

# Council tax support consultation

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## **SURVEY RESPONSE REPORT**

08 October 2021 - 01 December 2022

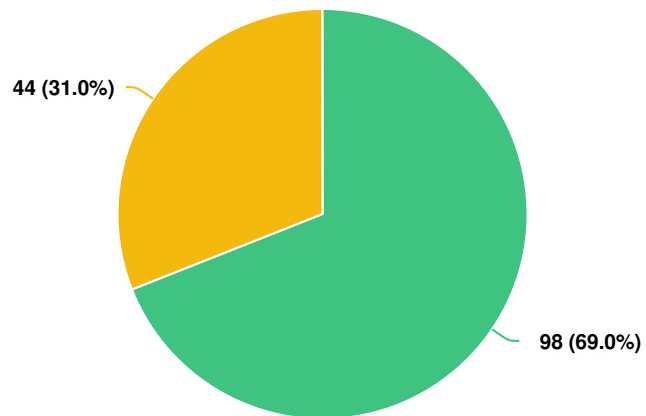
### **PROJECT NAME:**

Have your say on proposed changes to our council tax support scheme



SURVEY QUESTIONS

**Q1** Do you currently receive council tax support?

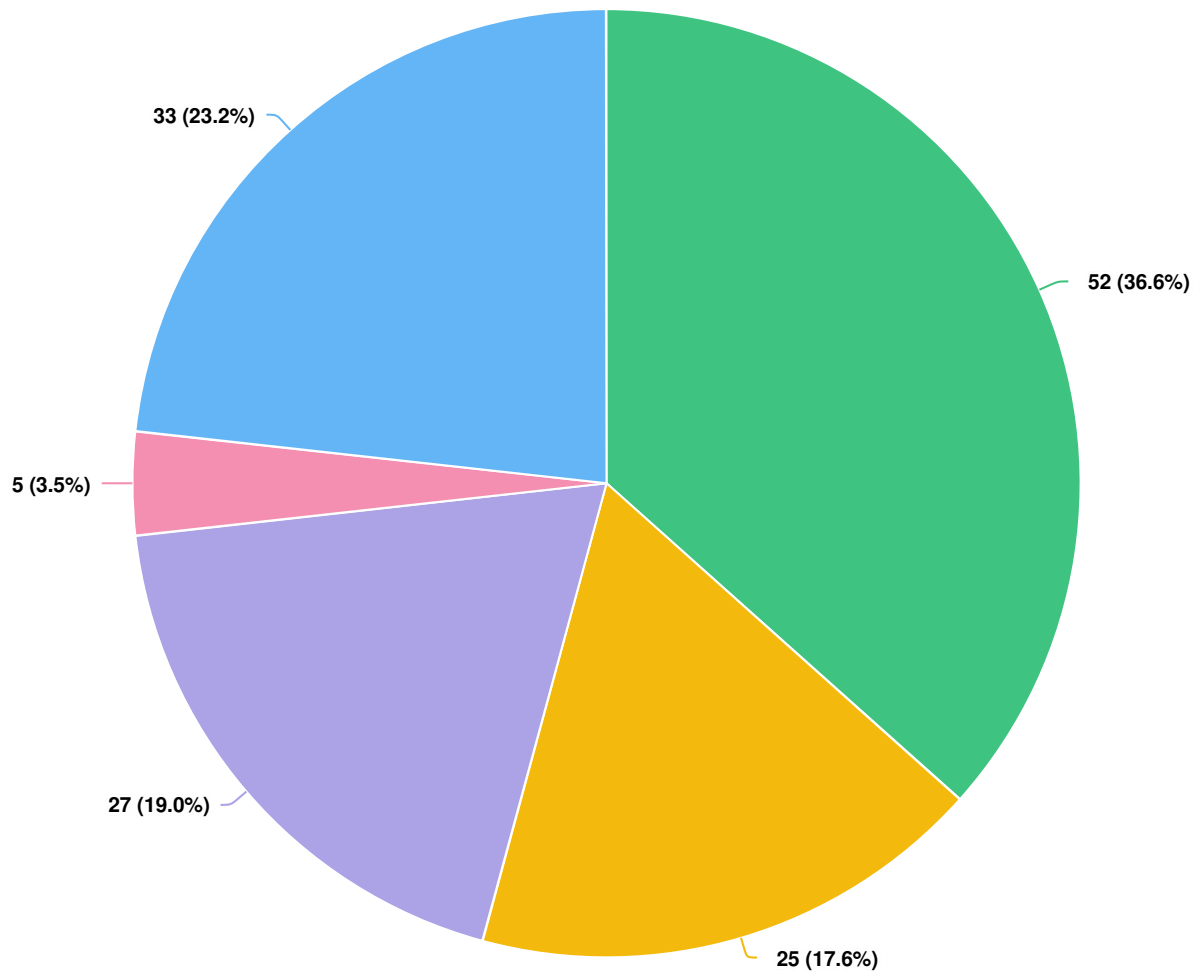


**Question options**

- Yes
- No

*Optional question (142 response(s), 2 skipped)*  
*Question type: Radio Button Question*

**Q2** How strongly do you agree or disagree with our proposal to remove the minimum income for disabled, self-employed residents?



**Question options**

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Optional question (142 response(s), 2 skipped)  
Question type: Radio Button Question

**Q3 Please explain your answer including any impact you feel this change may have on you:**

Anonymous

10/14/2022 07:31 PM

nothing to add

Anonymous

10/14/2022 08:38 PM

It would be more fair to disabled, self employed residents who cannot increase their income

Anonymous

10/18/2022 01:18 PM

having to look after a disabled person is dependant on the level of disability. this should also include the aged and more support for those charity venues that aare supporting the disabled and aged.

Anonymous

10/19/2022 03:54 PM

n/a

Anonymous

10/20/2022 03:37 PM

Taxing low-income disabled families is not the way to go, perhaps the more wealthy should pay more,

Anonymous

10/21/2022 05:47 PM

This will assist Disabled Self Employed resident's especially with the Cost of Living Crisis

Anonymous

10/21/2022 06:31 PM

This seems to help those that need it most. It will have no effect on me.

Anonymous

10/21/2022 06:48 PM

As usual those who work and contribute receive zero help!!!!

Anonymous

10/21/2022 06:55 PM

Na

Anonymous

10/21/2022 08:34 PM

Benefits should not be classed as income when disabled or are disabled related for example PIP is classed as income

Anonymous

10/21/2022 09:04 PM

People want to live there life happily and peacefully

Anonymous

I work., but sometimes I can't for months so my income falls short.

10/21/2022 10:15 PM

Anonymous

I am retired so this does not affect me

10/22/2022 05:09 AM

Anonymous

I think this is good as so often the poorest find it hard to make ends meet.

10/22/2022 12:18 PM

Anonymous

What is best for those who need CTS should be the defining what's best for the finances.

10/23/2022 12:08 PM

Anonymous

Disabled people are more than capable of working more than 35 hours per week.

10/23/2022 10:54 PM

Anonymous

if someone is receiving any income this should be taken into consideration

10/24/2022 09:40 AM

Anonymous

My partner is self employed, we have a disabled son, we receive dla and because our tax credits went up due to receiving dla, we lost most of our council tax support and have to pay almost all our council tax, when in fact my partners earning are much lower than the income floor that stand now but due to dla it takes it over the threshold. So because my son is disabled we have to pay triple the amount of council tax than what we were before.

10/24/2022 03:49 PM

Anonymous

pensioners mainly have fixed income. When the Council Tax goes up, their pension is affected ie becoming poorer. Who do we complain.

10/26/2022 11:29 AM

Anonymous

As you state may disabled CTS recipients are unable to earn or increase their income

10/26/2022 04:04 PM

Anonymous

Ia self employed and on a low incomey patnet csnnpt work

10/30/2022 03:03 PM

Anonymous

Increase council tax bill

10/31/2022 10:01 AM

Anonymous

We should do all we can to protect disabled Residents.

10/31/2022 04:00 PM

Anonymous 11/01/2022 07:36 AM	There is little impact on those living in a single income household who would not fulfil this criteria.
Anonymous 11/01/2022 06:06 PM	I think if there is anyone receive DLA council tax should be reduced
Anonymous 11/01/2022 06:07 PM	I struggle as of now with my income I receive
Anonymous 11/01/2022 06:12 PM	Why are the disabled paying council tax and parents that are on a low wage...
Anonymous 11/01/2022 06:12 PM	I'm severely disabled person. It would badly affect on my household incomes.
Anonymous 11/01/2022 06:16 PM	It's very hard for someone who is disabled or self employed it's hard enough to survive now let alone have to pay more for council tax.
Anonymous 11/01/2022 06:18 PM	For the people who don't have someone in there household who is disabled but earn a different income monthly, this does not help out.
Anonymous 11/01/2022 06:19 PM	I don't really understand the question if I being honest.
Anonymous 11/01/2022 06:27 PM	It seems fair to base support on actual income rather than 'supposed' income. I don't think it will affect me as I'm not disabled and my benefit is based on me being on Universal Credit at present; but it's good to know you might help the most disadvantaged with realistic assessments.
Anonymous 11/01/2022 06:26 PM	Especially during the current climate, we need any support we can get, so by removing support only makes matters more stressful
Anonymous 11/01/2022 06:27 PM	Because I didn't see much of the difference on my part.
Anonymous 11/01/2022 06:35 PM	Not sure how or whether this will affect me.

