

Bury Council Tax Support Scheme 2026 public consultation analysis

Approach

Following Cabinet approval, the public consultation was launched on 6th November, running for a 5-week period until 11th December.

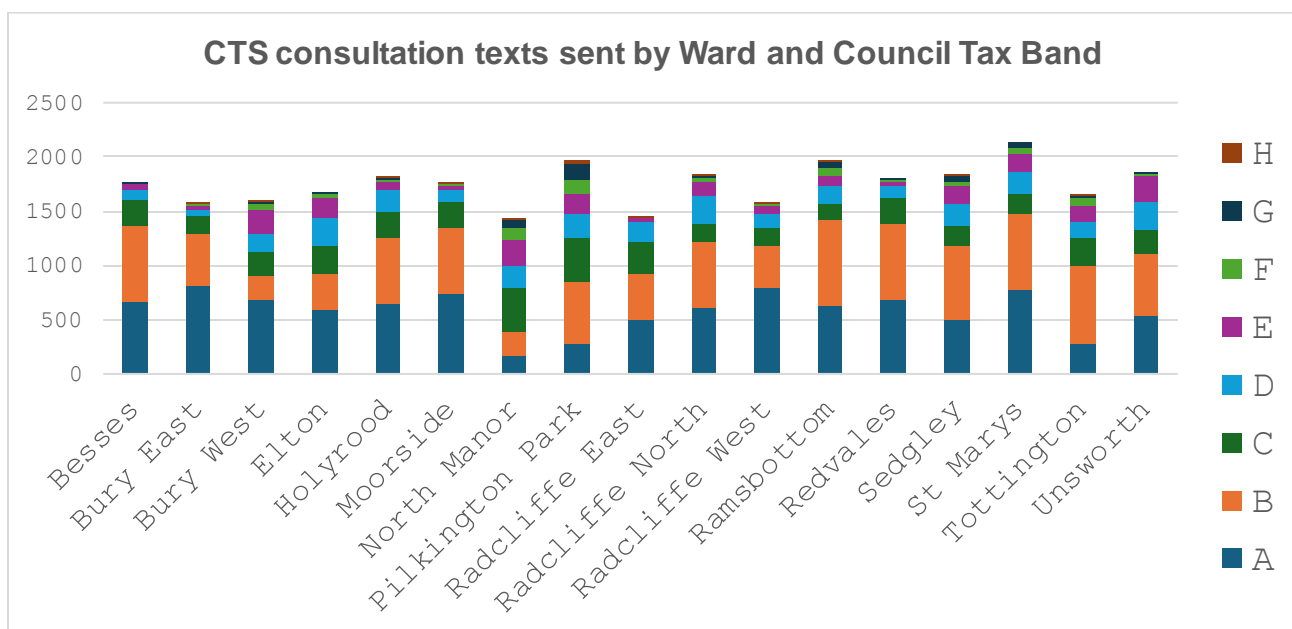
The consultation focused on the specific changes being proposed to the scheme, whilst aiming to capture detail on the types of households providing responses.

Resident feedback was to be collated through an online survey, with a dedicated mailbox provided for submission of queries or issues, and resident Support Hubs available to support residents with face-to-face advice as well as assisted survey completion.

Along with prominence across the council's website, social media posts and a press release were used to initially advertise the consultation to residents.

To ensure the opportunity to contribute to the consultation reached a broad range of residents from across the borough, mass texting software was deployed whereby a direct link to the survey was provided along with details of the mailbox and support hubs.

29,602 texts were sent out to residents across the 5-week period, with Ward and Council Tax Band designations being used to provide a borough-wide reach.

