

Appendix - A5 Consultation and Engagement survey results



Council Tax Reduction Scheme Consultation Final Report

30 November 2023

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1 Introduction

1.1 Background

Bristol City Council currently provides a Council Tax Reduction scheme that helps people on a low income with up to 100% of their Council Tax costs. This has been done despite the reduction in government funding since the scheme was introduced in 2013 and wider financial challenges to the council since then. Bristol City Council has been one of the few authorities not to reduce support since 2013.

Councillors agreed that the Council Tax Reduction scheme would be reviewed for 2024/25 as part of the council's budget setting process. Changes can only be made to the scheme for working aged people. Pensioners are protected from changes under government rules.

The current scheme costs £43.4 million. This represents 8.9% of the council's total annual revenue budget, which covers day-to-day spending on council services. Of this £43.4 million, working age households collectively receive £30 million of support each year.

1.2 Funding pressures and uncertainty

The council continues to face a challenging financial position. The budget agreed by Full Council in February 2023 was on the basis that the current Council Tax Reduction scheme would be reviewed. This was to make a saving of around £3 million, after collection rates and monies collected on behalf of Avon Fire Authority and the Police and Crime Commissioner for Avon and Somerset are considered.

1.3 Council Tax Reduction Scheme Consultation

Proposed options for the Council Tax Reduction Scheme

The Council Tax Reduction Scheme consultation proposed 10 options to make different levels of savings. Respondents were asked to choose their preferred option. Respondents were then asked if they agree or disagree with five additional proposals to be considered if a decision is taken to make changes to the working aged Council Tax Reduction scheme.

Proposed options for the Council Tax Reduction Scheme:

- Option 1 – The current Council Tax Reduction scheme is retained
- Option 2a – All households would pay at least 10% of their Council Tax bills
- Option 2b - All households pay at least 17% of their Council Tax bills
- Option 2c - All households pay at least 20% of their Council Tax bills
- Option 3a – Households receiving certain benefits or payments are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 20% of their Council Tax bills.
- Option 3b – Households receiving certain benefits or payments are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 34% of their Council Tax bills.
- Option 3c – Households receiving certain benefits or payments are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 41% of their Council Tax bills.
- Option 4a – Households who are not in work and have a child under five years old are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 13% of their Council Tax bills.
- Option 4b – Households who are not in work and have a child under five years old are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 19% of their Council Tax bills.
- Option 4c – Households who are not in work and have a child under five years old are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 25% of their Council Tax bills.

Additional proposals to be considered if a decision is taken to make changes to the working aged Council Tax Reduction scheme

- **Additional proposal 1** - Minimum award of £3.00 per week - All households receiving a discount of less than £3.00 per week will no longer be entitled to Council Tax Reduction, resulting in their awards being reduced to zero. This means these households will start receiving a full Council Tax bill.
- **Additional proposal 2 – Removing the Second Adult Rebate (Alternative Council Tax Reduction)** - Second Adult Rebates are discounts currently given where low income second adults live with an applicant whose income is too high for them to qualify for the main, means tested Council Tax Reduction scheme. It

effectively acts as a replacement for the Single Adult Discount for the applicant. A percentage discount is applied according to the income of the second adult in bands from 25% to 7.5%.

- **Additional proposal 3** – Reducing the capital limit to £6,000 - The current scheme has a capital limit of £16,000. This allows households to hold capital up to this value and retain entitlement to the Council Tax Reduction. This limit could be reduced to £6,000 (the point at which capital affects entitlement under the current scheme).
- **Discretionary Fund** - If changes are made to the existing scheme and all households must pay a minimum amount, a separate amount of funding may be set aside to assist households who are unable to pay their Council Tax bills.
- **Small income changes for those receiving Universal Credit (applies to options 2a to 4c)** - In addition, small changes in income for households who are receiving Universal Credit would not be considered. This is to reduce the number of reassessments for these households and provide some stability for them. It is proposed that weekly changes in income of less than £15.00 are ignored.

1.4 Additional information in Phase 2 of the consultation

The consultation reopened on 30 October 2023 with last day for responses being 26 November 2023. The additional information contained within phase two is as follows;

- Further information on what the Council Tax Reduction Scheme is, and who it provides support to;
- Further information on the financial challenges that have led to us reviewing the scheme;
- Further information on the proposal for a Discretionary Fund to assist households who are unable to pay their Council Tax bills;
- Additional question asking what effect the proposals would have on people because of their protected characteristics.
- Additional publicity to a wider group of voluntary and equalities groups, including increase use of non-digital publicity materials.

1.5 Scope of this report

This consultation report describes the consultation methodology and the feedback received, which will be considered by Cabinet and Full Council before decisions on the 5 December.

Chapter 2 of this report describes the Council Tax Reduction Scheme consultation methodology and the full [consultation survey](#) can be viewed online.

Chapters 3 to 4 present the Council Tax Reduction Scheme consultation survey results:

- Chapter 3 presents the survey response rate and respondent characteristics;
- Chapter 4 summarises respondents' views on the 10 proposed options and five additional options
- Chapter 5 describes how this report will be used and how to keep updated on the decision-making process.

2 Methodology

2.1 Survey

2.1.1 Online survey

The Council Tax Reduction Scheme consultation survey was carried out in two phases. Phase 1 of the consultation was available on the council's Consultation and Engagement Hub (www.ask.bristol.gov.uk) between 1 August and 23 September 2023. Phase 2 of the consultation was available on the hub from 30 October 2023 to on 26 November 2023.

Downloadable print and Easy Read formats were also available on the Consultation and Engagement Hub for both phases of the consultation.

About you questions

The 'About you' section requested information which helps the council to check if the responses are representative of people across the city who may have different needs.

- Respondents' postcode – this identifies if any parts of the city are under-represented in responding to the consultation and it can show if people from more deprived areas of the city have different views compared to people living in less deprived areas.
- Equalities monitoring information – this enables the council to check if people with specific protected characteristics under the Equality Act 2010 are under-represented in the responses.
- Other information about respondents; for example, whether they are a councillor, a council employee, or represent a local business.
- How respondents found out about the consultation – to help the council publicise future consultations effectively.

Respondents could choose to answer some or all questions in any order and save and return to the survey later.

2.1.2 Alternative formats

Both the Phase 1 and Phase 2 consultations were available in Easy Read format on the Consultation and Engagement Hub. Paper copies and alternative formats (Easy Read, braille, large print, audio, British Sign Language (BSL) and translation to other languages) have been available on request.

2.2 Publicity and briefings

2.1 Objective

The following programme of activity was carried out to publicise and explain the Council Tax Reduction Scheme consultation. The primary objective was to engage residents, communities, and stakeholders across the city in decisions on the proposed options and additional options for Council Tax Reduction Scheme.

To achieve this, information was shared across a wide range of channels, reaching as broad a range of audiences as possible to maximise response rates. Areas of the city that tend to respond to surveys in low numbers were targeted part way through the consultation.

2.2.2 Bristol City Council channels

Online and paper versions of the consultation document were shared via the following council and partner channels and networks:

- Ask Bristol e-bulletin was sent to 7,549 people on 14 August and again on 20 September, plus also on 2 November, following the reopening of the consultation
- We are Bristol newsletter, delivered to 1,700 residents
- MPs (via email)
- Emails were sent to 107,242 users who had a Council Tax account and/or received Council Tax Reduction, on 1 August and a follow up sent to 105,869 users on 12 September
- In addition, emails were also sent to 105,139 users on 6 November following the reopening of the consultation
- Over 8,100 printed copies of the consultation documentation with returned envelopes were sent to all working age CTR recipients where an e-mail address was not held, on 4 September and 10 November
- Mayor's blog on 3 September

2.2.3 Internal communications

Messages announcing the launch of the public consultation were sent to the following internal stakeholders:

- Cabinet
- Directors, managers, managers of offline staff
- Party group leaders with offers of following up sessions
- Resources Scrutiny Task and Finish group
- Managers with Citizens Services, Housing & Landlords, Housing Options, WRAMAS, Community Development
- Staff-led groups, and all staff
- BCC employees – two inclusions in the internal newsletter in September and November 2023, with a reach of up to 6,000 employees.
- Libraries - 50 Posters deliver to Bristol Libraries on w/c November 2023
- Children's centres
- Benefits and Revenues staff (150 employees)
- Elected members (via MATI distribution group) were asked to promote the public consultation
- CTR toolkits and FAQs were issues to internal teams, to enable them to respond to any questions on the consultation and understand approach take.

2.2.4 Bristol City Council Partners and Voluntary Sector Organisations

Details of the consultation were shared at the launch with representatives, voluntary sector organisations, public sector/city stakeholders, local health partners, equalities groups and community groups with a request for information to be circulated through their networks. These included sending including send publicity materials and electronic posters to the following

- Advice sector contacts (40 contacts in August 2023)
- Housing Associations (West of England Partnership) (31 contacts in August and October 2023)
- Department for Work and Pensions partnership managers
- Equality lead organisations were sent communications materials to promote to their audiences (163 contacts in November 2023)

2.2.5 Media engagement

Press releases were advertised via the council’s newsroom and website, plus social media channels on 1 August 2023 and 30 October 2023 outlining the consultation and reopening of.

2.2.6 Social Media – posts, outreach, and advertising

Regular posts on Bristol City Council’s social media channels (X, formally Twitter, Facebook, Next Door, and Instagram) were made for the duration of the consultation.

These organic posts were delivered during August – November, reaching 6,691 people which so far has resulted in 313 link clicks. The latest post on the council’s Instagram story, resulted in 226 users sharing the consultation with their networks.

Paid for Facebook advertising was also employed two weeks before the consultation closed to engage targeted areas of the city where response was low. A week before the consultation closed these targeted areas were reviewed and a new ad was created.

3 Survey response rate and respondent characteristics

3.1 Response rate to the survey

The Council Tax Reduction Scheme consultation Phase 1 survey received 5,165 responses, of which 4,947 (96%) were completed online and 218 (4%) were paper surveys. Of the 4,947 online survey responses, 68 (0.01%) were received via an online Easy Read version of the consultation.

The Council Tax Reduction Scheme consultation Phase 2 survey received 1,368 responses, of which 1,094 (84%) were completed online and 214 (16%) were paper surveys. Of the 1,368 online surveys, 60 (0.04%) were received via an online Easy Read version of the consultation.

3.2 Geographic distribution of responses

Phase 1

4,162 responses (80%) were received from postcodes within the Bristol City Council area, 47 (0.9%) responses were from South Gloucestershire, six (0.1%) were from Bath & North East Somerset (B&NES), and eight (0.2%) were from North Somerset. A further 49 (0.9%) were from unspecified locations within the four West of England authorities¹ (Figure 1). 883 (17%) did not provide a postcode.

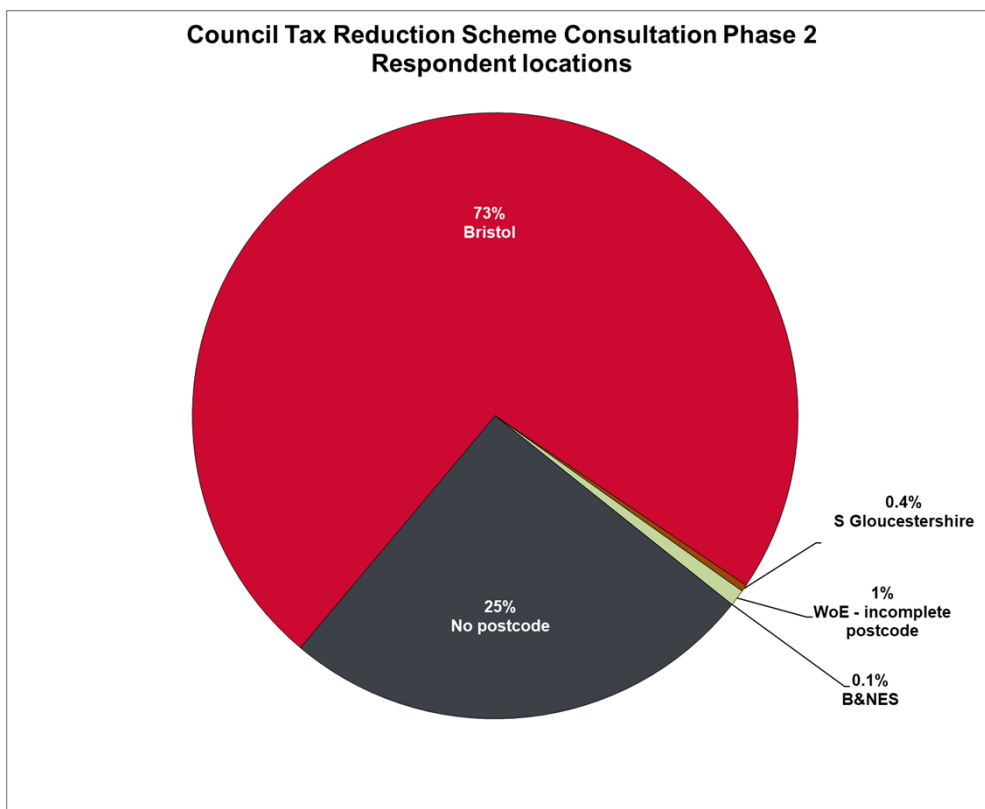
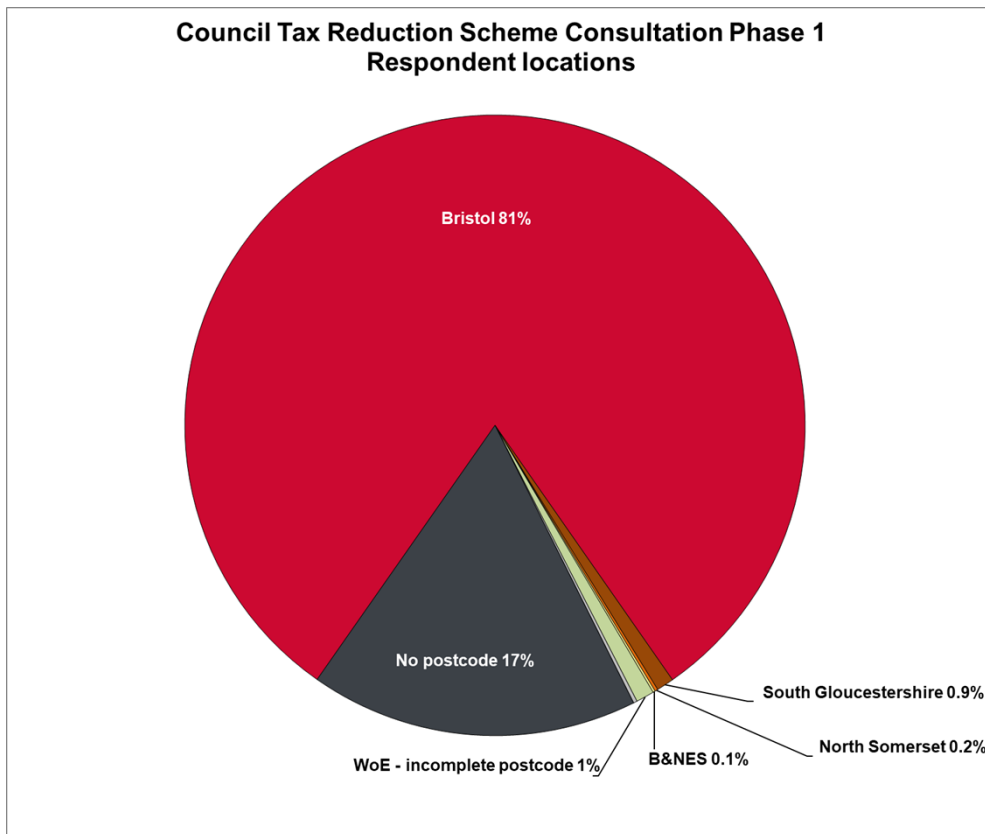
Phase 2

1001 responses (73%) were received from postcodes within the Bristol City Council area, five (0.4%) responses were from South Gloucestershire, one (0.1%) was from Bath & North East Somerset (B&NES), and none were from North Somerset. A further 12 (1%) were from unspecified locations within the four West of England authorities² (Figure 1). 345 (25%) did not provide a postcode.

¹ Incomplete postcodes identified the home location as within the WOE authorities area (Bristol, B&NES, North Somerset and South Gloucestershire), but not which authority.

² Incomplete postcodes identified the home location as within the WOE authorities area (Bristol, B&NES, North Somerset and South Gloucestershire), but not which authority.

Figure 1: Geographic distribution of responses



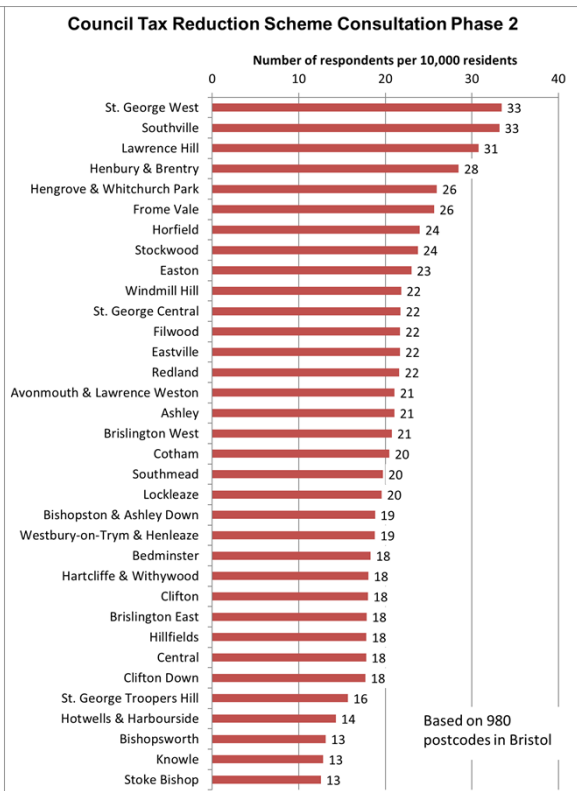
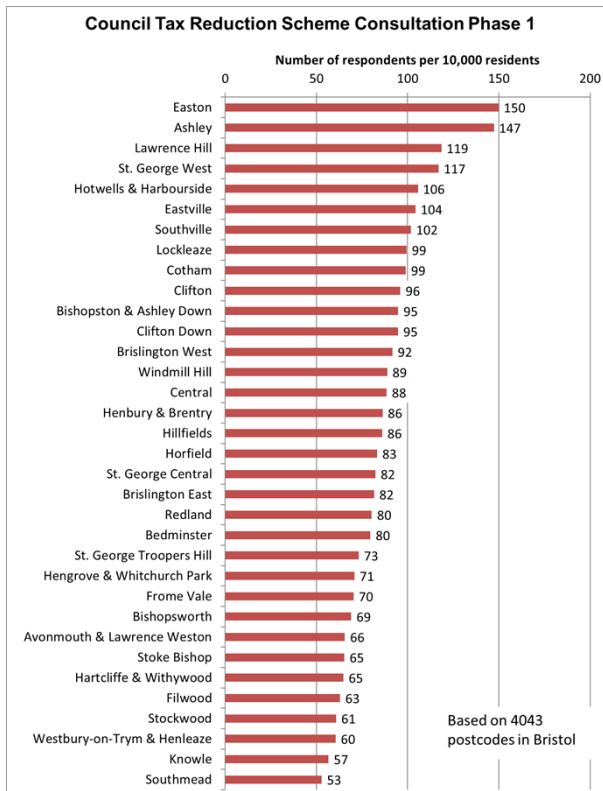
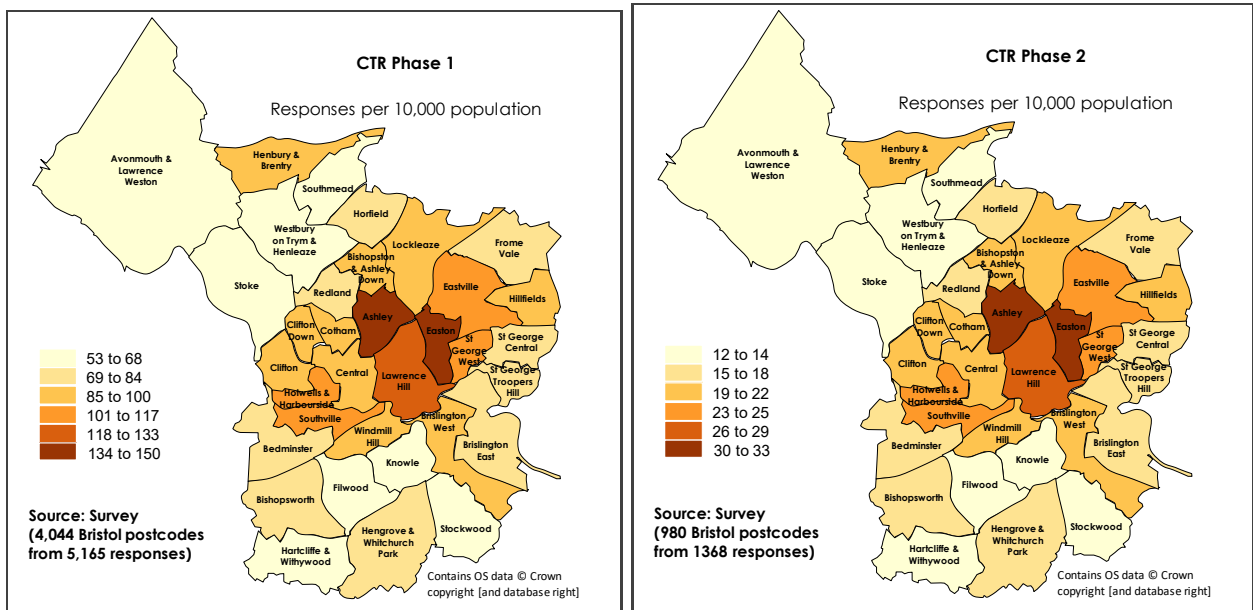
Phase 1

Of the 4,162 responses from within the Bristol City Council area, 4,043 provided full or partial postcodes from which the ward of origin could be identified (Figure 2).

Phase 2

Of the 1001 responses from within the Bristol City Council area, 980 provided full or partial postcodes from which the ward of origin could be identified (Figure 2).

Figure 2: Geographic distribution of responses in Bristol



3.3 Response rate from areas of high and low deprivation

In the analysis of the phase 1 and phase 2 responses, the home location of respondents in Bristol was compared with nationally published information on levels of deprivation across the city³ to review if the responses received include a cross-section of people living in more deprived and less deprived areas. This helps the council to know if the views of citizens in more deprived areas differ from people living in less deprived areas.

The comparison looked at levels of deprivation in 10 bands (known as ‘deciles’) from decile 1 (most deprived) to decile 10 (least deprived). Figure 3 compares the percentage of Bristol respondents⁴ living in each of the deprivation deciles (red bars) to the percentage of all Bristol citizens who live in each decile (grey bars).

³ The Office for National Statistics (ONS) publishes information about deprivation for 32,844 small areas - known as ‘Lower Super Output Areas’ (LSOAs) - throughout England. For each LSOA, a measure of deprivation is published called ‘Indices of Multiple Deprivation’ (IMD), which takes account of 37 aspects of each area that cover income, employment, education, health, crime, barriers to housing and services, and living environment. The postcodes provided by respondents enabled each to be matched to one of the 263 Lower Super Output Areas in the Bristol City Council area and thus to one of the deprivation deciles. Note: postcodes provide approximate locations; they are not used to identify individuals or specific addresses.

⁴ Based on 4,043 Phase 1 respondents and 542 Phase 2 respondents who provided full postcodes in the Bristol administrative area from which deprivation decile can be identified.

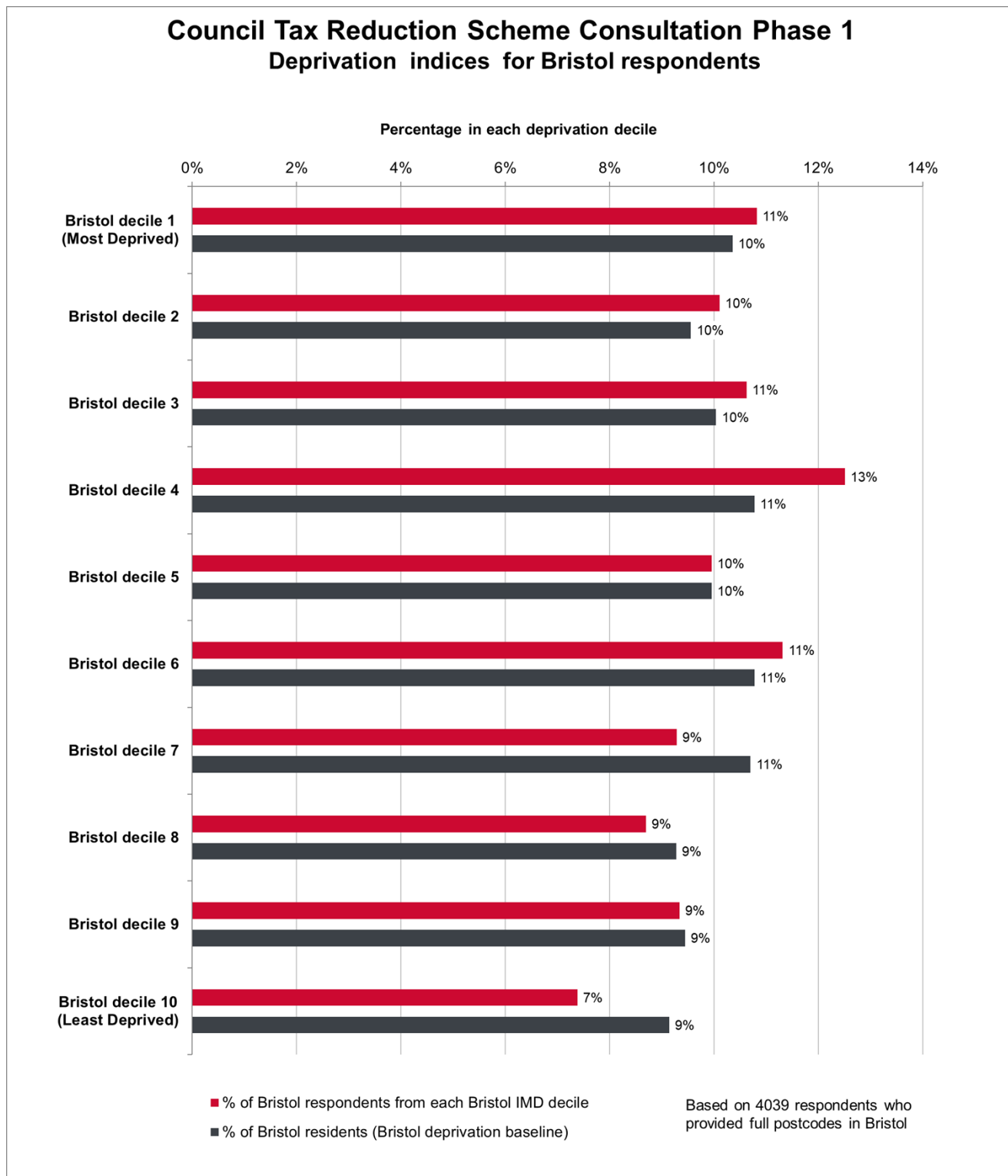
Phase 1

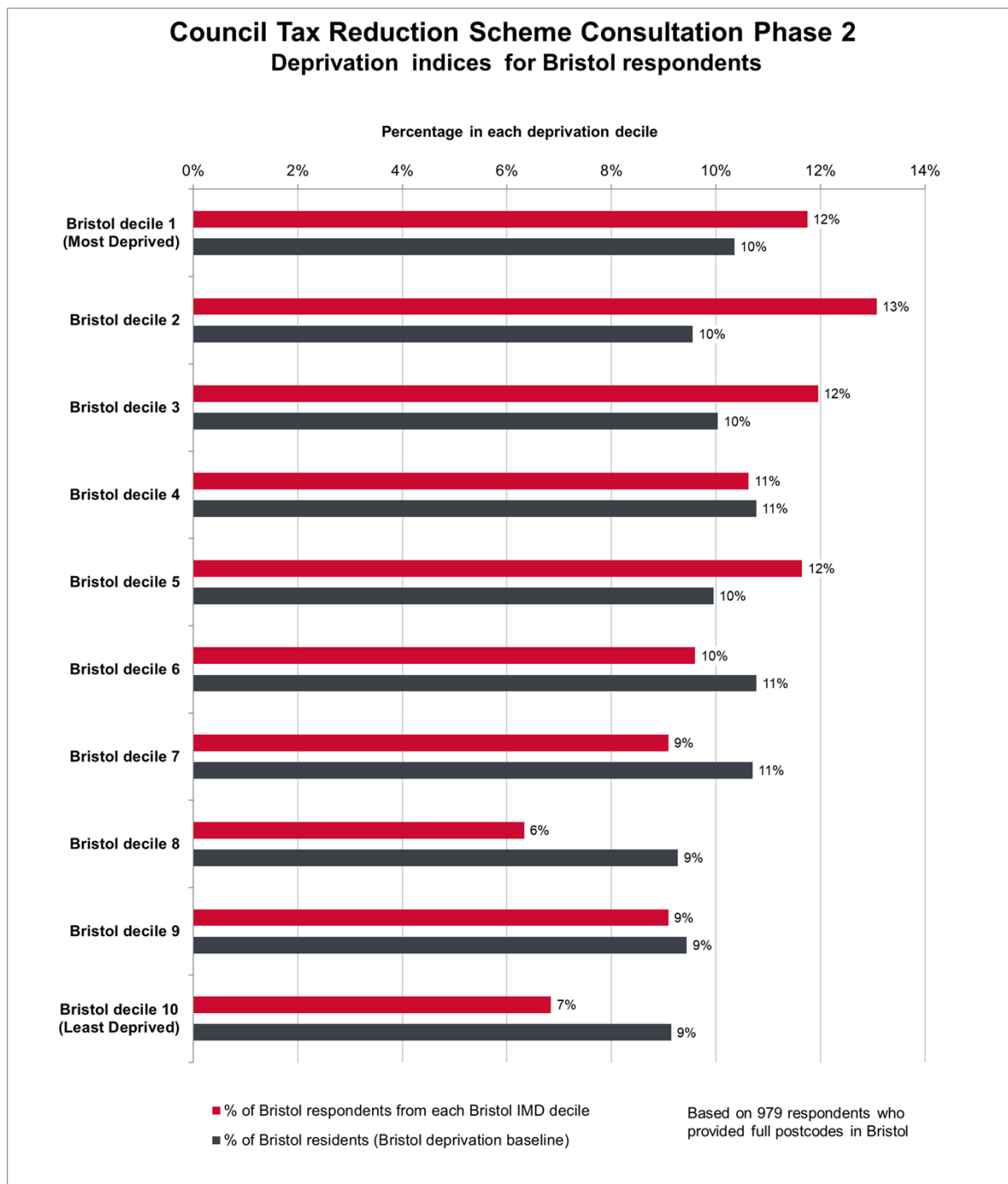
Figure 3 shows there was over-representation of responses from the most deprived 10% of the city (decile 1). Response rates from decile 2 matched the proportion of Bristol citizens living in that decile. Responses from deciles 3 and 4 were over-represented. Responses from deciles 5 and 6 matched the proportion of Bristol citizens living in that decile. Responses from decile 7 were underrepresented. Responses from deciles 8 and 9 matched the proportion of Bristol citizens living in that decile. Response rates from the least deprived 10% of the city (decile 10) were underrepresented.

