"/>		<input type="checkbox"/>	

Thank you for taking the time to complete this survey, please return it in the pre-paid envelope provided or leave at one of the Council Contact Centres in Bolsover, Clowne, South Normanton or Shirebrook by 5pm Monday 29th October 2012.



ACCESS FOR ALL

If you need help understanding this document or require a larger print or translation, please contact us on the telephone number at the bottom of the page.

Jeśli potrzebują Państwo pomocy w zrozumieniu tego dokumentu lub jeśli chcieliby Państwo otrzymać jego tłumaczenie czy też wersję dużym drukiem, proszę się z nami skontaktować pod numerem telefonu podanym na dole strony.

Nel caso in cui si abbia bisogno di aiuto per comprendere il presente documento o si necessiti di un documento stampato in un formato più grande o di una traduzione, contattateci al numero di telefono riportato in fondo alla pagina.

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اگر آپ کو یہ دستاویز سمجھنے میں مدد کی ضرورت ہو یا یہ بڑے حروف یا ترجمہ کی شکل میں درکار ہو تو برائے مہربانی اس صفحے کے آخر میں دیے گئے نمبر پر ہم سے رابطہ کریں۔

 **01246 242443..... Department: Revenue Services.....**

Minicom: 01246 242450 Fax: 01246 242423

Website: www.bolsover.gov.uk

What happens next?

Comments regarding the proposals and questionnaires must be returned by **5.00pm Monday 29th October 2012**. We will then use your feedback to review our proposals and make the decision on the new scheme.

The results from the consultation will be published later in the year on our website.

The final decision will be made no later than 31st January 2013, ready to be in operation on 1st April 2013.



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 **01246 242443** Department: Revenues

Minicom: **01246 242450** Fax: **01246 242423**

Website: www.bolsover.gov.uk

Did you know there will be

BIG CHANGES

to **Council Tax Benefits**

...and **you could be affected?**

Council Tax Support

It is important that you find out how these proposals
might affect you and have your say



Introduction

Council Tax Benefit (CTB) is one of the most commonly claimed benefits in the UK. It helps people on low incomes pay their Council Tax.

In 2011/12 we paid around £6.8m of CTB to over 8,200 households. This was funded 100% by the Government. However, the Government have decided that from April 2013 CTB will be abolished to be replaced by a local scheme named Council Tax Support (CTS). The money that the Government contribute towards the new scheme will be about 10% less than that funded under the previous scheme. This means a reduction in funding of around £700,000 for the local authorities serving Bolsover District.

We have discussed how we might raise this money and we are now consulting the community throughout September and October 2012 to get feedback from both individuals and organisations on our proposals.

Who will be affected?

The Government have advised that pensioners must be protected from the changes and, therefore, they will see no change to the way in which their benefit is calculated. A person is a pensioner if they have reached the qualifying age for State Pension Credit and they are not, or, if they have a partner, their partner is not in receipt of Income Support, Income-Based Jobseekers Allowance, Income-Related Employment and Support Allowance or Universal Credit.

Therefore, the changes will only affect claimants of working age.

How will the savings be achieved?

The Council is considering six proposals which could contribute to the shortfall in funding:

Option 1 – Accommodate the grant reduction from savings in other services

Option 2 – Fully recover the loss of grant from working age claimants

Option 3 – Charge full council tax on empty homes after 3 months and holiday homes immediately

Option 4 – Reduce the amount of Council Tax Support given to working age claimants by 10%

Option 5 – Reduce the amount of Council Tax Support given to working age claimants by 15%

Option 6 – Reduce the amount of Council Tax Support given to working age claimants by 20%

Have your say

Apart from pensioners, everyone that is currently entitled to Council Tax Benefit will be affected by the new scheme. It is important that you find out how the proposals might affect you. We want to ensure that every household in the District has an opportunity to comment on the proposals by completing a questionnaire which is available online at:

www.bolsover.gov.uk/council-tax-changes

Alternatively, you can obtain a paper copy by emailing enquiries@bolsover.gov.uk, telephoning **01246 242443** or visiting one of our Contact Centres (details given below).

We are also holding events at each of our Contact Centres so that you can drop in and see us to discuss your situation and find out how you are affected. Questionnaires can be completed whilst you are there.

Date	Time	Venue
Monday 1 st October 2012	09.00 – 12.00	Clowne Contact Centre Church Street, Clowne S43 4JR
Tuesday 2 nd October 2012	09.00 – 12.00	Bolsover Contact Centre Sherwood Lodge, Bolsover S44 6NF
Thursday 4 th October 2012	09.00 – 12.00	South Normanton Contact Centre Shiners Way, South Normanton DE55 2AA
Friday 5 th October 2012	09.00 – 12.00	Shirebrook Contact Centre 2a Main Street, Shirebrook NG20 8AW
Tuesday 9 th October 2012	13.00 – 16.00	Bolsover Contact Centre Sherwood Lodge, Bolsover S44 6NF
Thursday 18 th October 2012	09.00 – 12.00	Bolsover Contact Centre Sherwood Lodge, Bolsover S44 6NF

Questionnaires need to be completed and returned by 5.00pm Monday 29th October 2012.