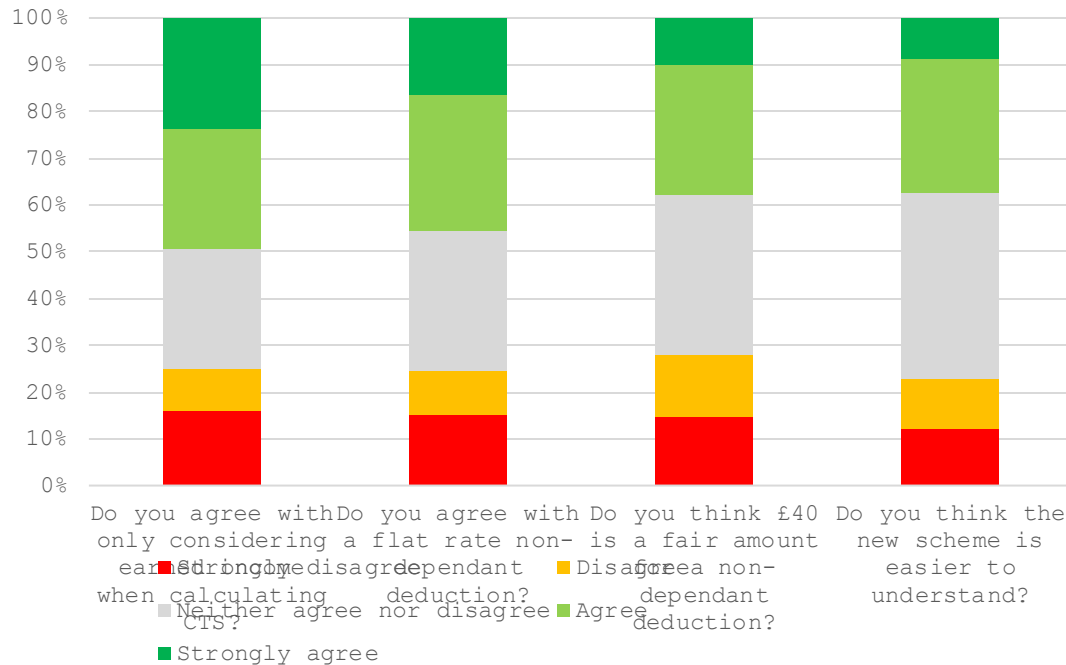


By consultation close, 1,333 responses had been received. For context, the last Council Tax Support public consultation in 2016 attracted 46 responses.

Of the 1,333 respondents, 580 were in receipt of CTS, whilst 753 residents were not in receipt.

Given the above, the response rate represents a significant improvement on previous consultations and most importantly provides a meaningful representation of resident feedback on the proposal.

Consultation results – summary of responses



| | Do you agree with only considering earned income when calculating CTS? | Do you agree with a flat rate non-dependant deduction? | Do you think £40 is a fair amount for a non-dependant deduction? | Do you think the new scheme is easier to understand? |
|----------------------------|--|--|--|--|
| Strongly disagree | 212 | 200 | 198 | 160 |
| Disagree | 120 | 125 | 175 | 145 |
| Neither agree nor disagree | 342 | 402 | 457 | 530 |
| Agree | 340 | 385 | 369 | 382 |
| Strongly agree | 319 | 221 | 134 | 116 |

Q1) Do you agree with only considering earned income when calculating CTS?

49% of residents either strongly agreed or agreed with this element of the proposal, with 25% of residents either strongly disagreeing or disagreeing.

Q2) Do you agree with a flat rate non-dependent deduction?

45% of residents either strongly agreed or agreed with this element of the proposal, with 24% of residents either strongly disagreeing or disagreeing.

Q3) Do you think £40 is a fair amount for a non-dependent deduction?