Phase 2

Figure 3 shows there was an over-representation of responses from the most deprived 10% of the city (decile 1). Response rates from deciles 2, 3 and 5 were also over-represented. Responses from decile 4 matched the proportion of citizens living in that decile. Responses from deciles 6, 7 and 8 were underrepresented. Responses from decile 9 matched the proportion of citizens living in that decile. Response rates from the least deprived 10% of the city (decile 10) were underrepresented.

Figure 3: Comparison of response rate from areas of high and low deprivation





(Percentages in Figure 3 are given to the nearest integer. The length of bars in the chart reflects the unrounded percentage; hence bars shown as 10% may be slightly different in length.)

3.4 Characteristics of respondents

4,273 (83%) people answered one or more of the equalities monitoring questions in the Phase 1 survey. 753 (98%) people answered one or more of the equalities monitoring questions in the Phase 1 survey. Respondent characteristics are summarised below. The charts compare:

- characteristics for all respondents who answered the equalities questions;

- characteristics of respondents who provided a Bristol postcode;
- characteristics of Bristol’s citizens for five protected characteristics (age, sex, disabled, ethnicity and religion/faith) for which population data are available from the 2011 Census and subsequent updates.

Note that many of the respondents who did not provide postcodes may also live in the Bristol administrative area, but are not included in figures for ‘Bristol respondents’

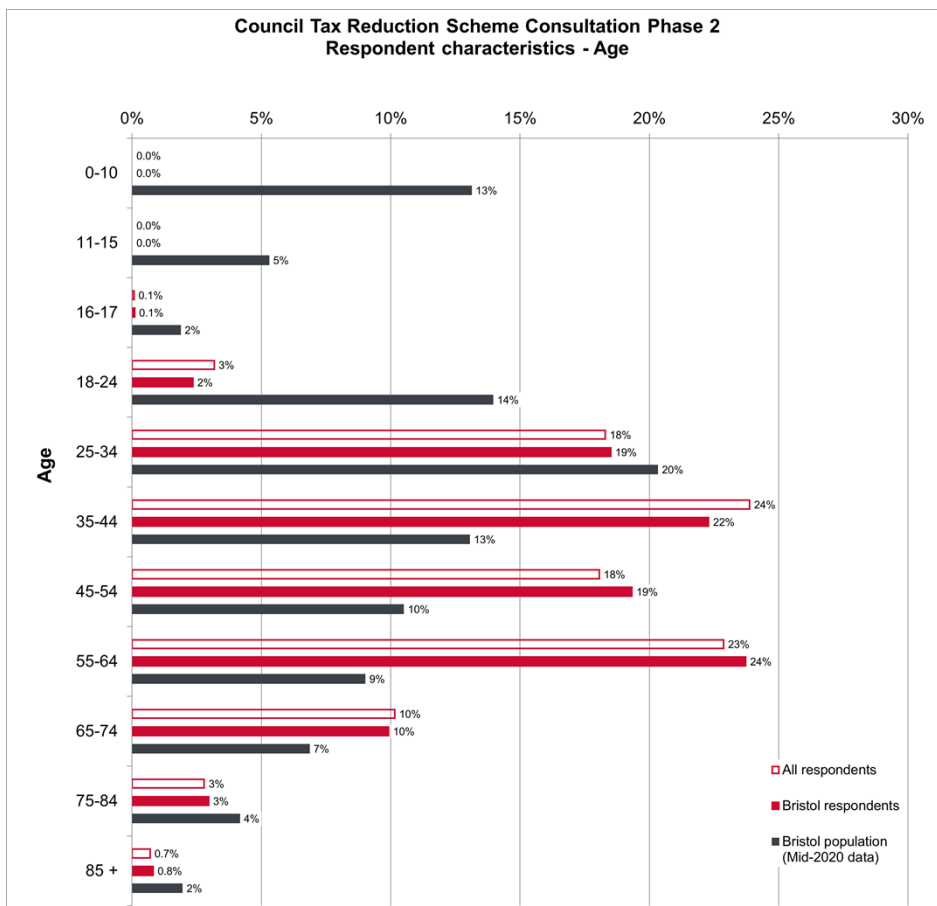
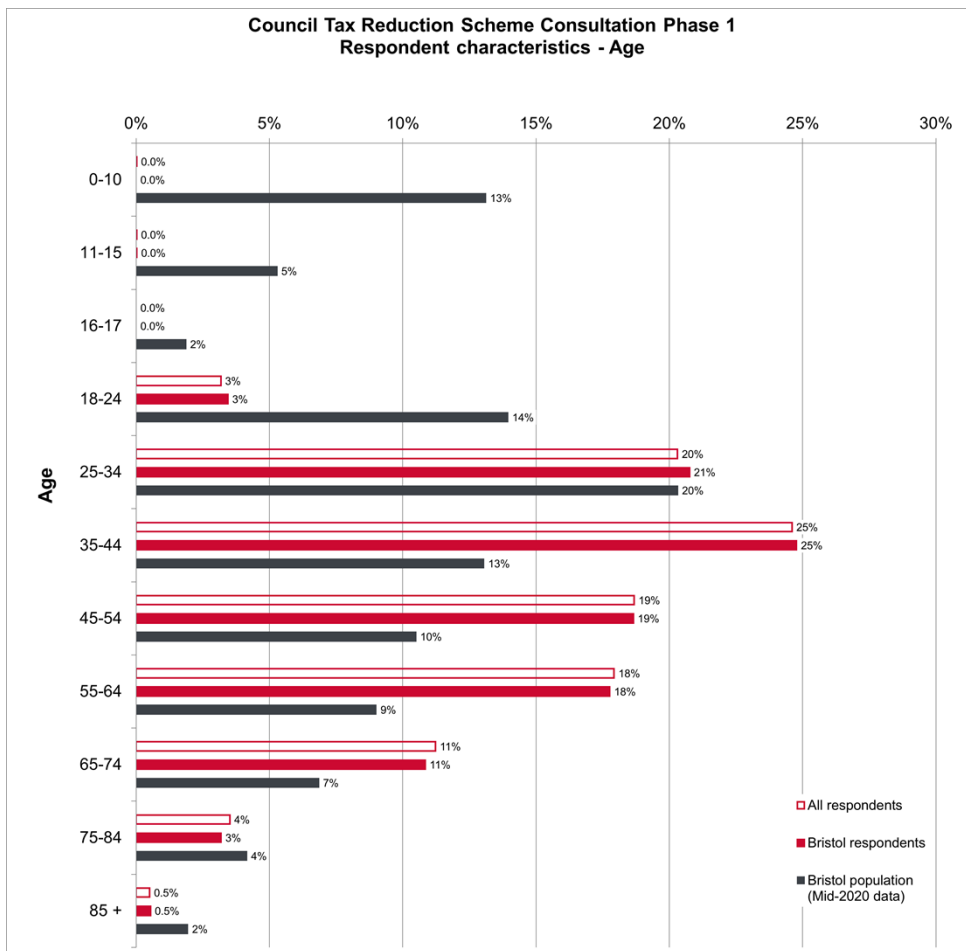
Age – Phase 1

The highest number of responses were from respondents aged 35-44 years (25%), followed by 25-34 (21%). All age groups between 25 and 74 responded in higher proportions than these ages in the population. Survey responses from children (under 18), young people aged 18-24 and people aged 85 and older were under-represented. In each age category, the proportions of ‘all respondents’ and ‘Bristol respondents’ were very similar.(Figure 4)

Age - Phase 2

The highest number of responses were from respondents aged 35-44 years (24%), followed by 55-64 (23%). All age groups between 35 and 74 responded in higher proportions than these ages in the population. Survey responses from children (under 18), young people aged 18-24, people aged 25-34 and people aged 85 and older were under-represented. In each age category, the proportions of ‘all respondents’ and ‘Bristol respondents’ were very similar. (Figure 4)

Figure 4: Age of respondents



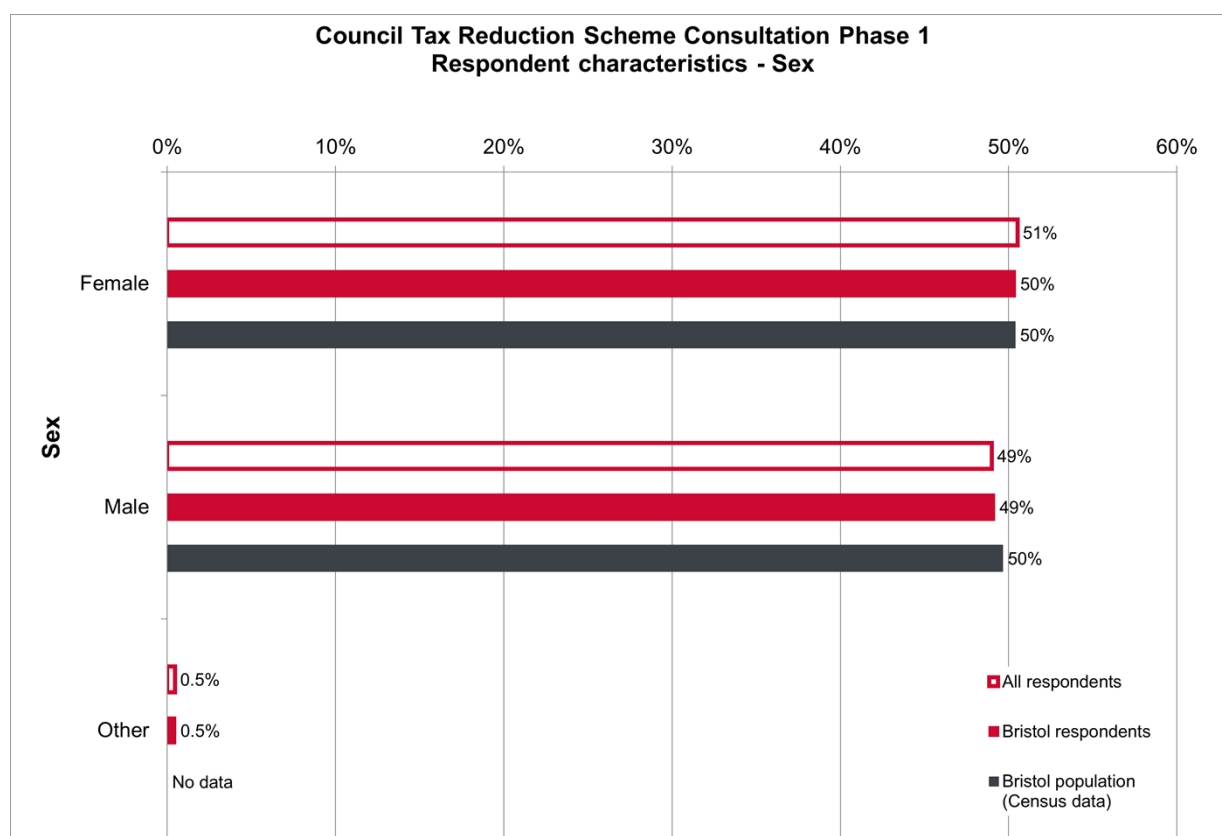
Sex of respondents – Phase 1

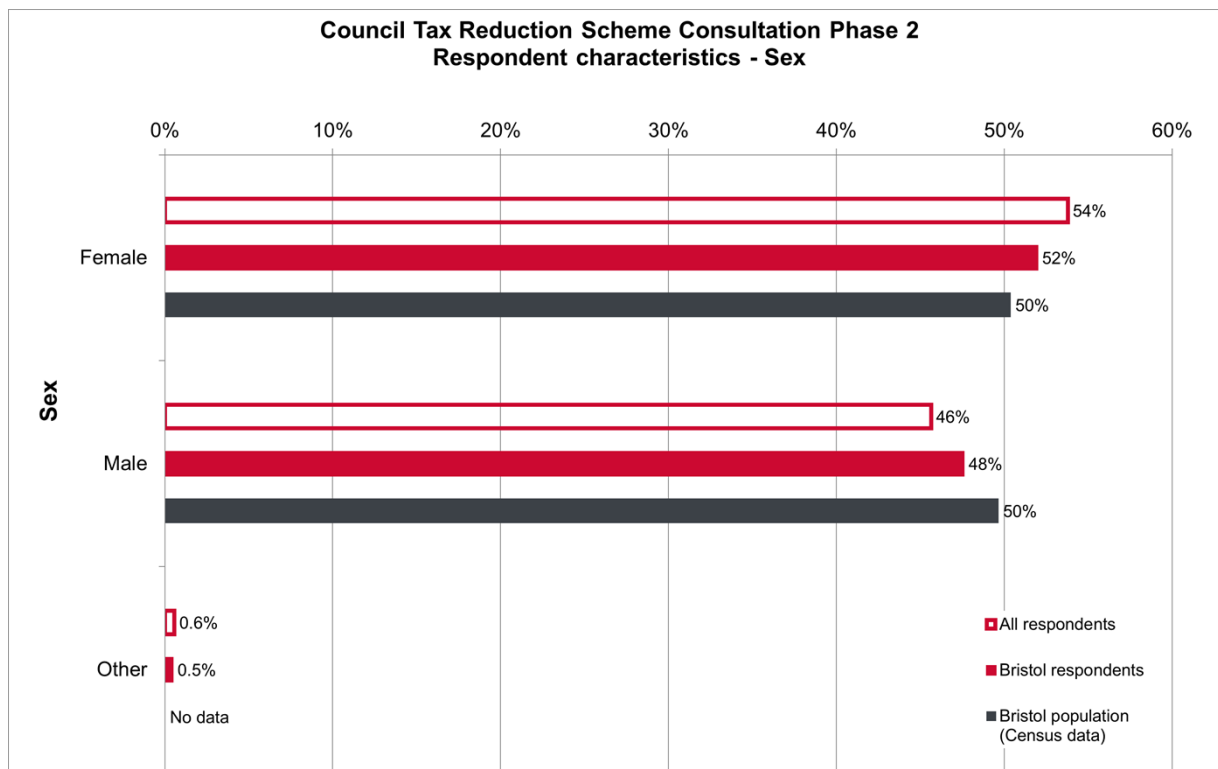
50% of all responses were from women and 49% were from men. 0.5% were from people who identified as ‘other’. These percentages exclude the 7% of respondents (6% of Bristol respondents) who answered ‘prefer not to say’ (Figure 5)

Sex of respondents – Phase 2

54% of all responses were from women and 46% were from men. 0.6% were from people who identified as ‘other’. (Figure 5)

Figure 5: Sex of respondents





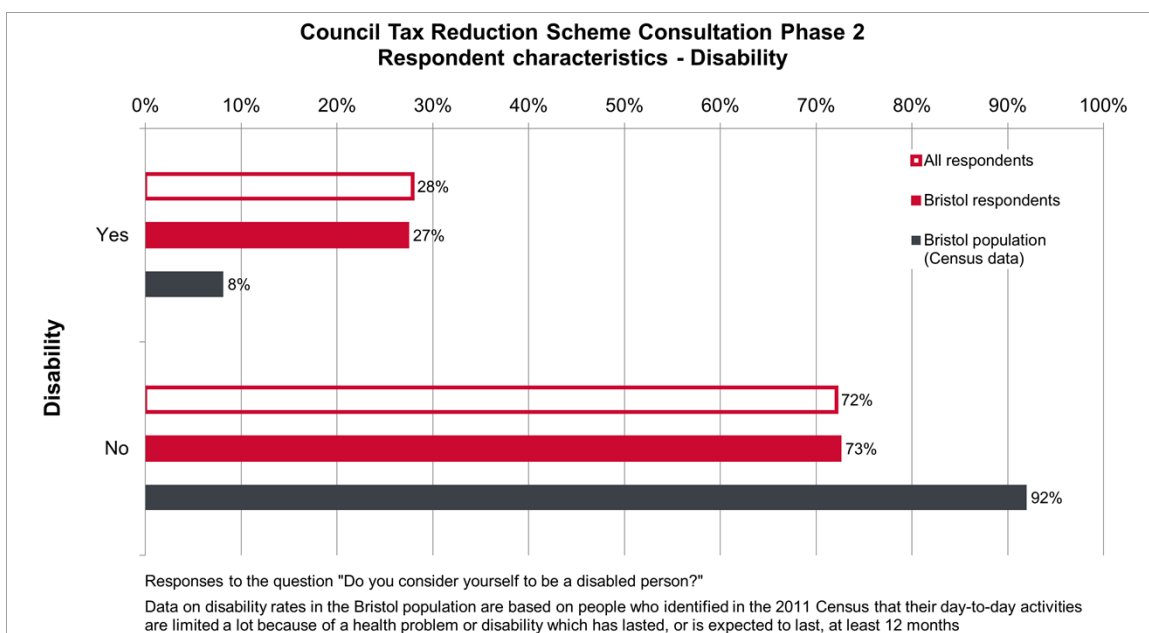
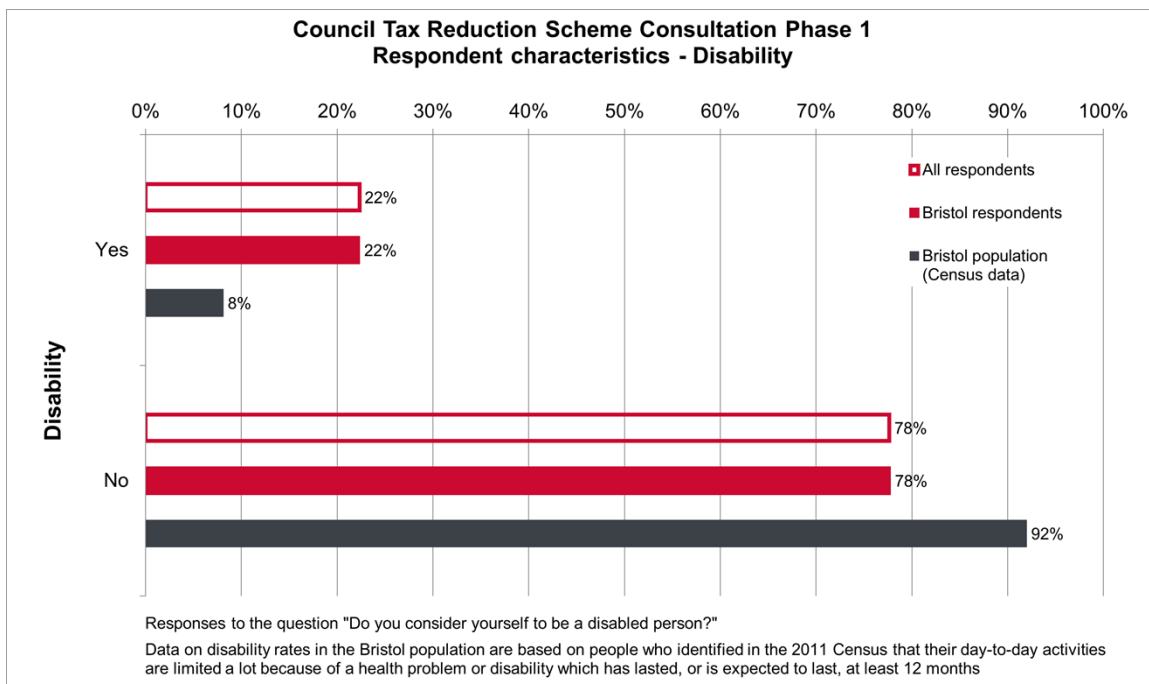
Disability – Phase 1

The proportion of disabled respondents (22% of all respondents; 22% of Bristol respondents) was significantly over-represented when compared with the proportion of disabled people living in Bristol. These percentages exclude the 6% of respondents (6% of Bristol respondents) who answered ‘prefer not to say’. (Figure 6)

Disabled – Phase 2

The proportion of disabled respondents (28% of all respondents; 29% of Bristol respondents) was significantly over-represented when compared with the proportion of disabled people living in Bristol. (Figure 6)

Figure 6: Disability



Ethnicity of respondents – Phase 1

The response rate from White British respondents (73%), White Irish respondents (2%) and White Other respondents (12%) is higher than the proportion of these citizens in the Bristol population.

The proportion of Gypsy / Roma / Traveller people (0.1%) was under-represented in the response rates compared to the proportion of people in this ethnic group living in Bristol.

Black/African/Caribbean/Black British citizens, Asian/Asian British, mixed/multi-ethnic citizens and citizens with an “other ethnic background” were under-represented in the

response rates compared to the proportion of people in each of these ethnic groups living in Bristol.

These percentages exclude the 10% of respondents (8% of Bristol respondents) who answered ‘prefer not to say’

Proportions of each ethnicity for all respondents closely matches respondents who provided a Bristol postcode, apart from Black/African/Caribbean/Black British citizens.(Figure 7)

Ethnicity of respondents – Phase 2

The response rate from White Irish respondents (1%) and White Other respondents (13%) is higher than the proportion of these citizens in the Bristol population. The response rate from White British respondents (72%) closely matches the proportion of people in this ethnic group living in Bristol.

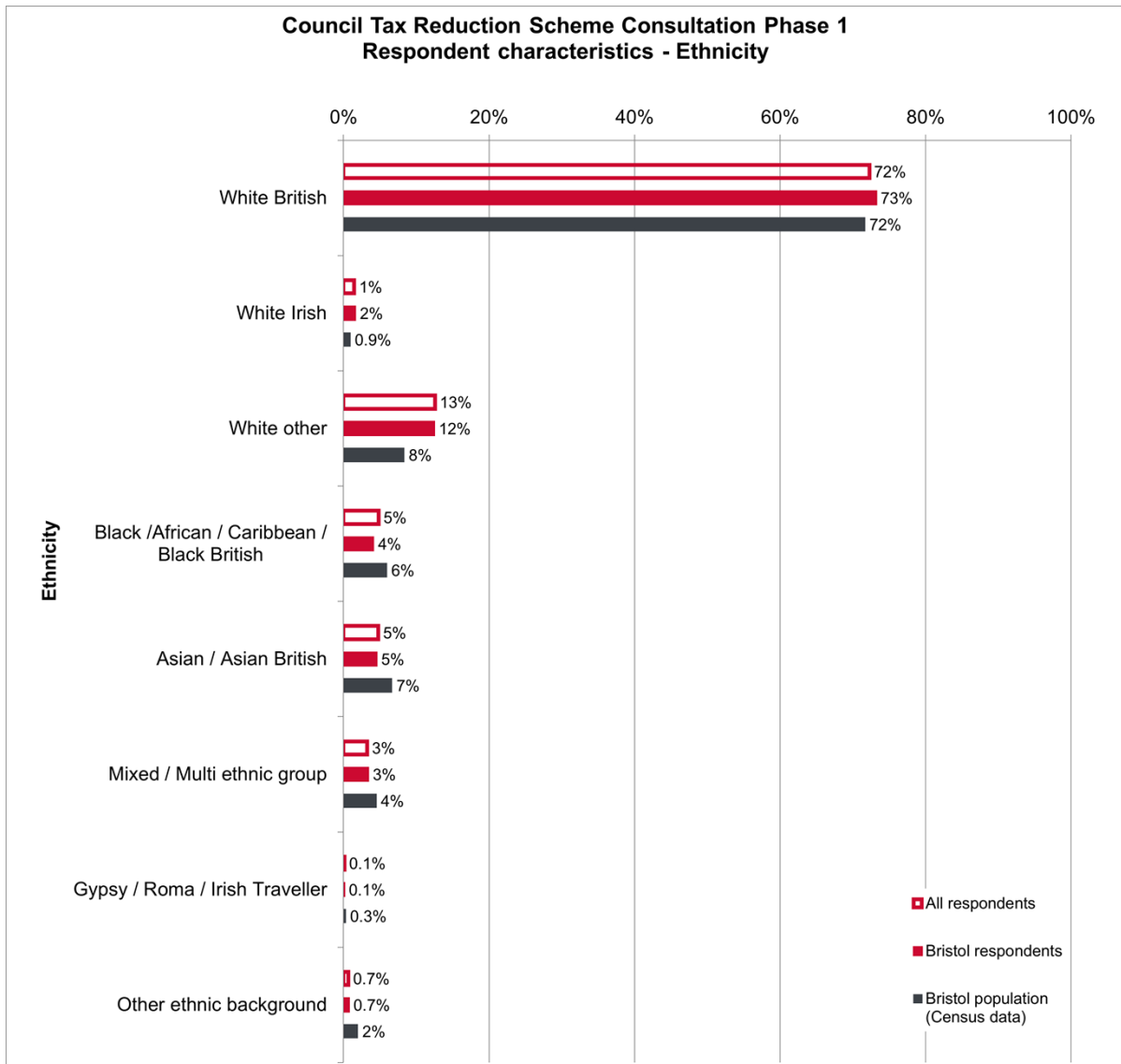
The proportion of Gypsy / Roma / Traveller people (0.1%) was under-represented in the response rates compared to the proportion of people in this ethnic group living in Bristol.

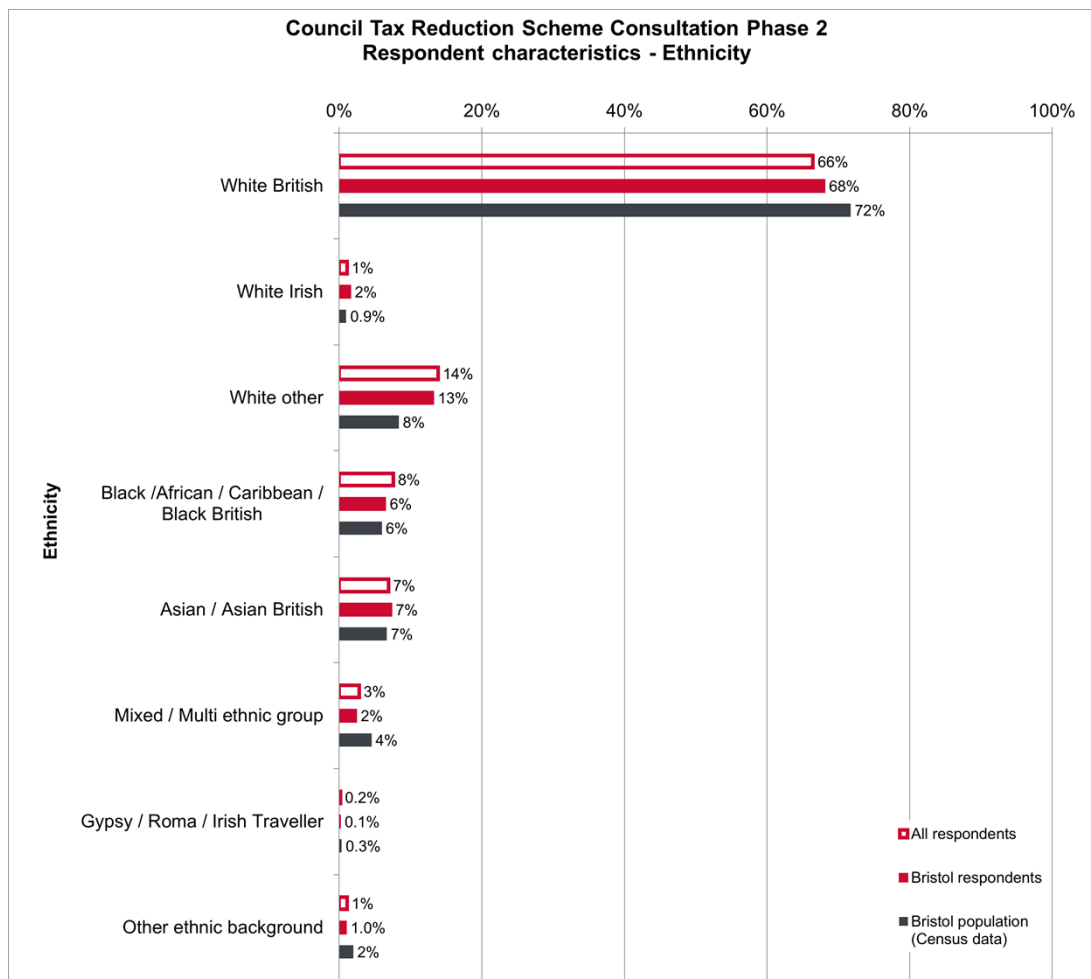
Black/African/Caribbean/Black British citizens, mixed/multi-ethnic citizens, Asian / Asian British citizens and citizens with an “other ethnic background” were under-represented in the response rates compared to the proportion of people in each of these ethnic groups living in Bristol.

These percentages exclude the 8% of respondents (7% of Bristol respondents) who answered ‘prefer not to say’.

Proportions of each ethnicity for all respondents closely matches respondents who provided a Bristol postcode.(Figure 7)

Figure 7: Ethnicity of respondents





Religion/faith of respondents – Phase 1

People with no religion (63% of respondents) responded in higher proportion than people of no religion in Bristol’s population (55%). Buddhists (1%), Jewish people (0.5%) and people with ‘Other faith’ (2%) also responded in greater numbers than the proportions of these faiths in Bristol.

Christians (29%), Muslims (3%), Hindus (0.5%) and Sikhs (0.1%) were under-represented compared to the proportions of these faiths living in Bristol.

These percentages exclude the 12% of respondents (10% of Bristol respondents) who answered, ‘prefer not to say’.