Council Tax Benefit Changes Consultation Publicity (September- October 2012)

Countywide publicity				
Local Authority Responsible	Organisation	Target Audience	Area covered	Method
Derby City Council	Chamber of Commerce	Businesses in Derbyshire and Nottinghamshire	Derbyshire and Nottinghamshire	Item included in weekly e-bulletin. Article on Chamber of Commerce website
Bolsover District Council	3D Infrastructure Consortium	Voluntary and community organisations (see 3D website for membership)	Derbyshire	E-bulletin to members
Chesterfield Borough Council	LINKs CVS	400 North Eastern Derbyshire based community and voluntary sector orgs (large and small)	North East Derbyshire	Linkline magazine Weekly e-bulletin
Derbyshire County Council		8000 Citizens' Panel members	Administrative Derbyshire	Newsletter circulated to publicise consultation
Derbyshire County Council		Derbyshire residents	Derbyshire	Promotion of district/borough council consultation through DCC website: http://www.derbyshire.gov.uk/council/have_your_say/take_part_now/default.asp

Countywide publicity				
Local Authority Responsible	Organisation	Target Audience	Area covered	Method
Derbyshire County Council	Learning Disabilities Partnership Board	40 – 50 people including key local people, representatives of important local organisations, elected representatives of people with learning disabilities, elected family carers.	Derbyshire	
Derbyshire County Council	Stakeholder Engagement Board	NHS Trusts, Adult Care, housing agencies, police, education and community and voluntary organisations	Derbyshire	

Bolsover District Publicity				
Department Responsible	Organisation	Target Audience	Area covered	Method
Corporate Resources-Resources	Fire, Police and County Councils	Major precepting authorities	Bolsover District	Executive report detailing the proposal was sent to each authority.
Corporate Resources-Resources	Parish Council Liaison Group	All Parish Councils in Bolsover District	Bolsover District	Raised at Parish Liaison group 30 July 2012. Bolsover District Council representatives attended meeting on 13 th September 2012.
Corporate Resources-Resources	N/A	Key Community and Voluntary sector stakeholders who would offer advice and support to affected individuals Advice Derbyshire, 2 Shires Credit Union, Derbyshire Unemployed Workers Centre, NE Derbyshire Citizens Advice Bureau, Chesterfield Law Centre and Release, Royal British Legion.	Bolsover District and North East Derbyshire	Liaison group established with advice agencies with member and officer representation from both BDC and NEDDC. Two meetings held to date 20 th September and 29 th October 2012. Information exchanged regarding the government's proposals for changes to the benefit system and Council tax.

Bolsover District Publicity				
Department Responsible	Organisation	Target Audience	Area covered	Method
Strategy & Performance	Bolsover Community Voluntary Partners (CVP) & Mansfield CVS	Community and voluntary sector organisations serving Bolsover District	Bolsover & Mansfield Districts	Email publicising the consultation sent to Bolsover CVP for circulation on 4 th September 2012 and to Mansfield CVS on 11 th September 2012.
Corporate Resources-Resources	Financial Inclusion Forum	Community and voluntary sector organisations	Bolsover District	BDC Benefits Manager delivered a presentation to the group on 18 th September 2012.
Strategy & Performance and Corporate Resources-Resources	Bolsover Local Strategic Partnership (LSP)	Public services in Bolsover District	Bolsover District	Article provided for the LSP e-newsletter and website. Presentation given to the LSP Executive board meeting on 6 th September 2012.
Strategy & Performance and Corporate Resources-Resources	Bolsover Safety Partnership	Public safety services in Bolsover District	Bolsover District	Presentation given to the Safety Partnership LSP Executive board meeting on 18 th October 2012.

Bolsover District Publicity				
Department Responsible	Organisation	Target Audience	Area covered	Method
Strategy & Performance and Corporate Resources-Resources	Bolsover District Council	Employees	Bolsover District	Weekly bulletin on 7 th September 2012 included a fact sheet on Council Tax support and covering email detailing the consultation and link to the website.
Strategy & Performance	Bolsover District Council	Local residents	Bolsover District	Feature in the Council magazine In Touch, delivered by Royal Mail to every household in the District (within one week of publication in September 2012)
Corporate Resources	Bolsover District Council Community Houses	Local residents	Bolsover District	Information displayed in the Council's community houses
Corporate Resources-Resources	Bolsover District Council Contact Centres	Local residents	Bolsover District	Drop in sessions held in each of the four contact centres: Clowne- Monday 1 st October 9.00-12.00 South Normanton- Thursday 4 th October 9.00-12.00 Shirebrook- Friday 5 th October 9.00-12.00 Bolsover- Tuesday 2 nd October 9.00-12.00, Tuesday 9 th October 13.00-16.00 Thursday 18 th October 9.00-12.00
Strategy & Performance and Corporate	Bolsover District Council 'Look beyond the	Equalities groups	Bolsover District	Event held 5 th October 2012 focusing on the discussing welfare reform changes including the Council Tax Benefit consultation.

Resources	Label' event			Email notification of the consultation was sent to all equality organisations on our mailing list on 11 th September 2012. Presentation delivered to the councils Equalities Panel on 14 th September 2012.
Bolsover District Publicity				
Department Responsible	Organisation	Target Audience	Area covered	Method
Corporate Resources-Resources	Bolsover District Council	All current Council Tax Benefit claimants	Bolsover District	Mail shot to all claimants to raise awareness of the changes, where they can get advice and how they can take part in the consultation.
Corporate Resources-Resources	Bolsover District Council	Registered housing providers	Bolsover District	12 th November presentation on the CTB changes given to the Registered Providers Forum which covers Chesterfield Bolsover North East and Bassetlaw Council areas.
Bolsover LSP and Corporate Resources-Resources	Bolsover LSP and Bolsover District Council	North Eastern Derbyshire MPs	Bolsover District, Chesterfield Borough and NEDDC	Presentation delivered to MP's and Council Leaders meeting on 7 th September 2012
Corporate Resources/ and local Councillor	Public meeting in Creswell	Members of the public	Creswell and surrounding areas	Presentation delivered to a public meeting on 31 st October 2012