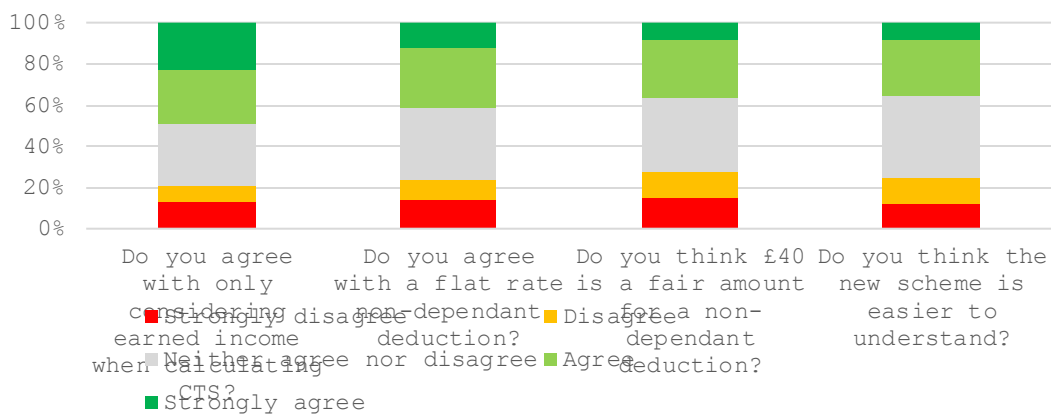
38% of residents either strongly agreed or agreed with this element of the proposal, with 28% of residents either strongly disagreeing or disagreeing.

Q4) Do you think the new scheme is easier to understand?

37% of residents either strongly agreed or agreed with this element of the proposal, with 23% of residents either strongly disagreeing or disagreeing.

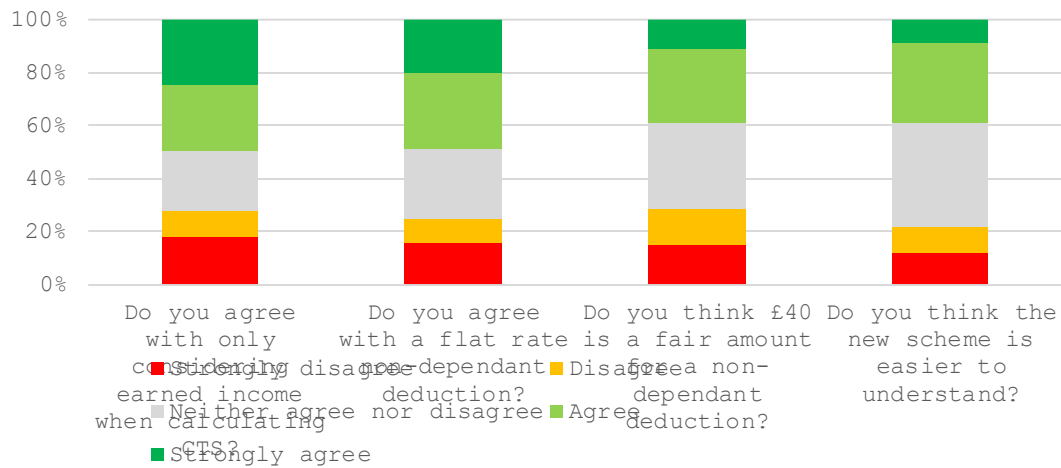
Additionally, the survey captured responses by those currently in receipt of Council Tax Support and those not in receipt is provided below:

In receipt of Council Tax Support



| | Do you agree with only considering earned income when calculating CTS? | Do you agree with a flat rate non-dependant deduction? | Do you think £40 is a fair amount for a non-dependant deduction? | Do you think the new scheme is easier to understand? |
|----------------------------|--|--|--|--|
| Strongly disagree | 75 | 83 | 84 | 70 |
| Disagree | 45 | 55 | 75 | 70 |
| Neither agree nor disagree | 173 | 203 | 209 | 236 |
| Agree | 155 | 167 | 162 | 156 |
| Strongly agree | 132 | 72 | 50 | 48 |

Not in receipt of Council Tax Support



| | Do you agree with only considering earned income when calculating CTS? | Do you agree with a flat rate non-dependant deduction? | Do you think £40 is a fair amount for a non-dependant deduction? | Do you think the new scheme is easier to understand? |
|----------------------------|--|--|--|--|
| Strongly disagree | 137 | 117 | 114 | 90 |
| Disagree | 75 | 70 | 100 | 75 |
| Neither agree nor disagree | 169 | 199 | 248 | 294 |
| Agree | 185 | 218 | 207 | 226 |
| Strongly agree | 187 | 149 | 84 | 68 |

The survey also captured responses from households directly impacted by some of the key changes, namely those with non-dependants and those with children.