Anonymous  
11/01/2022 06:41 PM  
I only work 15hours per week because my disabilities do not allow me to work/earn more

Anonymous  
11/01/2022 06:42 PM  
I am unemployed but am looking to apply for a part time job. How will this affect me?

Anonymous  
11/01/2022 06:58 PM  
Not sure I it will affect me but disabled people like me spend more money on energy bills

Anonymous  
11/01/2022 06:57 PM  
I prefer keeping the old system. The new proposals will create many issues

Anonymous  
11/01/2022 07:12 PM  
This seems discriminatory.

Anonymous  
11/01/2022 07:40 PM  
I feel

Anonymous  
11/01/2022 07:50 PM  
Right now people are struggling to put food on the table and having facing a lot of difficulties to live.

Anonymous  
11/01/2022 07:52 PM  
Disability makes it hard to increase working hours

Anonymous  
11/01/2022 07:53 PM  
I would like to receive more support

Anonymous  
11/01/2022 08:01 PM  
When I work extra hours I don't qualify for CTS and it affect my income

Anonymous  
11/01/2022 08:01 PM  
Some disabilities mean they can not do a lot of hours or sometimes unpredictable when can work .so impossible to hit a certain amount of wage.

Anonymous  
11/01/2022 08:35 PM  
It's unfair for the employed

Anonymous  
I'm a single claimant

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11/01/2022 09:28 PM

Anonymous

we will struggle a lot

11/01/2022 09:58 PM

Anonymous

Unable to feed myself

11/01/2022 10:00 PM

Anonymous

In the middle of a cost of living crisis we are now expected to also accept cuts to support for the most vulnerable. There is already enormous pressure on my family and the last thing we need is to have to pay more out because of cuts in the amount of support we receive. Its just wrong and badly timed.

11/01/2022 10:01 PM

Anonymous

This does not affect me. I'm a single mom with 2 children in school and a victim of domestic violence. My bill has actually gone up. I can't afford it. Its a choice between buying food ( also high) paying energy bills to stay warm ( also high) so that we could live everyday. There is no provision for someone like me in this proposed change. Its already hard on parents as we have to work around school hours which excludes us from work that will get us off this benefit. No provision made for that. After school clubs costs, breakfast clubs costs.... there is no consideration of the family and children on this.

11/02/2022 05:29 AM

Anonymous

it will place more stress and strain on my finances as i would be concerned if i earn over will i be able to afford to pay my bills in full

11/02/2022 09:24 AM

Anonymous

I think it's fair to provide support based on income and household expenses.

11/02/2022 09:46 AM

Anonymous

I am paying three times the amount of council tax then before seriously struggling I can not work due to my physical and mental health so any further information and support would be beneficial to my health as stress triggers more pain.

11/02/2022 12:21 PM

Anonymous

Hello I am a single mother, I have two children to raise. My husband is alcoholick and live family not help. I try divorce. I work part-time because children's go school. I don't have Family in here and eny help. I must pay for home 1306.25£ Gas and electricity 300,water etc..I got Universal C.For me life is not easy I try pay bills but I don't have inaf moneys. Children's need eat and normal life but I olweys tell now so is so sad. My council tax is BE. I so expensive for me. Now

11/02/2022 01:37 PM

I'm so worry how to pay every month's 300£ Is no possible olweys I have chois I can pay but no give food for Children's. I trying do all good but is no easy. no chance to pay everything and deal with the rest of such a dear life as it is now. I think change house for no band E but because 2 children's I must take 2 bed flats etc.. but the prices of the apartments are so high that it would be the same. I am very afraid of not paying, but I have nothing to pay for so much expensiv bills. my request is for any help. Thank you and so Sorry Malgorzata Strzesak

Anonymous

11/02/2022 03:46 PM

It can be very difficult to earn £297.53 per week

Anonymous

11/02/2022 04:05 PM

it makes sense to use actual figures

Anonymous

11/02/2022 11:31 PM

Yes it will be fairer to remove the minimum wage as people with disabilities are more often than not on minimum wage and work less hours

Anonymous

11/03/2022 09:36 AM

The actual financial costs of managing and living with a Disability at this time are extremely difficult. The cost of living has increased exponentially. Removing the minimum income for disabled, self employed residents will just create further anger. Croydon Council seem to be hell bent on doing this anyway. This survey is just Bantha Fodder.

Anonymous

11/03/2022 02:32 PM

Single Disabled people like me need all the support we can get

Anonymous

11/03/2022 02:36 PM

I am not sure how it will work

Anonymous

11/03/2022 03:11 PM

would struggle

Anonymous

11/04/2022 08:15 PM

Because of this minimum income band we are struggling to pay our council tax as our weekly income is half then your minimum predictions

Anonymous

11/04/2022 10:47 PM

PRESENTLY ANY WAY TO BENEFIT COMMUNITY IS WELCOME.

Anonymous

11/04/2022 10:58 PM

You should not use an assumed income that may be unachievable in their circumstances.

Anonymous

11/05/2022 11:52 AM

Impact this then people on mid to low income. Unemployment should pay sometimes, because they get same Services like rest of us... people disability I can understand specially, some illness come on later on life.

Anonymous

11/05/2022 03:56 PM

Disable household cannot afford the council tax paying now how afford extra council tax ?????

Anonymous

11/07/2022 06:48 PM

Additional financial pressure on families

Anonymous

11/11/2022 12:06 AM

You shouldn't have to receive a minimum income to qualify

Anonymous

11/11/2022 06:53 AM

No money after paying out rent bill

Anonymous

11/11/2022 07:47 PM

If you are disabled you are vulnerable at which level of disability are you proposing- totally disagree. Self employment hopefully they won't swindle their books! Unclear msg the gov are sending just making life and COL worse due to their inability to govern their country- but are on a VERY high salary and don't obey their own rules during covid

Anonymous

11/11/2022 08:21 PM

Sometimes you can work others times you could be on long term sickness so your wage changes.

Anonymous

11/12/2022 02:45 AM

Based on accurate income gives an accurate account. I'm currently receiving a pension so the sums would be accurate to what I'm getting

Anonymous

11/12/2022 09:29 AM

I Don't understand it

Anonymous

11/14/2022 12:34 AM

I neither agree nor disagree it doesn't apply to me, my only concern is that unemployed people should not be paying council tax on a low income

Anonymous

11/14/2022 01:54 PM

This is an absolute insult when all services have been cut and now we don't even get our bins cleared regularly!!

Anonymous

11/15/2022 09:32 PM

Absolute unfair for disabled or self employed people.

Anonymous

11/18/2022 06:52 PM

I earn £ 266 per week and paying very high amount for council tax. Someone who earn for example £600 paying the same amount of money for the council tax. it is not fair.

Anonymous

11/19/2022 09:43 AM

People that cannot do more shouldn't loose out.

Anonymous

11/19/2022 10:34 AM

I do not know all the details so cannot make a comment, I was not aware that we may be able to get a rebate, I am not allowed / signed off work due to illness at present, my husband has a pension. So will be looking for more details.

Anonymous

11/20/2022 11:12 AM

Why would you cut support from people in the middle of a recession? Wrong policy at the wrong time.

Anonymous

11/20/2022 07:28 PM

This proposal does not affect me but it will have a detrimental effect on those who claim CTS.

Anonymous

11/21/2022 09:31 AM

This seems to be a fair system, it will not impact me.

Anonymous

11/22/2022 10:40 AM

I am disabled amd will not gef better. I xan not work and my partner is my carer. You will target disabled unfairly

Katie.Edland

11/23/2022 11:00 AM

This seems fair

Anonymous

11/25/2022 08:21 PM

If they can't work more hours it's unfair to assume that is their actual income when it could be less

Anonymous

i wonder if you have considered in your calculation methodology that

11/26/2022 07:07 AM

there are many older residents who refuse to ask the state for financial support, they may be on their own in a large home that they dont feel able to sell since the death of a loved one (memories are all that they have left) and cannot afford the high rate of council tax. what about them?

Anonymous

11/27/2022 04:37 PM

I am neither the main taxpayer nor have a disabled partner. Removal of minimum income has no impact on me as I am not working.

Anonymous

11/29/2022 08:28 AM

As someone who is Disabled and in receipt of Employment and Support Allowance (ESA), but self-employed, under Permitted Work Rules, I have been negatively impacted by the scheme introduced in April 2022. I cannot understand how an Equality Impact Assessment did not point out the impact on self-employed disabled people. I am left wondering how, if the proposed change is made, people will prove their income level. Will it be necessary to complete another form, provide tax returns or something else? Would this not add further bureaucracy? Would it not be simpler and fairer to say anyone in receipt of ESA is automatically assumed not to be earning and therefore provide full support as was the case under the pre-April 2022 scheme? If someone were disabled and not self-employed would ESA still be counted towards their income? The figure given seems incorrect, is the Minimum Income Floor not set at £332.50 with a £50.00 discount for those in receipt of certain benefits – including ESA – making a total assumed income of £282.50 not the figure given above?

Anonymous

11/29/2022 12:16 PM

the adults that can pay within the household okay could pay towards council tax, but those that are not able to, such disabled. Those on a very low income, can only pay what they can reasonable afford without leaving them without a household oncome to use.