The proportion of each religion/faith for all respondents closely matches Bristol respondents.(Figure 8)

Religion/faith of respondents – Phase 2

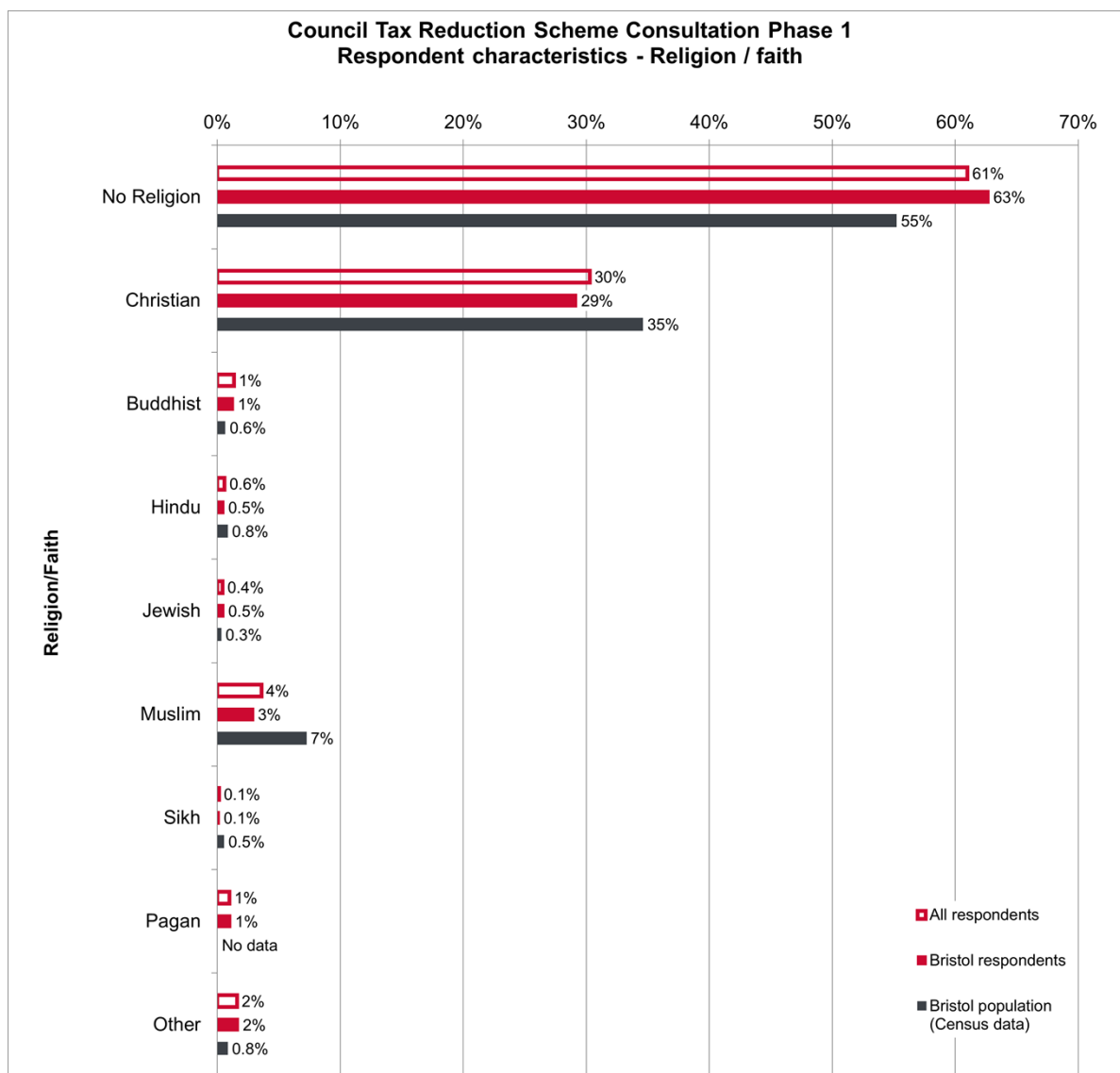
People with no religion (61% of respondents) responded in higher proportion than people of no religion in Bristol’s population (55%). Buddhists (1%), Jewish people (0.4%) and people with ‘Other faith’ (2%) also responded in greater numbers than the proportions of these faiths in Bristol.

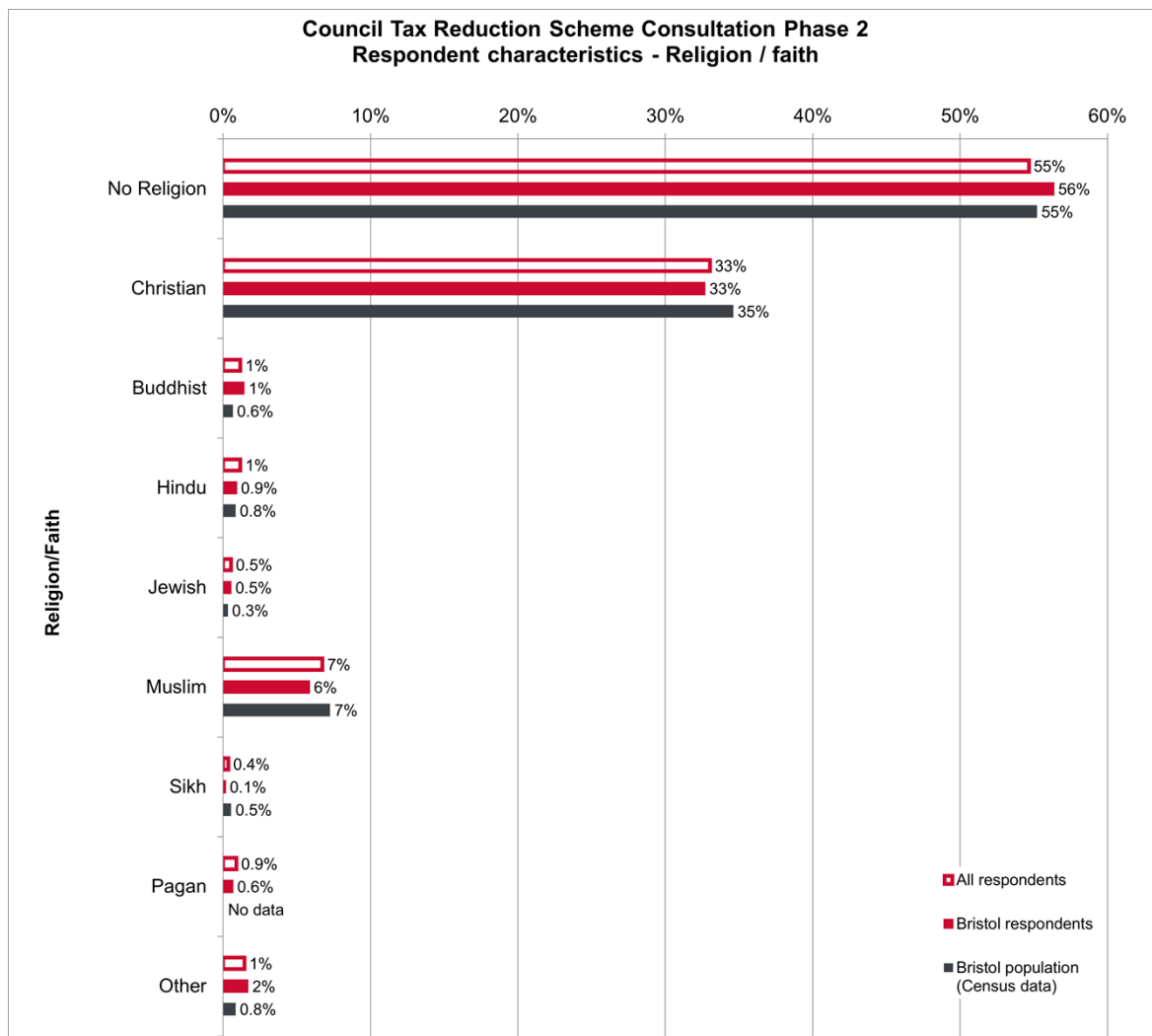
Christians (30%), Muslims (4%), Hindus (0.6%) and Sikhs (0.1%) were under-represented compared to the proportions of these faiths living in Bristol.

These percentages exclude the 10% of respondents who answered, ‘prefer not to say’.

The proportion of each religion/faith for all respondents closely matches Bristol respondents. (Figure 8)

Figure 8: Religion/faith of respondents





Other protected characteristics and refugee/asylum status

The survey also asked respondents about three other protected characteristics (sexual orientation, gender reassignment, pregnancy and recent maternity) and if they are a refugee or asylum seeker.

Census data are not available for the proportion of people with these characteristics living in Bristol. Figures 9, 10, 11 and 12 show the proportions of all respondents and Bristol respondents for each of these characteristics. The proportion of each characteristic for all respondents broadly matches the proportion for Bristol respondents.

Sexual orientation – Phase 1

Heterosexual people (86% of respondents) responded in higher proportion than people of any other sexual orientation in Bristol’s population. The only sexual orientation that was under-represented was gay women/lesbians. Every other orientation broadly matched the demographic proportions for Bristol respondents. (Figure 9)

Sexual orientation – Phase 2

Heterosexual people (86% of respondents) responded in higher proportion than people of any other sexual orientation in Bristol’s population. The only sexual orientation that was under-represented was gay men at 4%. People of the “other” sexual orientation were over-represented compared to the population. Every other orientation broadly matched the demographic proportions for Bristol respondents. (Figure 9)

Figure 9: Sexual orientation

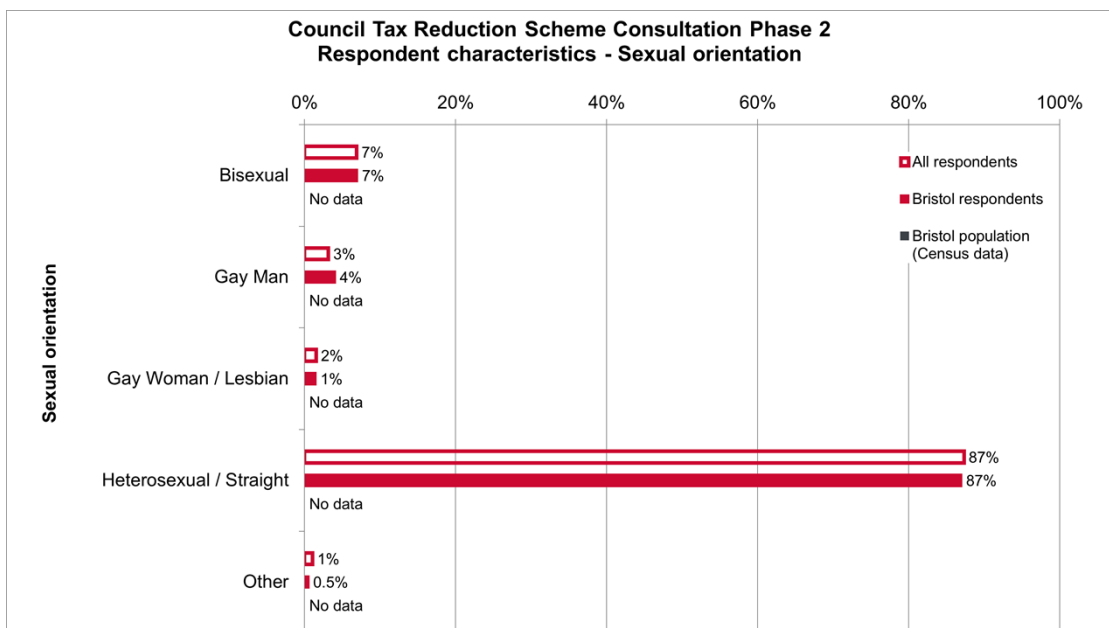
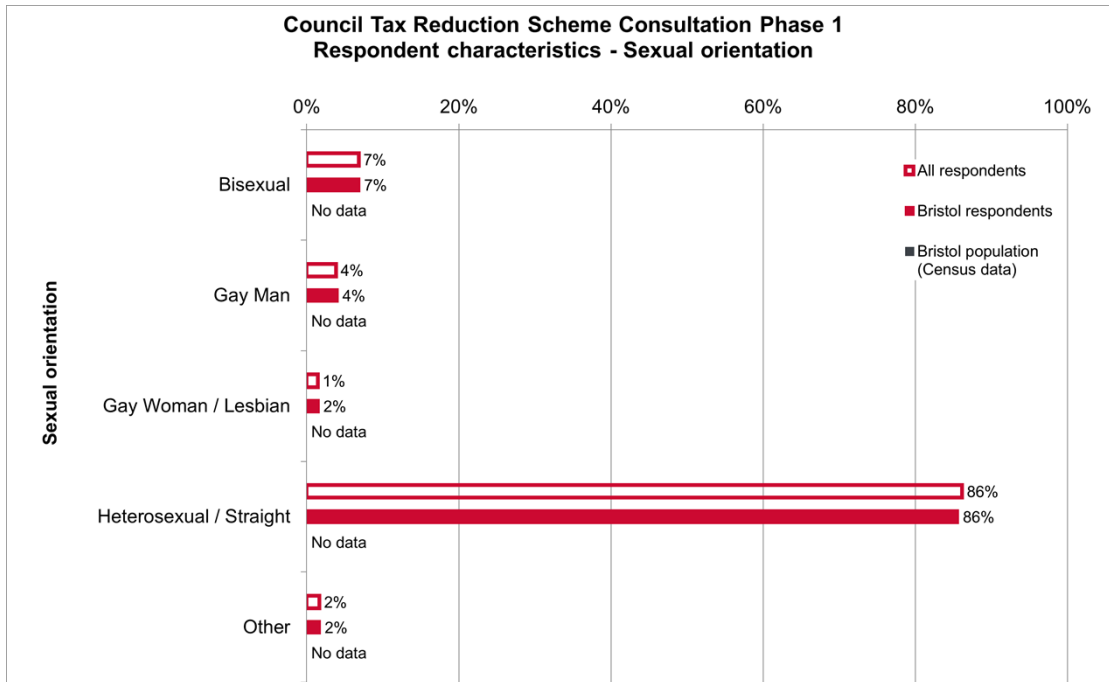


Figure 10: Gender reassignment

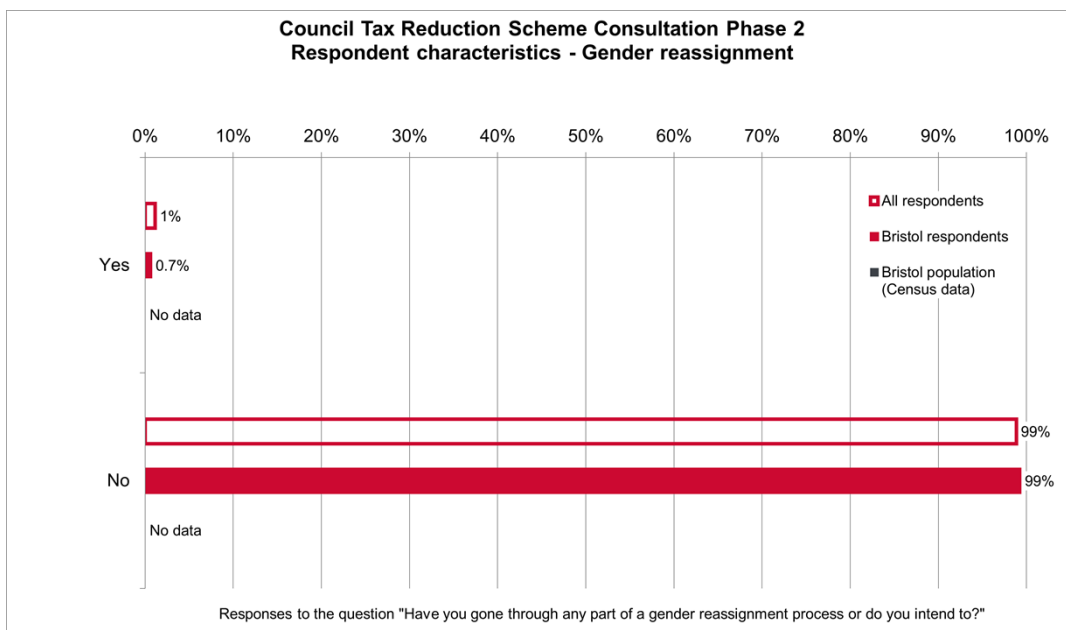
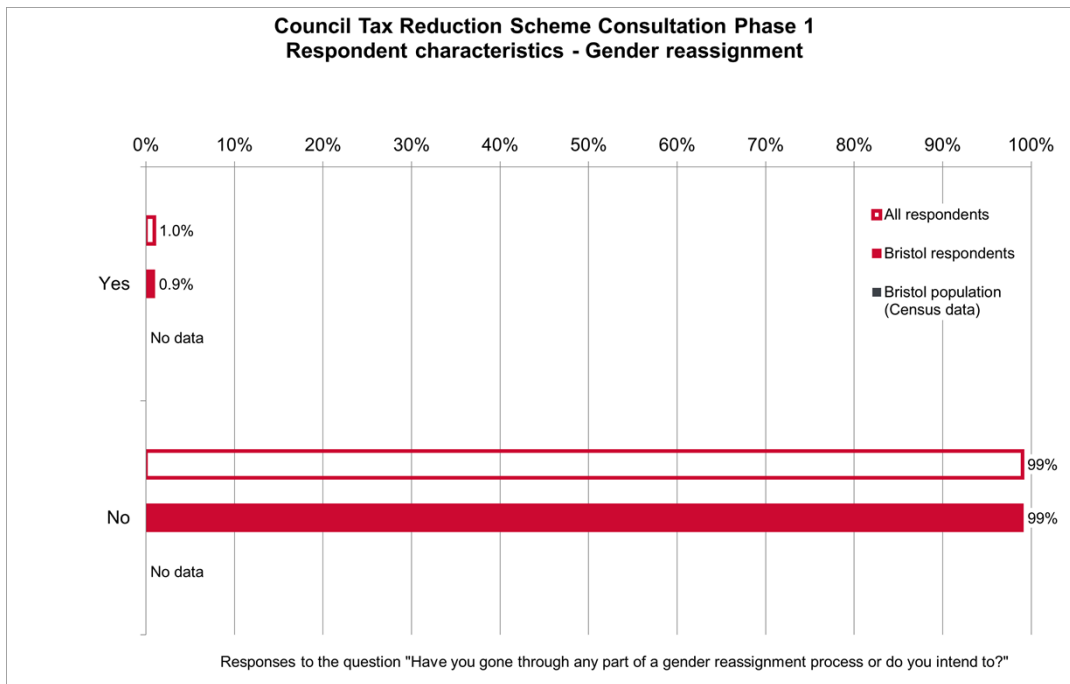


Figure 11: Pregnancy/Maternity

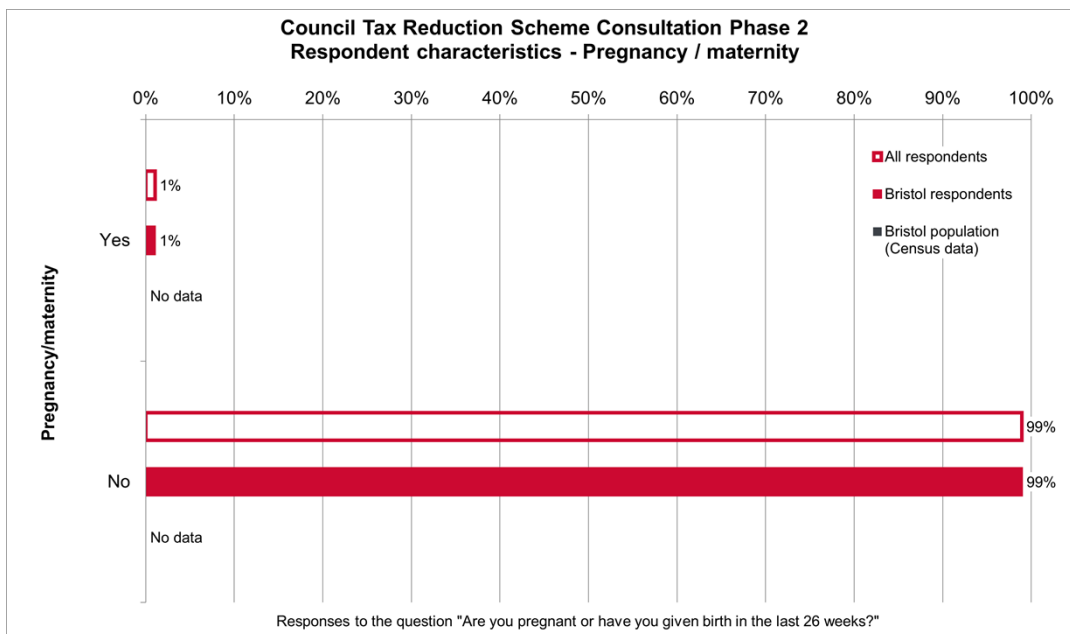
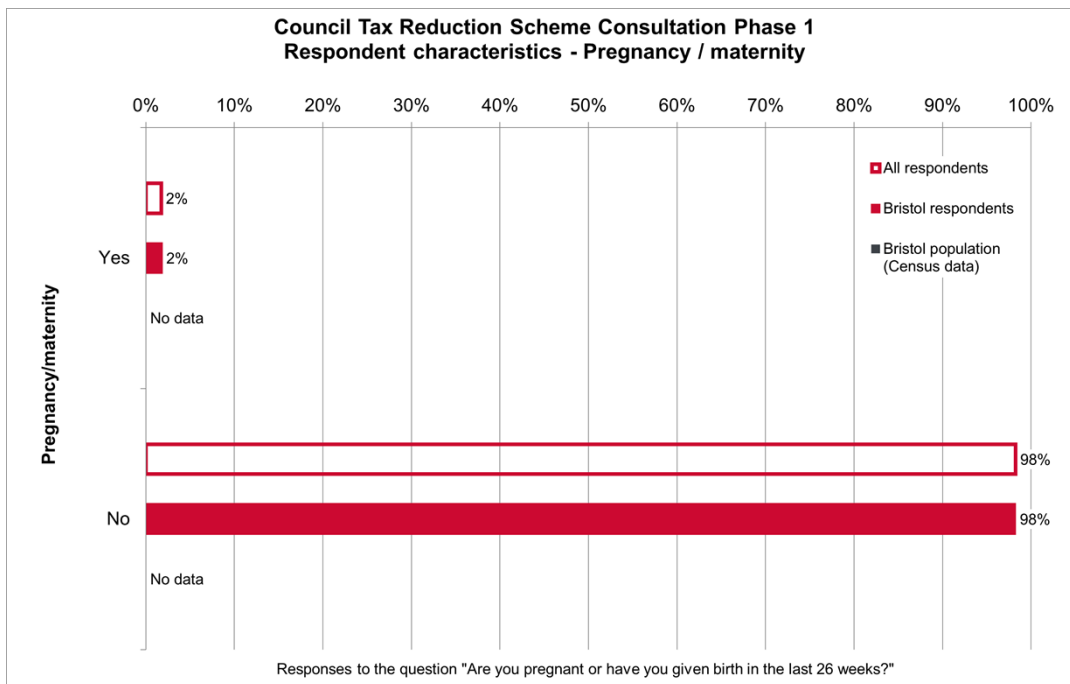


Figure 12: Refugee or asylum seeker

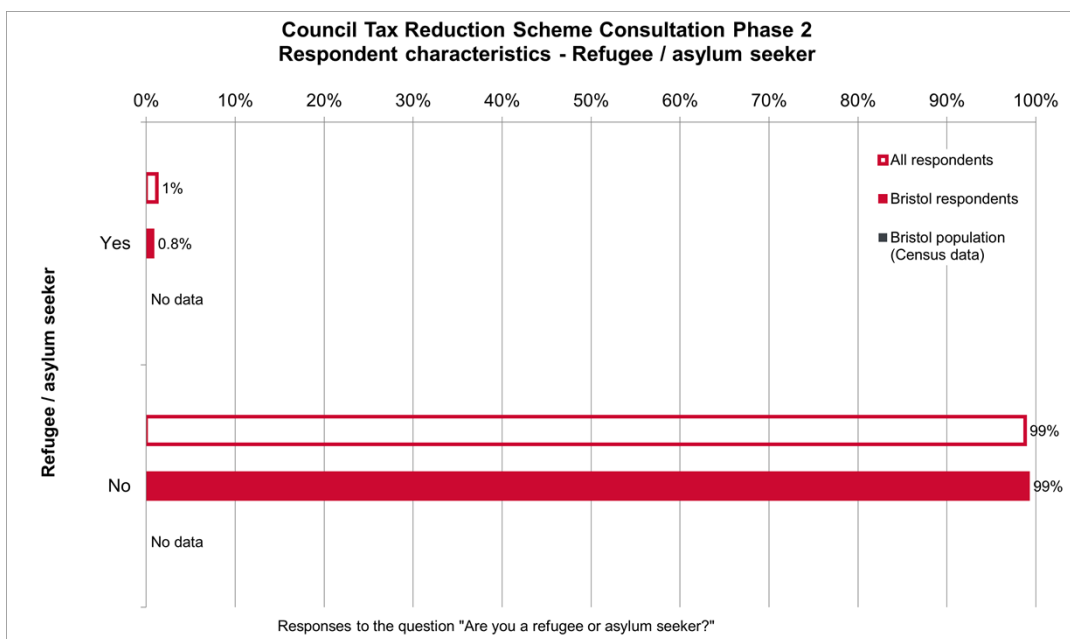
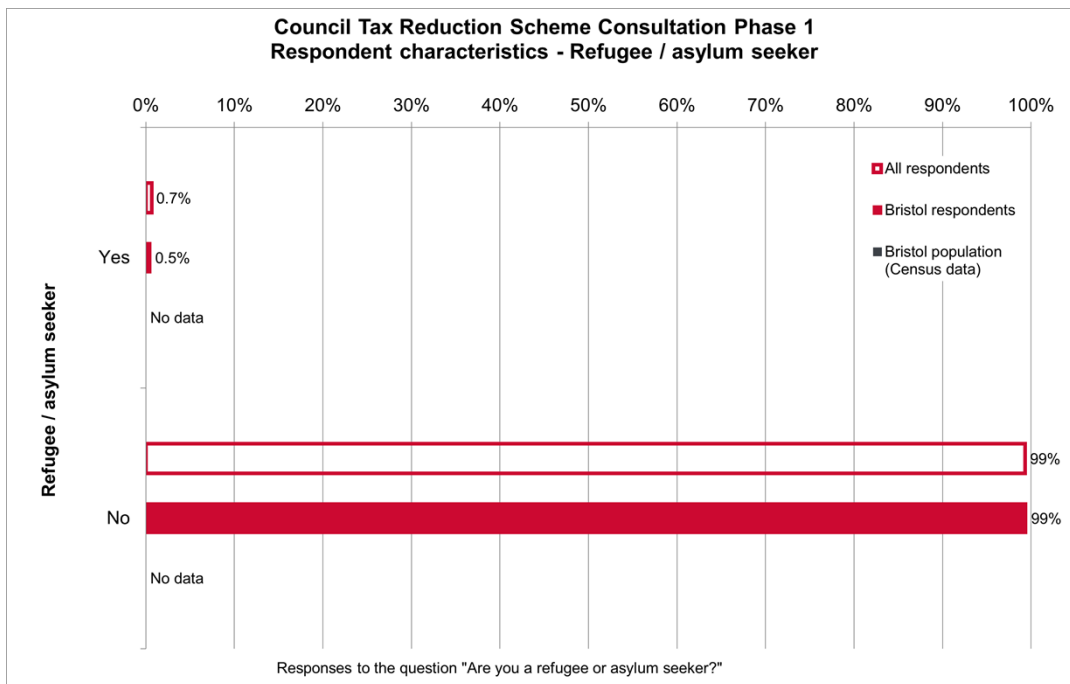
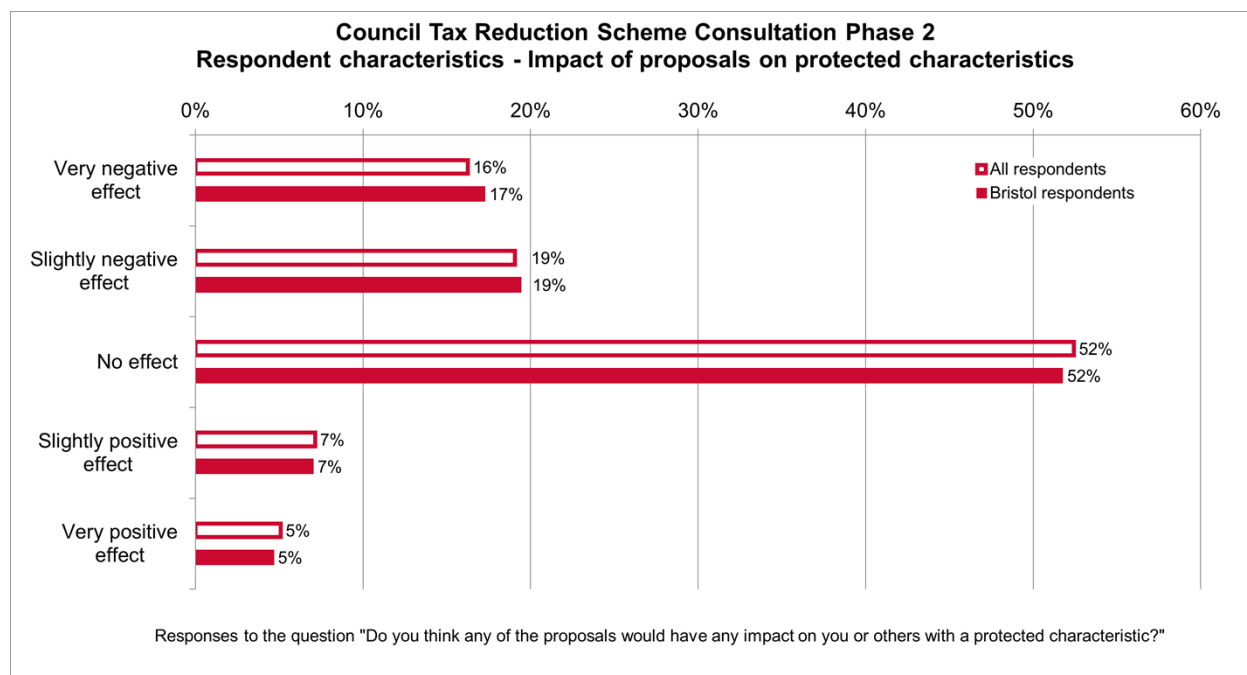


Figure 13: Impact of proposals on protected characteristics



Phase 2 respondents were asked whether they thought any of the proposals would have any impact on themselves or others with a protected characteristic (Figure 13).