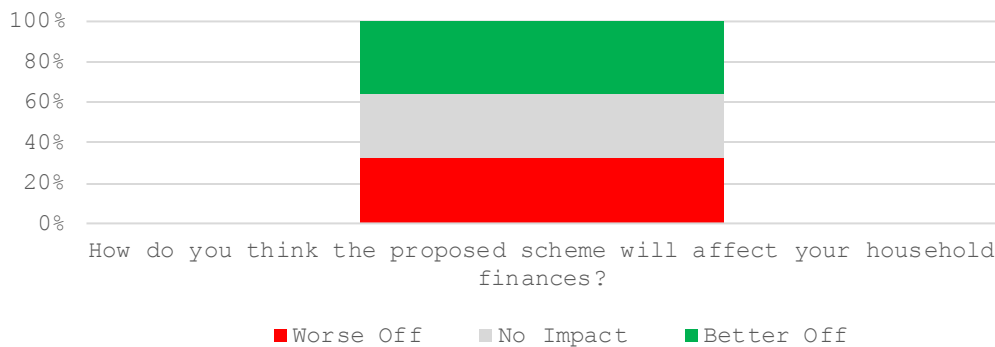
Non-dependants



| | How do you think the proposed scheme will affect your household finances? |
|------------|---|
| Worse Off | 132 |
| No Impact | 86 |
| Better Off | 77 |

55% of residents with non-dependants believed they would either be better off or that they would see no impact under the new scheme, whilst 45% of residents with non-dependants believed they would be worse off under the proposal.

Households with children



| | How do you think the proposed scheme will affect your household finances? |
|------------|---|
| Worse Off | 159 |
| No Impact | 160 |
| Better Off | 179 |

68% of residents with children believed they would either be better off or that they would see no impact under the new scheme, whilst 32% of residents with children believed they would be worse off under the proposal.

Conclusion

The survey results demonstrate that whilst some residents disagree with certain measures being proposed, there is broad approval for the changes being put forward. It is therefore considered that the public consultation, its response rate, range of respondents and its results provide a mandate for making the proposed changes to the Council Tax Support scheme.

Monitoring (please see following page)

Age

| | |
|-------------------|-----|
| 16-24 | 10 |
| 25-34 | 138 |
| 35-44 | 324 |
| 45-55 | 337 |
| 55-65 | 353 |
| Over 65 | 136 |
| Prefer not to say | 35 |

Gender identity

| | |
|-------------------|-----|
| Female | 812 |
| Male | 476 |
| Prefer not to say | 45 |

Sexual orientation

| | |
|-------------------------|------|
| Heterosexual / Straight | 1142 |
| Gay/lesbian | 42 |
| Bisexual | 18 |
| Other | 7 |
| Prefer not to say | 124 |

Ethnic group

| | |
|--------------------------------|------|
| White | 1069 |
| Mixed / multiple ethnic groups | 37 |
| Asian | 86 |
| Black | 35 |
| Other ethnic group | 29 |
| Prefer not to say | 77 |

Caring responsibilities

| | |
|-------------------|------|
| Yes | 214 |
| No | 1058 |
| Prefer not to say | 61 |

Total household income

| | |
|--------------------|-----|
| Up to £20,000 | 486 |
| £20,001 to £40,000 | 306 |
| £40,001 to £60,000 | 135 |
| Over £60,000 | 105 |
| Prefer not to say | 301 |