Anonymous

11/29/2022 05:52 PM

I believe disabled people should not have to pay council tax at all

Anonymous

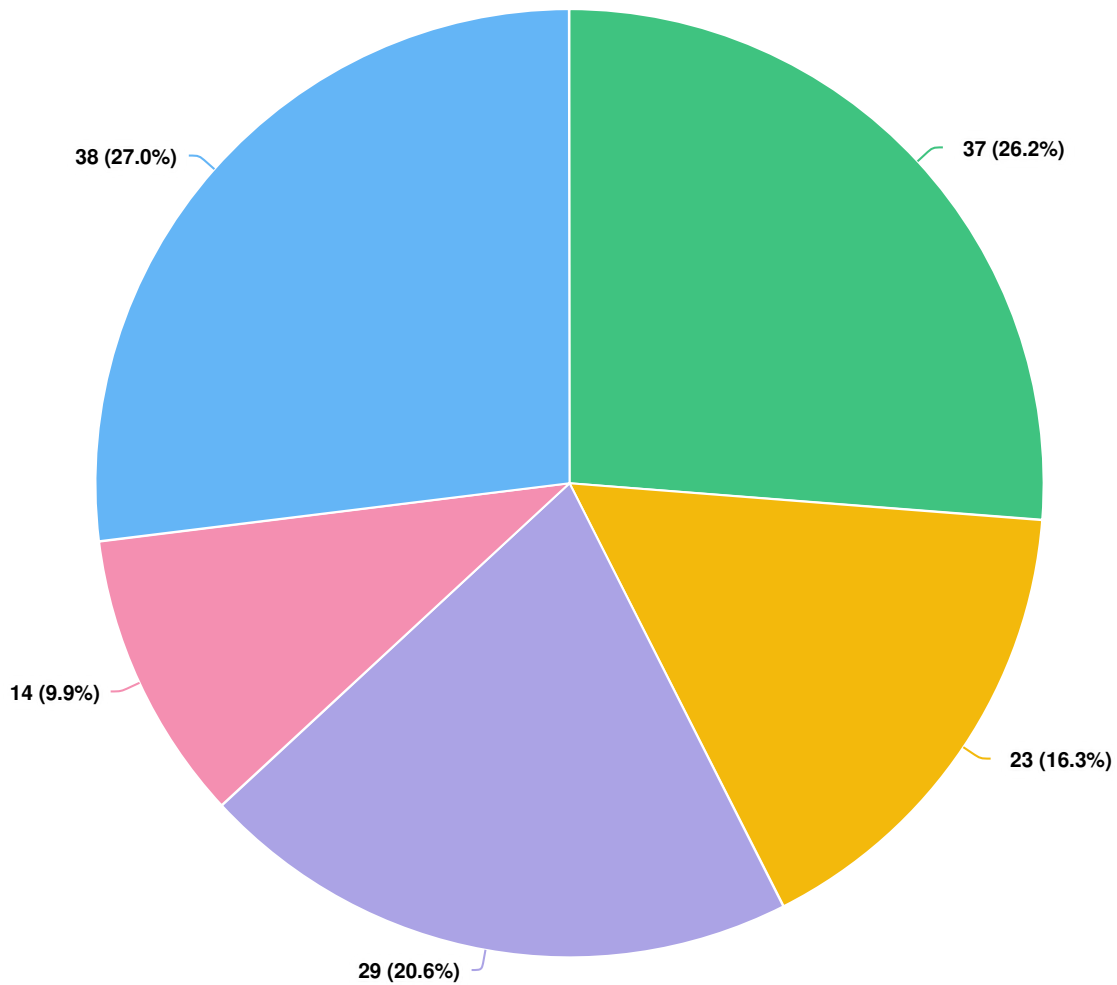
11/29/2022 10:32 PM

If it's a tiered support then I agree it should be wholly tiered. I would prefer that everyone gets a reasonable support regardless of income though, i.e. all eligible get the maximum

**Optional question** (93 response(s), 51 skipped)

**Question type:** Essay Question

**Q4** How strongly do you agree or disagree with our proposal to change to the rate income bands are increased annually?



**Question options**

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Optional question (141 response(s), 3 skipped)  
Question type: Radio Button Question

**Q5 Please explain your answer including any impact you feel this change may have on you:**

Anonymous

10/14/2022 07:31 PM

nothing to add

Anonymous

10/14/2022 08:38 PM

disagree because Ctax is already too high and putting the bands up by any amount will cause extra hardship

Anonymous

10/18/2022 01:18 PM

The general outgoings on a property with prices rising in all area, a suspension of raising the the cost on an annual basis should be stopped untill the general outlook for daily cost return to a more normal level.

Anonymous

10/19/2022 03:54 PM

n/a

Anonymous

10/20/2022 03:37 PM

9.1% pending and more significant fuel payments low-income families will be driven deeper into poverty

Anonymous

10/21/2022 05:47 PM

I am not to sure the effect this would have

Anonymous

10/21/2022 06:31 PM

This seems reasonable, given that the council needs to cut costs. But it would be fairer to increase it by the same percentage that council tax increases.

Anonymous

10/21/2022 06:48 PM

It is almost not worth it to work and be a contributor to the community as you are always left to fend for yourself. Council tax rates are extortionate in Croydon and who pays are always the same people

Anonymous

10/21/2022 06:55 PM

For someone like. Self who does not claim any benefits is struggling to pay for everything that has gone up.

Anonymous

10/21/2022 09:04 PM

The council Tax is already very high for example 2 bedroom house paying £1965.84 per year. It's very hard to pay that much amount.

Anonymous

10/22/2022 05:09 AM

It is only normal to increase the council tax to match cpi

Anonymous

10/23/2022 12:08 PM

It's not clear why you are considering this therefore shouldn't be considered.

Anonymous

10/23/2022 10:54 PM

This will probably mean more council tax increases. No thanks. If you need more money then TAX THE POLLUTING NOISY SPACE-CONSUMING CHILD-KILLING MOTORIST! THEY ARE ADDICTED TO THEIR CARS AND WILL PAY! That means more CPZs. Why is there STILL no parking controls in the areas surrounding Selhurst Park on match days?? Islington have done it for years with Arsenal games why not Croydon??

Anonymous

10/24/2022 09:40 AM

as expenses rise then bands should reflect overall costs

Anonymous

10/24/2022 03:49 PM

.

Anonymous

10/26/2022 11:29 AM

Whatever the increase, will help or not specially in present time is not sure

Anonymous

10/26/2022 04:04 PM

CTS recipients are more likely to be impacted by high inflation than anyone else, why penalise them? what other support could they receive?

Anonymous

10/31/2022 04:00 PM

We should do all we can to protect Residents on lower incomes

Anonymous

11/01/2022 07:36 AM

Council tax currently increases every year with no to limited impact on the services i.e. waste collection is not optimal, libraries close, etc.

Anonymous

11/01/2022 06:06 PM

I think this should be based on the income

Anonymous

11/01/2022 06:12 PM

Low it for all that it affects..

Anonymous

11/01/2022 06:12 PM

N/a



Anonymous

11/01/2022 06:16 PM

We are paying enough already. In line with other councils croydon is very high.

Anonymous

11/01/2022 06:18 PM

This will help stay in line with the inflation of everything going on at the moment.

Anonymous

11/01/2022 06:19 PM

I'm not really understanding this question either.

Anonymous

11/01/2022 06:27 PM

Yes, I think this is reasonable. The world financial crisis is not the fault of the Council and even though your change may mean less benefit, I appreciate you have limited budgets too and it seems fair to make the benefit proportional to the actual council tax. It's hard to know at this point how it will affect me. It seems I'll get less benefit but it seems fair.

Anonymous

11/01/2022 06:26 PM

Especially during the current climate, we need any support we can get, so by removing support only makes matters more stressful

Anonymous

11/01/2022 06:41 PM

I don't actually understand how this would potentially affect me!

Anonymous

11/01/2022 06:42 PM

Not sure how this affect me if I get a part time job

Anonymous

11/01/2022 06:51 PM

With my current council band, the council takes 10% of my income and I'm a single parent in a single income home with two children under 12. It is very difficult providing for my house hold .

Anonymous

11/01/2022 06:57 PM

I prefer keeping the old system. The new proposals will create many issues

Anonymous

11/01/2022 07:50 PM

You have to help your residents

Anonymous

11/01/2022 08:01 PM

I m already struggling with my band

Anonymous

11/01/2022 08:01 PM

I don't understand the proposal completely I'm hoping if this has to rise to its 3% not 9.4 . Can't afford every thing as it is.

Anonymous

11/01/2022 08:35 PM

Its unfair to other residents

Anonymous

11/01/2022 09:28 PM

I do not understand what income bands are and why living in one area means you get charged differently from someone living 3 streets across.

Anonymous

11/01/2022 09:58 PM

as it is we are finding it hard to cope financially on daily bases

Anonymous

11/01/2022 10:00 PM

Am not working and not managing day to day life

Anonymous

11/01/2022 10:01 PM

In the middle of a cost of living crisis we are now expected to also accept cuts to support for the most vulnerable. There is already enormous pressure on my family and the last thing we need is to have to pay more out because of cuts in the amount of support we receive. Its just wrong and badly timed.

Anonymous

11/02/2022 05:29 AM

This is not worded in z simple way for me to understand. In layman's terms what does this mean to me? This is very stressful.

Anonymous

11/02/2022 09:46 AM

I think this might affect a lot of households. Considering the economy crisis currently.

Anonymous

11/02/2022 12:21 PM

Anymore increases on council tax you will see claimants in court and with people such as myself with mental health and other physical health problems deteriorating due to impact of financial difficulties.