Of the 1217 respondents to the question:

- 198 (16%) said proposals would have a very negative effect
- 232 (19%) said proposals would have a slightly negative effect
- 638 (52%) said proposals would have no effect
- 87 (7%) said proposals would have a slightly positive effect
- 62 (5%) said proposals would have a very positive effect

Respondents were also asked to explain how they believed the proposals would have an impact on themselves or others. Of the 191 respondents who provided a free text response, responses highlighted the following impacts:

Impact on vulnerable groups:

- Proposals will result in increased financial burden for disabled individuals who generally have lower incomes and higher costs for medical needs.
- Fear that changes will worsen poverty among those reliant on benefits.
- Concern that hidden disabilities and mental health issues are not adequately considered.

- Concern that increased costs on low-income families, single parents, and benefit recipients could lead to homelessness and deeper poverty.

Race, ethnicity, and discrimination impacts:

- Concern that certain ethnic communities, especially Black and non-English immigrant groups, may be disproportionately affected.
- Concern that impacted groups already face discrimination in employment and income opportunities.

Gender, age, and socioeconomic status impacts:

- Concerns raised about impacts on women, especially single parents and caregivers.
- Elderly individuals with lower pensions highlighted as a vulnerable group likely to be adversely affected.
- Potential disproportionate effects on lower-income groups highlighted.
- Concerns about upfront payments being challenging, especially for single parents or those with limited incomes.

Fairness and equality impacts:

- Concerns about fairness, equality, and exacerbating existing societal disparities.
- Concern that changes could disadvantage vulnerable groups unfairly.
- Concern about financial stress and inability to afford basics if council tax increases for those who are already struggling.

Other respondent characteristics

Phase 1 and Phase 2 respondents were asked whether or not they receive Council Tax Reduction (Figure 14).

Phase 1

Of the 4,212 respondents to the question

- 68% said no, they do not receive council tax reduction
- 32% said yes, they do receive council tax reduction

Phase 2

Of the 1,274 respondents to the question

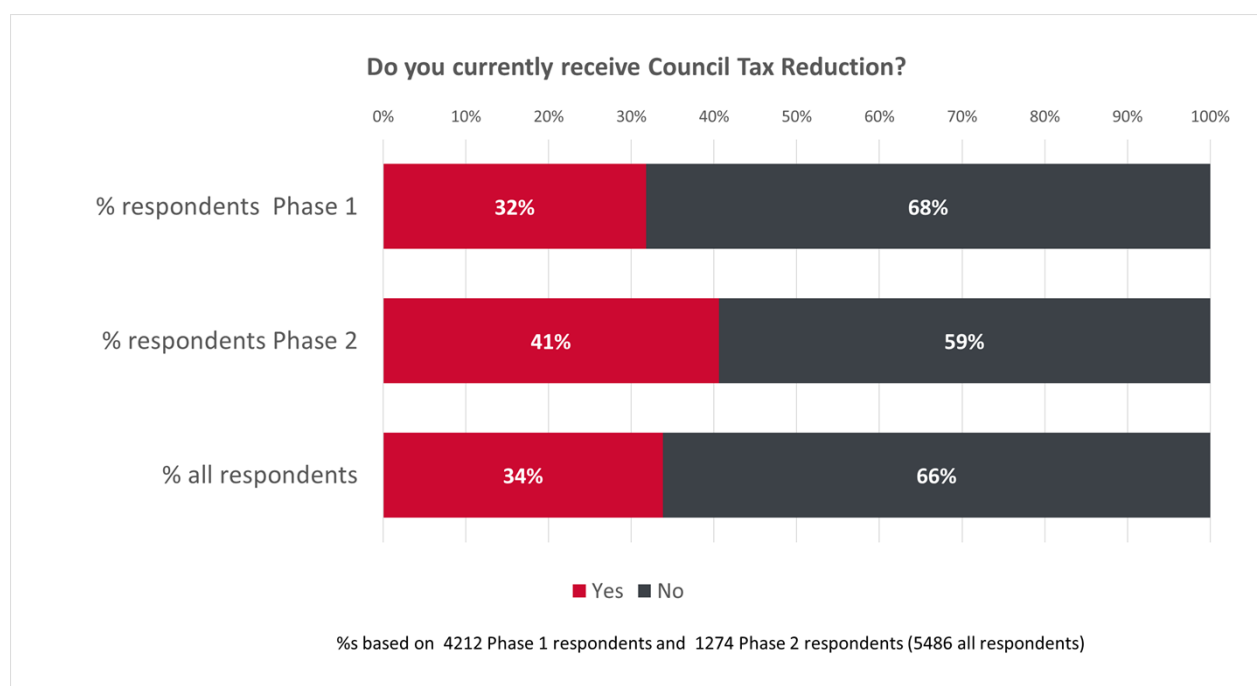
- 59% said no, they do not receive council tax reduction
- 41% said yes, they do receive council tax reduction

All respondents combined

Of the 5,486 respondents to the question:

- 66% said no, they do not receive council tax reduction
- 34% said yes, they do receive council tax reduction

Figure 14

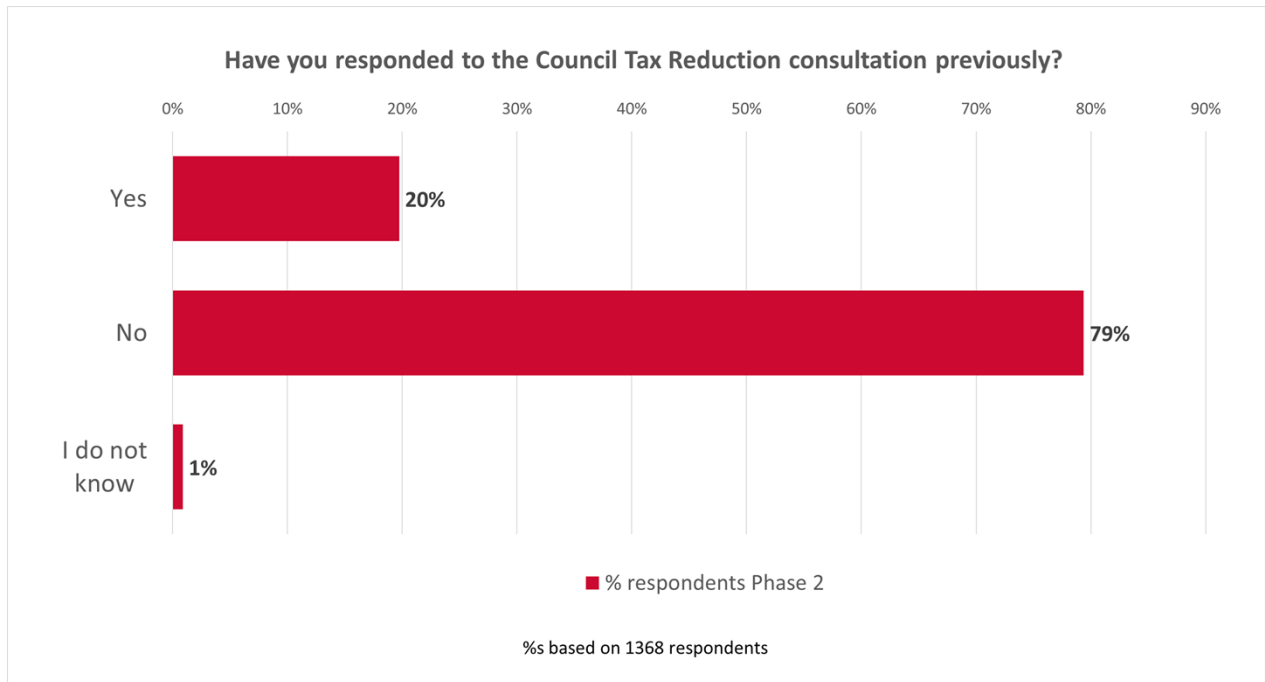


Phase 2 respondents were asked whether they had also responded to the Phase 1 consultation (Figure 15).

Of the 1,638 respondents to the question:

- 20% said yes, they did respond to the Phase 1 consultation
- 79% said no, they did not respond to the Phase 1 consultation
- 1% said they don't know

Figure 15

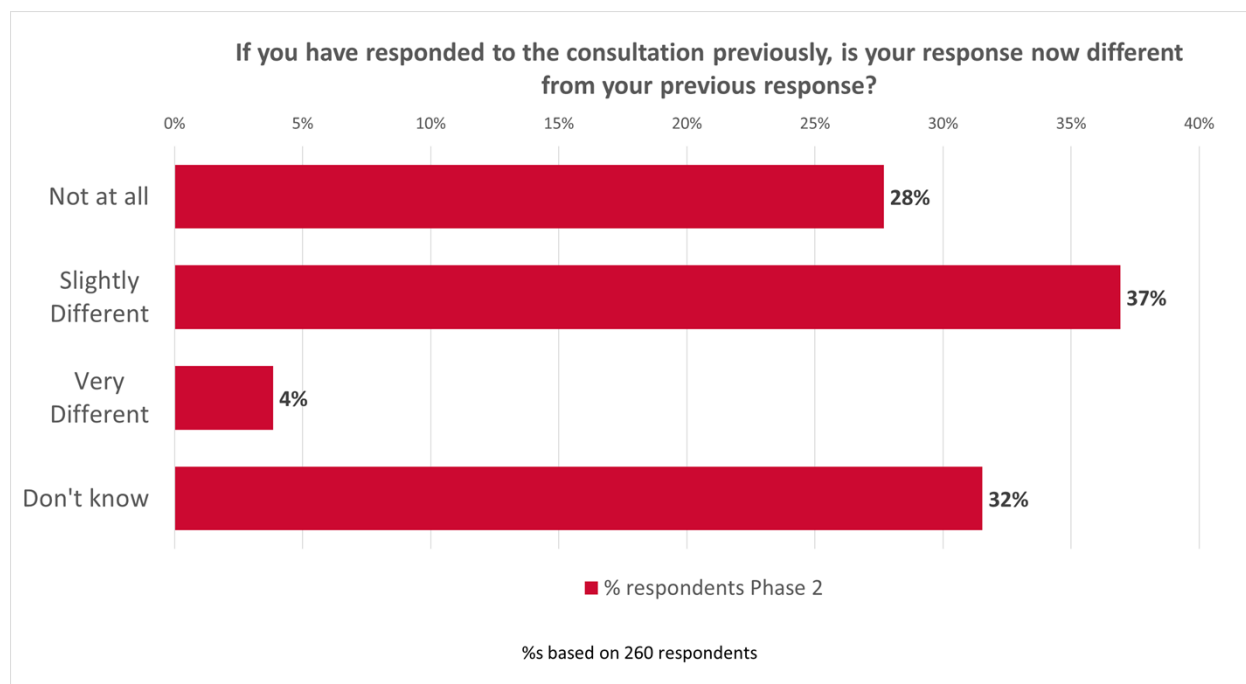


Phase 2 respondents were then asked the extent to which their Phase 2 response was different to their Phase 1 response (Figure 16)

Of the 260 respondents to the question:

- 28% said their response was not at all different
- 37% said their response was slightly different
- 4% said their response was very different
- 32% said they don't know

Figure 16



3.5 Respondents who provided email feedback

Nine responses to the consultation were received via email. These are in addition to the 6,533 responses to the survey. Five of the email responses were from members of the public and four were from Bristol Ward Councillors. The email responses were analysed separately from the survey data and the main themes are summarised below:

- Five of nine the email respondents provided feedback on the consultation survey. This feedback included comments on the proposals being too complex, too numerous, too similar to each other and not being presented in a coherent way.
- Three of the nine email respondents stated that people on a low income should be protected from any changes to the council tax reduction scheme. The main reason cited for this was the cost-of-living crisis and its effect on low-income households.
- One of the nine email respondents stated that the cost of implementing some of the proposals should be lowered.
- One of the nine respondents said that the Council Tax Reduction Scheme should be scrapped.

4 Survey results

4.1 Q1: Which of the following options do you prefer?

Both Phase 1 and Phase 2 respondents were asked to choose their preferred option for the Council Tax Reduction Scheme from the following list:

- Option 1 – The current Council Tax Reduction scheme is retained
- Option 2a – All households would pay at least 10% of their Council Tax bills
- Option 2b - All households pay at least 17% of their Council Tax bills
- Option 2c - All households pay at least 20% of their Council Tax bills
- Option 3a – Households receiving certain benefits or payments are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 20% of their Council Tax bills.
- Option 3b – Households receiving certain benefits or payments are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 34% of their Council Tax bills.
- Option 3c – Households receiving certain benefits or payments are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 41% of their Council Tax bills.
- Option 4a – Households who are not in work and have a child under five years old are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 13% of their Council Tax bills.
- Option 4b – Households who are not in work and have a child under five years old are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 19% of their Council Tax bills.
- Option 4c – Households who are not in work and have a child under five years old are protected from paying a minimum amount of Council Tax. All other households pay a minimum of 25% of their Council Tax bills.

Phase 1

Figure 17 shows the proportion of the 4,990 respondents who prefer each option.

- 42% respondents preferred Option 1
- 6% respondents preferred Option 2a
- 6% respondents preferred Option 2b
- 15% respondents preferred Option 2c
- 9% respondents preferred Option 3a

- 7% respondents preferred Option 3b
- 7% respondents preferred Option 3c
- 2% respondents preferred Option 4a
- 2% respondents preferred Option 4b
- 4% respondents preferred Option 4c

Phase 2

Figure 17 also shows the proportion of the 1,313 respondents who prefer each option.

- 34% respondents preferred Option 1
- 10% respondents preferred Option 2a
- 6% respondents preferred Option 2b
- 15% respondents preferred Option 2c
- 13% respondents preferred Option 3a
- 4% respondents preferred Option 3b
- 7% respondents preferred Option 3c
- 4% respondents preferred Option 4a
- 3% respondents preferred Option 4b
- 3% respondents preferred Option 4c

Figure 17

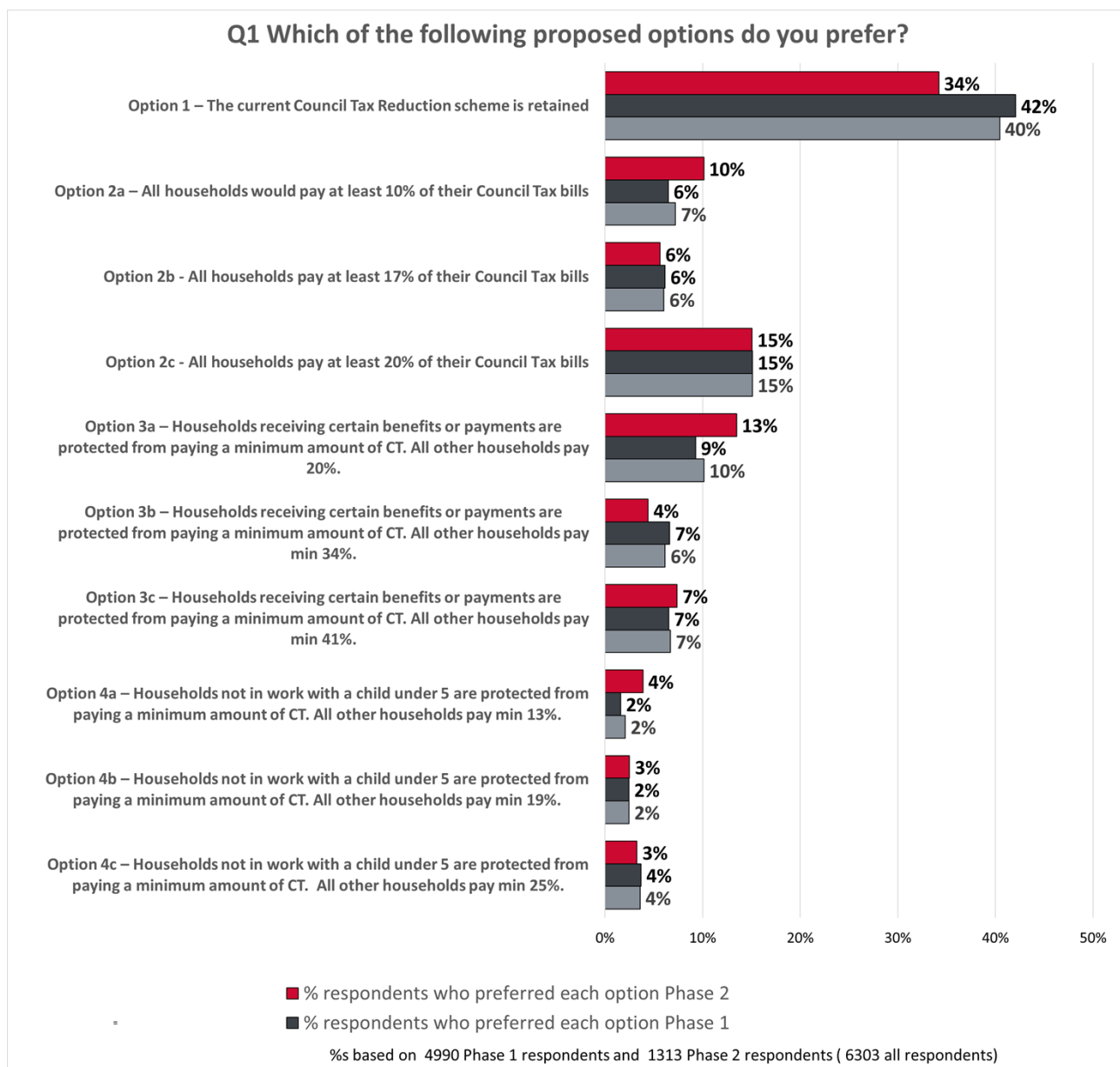


Figure 18 shows the proportions of 1,293 Council Tax Reduction (CTR) Scheme recipients and 2,797 non-CTR recipients who preferred each option in the Phase 1 survey. Figure 18 also shows the proportions of 494 Council Tax Reduction (CTR) Scheme recipients and 743 non-CTR recipients who preferred each option in the Phase 2 survey.

Phase 1

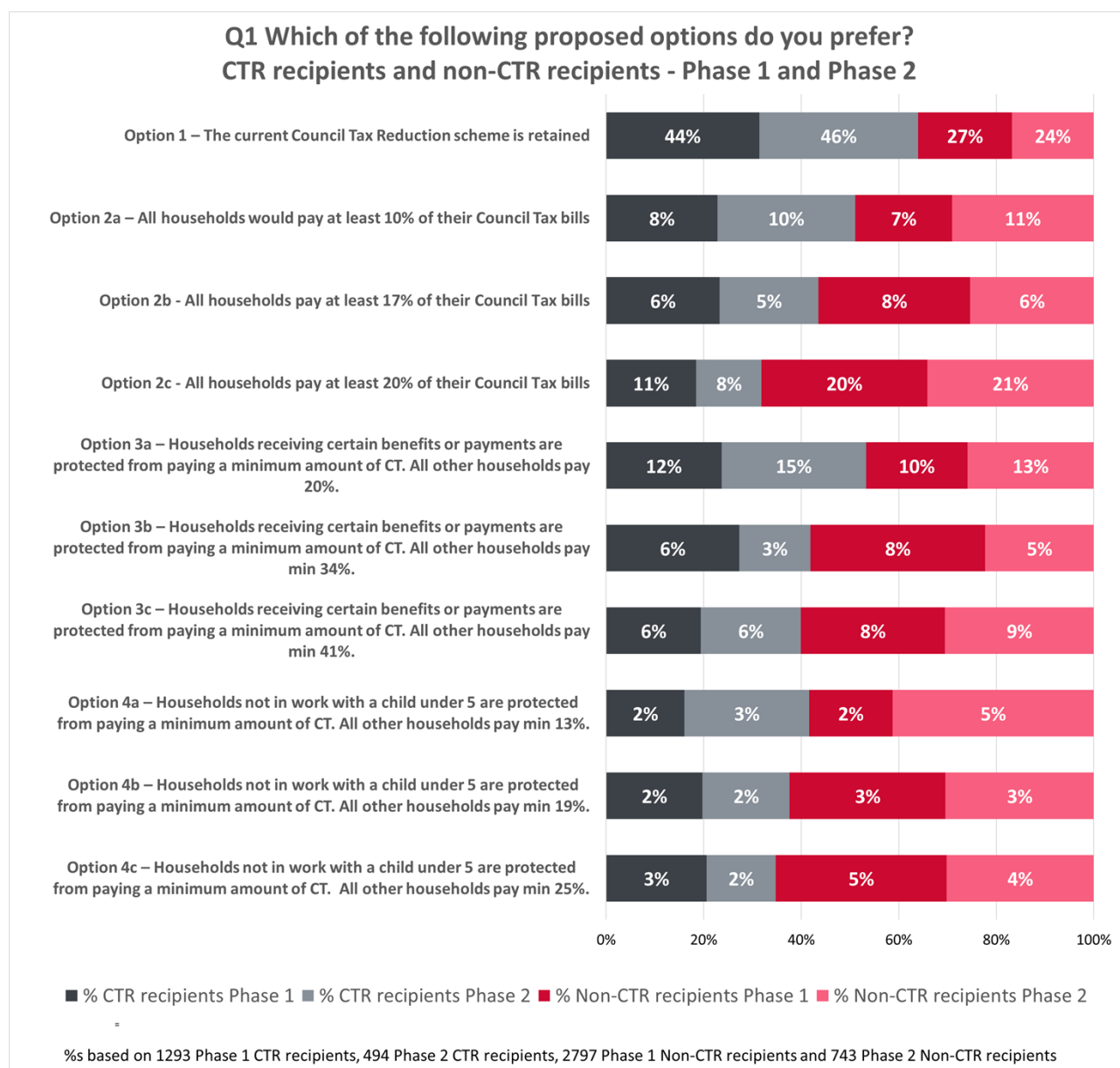
- Option 1 was more popular among CTR recipients (44%) than non-CTR recipients (27%)
- Option 2a was slightly more popular among CTR recipients (8%) than non-CTR recipients (7%)
- Option 2b was slightly more popular among non-CTR recipients (8%) than CTR recipients (6%)
- Option 2c was more popular among non-CTR recipients (20%) than CTR recipients (11%)
- Option 3a was slightly more popular among CTR recipients (12%) than non-CTR recipients (10%)
- Option 3b was slightly more popular among non-CTR recipients (8%) than CTR recipients (6%)
- Option 3c was slightly more popular among non-CTR recipients (8%) than CTR recipients (6%)
- Option 4a was equally matched among non-CTR recipients (2%) than CTR recipients (2%)
- Option 4b was slightly more popular among non-CTR recipients (3%) than CTR recipients (2%)
- Option 4c was slightly more popular among non-CTR recipients (5%) than CTR recipients (3%)

Phase 2

- Option 1 was more popular among CTR recipients (46%) than non-CTR recipients (24%)
- Option 2a was slightly more popular among non-CTR recipients (11%) than CTR recipients (10%)
- Option 2b was slightly more popular among non-CTR recipients (6%) than CTR recipients (5%)
- Option 2c was more popular among non-CTR recipients (21%) than CTR recipients (8%)

- Option 3a was slightly more popular among CTR recipients (15%) than non-CTR recipients (13%)
- Option 3b was slightly more popular among non-CTR recipients (5%) than CTR recipients (3%)
- Option 3c was slightly more popular among non-CTR recipients (9%) than CTR recipients (6%)
- Option 4a was slightly more popular among non-CTR recipients (5%) than CTR recipients (3%)
- Option 4b was slightly more popular among non-CTR recipients (3%) than CTR recipients (2%)
- Option 4c was slightly more popular among non-CTR recipients (4%) than CTR recipients (2%)

Figure 18



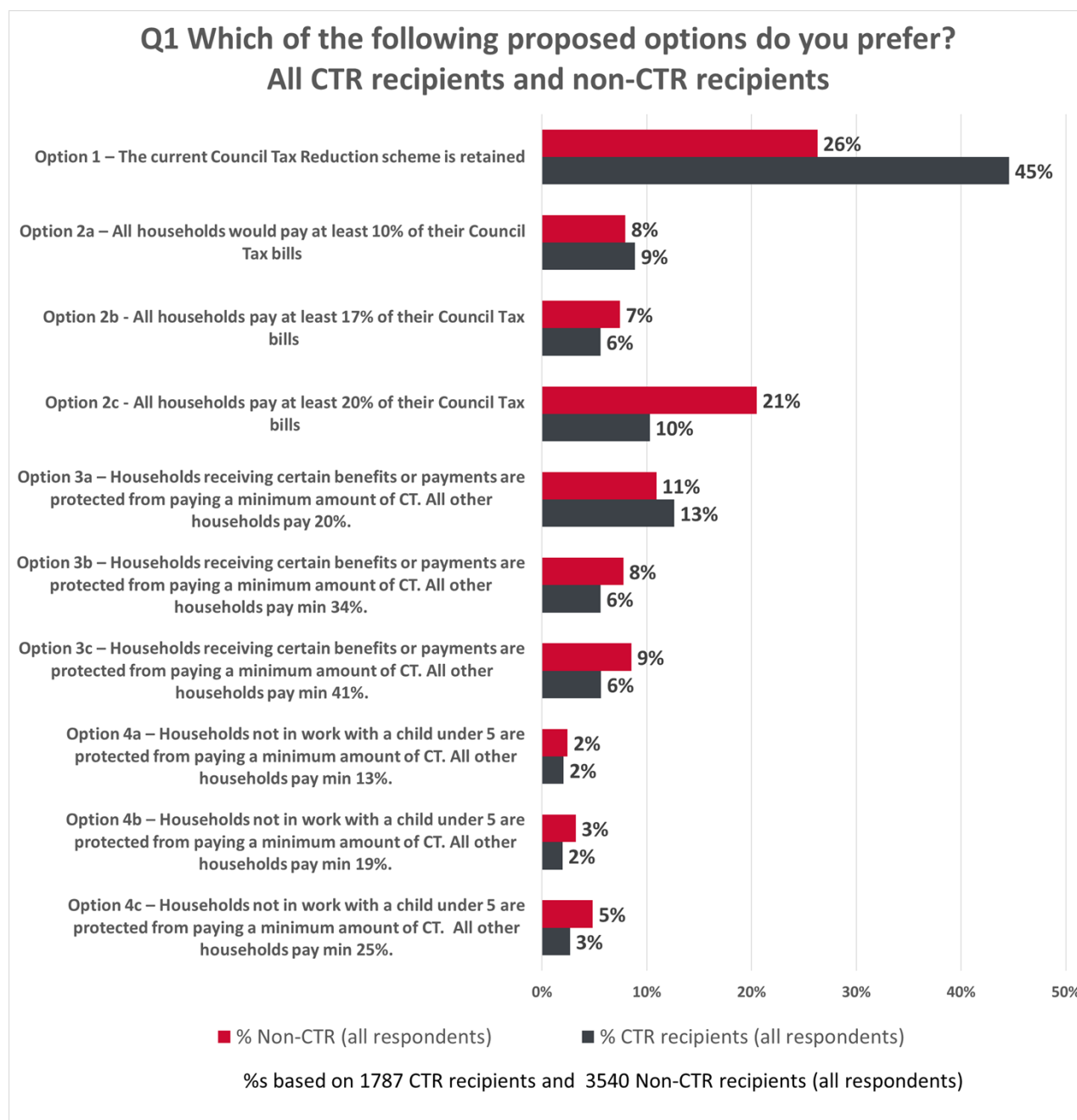
All respondents combined

Figure 19 shows the proportions of the 1,787 CTR recipients and 3,540 non-CTR recipients who preferred each option:

- Option 1 was significantly more popular among CTR recipients (45%) than non-CTR recipients (26%)
- Option 2a was slightly more popular among CTR recipients (9%) than non-CTR recipients (8%)
- Option 2b was slightly more popular among non-CTR recipients (7%) than CTR recipients (6%)
- Option 2c was significantly more popular among non-CTR recipients (21%) than CTR recipients (10%)

- Option 3a was more popular among CTR recipients (13%) than non-CTR recipients (11%)
- Option 3b was more popular among non-CTR recipients (8%) than CTR recipients (6%)
- Option 3c was more popular among non-CTR recipients (9%) than CTR recipients (6%)
- Option 4a was equally popular among non-CTR recipients (2%) as it was among CTR recipients (2%)
- Option 4c was more popular among non-CTR recipients (5%) than CTR recipients (3%)

Figure 19



Phase 1

Figure 20 shows the proportions of 837 disabled respondents and 2,942 non-disabled respondents who preferred each option.