Anonymous

11/02/2022 01:37 PM

If If something changed, I would be very grateful, it would make life easier for me and my children. It would be enough for us to eat and live without fear.

Anonymous

11/02/2022 03:46 PM

This is a sharp increase and many will struggle to afford the price rise

Anonymous

11/02/2022 04:05 PM

It does sound good in the current situation but as changes occur and things improve will it still be a good for us do not know how that may

affect later changes in the services that we currently get.

Anonymous

11/02/2022 11:31 PM

It just makes sense to increase the support in line with inflation

Anonymous

11/03/2022 02:32 PM

I don't understand how the bands are calculated

Anonymous

11/03/2022 02:36 PM

it hard enough to pay as it is

Anonymous

11/03/2022 03:11 PM

would make life easier

Anonymous

11/04/2022 08:15 PM

In one hand you are decreasing the minimum amount and on the other hand you are increasing the amount for other working people this is unfair to all. Please have the old council tax support system which was more beneficial then now. We are struggling with our budget and income we don't know how to survive

Anonymous

11/04/2022 10:47 PM

COST OF LIVING ALL RESOURCES TO REDUCE COST IS APPRECIATED

Anonymous

11/04/2022 10:58 PM

This should increase above 3%

Anonymous

11/05/2022 11:52 AM

Impact I work part-time have osteoarthritis, some day I Good other I bad..I have understanding employer allow me to come in to work later..but It come time I will be able to work.

Anonymous

11/05/2022 03:56 PM

Cannot afford any extra money for council tax as disable household where extra money comi g from on benefits???

Anonymous

11/07/2022 06:48 PM

Additional financial pressure on families, you may have to pay out more if and when families start to breakdown due to financial pressure

Anonymous

11/11/2022 12:06 AM

I don't understand

Anonymous

11/11/2022 06:53 AM

No money very low income

Anonymous

11/11/2022 07:47 PM

I'm not getting salary rise as a single mother full time job and survivor of domestic abuse with no benefits entitlement on £23k year - in London! And COL - I'm now suffering with anaemia severely due to COL and the stress Gov are causing us

Anonymous

11/12/2022 02:45 AM

Because I'm on a pension, I don't know how it would affect me

Anonymous

11/12/2022 09:29 AM

Don't get it

Anonymous

11/14/2022 12:34 AM

The bands should remain at one figure only what with the cost of living rising daily

Anonymous

11/14/2022 01:54 PM

As I said in my last answer, if the Council provided a semblance of any service in this God forsaken Borough then it probably would not be so bad. Since Veolia cannot even seem arsed enough now to collect residents' bins the whole thing is a total disgrace!!

Anonymous

11/18/2022 06:52 PM

I will pay less.

Anonymous

11/19/2022 09:43 AM

Cpi is a better reflection of overall increase in life.

Anonymous

11/19/2022 10:34 AM

The bigger the house surely more you should pay. But the services should be improved too.

Anonymous

11/20/2022 11:12 AM

Inflation is impacting household income massively through higher food and energy bills - this policy would deny that reality by removing eligibility for CTS from those whose incomes have not increased in real terms

Anonymous

11/21/2022 09:31 AM

This seems to be a fair system, it will not impact me

Anonymous

11/22/2022 10:40 AM

No comment

Katie.Edland

11/23/2022 11:00 AM

Seeing the financial situation of the council I don't see what else is possible

Anonymous

11/26/2022 07:07 AM

Through no fault of the residents the council members and senior employed heads of service working in the council have let Croydon down and we are facing the third bankruptcy what a disgrace. all this change is merely to raise more taxes from us the residents so the money can be yet again wasted... or make up for other's mistakes. Croydon took their eye off the ball and employed staff clearly unfit to do the job and are hiding behind the Nolan Principles which are not new as being suggested strongly now - too late and where are the legal consequences who is being held to account.

Anonymous

11/27/2022 04:37 PM

I am a disabled resident and receive council tax support. Therefore, the quantity that the council tax annually grew has an impact on me.

Anonymous

11/29/2022 08:28 AM

If the income bands only increase with Council Tax %3, inflation is at %10 and someone's income goes up at %9, so less than inflation but more than Council Tax they will be placed in the next income band up – at least – and will have their Council Tax Reduction decreased. Given that in real terms they will have less money, due to inflation, it seems deeply unfair to increase their Council Tax liability. I would therefore suggest that banding should be based either on the CPI or the Living Wage. This would seem to be a fairer basis on which to calculate increases in the banding.

Anonymous

11/29/2022 12:16 PM

those that can pay more, a household that can afford to pay more should.

Anonymous

11/29/2022 05:52 PM

Council tax increases should be kept to a minimum at all times

Anonymous

11/29/2022 10:32 PM

With all other costs going up, the thresholds should continue to rise in line with CPI

Anonymous

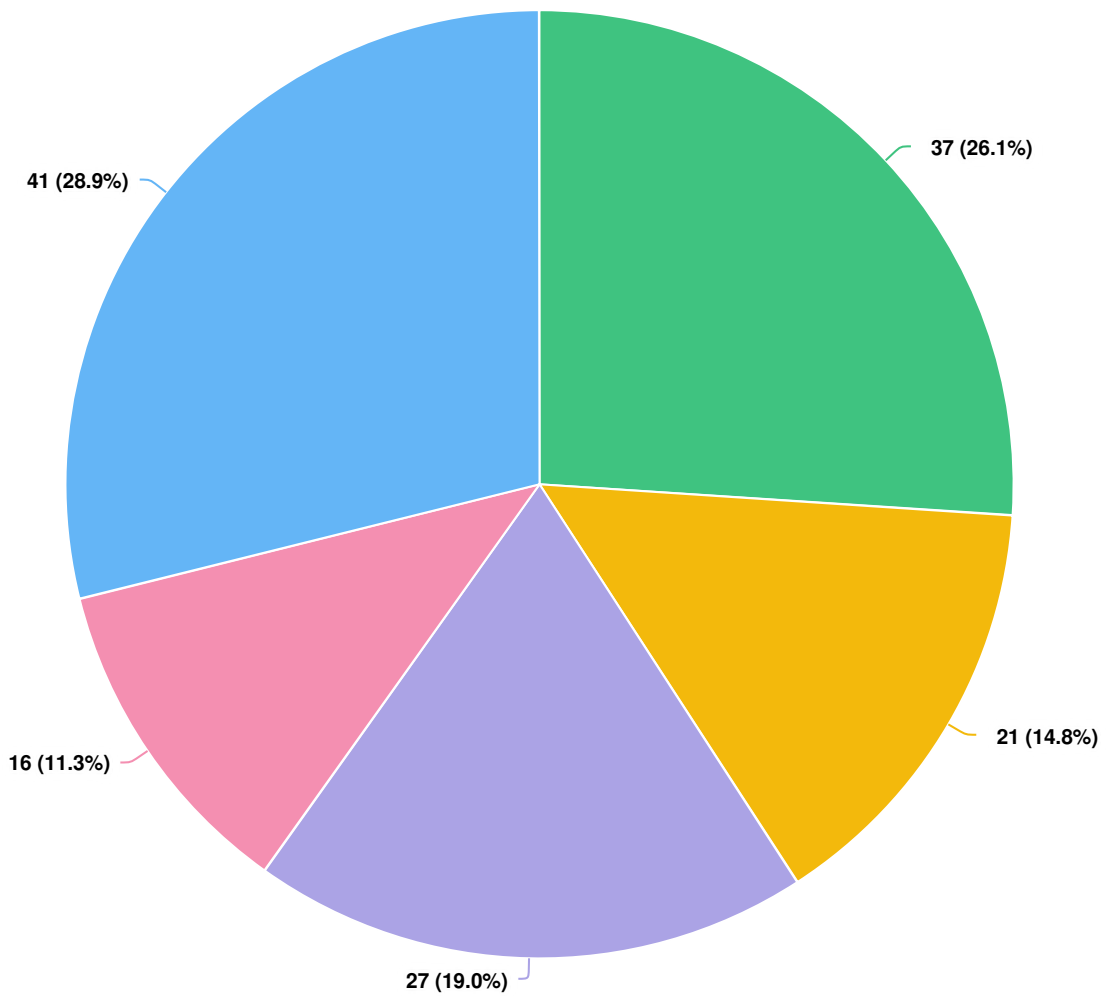
11/30/2022 05:04 PM

Already paying an extortionate amount for a rubbish service from the council. Until things have drastically improved, council tax should stay as it is

**Optional question** (76 response(s), 68 skipped)

**Question type:** Essay Question

**Q6** How strongly do you agree or disagree with our proposal to apply a deduction to the amount of CTS provided to households of disabled residents where there are other adults in the house?



**Question options**

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Optional question (142 response(s), 2 skipped)  
Question type: Radio Button Question

**Q7** Please explain your answer including any impact you feel this change may have on you:

Anonymous

10/14/2022 07:31 PM

nothing to add

Anonymous

10/14/2022 08:38 PM

You already take a deduction for non dependants along the financial lines that are laid out - 5 for non working etc does this mean that non working spouses will have to pay extra and students over the age of 18 who are still at school why make this change when the non dependant deduction is already in existance? this proposal will only impact familys who are not paying the non dependant deduction and they are most likely the most deprived

Anonymous

10/18/2022 01:18 PM

This totolly depends on the family income and is not easy to make a judgement without know the exact circumstances.

Anonymous

10/19/2022 03:54 PM

n/a

Anonymous

10/19/2022 08:42 PM

if adults are earning money they should all be responsible for the amount that is paid as a family

Anonymous

10/20/2022 03:37 PM

by having other adults in the house if on universal credit already has to pay for bedroom Tax.

Anonymous

10/21/2022 05:47 PM

I think this would also help if a couple

Anonymous

10/21/2022 06:31 PM

It seems reasonable to do this, but the calculation seems unfair. Surely if ther are two adults and one is disabled then the reduction should in support should be 50% and if there are three adults one of whom is disabled then the reduction should be 66% if you are going to apply the principles you are referring to. But then again this seems a bit harsh. So perhaps you should revisit your principles if you aren't fully applying them.

Anonymous

10/21/2022 06:48 PM

There's never a scheme that helps people who work and pay their bills, as if we are millionaires!!!!



Anonymous 10/21/2022 10:15 PM	If disabled my children shouldn't pay they don't live with me all the time.
Anonymous 10/22/2022 05:09 AM	This does not affect me as I have no other residents in my home
Anonymous 10/23/2022 12:08 PM	In the current economic situation reducing support is a clear indicator that the motive of these proposals is one not of care.
Anonymous 10/23/2022 10:54 PM	Good move to encourage people into work.
Anonymous 10/24/2022 09:40 AM	any other household income should be taken into account
Anonymous 10/24/2022 03:49 PM	.
Anonymous 10/26/2022 11:29 AM	Very much
Anonymous 10/26/2022 04:04 PM	As per my previous comments any reduction will impact those who need CTS most.
Anonymous 10/31/2022 04:00 PM	I disagree, as the Government has told us to protect disabled Residents.
Anonymous 11/01/2022 07:36 AM	I don't have a view. Once again, someone may be disabled in the household but they are likely to receive some form of support. Besides there is an assumption that this may impact on the spending for the household when that may not be the case.
Anonymous 11/01/2022 06:12 PM	Again why we paying council tax???
Anonymous 11/01/2022 06:12 PM	All disabled people need financial help
Anonymous 11/01/2022 06:12 PM	I think take home pay, and other bills should be considered

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Anonymous

11/01/2022 06:16 PM

What if the other adults don't work or can't work very unfair.

Anonymous

11/01/2022 06:18 PM

Again there seems to be more help for the disabled who don't work or do anything than there is for the people who actually work and have to be doing more hours or having more than one job at a time.

Anonymous

11/01/2022 06:19 PM

This question I'm not understanding either.

Anonymous

11/01/2022 06:27 PM

This won't affect me personally as I'm a single occupier. But it seems fair that all adults in a household should contribute towards council tax, proportionally to their means. My only caution is that those means are properly and fairly assessed. The one thing that doesn't sound good is that the main taxpayer gets a £5 reduction in benefit even if the other adult is not working. This could be quite punitive as the non-working adult may not be in a position to contribute anything, struggling themselves to get by. I'd be against that' but certainly reasonable to apply a deduction when there are other working adults in the household.

Anonymous

11/01/2022 06:26 PM

Especially during the current climate, we need any support we can get, so by removing support only makes matters more stressful

Anonymous

11/01/2022 06:41 PM

This would probably not affect me - I have an adult working child living at my residence but I work myself part time

Anonymous

11/01/2022 06:42 PM

The deduction is very low and i would like to know if this is a fixed deduction. It should differ if your unemployed or in part time employment

Anonymous

11/01/2022 06:57 PM

I prefer keeping the old system. The new proposals will create many issues

Anonymous

11/01/2022 07:27 PM

For someone that is disabled, it is very hard to keep up with inflation in to add more hours when there isn't the chance to

Anonymous

Based on my own situation, I am a lone parent raising my grandchild

11/01/2022 07:40 PM

and my council tax payments have tripled

Anonymous

Correct

11/01/2022 07:50 PM

Anonymous

I need extra support with my CTS

11/01/2022 08:01 PM

Anonymous

I think if the non dependents are disabled not working or a full time 18- 23 uni/student then no i don't think it's easy for them to pay as we are all really struggling as it is . I think if non dependents are working then £5 if wages are low a week eg they are disabled or part time because of circumstances and £10 if wages are the 35 hours a week that you base it on . This will have a big impact on me as i have disabilities and don't work and have to care and be appointee for my autistic son and other disabilities who is 21 and can't work .can't interact with people etc my 18 year old daughter also has autism but with help is trying university but lives at home still because of her Autism with how expensive travelling to uni and every day costs and uni books she doesn't have much . We are a vulnerable household. I thought disabled not working are protected. Also if pip is something that has to count towards being disabled in council tax shouldn't care or mobility be just as important not just care component. Also not everyone that is disabled claims pip .

11/01/2022 08:01 PM

Anonymous

It's unfair to other residents

11/01/2022 08:35 PM

Anonymous

If a claimant is disabled and their partner is working (unless claimant is in need of full time carethat cannot be provided without cost to claimant) then they will be in receipt of more money and so should be entitled to less support

11/01/2022 09:28 PM

Anonymous

Fewer meals

11/01/2022 10:00 PM

Anonymous

In the middle of a cost of living crisis we are now expected to also accept cuts to support for the most vulnerable. There is already enormous pressure on my family and the last thing we need is to have to pay more out because of cuts in the amount of support we receive. Its just wrong and badly timed.

11/01/2022 10:01 PM

Anonymous

11/02/2022 05:29 AM

This does not affect me. I'm a single mom with 2 children in school and a victim of domestic violence. My bill has actually gone up. I can't afford it. Its a choice between buying food ( also high) paying energy bills to stay warm ( also high) so that we could live everyday. There is no provision for someone like me in this proposed change. Its already hard on parents as we have to work around school hours which excludes us from work that will get us off this benefit. No provision made for that. After school clubs costs, breakfast clubs costs.... there is no consideration of the family and children on this.

Anonymous

11/02/2022 09:46 AM

This might affect the disabled person.

Anonymous

11/02/2022 12:21 PM

People with disabilities should not have the burden on them to pay high council tax when they are on low income especially paying for carers and other services they require.

Anonymous

11/02/2022 01:37 PM

I'm single mom only my work and me and my children's life is in my arms. Is not easy work ,look for Children's help children's for good life . If I have more help then I can help for my children's for normal live is so important.

Anonymous

11/02/2022 03:46 PM

If it's only a small increase this could be manageable as long as it doesn't impact too harshly on the household

Anonymous

11/02/2022 04:05 PM

that seems a fair assessment

Anonymous

11/02/2022 11:31 PM

Not a great idea as the disabled adult may be the sole breadwinner and the unemployed adult may have a disability

Anonymous

11/03/2022 09:36 AM

Reducing such CTS support to households of disabled residents will cause further hardship. Disabled residents such as myself rely on receiving full CTS support. It enables me to experience a weekly health support intervention. Having other adults in the house does not equate to more money for me. Removing such support will ensure that things get worse for me.

Anonymous

11/03/2022 02:36 PM

because of cost

Anonymous

11/03/2022 03:11 PM

would struggle

Anonymous

11/04/2022 08:15 PM

I am a disabled person suffering different chronic health issues that's why not working at all of you will reduce to support just tell me where should we go

Anonymous

11/04/2022 10:47 PM

IN FAVOUR TO REDUCE MY OUT PAYMENTS

Anonymous

11/04/2022 10:58 PM

I think if there are others in the household that earn its fair

Anonymous

11/05/2022 11:52 AM

We should all pay something. We get the service, at times not great

Anonymous

11/05/2022 03:56 PM

Benefits will not provide extra money to pay for concil tax

Anonymous

11/07/2022 06:48 PM

Young people may choose to move out leaving the disabled person facing lack of support and financial pressure

Anonymous

11/11/2022 12:06 AM

My daughter is 18 and on a fairly low income, we are on UC and her income will count towards our household income when she turns 21 I think it should be the same for cts

Anonymous

11/11/2022 07:47 PM

See above - disabilities can vary from high to low - other carer may not be able to get out the door because of their adult young adult or whoever they live with who needs care! There is no way that this will work it's a broad spectrum

Anonymous

11/11/2022 08:21 PM

You can't rely on other's like your children to pay its not their home so they have no obligation, also they might only stay a few days and the rest with their partners.

Anonymous

11/12/2022 02:45 AM

Some adults would be full time students so how is this change affecting the household

Anonymous

11/12/2022 09:29 AM

Hit the rich not the poor

Anonymous

11/14/2022 12:34 AM

People struggle enough so that would be welcomed

Anonymous

11/14/2022 01:54 PM

Please see previous answers - I am tired of getting no services from this joke of a council.

Anonymous

11/18/2022 06:52 PM

i will pay less.

Anonymous

11/19/2022 09:43 AM

Trick question as you put 2 thing's to mask 1 question.

Anonymous

11/19/2022 10:34 AM

What happens when you have a person / carer providing support to the disabled person - also what happens when you have a house with two pensioners, getting on in life and you have a family member move is to provide help.

Anonymous

11/20/2022 11:12 AM

There is extra support for disabled residents for a reason - they encounter higher living costs due to their disability. The presence of other adults in the house is entirely immaterial to that fact.

Anonymous

11/21/2022 09:31 AM

working family members are not able to increase their hours due to caring responsibilities.

Anonymous

11/22/2022 10:40 AM

Disabled people struggke as it is. This will not work or help vulnerable people.