- Option 1 was more popular among disabled respondents (47%) than non-disabled respondents (27%)
- Option 2a was Slightly more popular among non-disabled respondents (8%) than disabled respondents (6%)
- Option 2b was Slightly more popular among non-disabled respondents (8%) than disabled respondents (4%)
- Option 2c was more popular among non-disabled respondents (20%) than disabled respondents (10%)
- Option 3a was slightly more popular among disabled respondents (14%) than non-disabled respondents (10%)
- Option 3b was equal among non-disabled respondents (8%) and disabled respondents (8%)
- Option 3c was slightly more popular among non-disabled respondents (8%) than disabled respondents (5%)
- Option 4a was slightly more popular among non-disabled respondents (2%) than disabled respondents (1%)
- Option 4b was slightly more popular among non-disabled respondents (3%) than disabled respondents (2%)
- Option 4c was slightly more popular among non-disabled respondents (5%) than disabled respondents (3%)

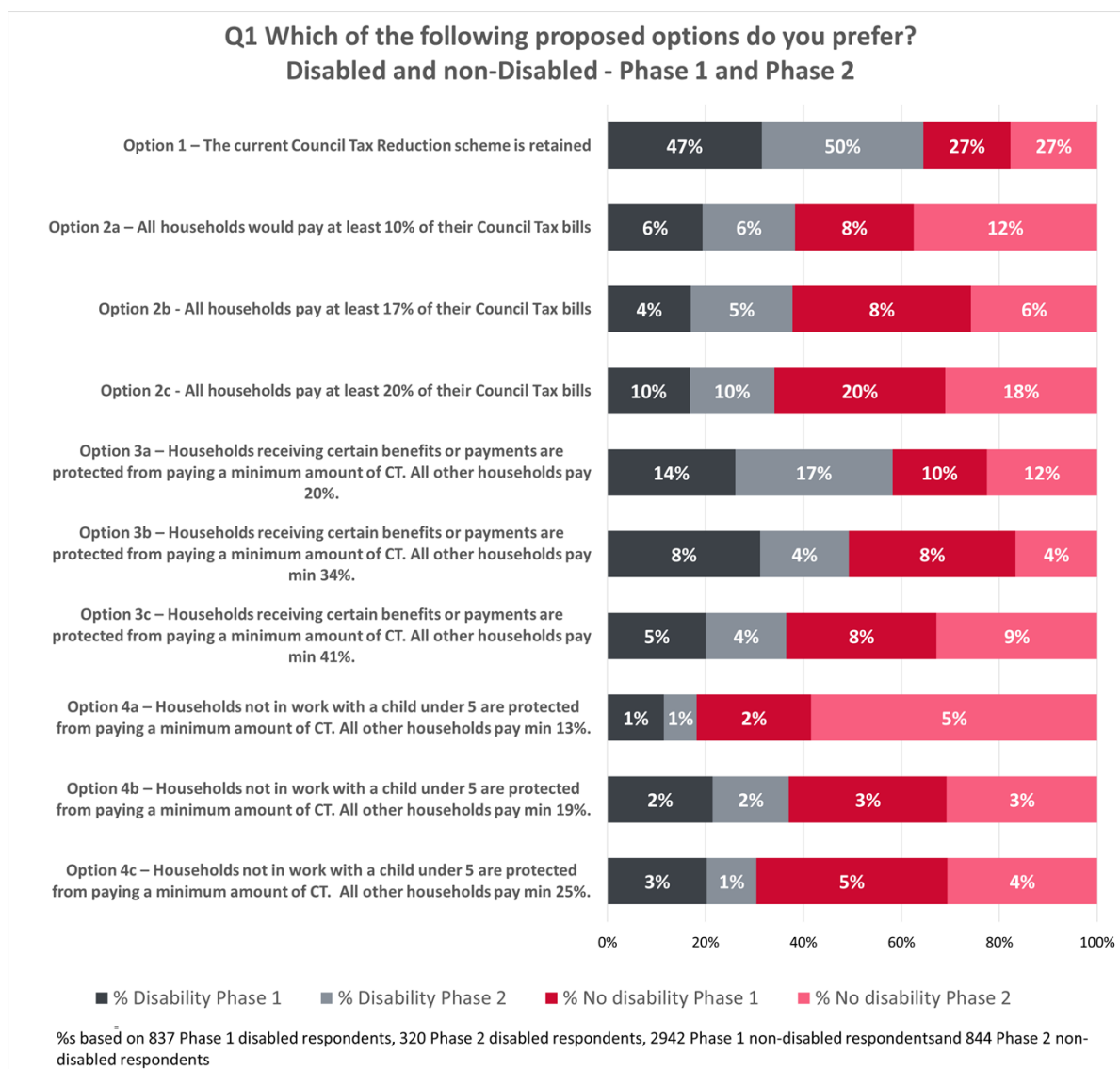
Phase 2

Figure 20 also shows the proportions of 320 disabled respondents and 844 non-disabled respondents who preferred each option.

- Option 1 was significantly more popular among disabled respondents (50%) than non-disabled respondents (27%)
- Option 2a was more popular among non-disabled respondents (12%) than disabled respondents (6%)
- Option 2b more popular among non-disabled respondents (6%) than disabled respondents (5%)
- Option 2c was more popular among non-disabled respondents (18%) than disabled respondents (10%)

- Option 3a was slightly more popular among disabled respondents (17%) than non-disabled respondents (12%)
- Option 3b was equal among non-disabled respondents (4%) and disabled respondents (4%)
- Option 3c was slightly more popular among non-disabled respondents (9%) than disabled respondents (4%)
- Option 4a was more popular among non-disabled respondents (5%) than disabled respondents (1%)
- Option 4b was slightly more popular among non-disabled respondents (3%) than disabled respondents (2%)
- Option 4c was slightly more popular among non-disabled respondents (4%) than disabled respondents (1%)

Figure 20

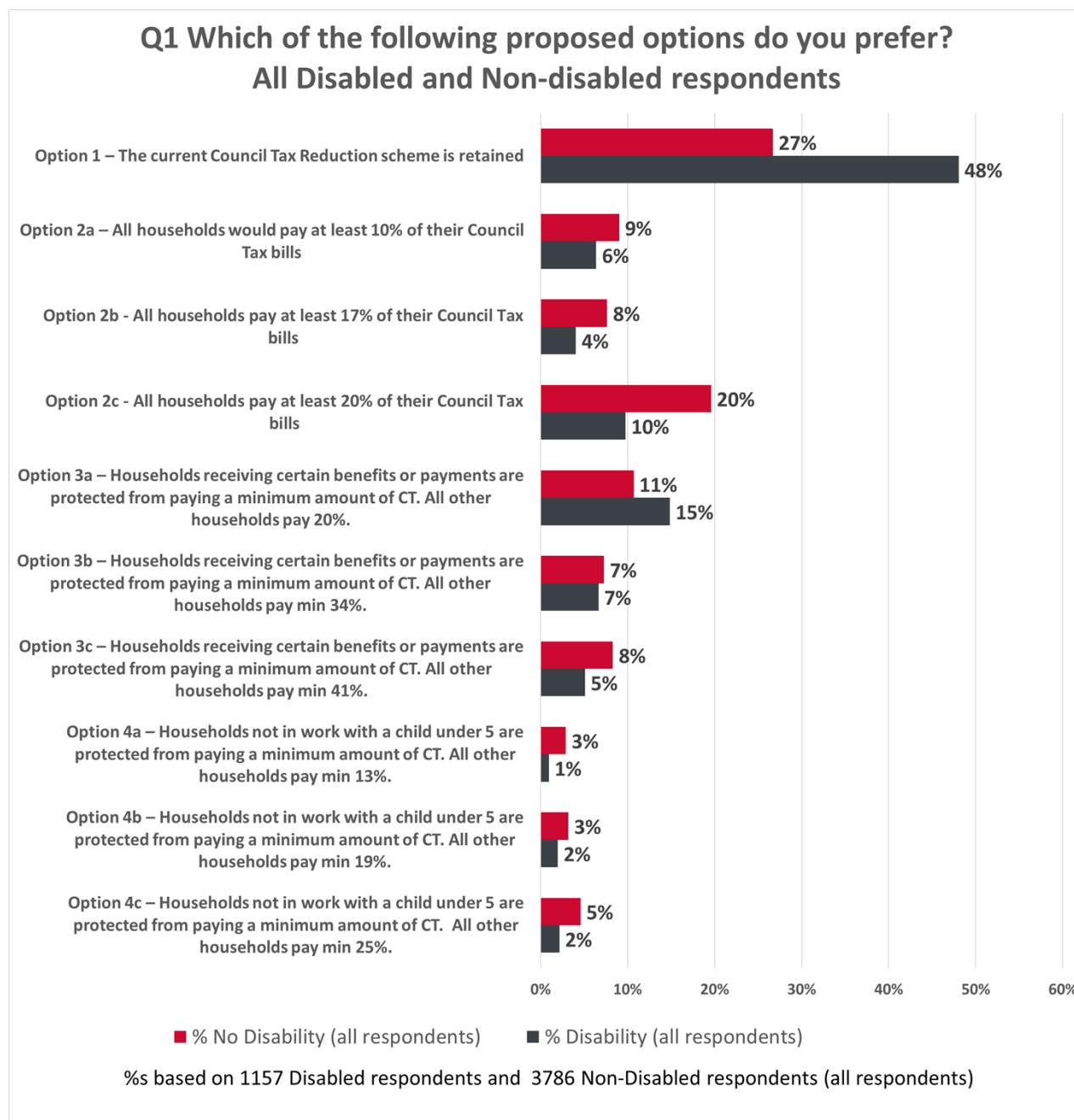


All respondent combined

Figure 21 shows the proportion of 1,157 disabled respondents and 3,786 non-disabled respondents who preferred each option:

- Option 1 was significantly more popular among disabled respondents (48%) than non-disabled respondents (27%)
- Option 2a was more popular among non-disabled respondents (9%) than disabled respondents (6%)
- Option 2b was more popular among non-disabled respondents (8%) than disabled respondents (4%)
- Option 2c was significantly more popular among non-disabled respondents (20%) than disabled respondents (10%)
- Option 3a was more popular among disabled respondents (15%) than non-disabled respondents (11%)
- Option 3b was equally popular among disabled respondents (7%) as it was among non-disabled respondents (7%)
- Option 3c was more popular among non-disabled respondents (8%) than it was among disabled respondents (5%)
- Option 4a was more popular among non-disabled (3%) respondents than disabled respondents (1%)
- Option 4b was more popular among non-disabled respondents (3%) than disabled respondents (2%)
- Option 4c was more popular among non-disabled respondents (5%) than disabled respondents (2%)

Figure 21



Phase 1

Figure 22 shows the proportions of 3413 respondents aged over 65 and 587 respondents age under 65 who preferred each option.

- Option 1 was more popular among respondents under 65 (33%) than respondents 65 and over (27%)
- Option 2a was slightly more popular among respondents 65 and over (11%) than respondents under 65 (7%)
- Option 2b was equal among both respondents under 65 (7%) and respondents 65 and over (7%)

- Option 2c was slightly more popular among respondents 65 and over (20%) than respondents under 65 (17%)
- Option 3a was equal among both respondents under 65 (11%) and respondents 65 and over (11%)
- Option 3b was slightly more popular among respondents under 65 (8%) than respondents 65 and over (5%)
- Option 3c was slightly more popular among respondents under 65 (8%) than respondents 65 and over (7%)
- Option 4a was equal among both respondents under 65 (2%) and respondents 65 and over (2%)
- Option 4b was equal among both respondents under 65 (3%) and respondents 65 and over (3%)
- Option 4c was slightly more popular among respondents 65 and over (5%) than respondents under 65 (4%)

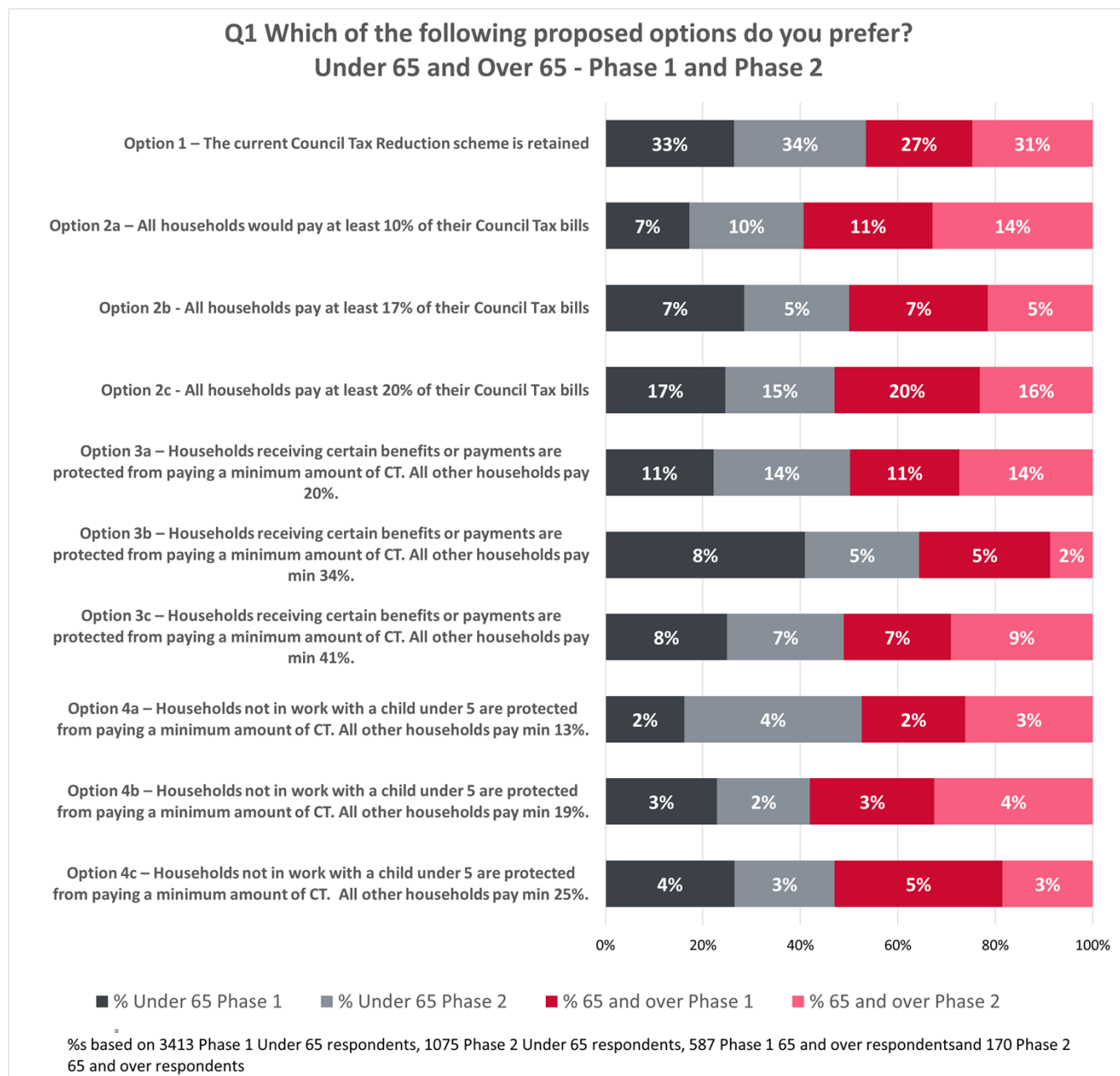
Phase 2

Figure 22 also shows the proportions of 1,075 respondents age under 65 and 170 respondents age 65 and over who preferred each option.

- Option 1 was more popular among respondents under 65 (34%) than respondents 65 and over (31%)
- Option 2a was slightly more popular among respondents 65 and over (14%) than respondents under 65 (10%)
- Option 2b was equally as popular among respondents under 65 (5%) as it was among respondents 65 and over (5%)
- Option 2c was slightly more popular among respondents 65 and over (16%) than respondents under 65 (15%)
- Option 3a was equal among both respondents under 65 (14%) and respondents 65 and over (14%)
- Option 3b was more popular among respondents under 65 (5%) than respondents 65 and over (2%)
- Option 3c was slightly more popular among respondents 65 and over (9%) than respondents under 65 (7%)
- Option 4a was slightly more popular among respondents under 65 (4%) than respondents 65 and over (3%)
- Option 4b was slightly more popular among respondents 65 and over (4%) than respondents under 65 (2%)

- Option 4c was equally as popular among respondents under 65 (3%) as it was among 65 and over (3%)

Figure 22



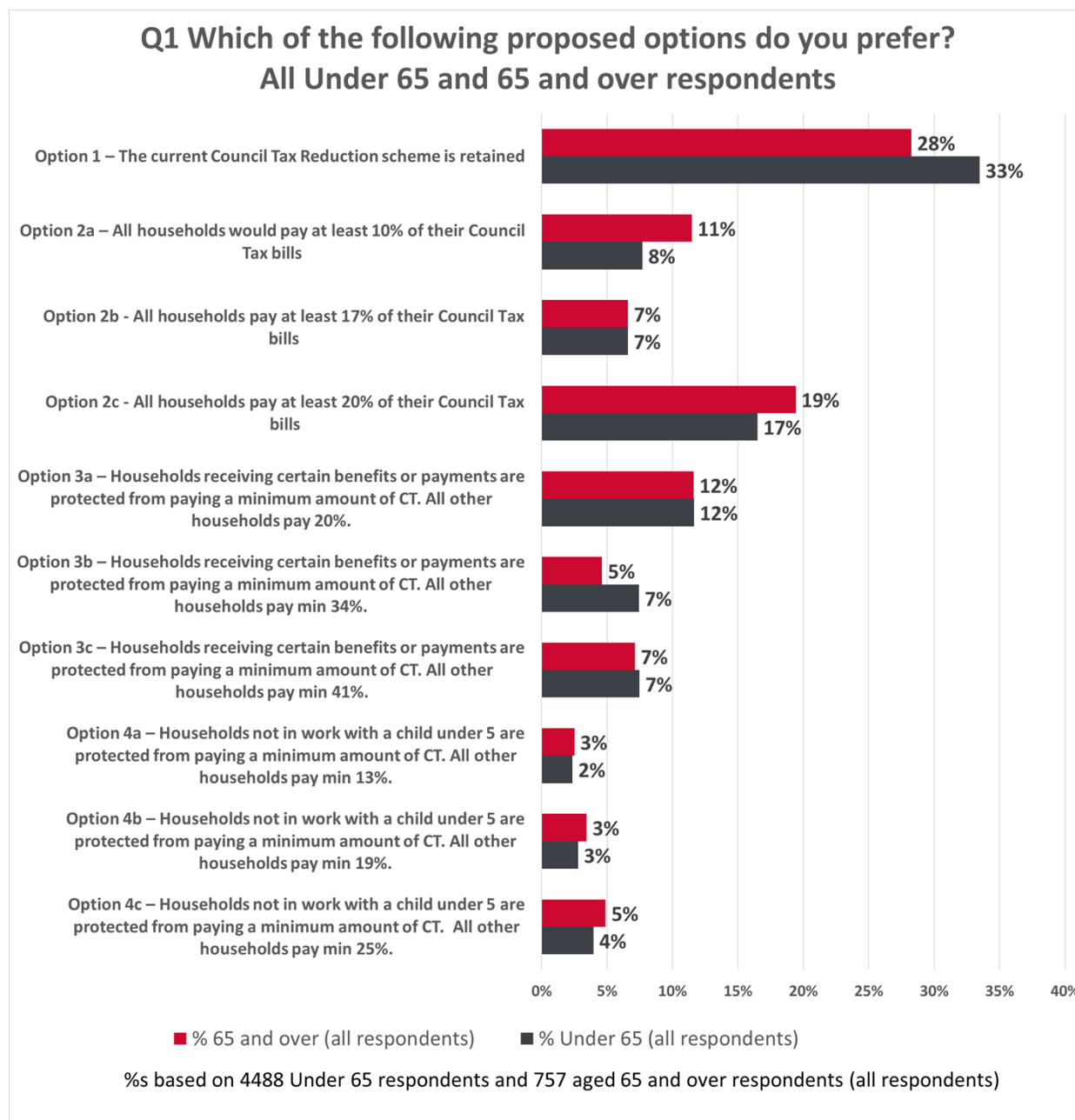
All respondents combined

Figure 23 shows the proportions of the 4,488 respondents aged under 65 and 757 respondents aged 65 and over who preferred each option:

- Option 1 was more popular among respondents aged under 65 (33%) than respondents aged 65 and over (28%)
- Option 2a was more popular among respondents aged 65 and over (11%) than respondents aged under 65 (8%)

- Option 2b was equally as popular among respondents aged under 65 (7%) as it was among respondents aged 65 and over (7%)
- Option 2c was more popular among respondents aged 65 and over (19%) than it was among respondent aged 65 and under (17%)
- Option 3a was equally as popular among respondents aged under 65 (12%) as it was among respondents aged 65 and over (12%)
- Option 3b was more popular among respondents aged under 65 (7%) than it was among respondents aged 65 and over (5%)
- Option 3c was equally as popular among respondents aged under 65 (7%) as it was among respondents aged 65 and over (7%)
- Option 4a was more popular among respondents aged over 65 (3%) than respondents aged under 65 (2%)
- Option 4b was equally as popular among respondents aged under 65 (3%) as it was among respondents aged 65 and over (3%)
- Option 4c was more popular among respondents aged 65 and over (5%) than it was among respondents aged under 65 (4%)

Figure 23



4.2 Q3 Do you agree or disagree with the proposal for a minimum award of £3 per week?

Phase 1

Figure 24 shows the proportion of the 4,988 respondents who agreed or disagreed with this proposal.

- 40% strongly disagreed/disagreed.
- 18% neither agreed nor disagreed.
- 41% Strongly agreed/agreed.

Phase 2

Figure 24 also shows the proportion of the 1311 respondents who agreed or disagreed with this proposal.

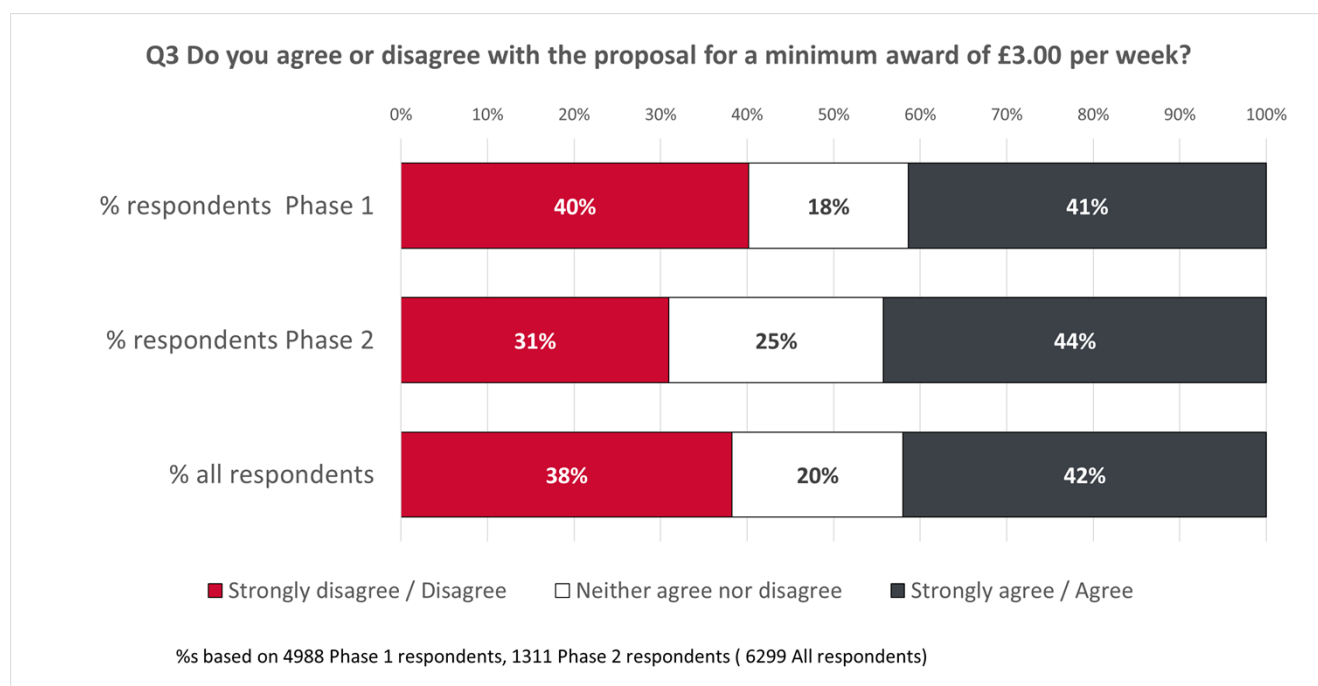
- 31% strongly disagreed/disagreed.
- 25% neither agreed nor disagreed.
- 44% Strongly agreed/agreed.

All Respondents combined.

Figure 24 also shows the proportion of the combined 6299 respondents who agreed or disagreed with this proposal.

- 38% strongly disagreed/disagreed.
- 20% neither agreed nor disagreed.
- 42% Strongly agreed/agreed.

Figure 24



Phase 1

Figure 25 shows the proportion of Council Tax Reduction (CTR) Scheme recipients (1,305) and non-CTR recipients (2,807) who agreed or disagreed with the proposal.

- A higher proportion (39%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (28%).
- A higher proportion (25%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (19%).
- A higher proportion non-CTR recipient (53%) Strongly agree/agree than CTR recipients (36%).

Phase 2

Figure 25 also shows the proportion of Council Tax Reduction (CTR) Scheme recipients (498) and non-CTR recipients (741) who agreed or disagreed with the proposal.

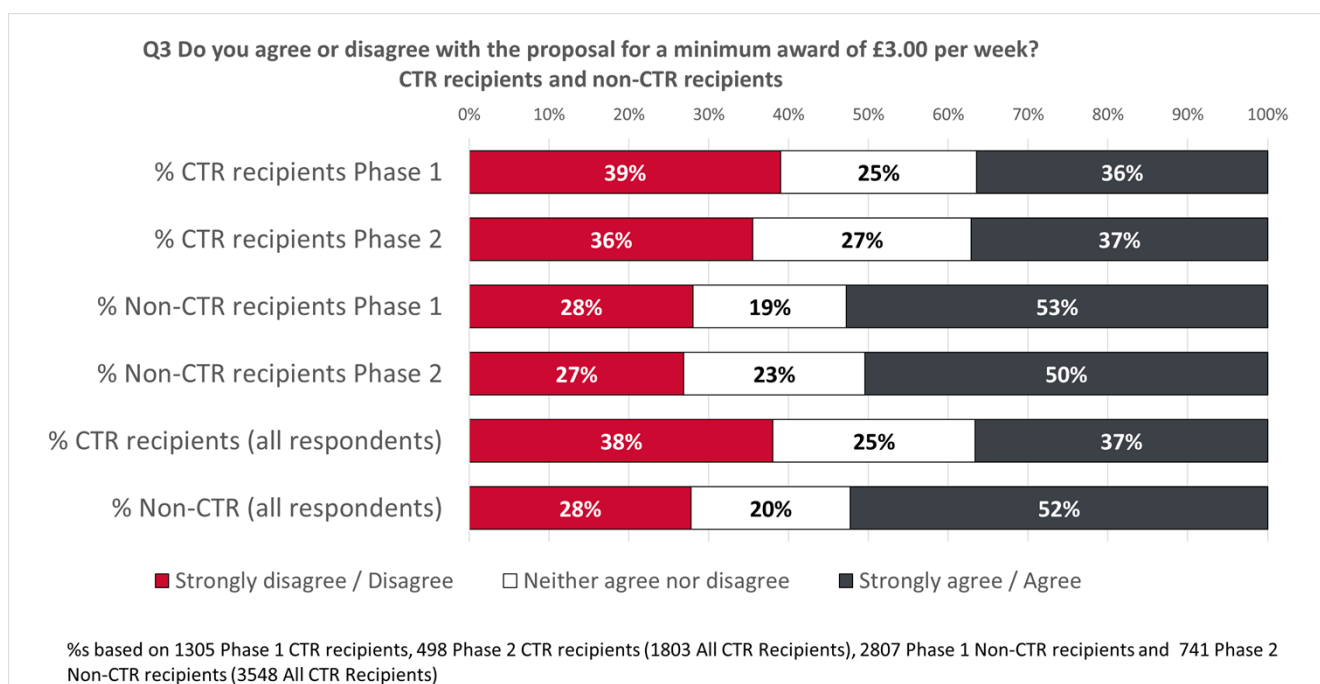
- A higher proportion (36%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (27%).
- A higher proportion (27%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (23%).
- A higher proportion non-CTR recipient (50%) Strongly agree/agree than CTR recipients (37%).

All Respondents combined

Figure 25 also shows the proportion of Council Tax Reduction (CTR) Scheme recipients (1803) and non-CTR recipients (3548) who agreed or disagreed with the proposal.

- A higher proportion (38%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (28%).
- A higher proportion (25%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (20%).
- A higher proportion non-CTR recipient (52%) Strongly agree/agree than CTR recipients (37%).

Figure 25



Phase 1

Figure 26 shows the proportion of respondents who consider themselves a disabled person (840) and the proportion of respondents who do not consider themselves a disabled person (2,960) who agreed or disagreed with the proposal.

- A higher proportion (40%) of Disabled recipients strongly disagreed/disagreed with the proposal than non -Disabled recipients (28%).
- A higher proportion (22%) of Disabled recipients neither agreed nor disagreed than non-Disabled recipients (21%).
- A higher proportion non-Disabled recipient (51%) Strongly agree/agree than Disabled recipients (38%).

Phase 2

Figure 26 also shows the proportion of respondents who consider themselves a disabled person (322) and the proportion of respondents who do not consider themselves a disabled person (846) who agreed or disagreed with the proposal.

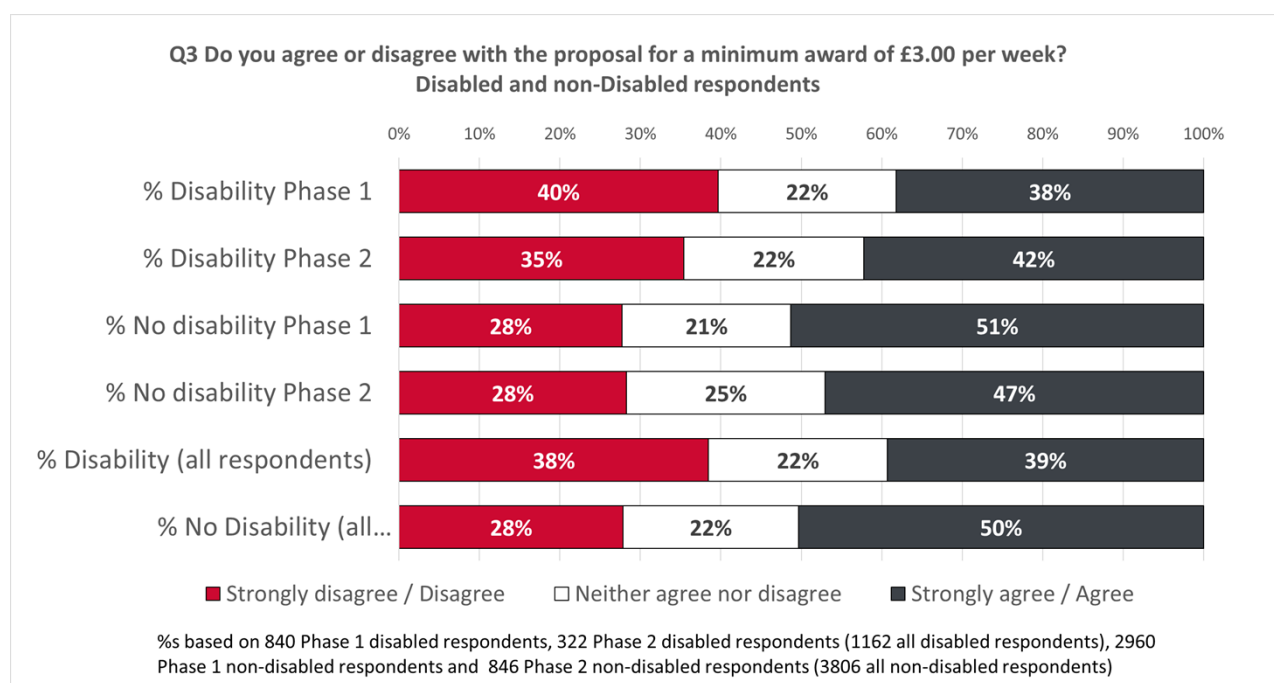
- A higher proportion (35%) of Disabled recipients strongly disagreed/disagreed with the proposal than non -Disabled recipients (28%).
- A higher proportion (25%) of non-Disabled recipients neither agreed nor disagreed than Disabled recipients (22%).
- A higher proportion non-Disabled recipient (47%) Strongly agree/agree than Disabled recipients (42%).