Katie.Edland

11/23/2022 11:00 AM

Perhaps this could be reviewed on a case by case basis

Anonymous

11/26/2022 07:07 AM

as above whatever you are consulting on is merely to find a way to ball our for the neglect that has clearly gone on over the financial situation its a disgrace. Croydon Deserves Better

Anonymous

11/27/2022 04:37 PM

I am a disabled resident who has no partner. Therefore, neither deducting quantity of Council Tax Support nor impact on me.

Anonymous

11/29/2022 12:16 PM

most adults over eighteen pay council tax, so what difference are you talking about? a young person working for £4 per hour, can only pay what they can reasonable pay, not too leave them without money for everyday.

Anonymous

11/29/2022 05:52 PM

All disabled residents should pay no council tax

Anonymous

11/29/2022 10:32 PM

Sounds like your punishing people for having a support network

**Optional question** (74 response(s), 70 skipped)

**Question type:** Essay Question

**Q8** | If you have any other comments or ideas you'd like us to consider as part of this consultation, tell us below:

Anonymous

10/14/2022 08:38 PM

Croydon council should sort itself out - the previous serious mismanagement

Anonymous

10/18/2022 01:18 PM

We have a number of charitable organisations who still pay council tax. These properties should be exempt which would assist them with their outlay on a weekly basis.

Anonymous

10/19/2022 03:54 PM

Message to the government and politicians, "Just be opened and honest with the people and stop taking us for idiots, because we are done with this fooliness t

Anonymous

10/20/2022 03:37 PM

this is just another way of making poorer house holds pay more while government cuts pensions and U/C

Anonymous

10/21/2022 05:47 PM

I am disabled and unable to work so assume these changes wouldn't affect me

Anonymous

10/21/2022 06:31 PM

I assume that disabled single occupancy households that currently receive 100% reduction in Council Tax, will continue to do so.

Anonymous

Just cut this ridiculous council tax, it is a robbery!!!!

10/21/2022 06:48 PM

Anonymous

10/21/2022 09:46 PM

Doesn't benefit me as I live with an elderly parent and I work part time, less than 20 hours a week. There's Concessions for people like me, who are not entitled to any benefits.

Anonymous

10/21/2022 10:15 PM

I pay my council tax bill, I'm disabled but work my 2 grown children don't always stay with me they have partners so why should they pay.

Anonymous

10/22/2022 12:18 PM

I don't think anyone who has less than £12500.00 coming in should have to pay any council tax.

Anonymous

10/23/2022 12:08 PM

Serve your borough,

Anonymous

10/23/2022 10:54 PM

We need MORE LTNs, MORE Controlled Parking Zones, MORE cycle lanes. The traffic in Thornton Heath High St is awful at peak time. Get rid of the parking spaces there for new cycle lanes. Get rid of all these cars they do not belong here!

Anonymous

10/24/2022 09:40 AM

regular ad hoc checks should be made on claimants to reduce fraud

Anonymous

10/24/2022 03:49 PM

.

Anonymous

10/26/2022 11:29 AM

Pensioners fully retired (not working) must be considered for benefit

Anonymous

10/31/2022 04:00 PM

Please revert the CTS scheme to the old 2013/22 scheme, as Residents are on their knees, especially given the cost of living crisis.

Anonymous

11/01/2022 06:12 PM

I'm a working one parent mum I'm struggling a lot to pay nearly £300 pounds I work part-time and it's hard to ...

Anonymous

11/01/2022 06:12 PM

N/a

Anonymous

This is a welcome development, but take home pay, childcare bills



11/01/2022 06:12 PM

and other bills should be considered

Anonymous

11/01/2022 06:19 PM

I think if you explain these questions so the layman can understand would help.

Anonymous

11/01/2022 06:26 PM

As a neurodivergent resident, this wording and phrasing is very alienating for me and prefer it in layman's terms so it's clear and everyone understands

Anonymous

11/01/2022 06:28 PM

Council tax should be issued accordingly to the income of residents

Anonymous

11/01/2022 06:51 PM

I nor anyone in my home is disabled but we struggle since my monthly council tax payment was raised to £154

Anonymous

11/01/2022 07:12 PM

Where both persons are unemployed or unemployed and the other is retired they should have a much higher discounting system.

Anonymous

11/01/2022 07:40 PM

How can Croydon Council triple the amount that a non working person has to pay when everything else has gone up but our money hasn't!!

Anonymous

11/01/2022 07:50 PM

We as your residents, we need your support to live right now we pay a very high amount for council tax and other bills at the end of the month particularly with my family we struggling a lot every single month

Anonymous

11/01/2022 08:01 PM

I thought disabled not working are protected as they are vulnerable. Households like mine the non dependents are vulnerable with disabilities .

Anonymous

11/01/2022 08:26 PM

I understand the expenses, but if there is nothing to pay from, where to get the money. Renting a house costs us a lot. Now electricity and gas are costly. We are both retired, my husband is sick.

Anonymous

11/01/2022 08:35 PM

The council tax is really high I can't even imagine things should go back the way they used to be

Anonymous

11/01/2022 09:58 PM

with the rise in cost of living we will find it very hard

Anonymous

11/01/2022 10:00 PM

More support for the disabled

Anonymous

11/01/2022 10:01 PM

It will no fall upon my Teenage daughter to pay the gap between deductions and support. This is unfair and ill timed.

Anonymous

11/02/2022 05:29 AM

How have your changes catered to single DV mothers with children in school?

Anonymous

11/02/2022 09:46 AM

N/A

Anonymous

11/02/2022 01:37 PM

I'm begging you to consider my situation and for help. My and children life is very poor And I would like a strong mother for them every help helps us and through life I do not fear. Thank you so much

Anonymous

11/04/2022 08:15 PM

Please make our lives easier please help us by providing council tax support as in past we are not happy with the current or the future CTS programme.

Anonymous

11/04/2022 10:47 PM

MONEY COMING IN TO ASSIST DURING COST OF LIVING WELCOMED

Anonymous

11/05/2022 11:52 AM

One comment, when it's snow all Roads regardless where you live they come do where we live. Once it snow I come out of house. Because I problems walking.

Anonymous

11/05/2022 03:56 PM

Why croydon council asking extra money from disable household when benefits make difficult to live on??????

Anonymous

11/07/2022 06:48 PM

People with disabilities struggle everyday to get the support from family members as is, find another way to get savings, turn off your lights, save on paper, get rid of some managers and lame staff. Stoo giving undeserving pay outs

Anonymous

11/11/2022 12:06 AM

Adults age should be 21 as it is for uc

Anonymous

11/11/2022 06:53 AM

I live on my own I'm Struggling I just about can pay my rent my wages are very low not much money to pay on my bills and food ey

Anonymous

11/11/2022 07:47 PM

Give the government and deduction in salary - a big one and then put their bills up so they can't survive either!

Anonymous

11/14/2022 01:54 PM

It is a disgrace that you are even having this consultation when you provide simply nothing in services to the Borough residents now!!

Anonymous

11/18/2022 06:52 PM

We gave lots of money and we got not much less for food.

Anonymous

11/19/2022 09:43 AM

you are faking the question as there is more than just the pay, the council also takes into the account peoples savings that is not mentioned.

Anonymous

11/19/2022 10:34 AM

What are you doing about the house of mutli occupancy can be up to five families. Plus house left empty

Anonymous

11/20/2022 11:12 AM

Cutting council tax support in the middle of a recession - and the deepest cost of living crisis on record (according to the OBR) would be cruel. It is the wrong policy at the wrong time.

Anonymous

11/22/2022 10:40 AM

Do not lower support for disabled people. The whole proposed changes are unethical.

Anonymous

11/25/2022 08:21 PM

In April the council tax changed to being only calculated on weekly income.It is extremely unfair, you are only looking at the weekly income & not how many dependants someone has & their outgoings. I am a single mum of 4 working part time, c.tax so high

Anonymous

11/26/2022 07:07 AM

I have many comments but as a member of staff as well as a rate payer since 1973 nce moving to Croydon in 1972

Anonymous

11/27/2022 04:37 PM

I can add to consultation no comments or ideas.

Anonymous

ESA is provided to disabled people because the welfare system

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11/29/2022 08:28 AM

recognises that disabled people's income-related needs are higher than non-disabled people because of the additional costs associated with disability. It should be disregarded by the council.