All Respondents combined

Figure 26 also shows the proportion of respondents who consider themselves a disabled person (1162) and the proportion of respondents who do not consider themselves a disabled person (3806) who agreed or disagreed with the proposal.

- A higher proportion (38%) of Disabled recipients strongly disagreed/disagreed with the proposal than non -Disabled recipients (28%).
- Same proportion (22%) of non-Disabled recipients and disabled recipients neither agreed nor disagreed with the proposal.
- A higher proportion non-Disabled recipient (50%) Strongly agree/agree than Disabled recipients (39%).

Figure 26



Phase 1

Figure 27 shows the proportion of respondents aged under 65 (3422) and the proportion of respondents aged over 65 (598) who agreed or disagreed with the proposal in Phase 1.

- A higher proportion (32%) of recipients under 65 strongly disagreed/disagreed with the proposal than recipients 65 and over (25%).
- A higher proportion (24%) of recipients 65 and over Neither disagreed nor agreed with the proposal than recipients under 65 (21%).
- A higher proportion (52%) of recipients 65 and over Strongly agree/agree than recipients under 65 (47%).

Phase 2

Figure 27 also shows the proportion of respondents aged under 65 (1083) and the proportion of respondents aged over 65 (172) who agreed or disagreed with the proposal in Phase 2.

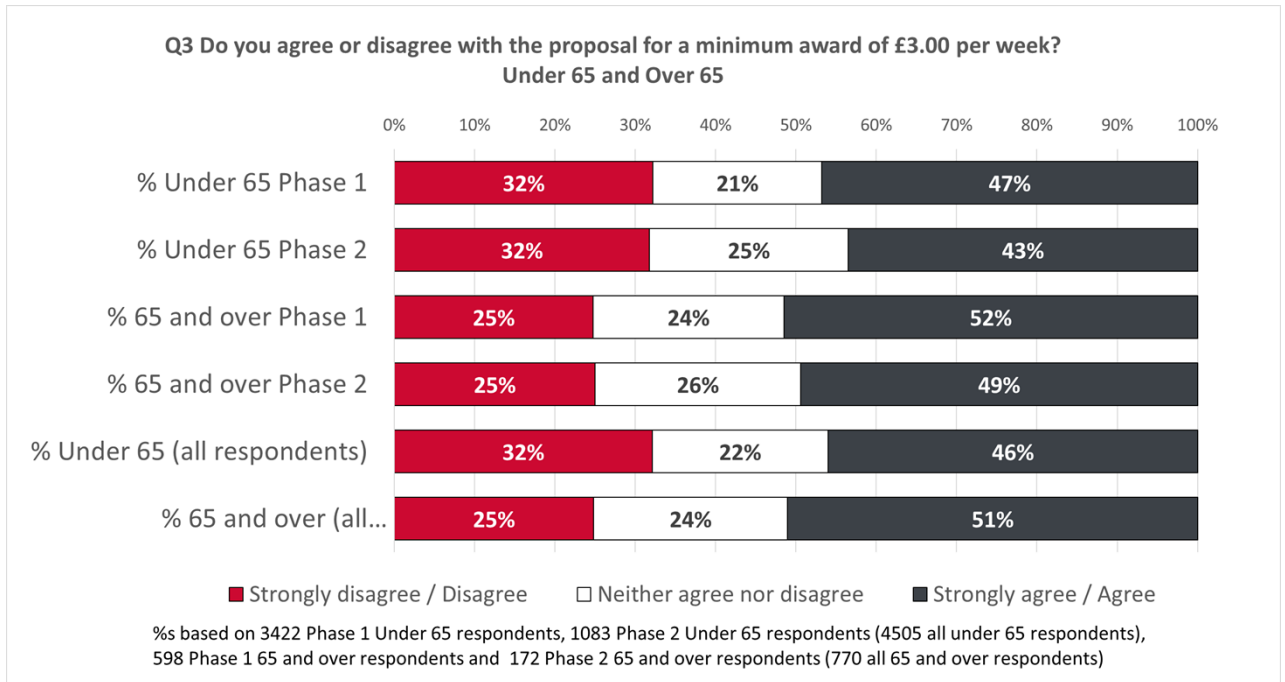
- A higher proportion (32%) of recipients under 65 strongly disagreed/disagreed with the proposal than recipients 65 and over (25%).
- A higher proportion (26%) of recipients 65 and over Neither disagreed nor agreed with the proposal than recipients under 65 (25%).
- A higher proportion (49%) of recipients 65 and over Strongly agree/agree than recipients under 65 (43%).

All Respondents combined

Figure 27 also shows the proportion of respondents aged under 65 (4505) and the proportion of respondents aged over 65 (770) who agreed or disagreed with the proposal in total.

- A higher proportion (32%) of recipients under 65 strongly disagreed/disagreed with the proposal than recipients 65 and over (25%).
- A higher proportion (24%) of recipients 65 and over Neither disagreed nor agreed with the proposal than recipients under 65 (22%).
- A higher proportion (51%) of recipients 65 and over Strongly agree/agree than recipients under 65 (46%).

Figure 27



4.3 Q4: Do you agree or disagree with the proposal to abolish the Second Adult Rebate (Alternative Council Tax Reduction)?

Phase 1

Figure 28 shows the proportion of the 4,985 Phase 1 respondents who agreed or disagreed with this proposal.

- 46% strongly disagreed/disagreed.
- 18% neither agreed nor disagreed.
- 36% Strongly agreed/agreed.

Phase 2

Figure 28 also shows the proportion of the 1321 Phase 2 respondents who agreed or disagreed with this proposal.

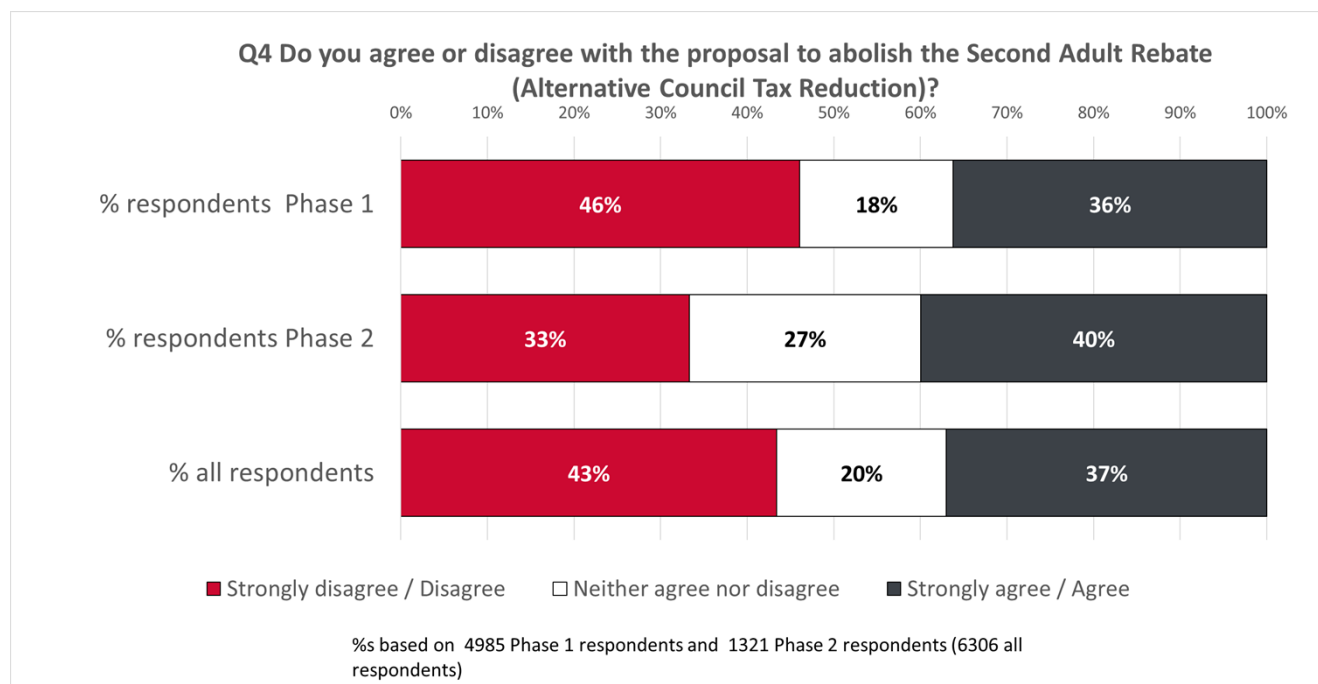
- 33% strongly disagreed/disagreed.
- 27% neither agreed nor disagreed.
- 40% Strongly agreed/agreed.

All Respondents combined.

Figure 28 shows the proportion of the combined 6306 respondents who agreed or disagreed with this proposal.

- 43% strongly disagreed/disagreed.
- 20% neither agreed nor disagreed.
- 37% Strongly agreed/agreed.

Figure 28



Phase 1

Figure 29 shows the proportion of Council Tax Reduction (CTR) Scheme recipients (1,301) and non-CTR recipients (2,806) who agreed or disagreed with the proposal in Phase 1.

- A higher proportion (45%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (35%).
- A higher proportion (24%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (18%).
- A higher proportion non-CTR recipient (46%) Strongly agree/agree than CTR recipients (31%).

Phase 2

Figure 29 shows the proportion of Council Tax Reduction (CTR) Scheme recipients (504) and non-CTR recipients (745) who agreed or disagreed with the proposal in Phase 2.

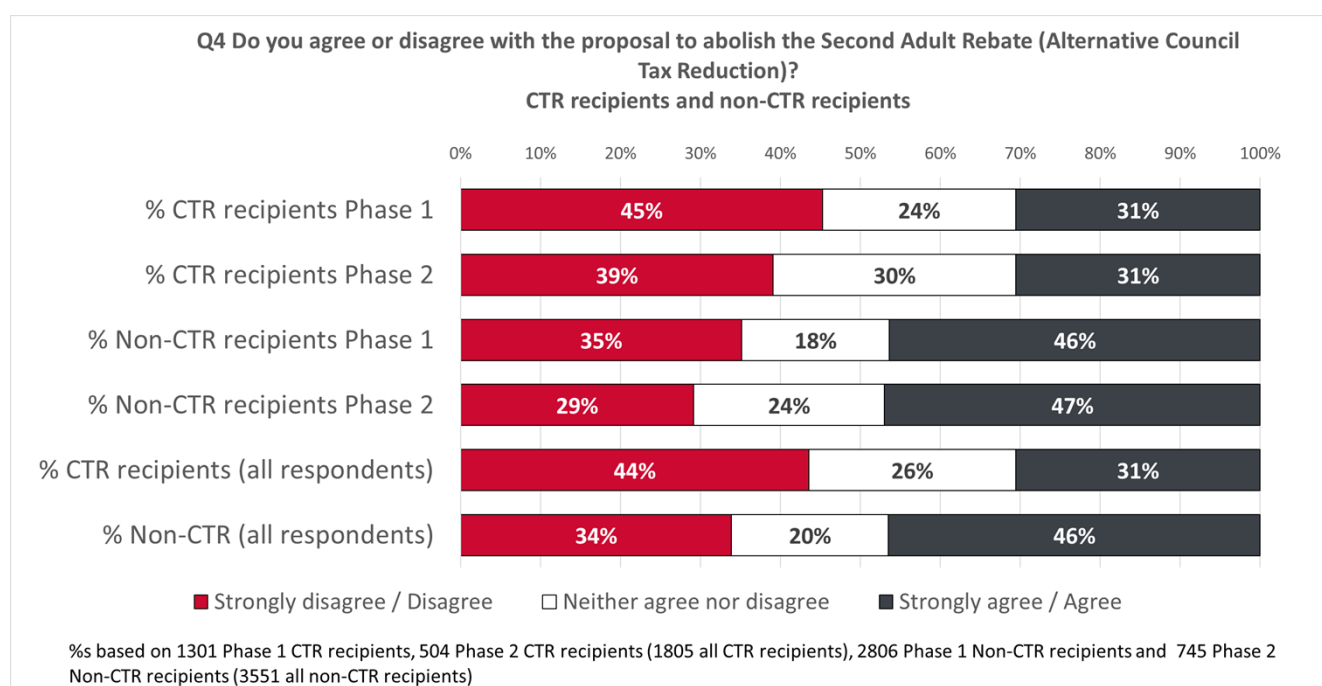
- A higher proportion (39%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (29%).
- A higher proportion (30%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (24%).
- A higher proportion non-CTR recipient (47%) Strongly agree/agree than CTR recipients (31%).

All respondents combined

Figure 29 shows the proportion of Council Tax Reduction (CTR) Scheme recipients (1805) and non-CTR recipients (3551) who agreed or disagreed with the proposal in total.

- A higher proportion (44%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (34%).
- A higher proportion (26%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (20%).
- A higher proportion non-CTR recipient (46%) Strongly agree/agree than CTR recipients (31%).

Figure 29



Phase 1

Figure 30 shows the proportion of Phase 1 respondents who consider themselves a disabled person (845) and the proportion of respondents who do not consider themselves a disabled person (2,953) who agreed or disagreed with the proposal.

- A higher proportion (45%) of Disabled recipients strongly disagreed/disagreed with the proposal than non -Disabled recipients (35%).
- A higher proportion (25%) of Disabled recipients neither agreed nor disagreed than non-Disabled recipients (19%).
- A higher proportion non-Disabled recipient (46%) Strongly agree/agree than Disabled recipients (30%).

Phase 2

Figure 30 also shows the proportion of Phase 2 respondents who consider themselves a disabled person (321) and the proportion of respondents who do not consider themselves a disabled person (851) who agreed or disagreed with the proposal.

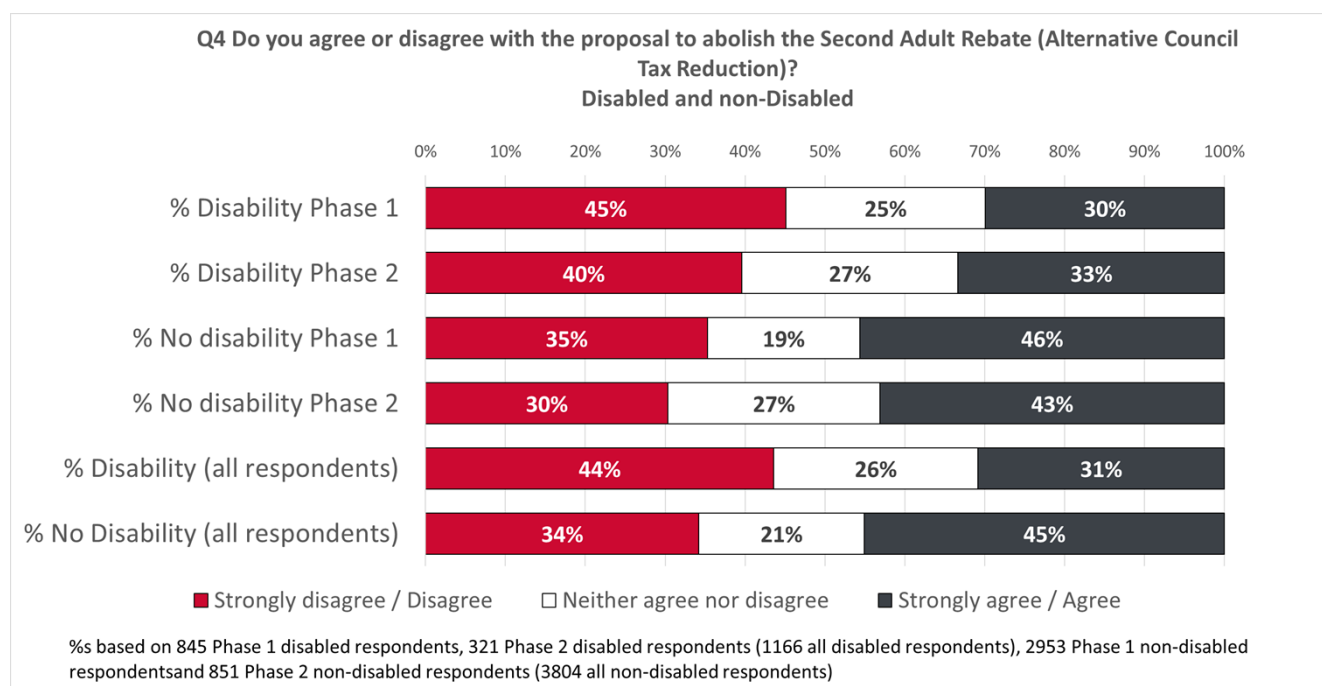
- A higher proportion (40%) of Disabled recipients strongly disagreed/disagreed with the proposal than non -Disabled recipients (30%).
- Same proportion (27%) of Disabled recipients and non-disabled recipients neither agreed nor disagreed with the proposal.
- A higher proportion non-Disabled recipient (43%) Strongly agree/agree than Disabled recipients (33%).

All respondents combined

Figure 30 also shows the proportion of Phase 2 respondents who consider themselves a disabled person (321) and the proportion of respondents who do not consider themselves a disabled person (851) who agreed or disagreed with the proposal.

- A higher proportion (44%) of Disabled recipients strongly disagreed/disagreed with the proposal than non -Disabled recipients (34%).
- A higher proportion (26%) of Disabled recipients neither agreed nor disagreed with the proposal than non-disabled recipients (21%).
- A higher proportion non-Disabled recipient (45%) Strongly agree/agree than Disabled recipients (31%).

Figure 30



Phase 1

Figure 31 shows the proportion of Phase 1 respondents aged under 65 (3,412) and the proportion of respondents aged over 65 (601) who agreed or disagreed with the proposal.

- A higher proportion (40%) of recipients under 65 strongly disagreed/disagreed with the proposal than recipients 65 and over (29%).
- A higher proportion (21%) of recipients under 65 Neither disagreed nor agreed with the proposal than recipients 65 and over (19%).
- A higher proportion (52%) of recipients 65 and over Strongly agree/agree than recipients under 65 (39%).

Phase 2

Figure 31 also shows the proportion of Phase 2 respondents aged under 65 (1091) and the proportion of respondents aged over 65 (173) who agreed or disagreed with the proposal.

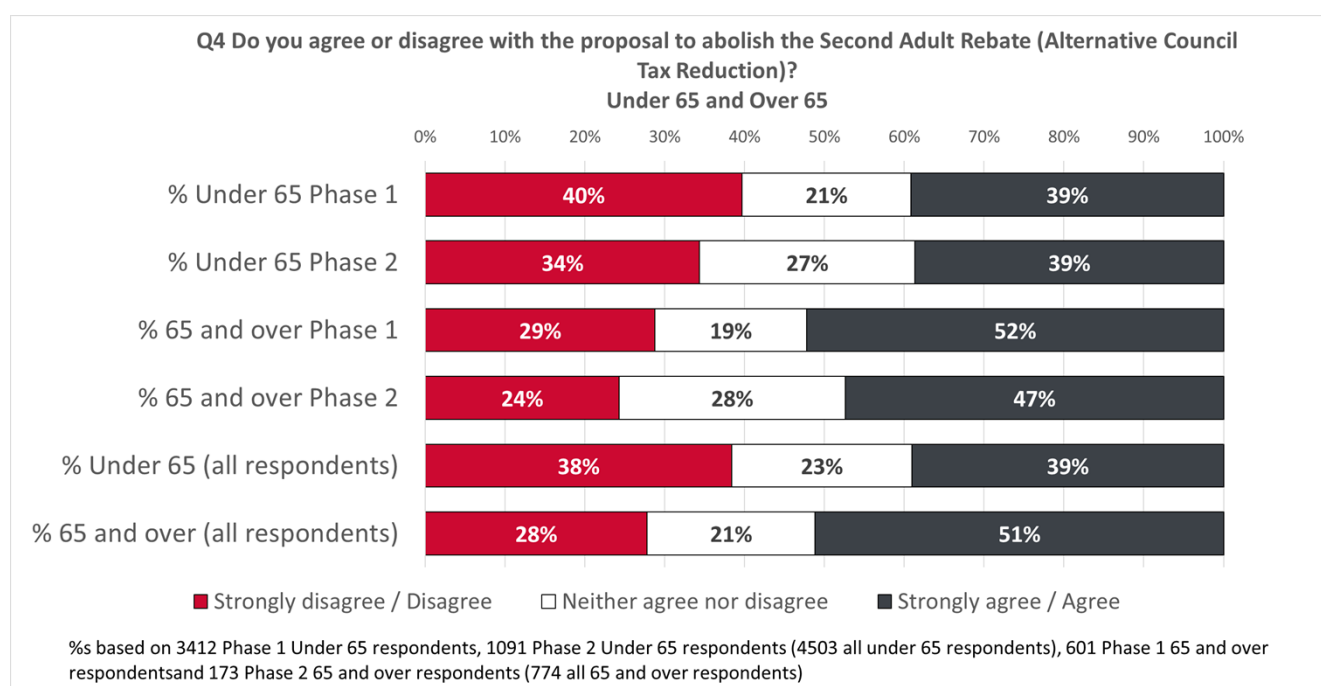
- A higher proportion (34%) of recipients under 65 strongly disagreed/disagreed with the proposal than recipients 65 and over (24%).
- A higher proportion (28%) of recipients 65 and over Neither disagreed nor agreed with the proposal than recipients under 65 (27%).
- A higher proportion (47%) of recipients 65 and over Strongly agree/agree than recipients under 65 (39%).

All Respondents combined

Figure 31 also shows the combined respondents aged under 65 (4503) and the proportion of respondents aged over 65 (774) who agreed or disagreed with the proposal.

- A higher proportion (38%) of recipients under 65 strongly disagreed/disagreed with the proposal than recipients 65 and over (28%).
- A higher proportion (23%) of recipients under 65 Neither disagreed nor agreed with the proposal than recipients 65 and over (21%).
- A higher proportion (51%) of recipients 65 and over Strongly agree/agree than recipients under 65 (39%).

Figure 31



4.4 Q5. Do you agree or disagree with the proposal to reduce the capital limit to £6,000?

Figure 32 shows the proportion of the 4,416 Phase 1 respondents who agreed or disagreed with this proposal.

Phase 1

- 43% strongly disagreed/disagreed.
- 19% neither agreed nor disagreed.
- 38% Strongly agreed/agreed.

Phase 2

Figure 32 shows 1323 Phase 2 respondents who agreed or disagreed with this proposal.

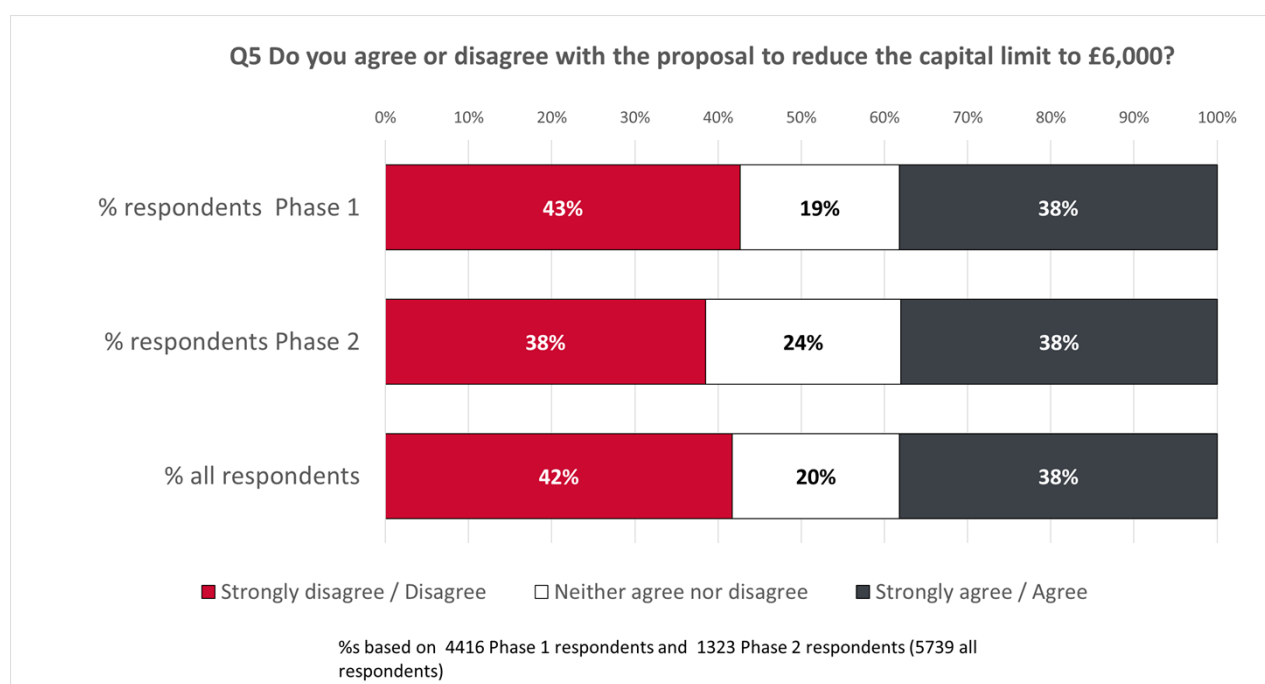
- 38% strongly disagreed/disagreed.
- 24% neither agreed nor disagreed.
- 38% Strongly agreed/agreed.

All Respondents Combined

Figure 32 also shows 6206 respondents who agreed or disagreed with this proposal.

- 42% strongly disagreed/disagreed.
- 20% neither agreed nor disagreed.
- 38% Strongly agreed/agreed.

Figure 32



Phase 1

Figure 33 shows the proportion of Council Tax Reduction (CTR) Scheme recipients (1,290) and non-CTR recipients (2,768) who agreed or disagreed with the proposal in Phase 1.

- A higher proportion (48%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (38%).
- A higher proportion (21%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (19%).
- A higher proportion non-CTR recipient (44%) Strongly agree/agree than CTR recipients (30%).

Phase 2

Figure 33 also shows the proportion of Council Tax Reduction (CTR) Scheme recipients (503) and non-CTR recipients (747) who agreed or disagreed with the proposal in Phase 2.

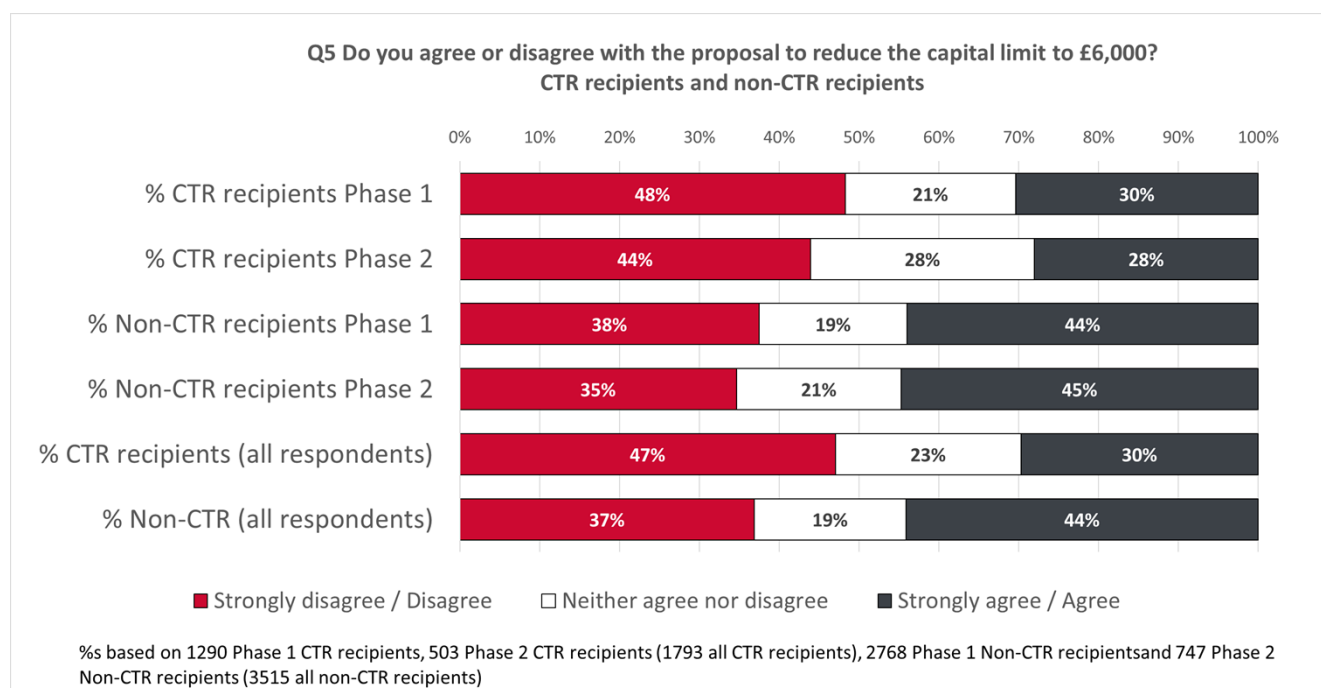
- A higher proportion (44%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (35%).
- A higher proportion (28%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (21%).
- A higher proportion non-CTR recipient (45%) Strongly agree/agree than CTR recipients (28%).

All respondents combined.

Figure 33 also shows the combined proportion of Council Tax Reduction (CTR) Scheme recipients (1793) and non-CTR recipients (3515) who agreed or disagreed with the proposal.

- A higher proportion (47%) of CTR recipients strongly disagreed/disagreed with the proposal than non -CTR recipients (37%).
- A higher proportion (23%) of CTR recipients neither agreed nor disagreed than non-CTR recipients (19%).
- A higher proportion non-CTR recipient (44%) Strongly agree/agree than CTR recipients (30%).

Figure 33



Phase 1

Figure 34 shows the proportion of respondents in phase 1 who consider themselves a disabled person (844) and the proportion of respondents in phase 1 who do not consider themselves a disabled person (2,921) who agreed or disagreed with the proposal.

- A higher proportion (49%) of Disabled recipients strongly disagreed/disagreed with the proposal than non-Disabled recipients (37%).
- A higher proportion (20%) of non-Disabled recipients neither agreed nor disagreed with the proposal than disabled recipients (19%).
- A higher proportion non-Disabled recipient (43%) Strongly agree/agree than Disabled recipients (32%).

Phase 2

Figure 34 also shows the proportion of respondents in Phase 2 who consider themselves a disabled person (323) and the proportion of respondents in Phase 2 who do not consider themselves a disabled person (851) who agreed or disagreed with the proposal.

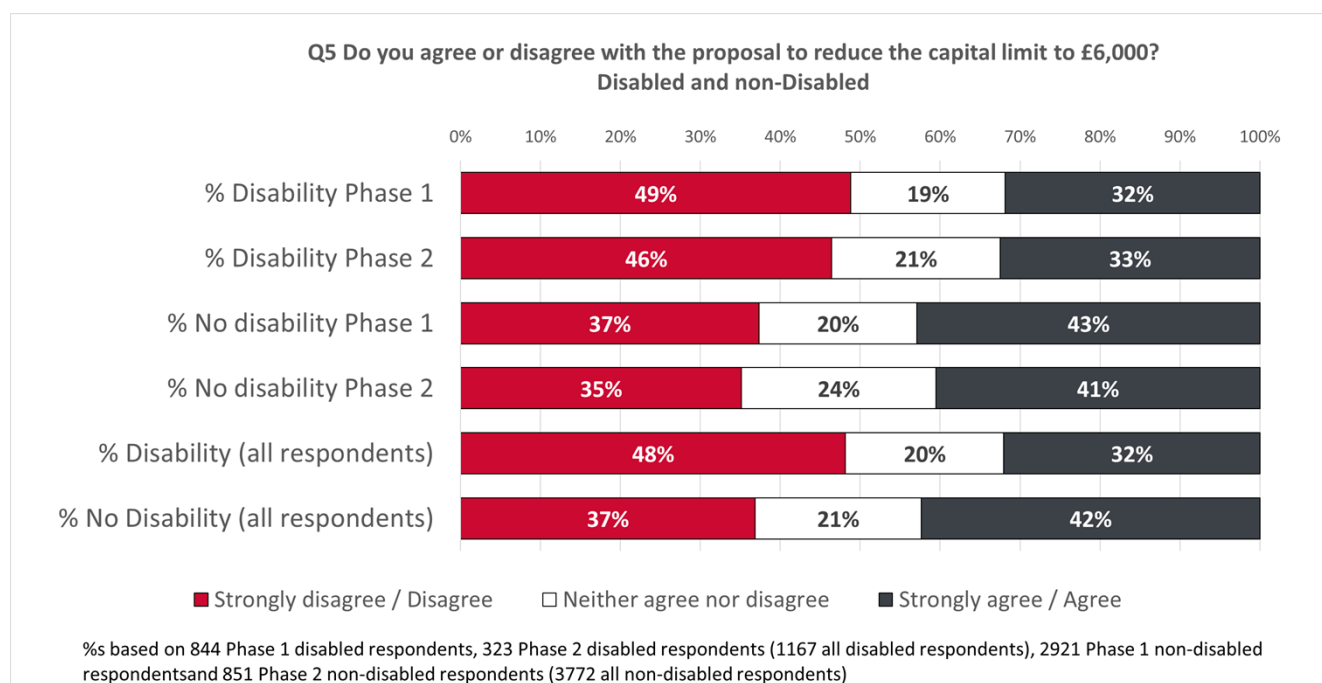
- A higher proportion (46%) of Disabled recipients strongly disagreed/disagreed with the proposal than non-Disabled recipients (35%).
- A higher proportion (24%) of non-Disabled recipients neither agreed nor disagreed with the proposal than disabled recipients (21%).
- A higher proportion non-Disabled recipient (41%) Strongly agree/agree than Disabled recipients (33%).

All respondents combined

Figure 34 also shows the proportion of all respondents combined who consider themselves a disabled person (1167) and the proportion of respondents who do not consider themselves a disabled person (3772) who agreed or disagreed with the proposal.

- A higher proportion (48%) of Disabled recipients strongly disagreed/disagreed with the proposal than non -Disabled recipients (37%).
- A higher proportion (21%) of non-Disabled recipients neither agreed nor disagreed with the proposal than disabled recipients (20%).
- A higher proportion non-Disabled recipient (42%) Strongly agree/agree than Disabled recipients (32%).

Figure 34



Phase 1

Figure 35 shows the proportion of respondents aged under 65 (3,367) and the proportion of respondents aged over 65 (601) who agreed or disagreed with the proposal.

- A higher proportion (42%) of recipients 65 and over strongly disagreed/disagreed with the proposal than recipients under 65 (40%).
- A higher proportion (20%) of recipients under 65 Neither disagreed nor agreed with the proposal than recipients 65 and over (17%).
- A higher proportion (51%) of recipients 65 and over Strongly agree/agree than recipients under 65 (40%).

Phase 2

Figure 35 also shows the proportion of respondents aged under 65 (1092) and the proportion of respondents aged over 65 (172) who agreed or disagreed with the proposal.

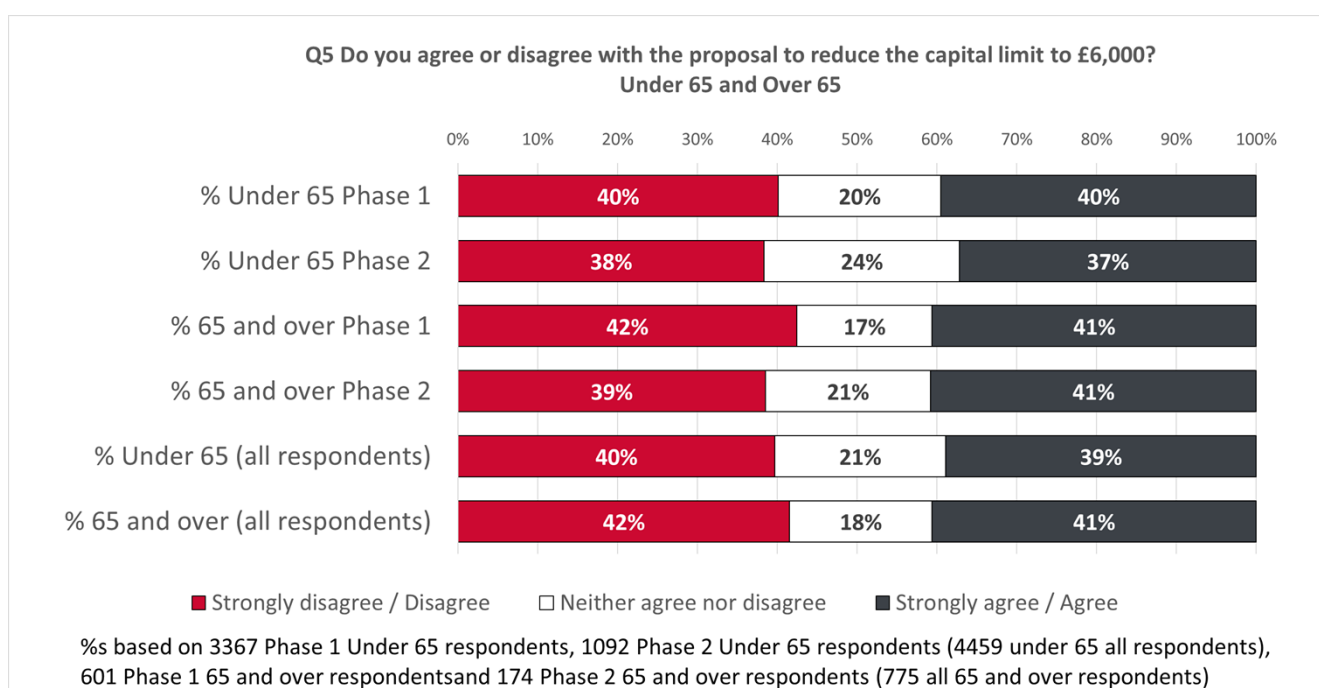
- A higher proportion (39%) of recipients 65 and over strongly disagreed/disagreed with the proposal than recipients under 65 (29%).
- A higher proportion (24%) of recipients under 65 Neither disagreed nor agreed with the proposal than recipients 65 and over (21%).
- A higher proportion (41%) of recipients 65 and over Strongly agree/agree than recipients under 65 (37%).

All Combined respondents

Figure 35 also shows the proportion of respondents aged under 65 (4459) and the proportion of respondents aged over 65 (775) who agreed or disagreed with the proposal.

- A higher proportion (42%) of recipients 65 and over strongly disagreed/disagreed with the proposal than recipients under 65 (40%).
- A higher proportion (21%) of recipients under 65 Neither disagreed nor agreed with the proposal than recipients 65 and over (18%).
- A higher proportion (41%) of recipients 65 and over Strongly agree/agree than recipients under 65 (39%).

Figure 35



4.5 Q6. Do you agree or disagree with the discretionary fund proposal?

Phase 1

Figure 36 shows the proportion of the 4,220 Phase 1 respondents who agreed or disagreed with this proposal.

- 16% strongly disagreed/disagreed.
- 26% neither agreed nor disagreed.
- 58% Strongly agreed/agreed.

Phase 2

Figure 36 also shows the proportion of the 1,311 Phase 2 respondents who agreed or disagreed with this proposal.

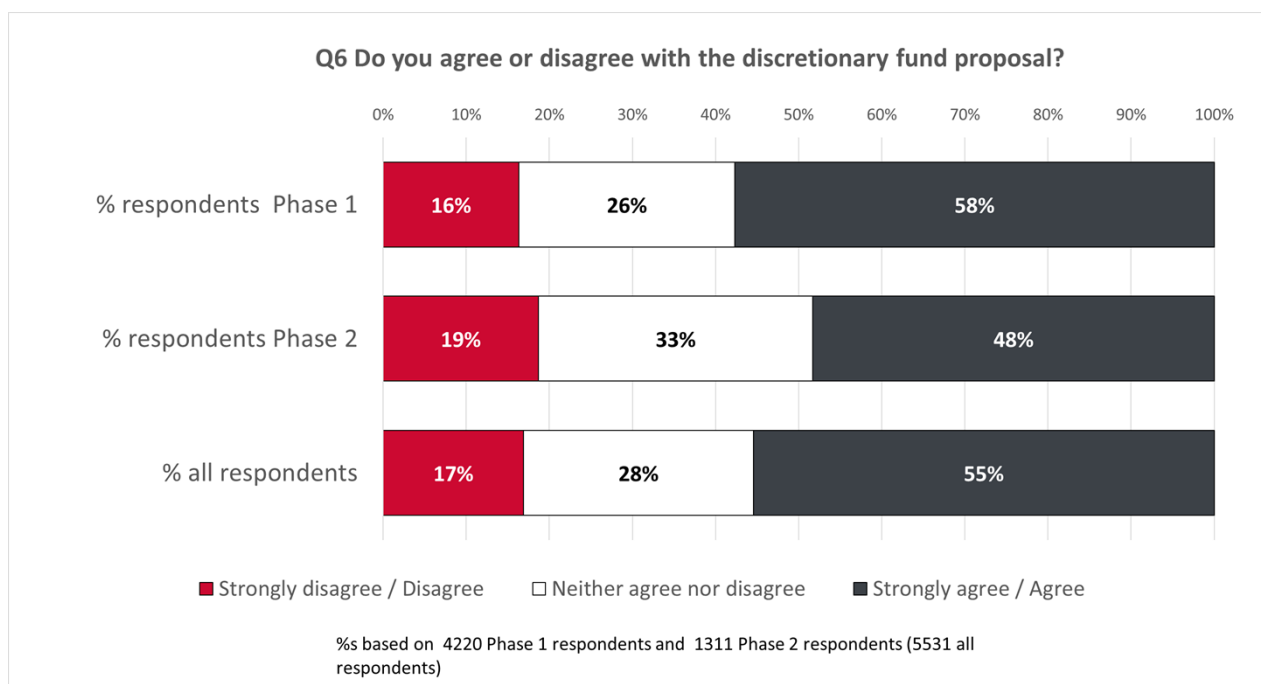
- 19% strongly disagreed/disagreed.
- 33% neither agreed nor disagreed.
- 48% Strongly agreed/agreed.

All Respondents Combined

Figure 36 also shows the proportion of the 5533 combined respondents who agreed or disagreed with this proposal.

- 17% strongly disagreed/disagreed.
- 28% neither agreed nor disagreed.
- 55% Strongly agreed/agreed

Figure 36



Phase 1

Figure 37 shows the proportion of Council Tax Reduction (CTR) Scheme recipients (1,228) and non-CTR recipients (2,733) who agreed or disagreed with the proposal.

- A higher proportion of non-CTR recipients (61%) strongly agreed or agreed with the proposal compared with CTR recipients (55%)
- The same proportion of CTR recipients (25%) and non-CTR recipients (25%) neither agreed nor disagreed with the proposal.
- A higher proportion of CTR recipients (20%) strongly disagreed or disagreed with the proposal compared with non-CTR recipients (14%)

Phase 2

Figure 37 also shows the proportion of Council Tax Reduction (CTR) Scheme recipients (501) and non-CTR recipients (740) who agreed or disagreed with the proposal.

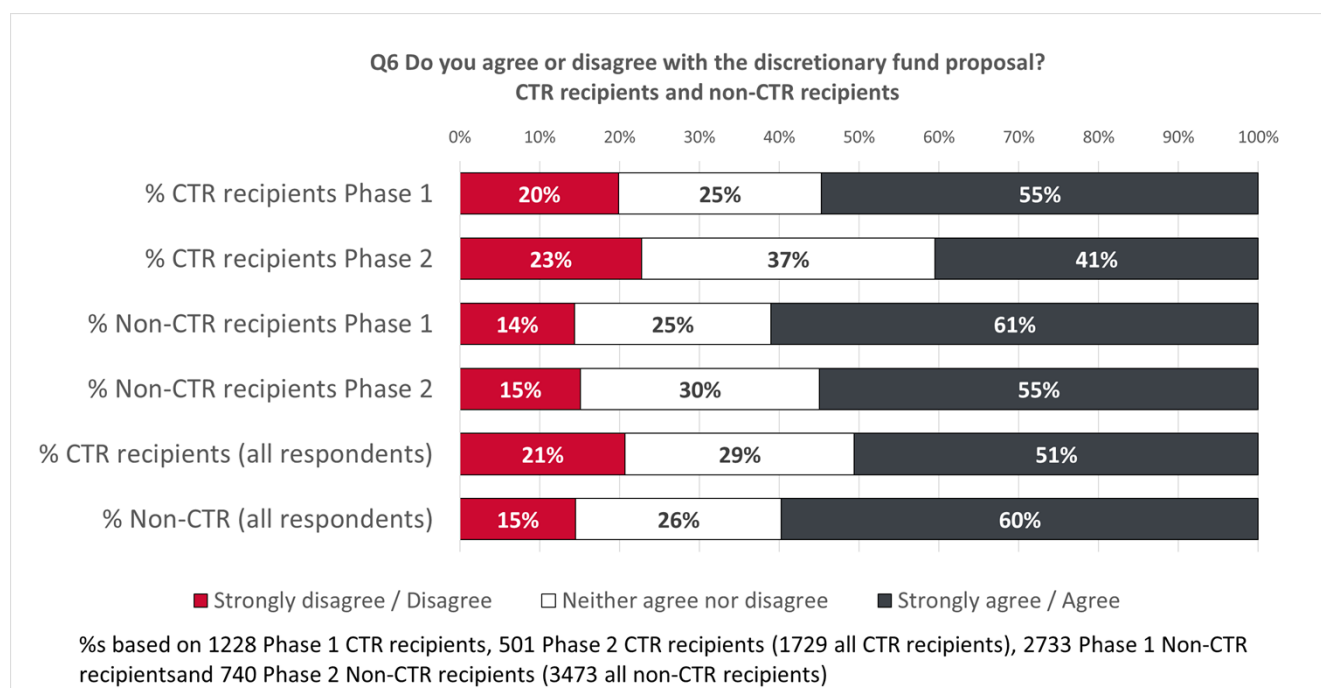
- A higher proportion of non-CTR recipients (55%) strongly agreed or agreed with the proposal compared with CTR recipients (41%)
- A higher proportion of CTR recipients (37%) and non-CTR recipients (30%) neither agreed nor disagreed with the proposal.
- A higher proportion of CTR recipients (23%) strongly disagreed or disagreed with the proposal compared with non-CTR recipients (15%)

All respondents combined

Figure 37 also shows the proportion of all Council Tax Reduction (CTR) Scheme recipients (1,729) and non-CTR recipients (3,473) who agreed or disagreed with the proposal.

- A higher proportion of non-CTR recipients (60%) strongly agreed or agreed with the proposal compared with CTR recipients (51%)
- A higher proportion of CTR recipients (37%) and non-CTR recipients (30%) neither agreed nor disagreed with the proposal.
- A higher proportion of CTR recipients (23%) strongly disagreed or disagreed with the proposal compared with non-CTR recipients (15%)

Figure 37



Phase 1

Figure 38 shows the proportion of phase 1 respondents who consider themselves a disabled person (819) and the proportion of respondents who do not consider themselves a disabled person (2,885) who agreed or disagreed with the proposal.

- A higher proportion of non-disabled respondents (62%) strongly agreed or agreed with the proposal than disabled respondents (51%)
- A slightly higher proportion of disabled respondents (27%) neither agreed nor disagreed with the proposal than non-disabled respondents (24%)
- A higher proportion of disabled respondents (21%) strongly disagreed or disagreed with the proposal than non-disabled respondents (14%)

Phase 2

Figure 38 shows the proportion of phase 2 respondents who consider themselves a disabled person (322) and the proportion of respondents who do not consider themselves a disabled person (843) who agreed or disagreed with the proposal.

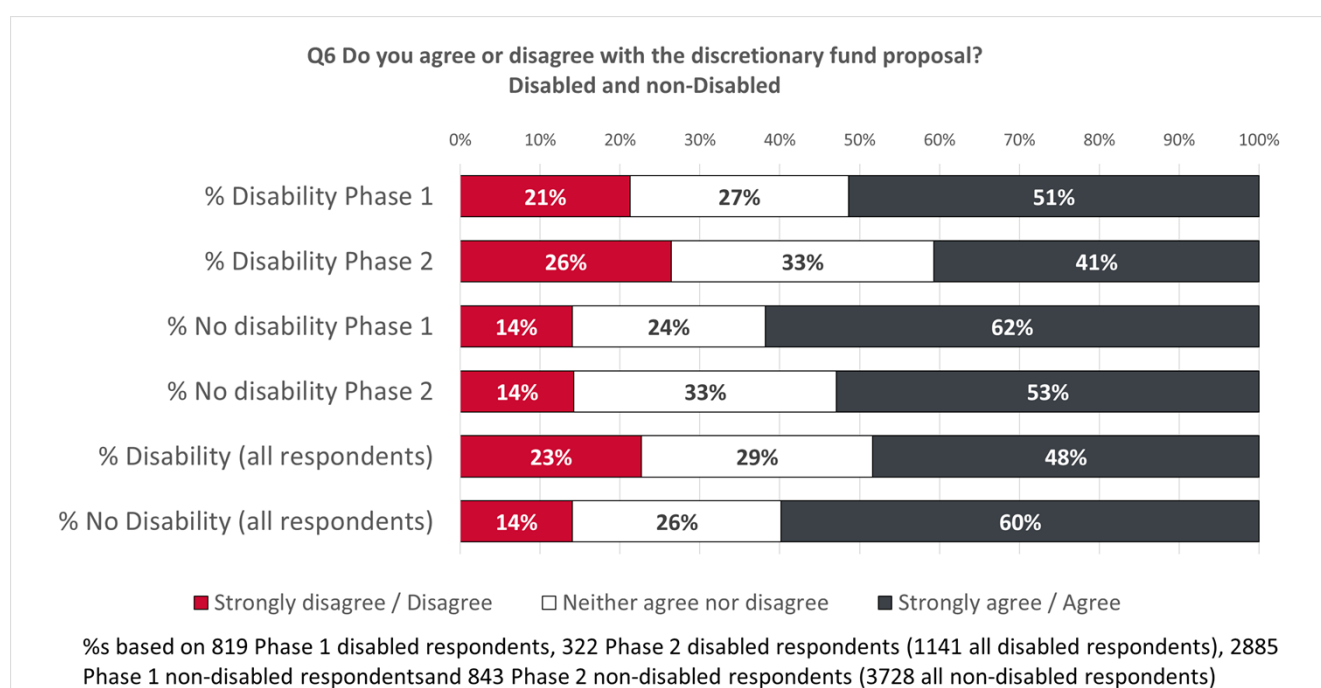
- A higher proportion of non-disabled respondents (53%) strongly agreed or agreed with the proposal than disabled respondents (41%)
- The same proportion of disabled respondents (33%) neither agreed nor disagreed with the proposal as non-disabled respondents (33%)
- A higher proportion of disabled respondents (26%) strongly disagreed or disagreed with the proposal than non-disabled respondents (14%)

All respondents combined

Figure 38 shows the proportion of phase 2 respondents who consider themselves a disabled person (1,141) and the proportion of respondents who do not consider themselves a disabled person (3,728) who agreed or disagreed with the proposal.

- A higher proportion of non-disabled respondents (60%) strongly agreed or agreed with the proposal than disabled respondents (48%)
- A higher proportion of disabled respondents (29%) neither agreed nor disagreed with the proposal as non-disabled respondents (26%)
- A higher proportion of disabled respondents (23%) strongly disagreed or disagreed with the proposal than non-disabled respondents (14%)

Figure 38



Phase 1

Figure 39 shows the proportion of respondents aged under 65 (3,302) and the proportion of respondents aged over 65 (595) who agreed or disagreed with the proposal in Phase 1.

- A slightly higher proportion of respondents 65 and over (60%) strongly agreed or agreed with the proposal than respondents aged under 65 (59%)
- The same proportion of respondents aged 65 and over (25%) neither agreed nor disagreed with the proposal as respondents aged under 65 (25%)
- A slightly higher proportion of respondents aged under 65 (16%) strongly disagreed or disagreed with the proposal than respondents aged 65 and over (15%)

Phase 2

Figure 39 also shows the proportion of respondents aged under 65 (1,082) and the proportion of respondents aged over 65 (174) who agreed or disagreed with the proposal in Phase 2.

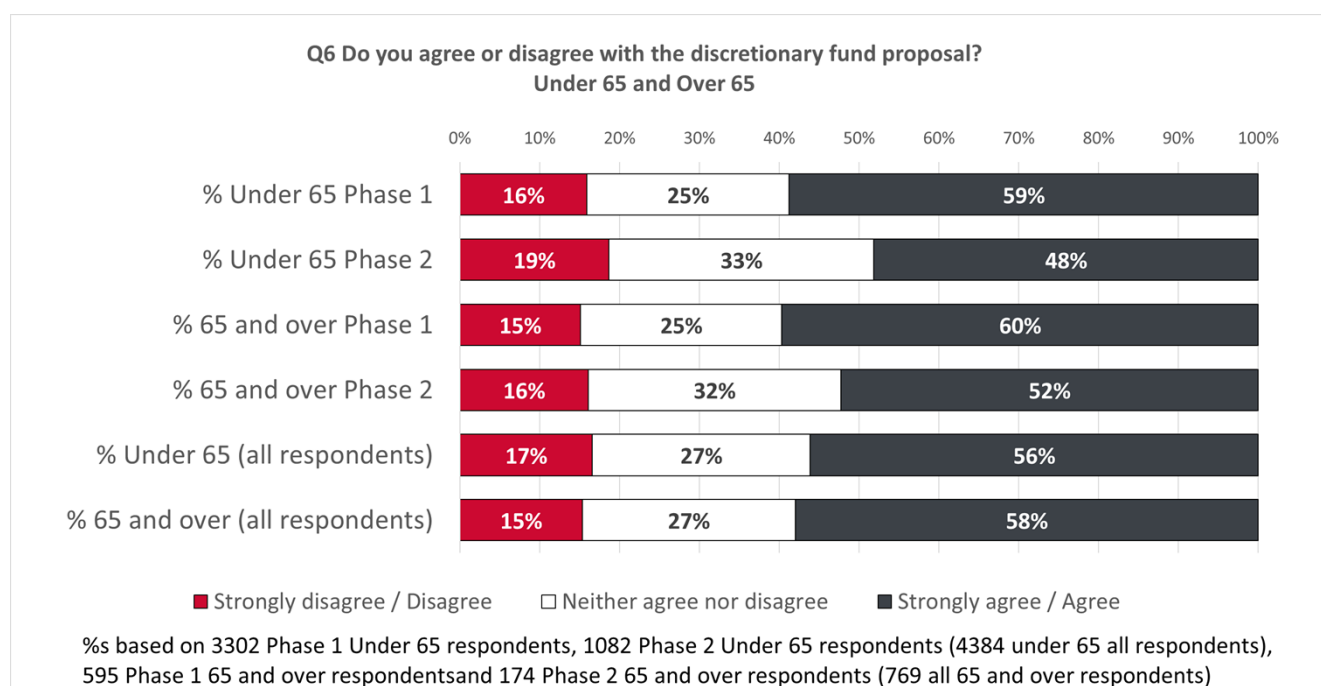
- A higher proportion of respondents 65 and over (52%) strongly agreed or agreed with the proposal than respondents aged under 65 (48%)
- A higher proportion of respondents aged under 65 (33%) neither agreed nor disagreed with the proposal as respondents aged 65 and over (32%)
- A higher proportion of respondents aged under 65 (19%) strongly disagreed or disagreed with the proposal than respondents aged 65 and over (16%)

All response combined

Figure 39 also shows the proportion of all respondents aged under 65 (4,384) and the proportion of respondents aged over 65 (769) who agreed or disagreed with the proposal.

- A higher proportion of respondents 65 and over (58%) strongly agreed or agreed with the proposal than respondents aged under 65 (56%)
- The same of respondents aged under 65 (27%) neither agreed nor disagreed with the proposal as respondents aged 65 and over (27%)
- A higher proportion of respondents aged under 65 (17%) strongly disagreed or disagreed with the proposal than respondents aged 65 and over (15%)

Figure 39



4.6 Q7. Do you agree or disagree with the small income changes for those receiving Universal Credit proposal?

Phase 1

Figure 40 shows the proportion of the 4,215 respondents who agreed or disagreed with this proposal in Phase 1.

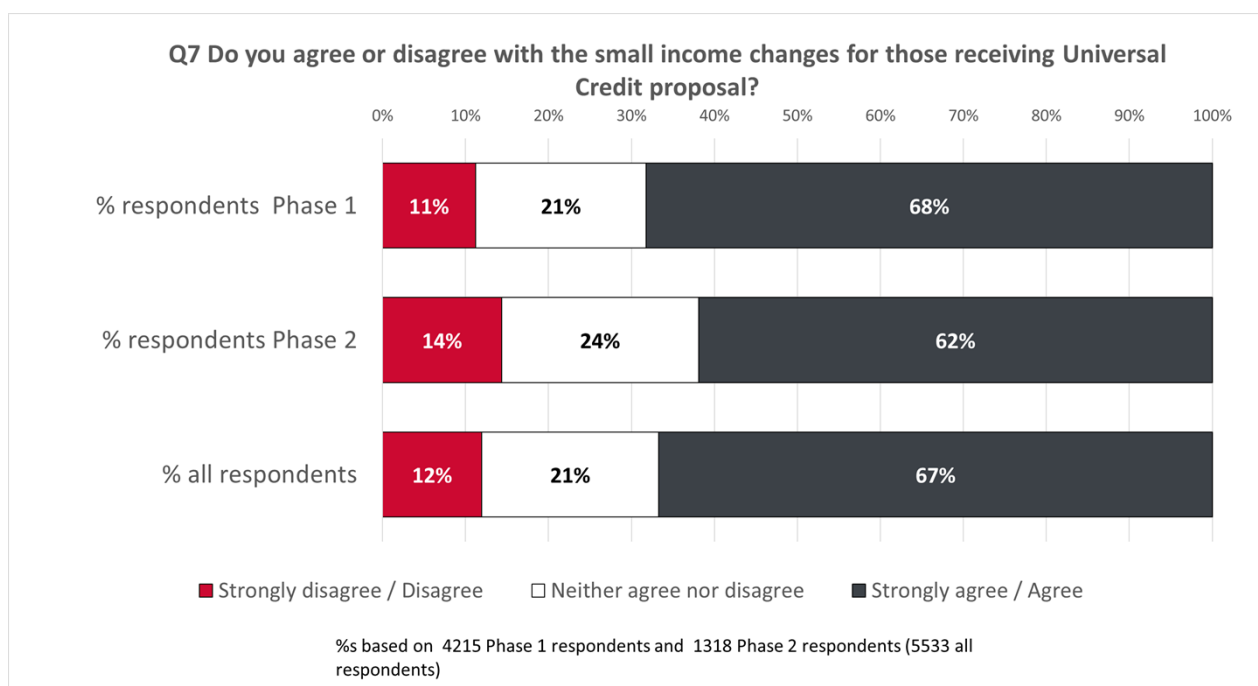
- 68% strongly agreed or agreed
- 868 (21%) neither agreed nor disagreed
- 11% strongly disagreed or disagreed

Phase 2

Figure 40 also shows the proportion of the 1,318 respondents who agreed or disagreed with this proposal in Phase 2.

- 62% strongly agreed or agreed
- 24% neither agreed nor disagreed
- 14% strongly disagreed or disagreed

Figure 40



Phase 1

Figure 41 shows the proportion of Council Tax Reduction (CTR) Scheme recipients (1,232) and non-CTR recipients (2,734) who agreed or disagreed with the proposal in Phase 1.