Anonymous

11/29/2022 12:16 PM

yes please count me as a person to consult with, you should contact resident's that we can give feedback, plus

Anonymous

11/29/2022 05:52 PM

I disagree with any resident having to pay more council tax above the government guidelines just because the council have yet again declared bankruptcy !!! No disabled resident/s should have to pay council tax at all

Anonymous

11/29/2022 06:27 PM

Households where only one adult can work because the other is disabled should have the same council tax reduction as single adult households

Anonymous

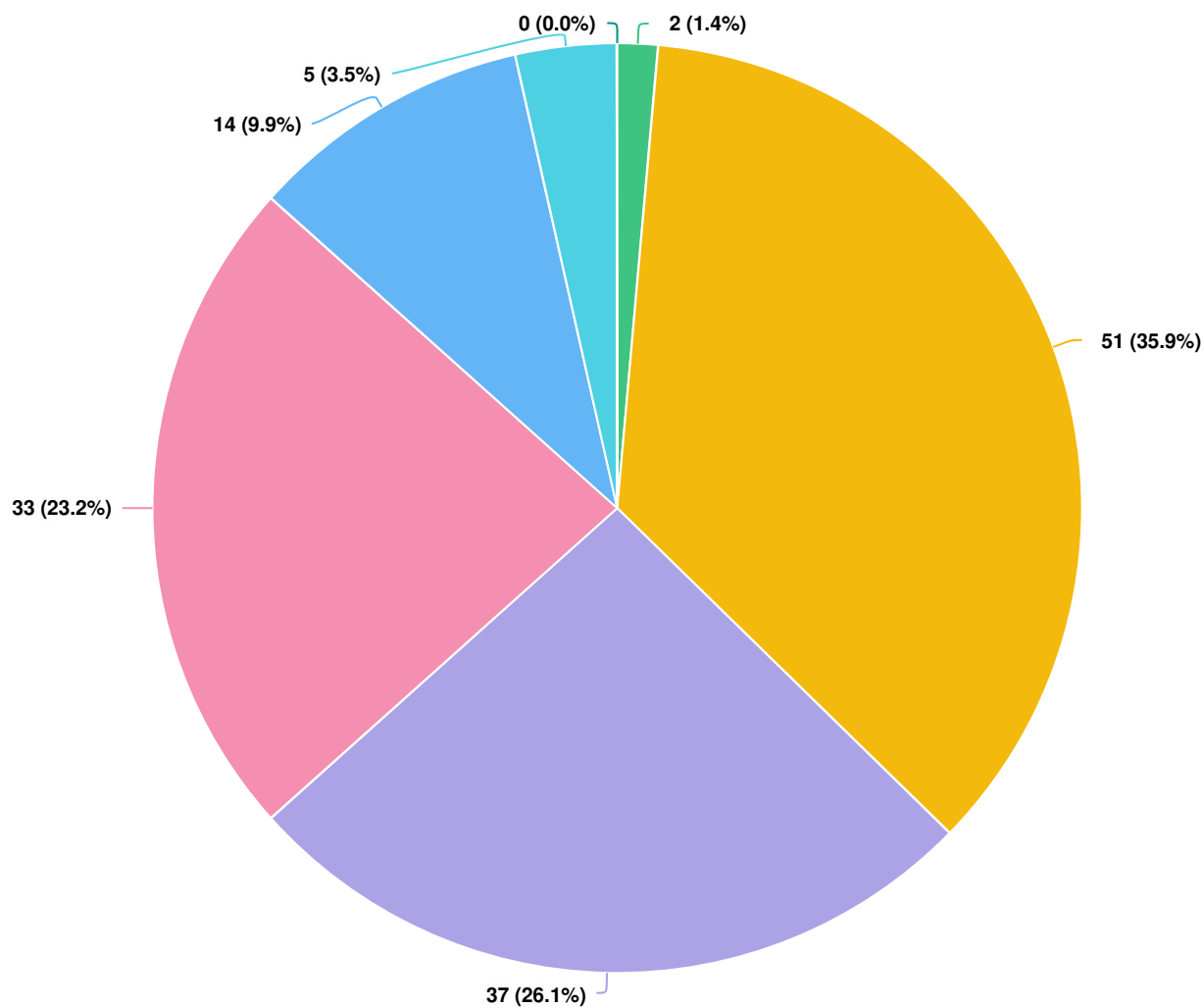
11/29/2022 10:32 PM

Stop trying to save money from those less able. Try and establish some businesses in the area again instead to generate income.

**Optional question** (57 response(s), 87 skipped)

**Question type:** Single Line Question

**Q9** What age are you?

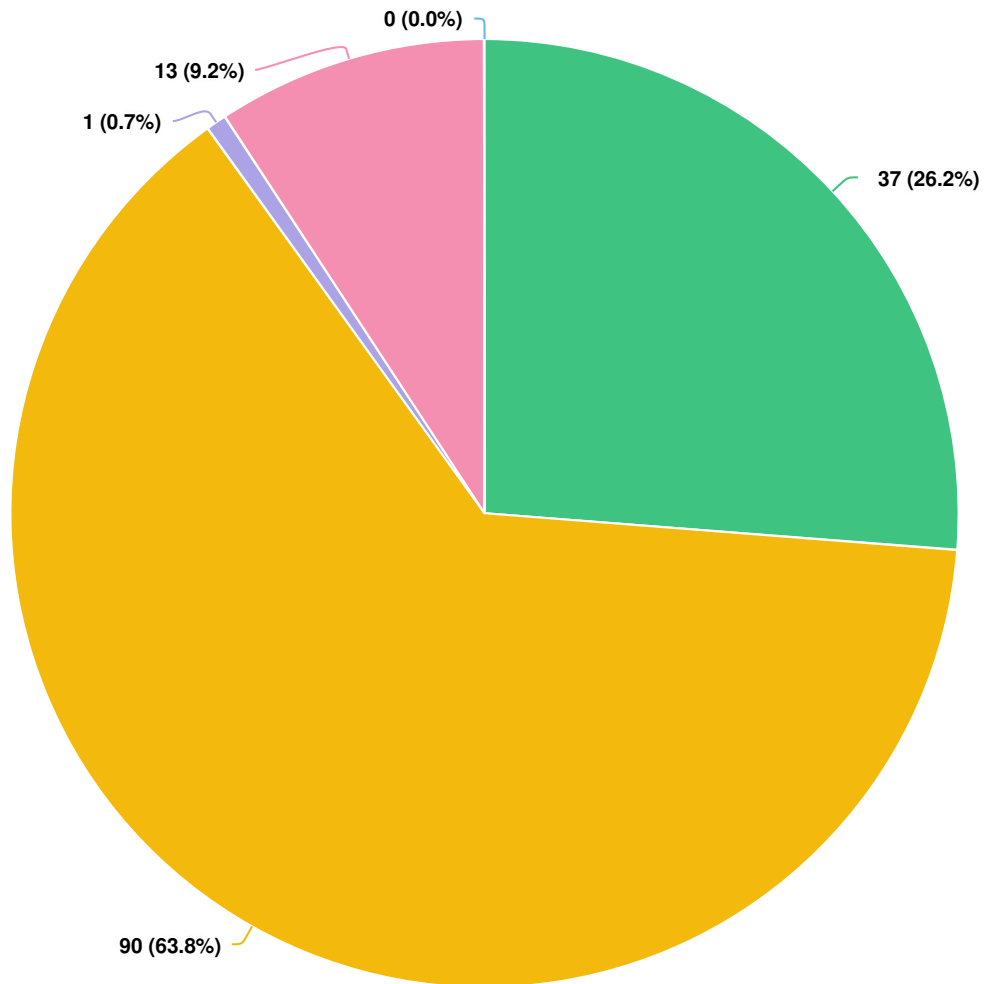


**Question options**

- 18-25
- 26-45
- 46-55
- 56-65
- 66+
- Prefer not to say
- Under 18

Optional question (142 response(s), 2 skipped)  
Question type: Radio Button Question

**Q10** How would you describe your gender identity?

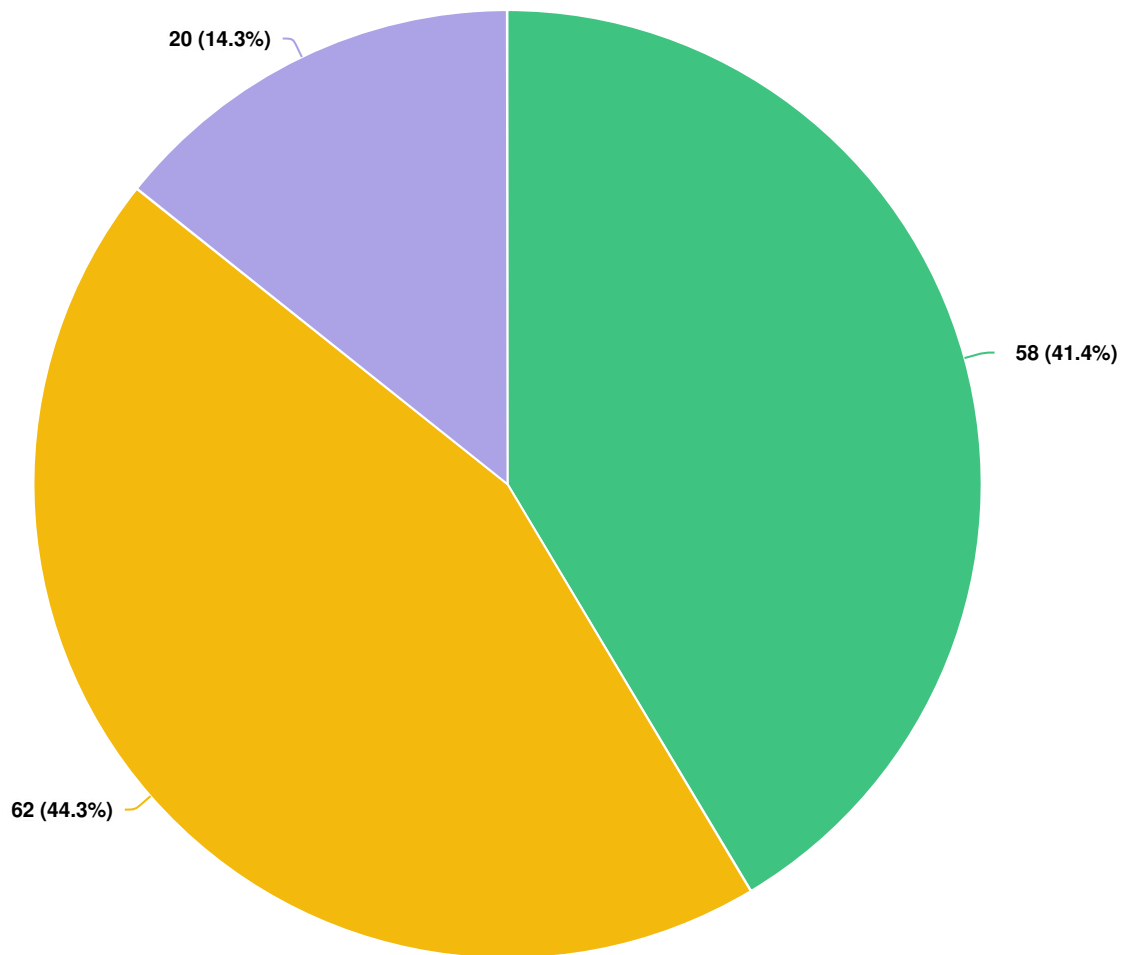


**Question options**

- Male
- Female
- Non-Binary
- Prefer not to say
- Transgender

Optional question (141 response(s), 3 skipped)  
Question type: Radio Button Question

**Q11 | Do you have any disabilities?**

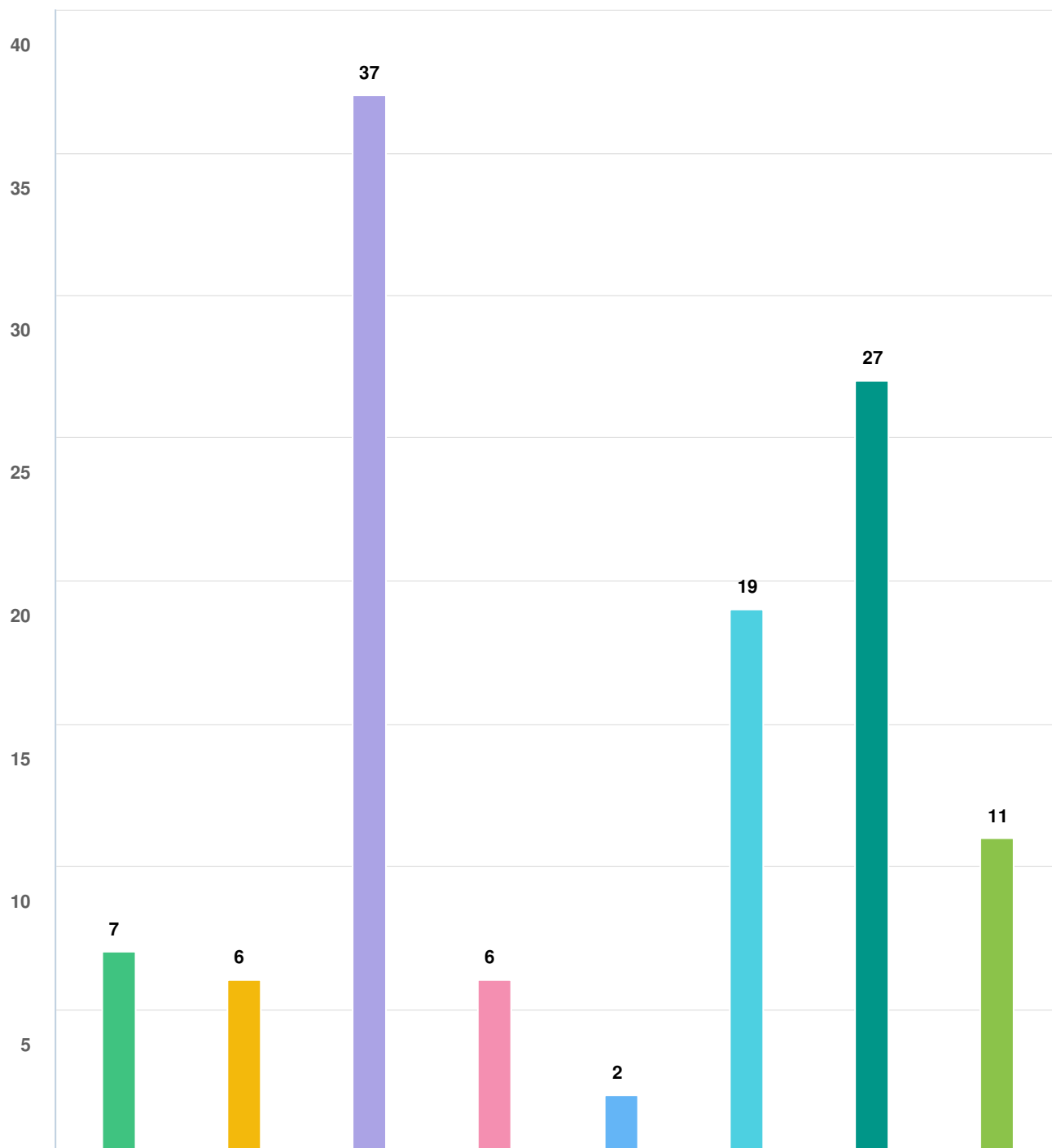


**Question options**

- Yes
- No
- Prefer not to say

Optional question (140 response(s), 4 skipped)  
Question type: Radio Button Question

**Q12 What type of disability(ies) do you have?**



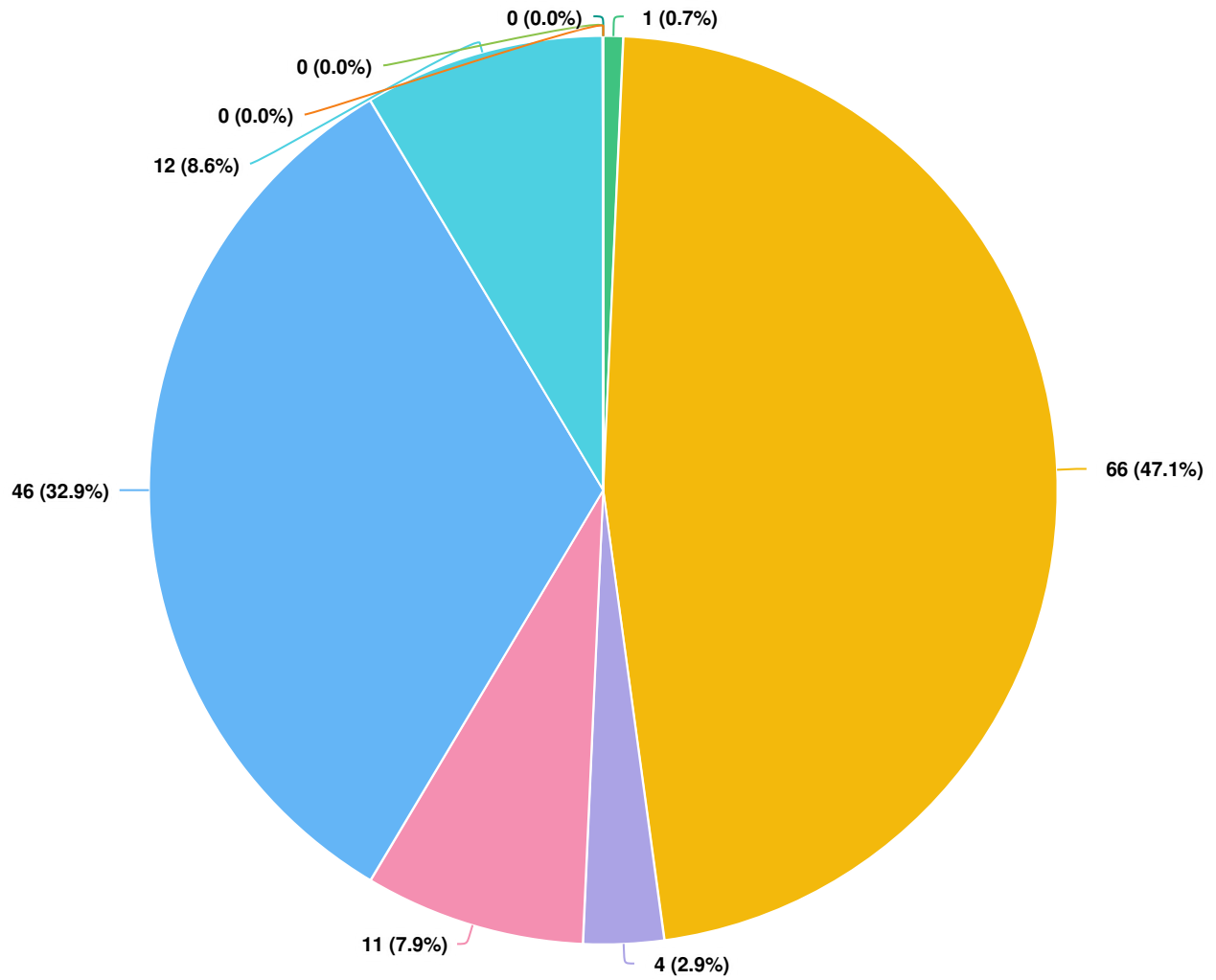
**Question options**

- Visually impaired
- Hearing impaired
- Mobility disability
- Learning disability
- Communication disability
- Hidden disability (e.g. autism, asthma etc)
- Prefer not to say
- Other (please specify)

Optional question (84 response(s), 60 skipped)  
Question type: Checkbox Question



**Q13** What is your religion?



**Question options**

- Buddhist
- Christian
- Hindu
- Muslim
- Prefer not to say
- Other (please specify)
- Sikh
- Baha'i
- Jewish

Optional question (140 response(s), 4 skipped)  
Question type: Radio Button Question