- A higher proportion of non-CTR recipients strongly agreed or agreed (72%) with the proposal than CTR recipients (62%)

- A higher proportion of CTR recipients (23%) neither agreed nor disagreed with the proposal than non-CTR recipients (18%)
- A higher proportion of CTR recipients (14%) disagreed or strongly disagreed with the proposal compared with non-CTR recipients (10%)

Phase 2

Figure 41 also shows the proportion of Council Tax Reduction (CTR) Scheme recipients (504) and non-CTR recipients (747) who agreed or disagreed with the proposal in Phase 2.

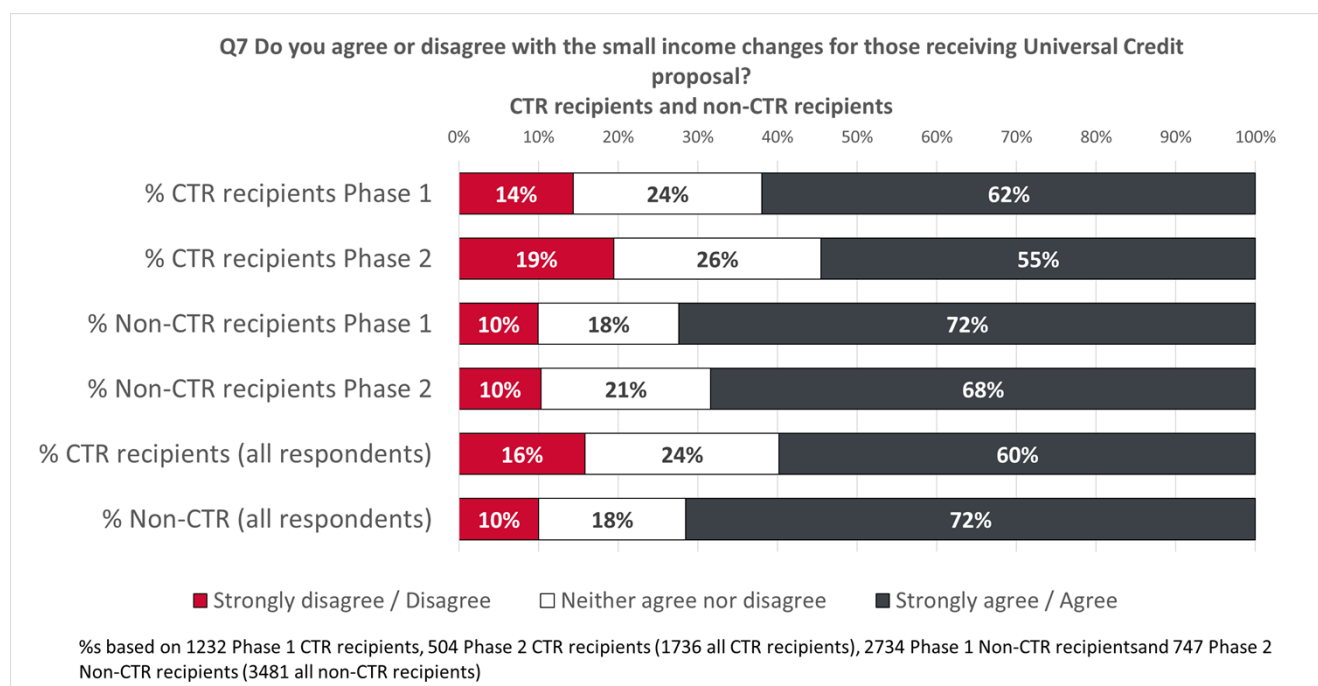
- A higher proportion of non-CTR recipients (68%) agreed or strongly agreed with the proposal compared with CTR recipients (55%)
- A higher proportion of CTR recipients (26%) neither agreed nor disagreed with the proposal than non-CTR recipients (21%)
- A higher proportion of CTR recipients (19%) strongly disagreed or disagreed with the proposal compared with non-CTR recipients (10%)

All respondents combined

Figure 41 also shows the proportions of all Council Tax Reduction (CTR) Scheme recipients (1,736) and all non-CTR recipients (3,481) who agreed or disagreed with the proposal.

- A higher proportion of non-CTR recipients (72%) agreed or strongly agreed with the proposal compared with CTR recipients (60%)
- A higher proportion of CTR recipients (24%) neither agreed nor disagreed with the proposal compared with non-CTR recipients (18%)
- A higher proportion of CTR recipients (16%) disagreed or strongly disagreed with the proposal compared with non-CTR recipients (10%)

Figure 41



Phase 1

Figure 42 shows the proportion of respondents who consider themselves a disabled person (828) and the proportion of respondents who do not consider themselves a disabled person (2,879) who agreed or disagreed with the proposal in Phase 1.

- A higher proportion of non-disabled respondents (73%) strongly agreed or agreed with the proposal than disabled respondents (60%)
- A higher proportion of disabled respondents (25%) neither agreed nor disagreed with the proposal than non-disabled respondents (18%)
- A higher proportion of disabled respondents (16%) strongly disagreed or disagreed with the proposal than non-disabled respondents (9%)

Phase 2

Figure 42 also shows the proportion of respondents who consider themselves a disabled person (321) and the proportion of respondents who do not consider themselves a disabled person (851) who agreed or disagreed with the proposal in Phase 2.

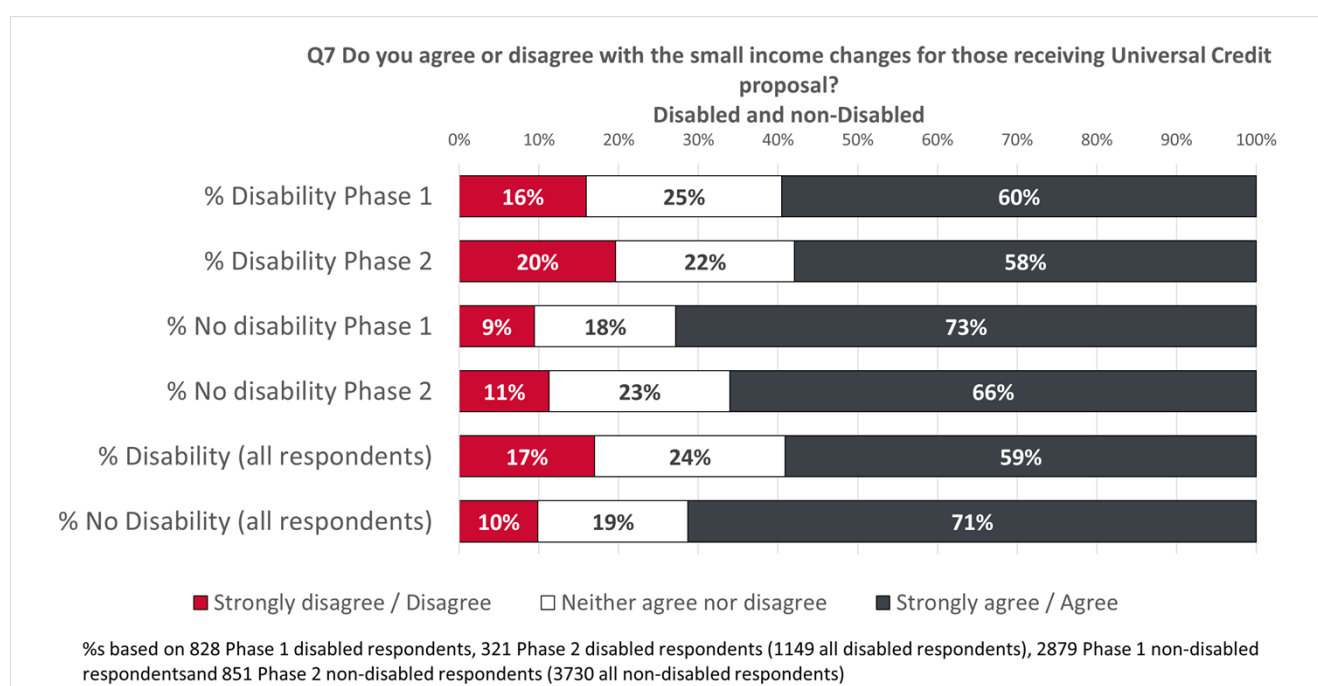
- A higher proportion of non-disabled respondents (66%) strongly agreed or agreed with the proposal than disabled respondents (58%)
- A higher proportion of non-disabled respondents (23%) neither agreed nor disagreed with the proposal than disabled respondents (22%)
- A higher proportion of disabled respondents (20%) strongly disagreed or disagreed with the proposal than non-disabled respondents (11%)

All respondents combined

Figure 42 also shows the proportion of all respondents who consider themselves a disabled person (1,149) and the proportion of respondents who do not consider themselves a disabled person (3,730) who agreed or disagreed with the proposal in Phase 2.

- A higher proportion of non-disabled respondents (71%) strongly agreed or agreed with the proposal than disabled respondents (59%)
- A higher proportion of disabled respondents (24%) neither agreed nor disagreed with the proposal than non-disabled respondents (19%)
- A higher proportion of disabled respondents (17%) strongly disagreed or disagreed with the proposal than non-disabled respondents (10%)

Figure 42



Phase 1

Figure 43 shows the proportion of respondents aged under 65 (3,303) and the proportion of respondents aged over 65 (599) who agreed or disagreed with the proposal.

- A higher proportion of respondents aged 65 and over (70%) strongly agreed or agreed with the proposal compared with respondents aged under 65 (69%)
- A slightly higher proportion of respondents aged 65 and over (21%) neither agreed nor disagreed with the proposal than respondents aged under 65 (19%)
- A higher proportion of respondents aged under 65 (11%) strongly disagreed or disagreed with the proposal compared with respondents aged 65 and over (10%)

Phase 2

Figure 43 also shows the proportion of respondents aged under 65 (1,091) and the proportion of respondents aged over 65 (174) who agreed or disagreed with the proposal.

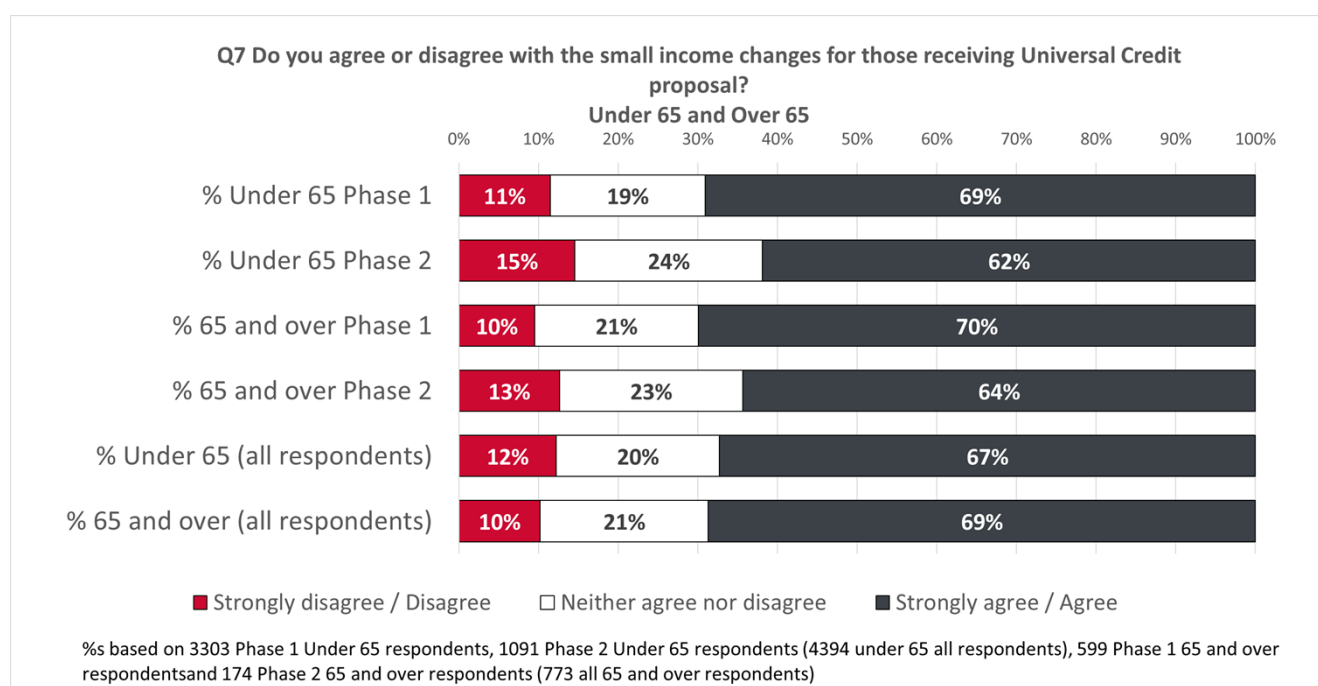
- A higher proportion of respondents aged 65 and over (64%) strongly agreed or agreed with the proposal compared with respondents aged under 65 (62%)
- A slightly higher proportion of respondents under 65 (24%) neither agreed nor disagreed with the proposal than respondents aged 65 and over (23%)
- A higher proportion of respondents aged under 65 (15%) strongly disagreed or disagreed with the proposal compared with respondents aged 65 and over (13%)

All respondents combined

Figure 43 also shows the proportion of all respondents aged under 65 (4,394) and the proportion of respondents aged over 65 (773) who agreed or disagreed with the proposal.

- A higher proportion of respondents aged 65 and over (69%) strongly agreed or agreed with the proposal compared with respondents aged under 65 (62%)
- A slightly higher proportion of respondents 65 and over (21%) neither agreed nor disagreed with the proposal than respondents aged under 65 (20%)
- A higher proportion of respondents aged under 65 (12%) strongly disagreed or disagreed with the proposal compared with respondents aged 65 and over (10%)

Figure 43

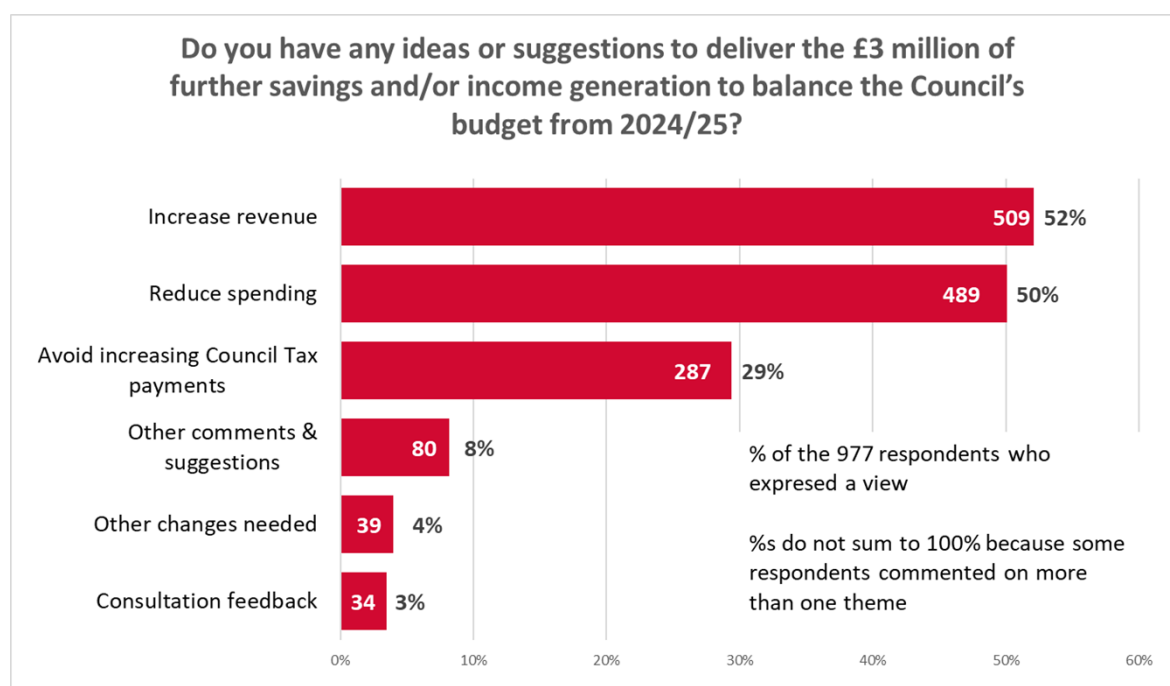


4.7 Free text comments - Q2. Do you have any ideas or suggestions to deliver the £3 million of further savings and/or income generation to balance the council’s budget from 2024/25?

977 respondents responded to this question. Free text responses were categorised into themes. Figure 44 shows the broad themes of respondents’ answers to question 2.

Note Phase 1 and Phase 2 free text responses have been analysed together to produce the following themes.

Figure 44: Free text ideas or suggestions to deliver savings



- 509 (52%) respondents suggested ways in which the council could increase its revenue
- 489 (50%) respondents called for the council to reduce its spending
- 287 (29%) respondents wanted the council to avoid increasing council tax payments
- 80 (8%) respondents made other comments and suggestions
- 39 (4%) respondents cited other changes they thought were needed
- 34 (3%) respondents gave feedback on the consultation process

The themes “increase revenue”, “reduce spending” and “avoid increasing council tax payments” are further broken down in Figures 45 – 47 below.

Figure 45 shows a breakdown of the 489 (50%) respondents who said something within the theme “Reduce spending.” Of these:

- 248 (25%) respondents said to reduce the number or cost of, or remove entirely, the mayor, councillors, leadership, staff or consultants at the council. A consistent theme was to reduce or freeze pay among the council's senior leadership.
- 222 (23%) respondents said to reduce waste at the council. This included cutting unnecessary spending or cutting “vanity projects.”
- 154 (16%) said spending could be reduced, for example by cutting essential services.

Figure 45



Figure 46 shows a breakdown of 509 (52%) respondents who said something within the theme “Increase Revenue.” Of these:

- 173 (18%) respondents said that wealthy people should make increased council tax contributions. As part of this, respondents suggested increasing council tax for people in higher council tax bands.
- 122 (12%) respondents said that residents should pay an increased contribution of council tax, or all those who can afford an increased contribution should pay more.
- 109 (11%) suggested that other taxes should be increased. These included increasing income tax, introducing a landlord tax and increasing business rates.
- 95 (10%) respondents suggested that the council should increase its fees and fines, or charge more for council services. One theme was that an increased Clean Air Zone

charge may help to increase revenue. Others suggested increasing parking charges or rent for council housing.

- 85 (9%) respondents made other suggestions for who should pay more council tax. Charging second homeowners increased council tax was a common suggestion, along with introducing council tax levies on students and empty properties.
- 42 (4%) respondents said that central government should increase funding to the council or the council should lobby the government for more funding.
- 30 (3%) respondents said that the council should sell or let its assets to increase revenue.

Figure 46

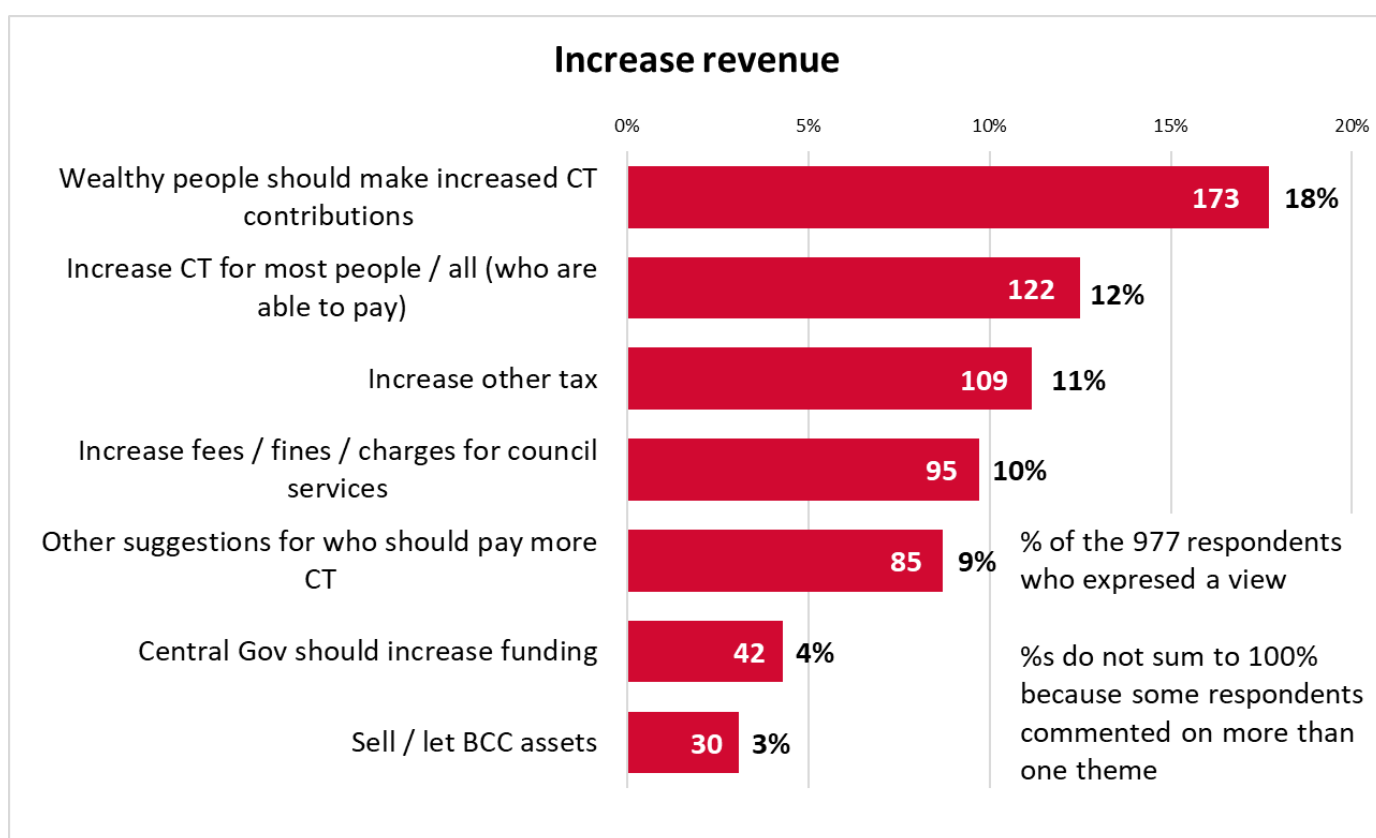
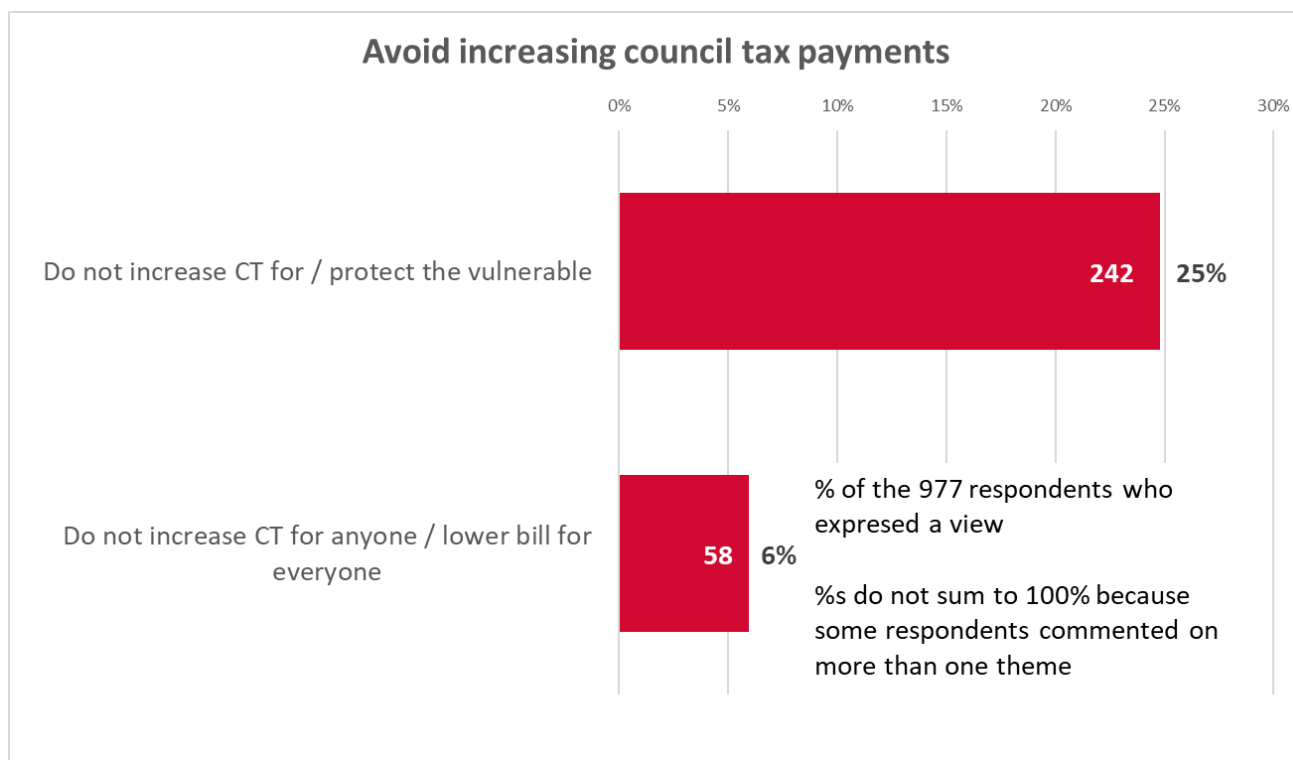


Figure 47 shows a breakdown of the 287 (29%) respondents who said something within the theme “Avoid increasing council tax payments.” Of these:

- 242 (25%) respondents said do not increase council tax for vulnerable people or protect vulnerable people from any disadvantages associated with changes to the CTRS.
- 58% (6%) respondents said that no one should pay an increase in council tax. The cost of living crises was commonly cited as a reason for this.

Figure 47



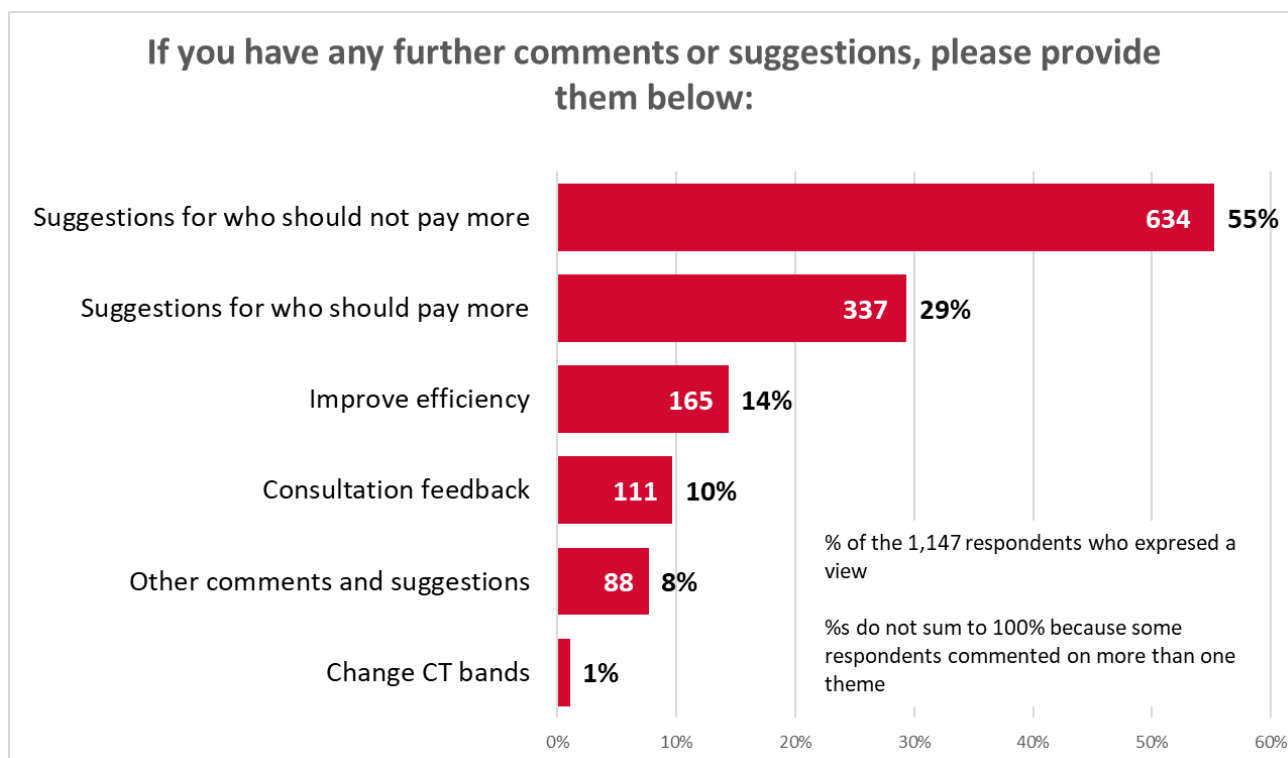
4.8 Free text comments - Q8. If you have any further comments or suggestions, please provide them below:

1,147 respondents provided an answer this question. Free text responses were categorised into themes. Figure 48 shows the broad themes of respondents’ answers to question 8.

Note Phase 1 and Phase 2 free text responses have been analysed together to produce the following themes.

- 634 (55%) respondents suggested who should not pay more Council Tax
- 337 (29%) respondents suggested who should pay more Council Tax
- 165 (14%) respondents wanted an improved efficiency in council services
- 111 (10%) respondents gave feedback on the consultation process
- 88 (8%) respondents made other comments and suggestions
- 12 (1%) respondents want a change in Council Tax (CT) bands.

Figure 48



The above themes “Suggestions for who should not pay more”, “suggestions for who should pay more” and “improve efficiency” are broken down in figures 49-51 below.

Figure 49 shows a breakdown of 634 (55%) respondents who had suggestions for who should not pay more. Of these:

- 338 (32%) respondents suggested that people vulnerable in the society should be protected, especially the poor/lowest income earners, people on Personal Independence Payment (PIP) and disabled benefits that are struggling.
- 254 (22%) respondents stated that people are struggling to get by and cannot afford an increase in CT due to the increase in cost of living and it would only ruin lives and make people poorer.
- 131 (11%) respondents had other suggestions for who should not pay more council tax. A theme was that war pension recipients, older people and disabled people should not pay more council tax.
- 13 (1%) respondents stated that council tax reduction eligibility should not be based on universal credit or other claimed benefits as this seems discriminatory or unfair and would increase inequality.

Figure 49

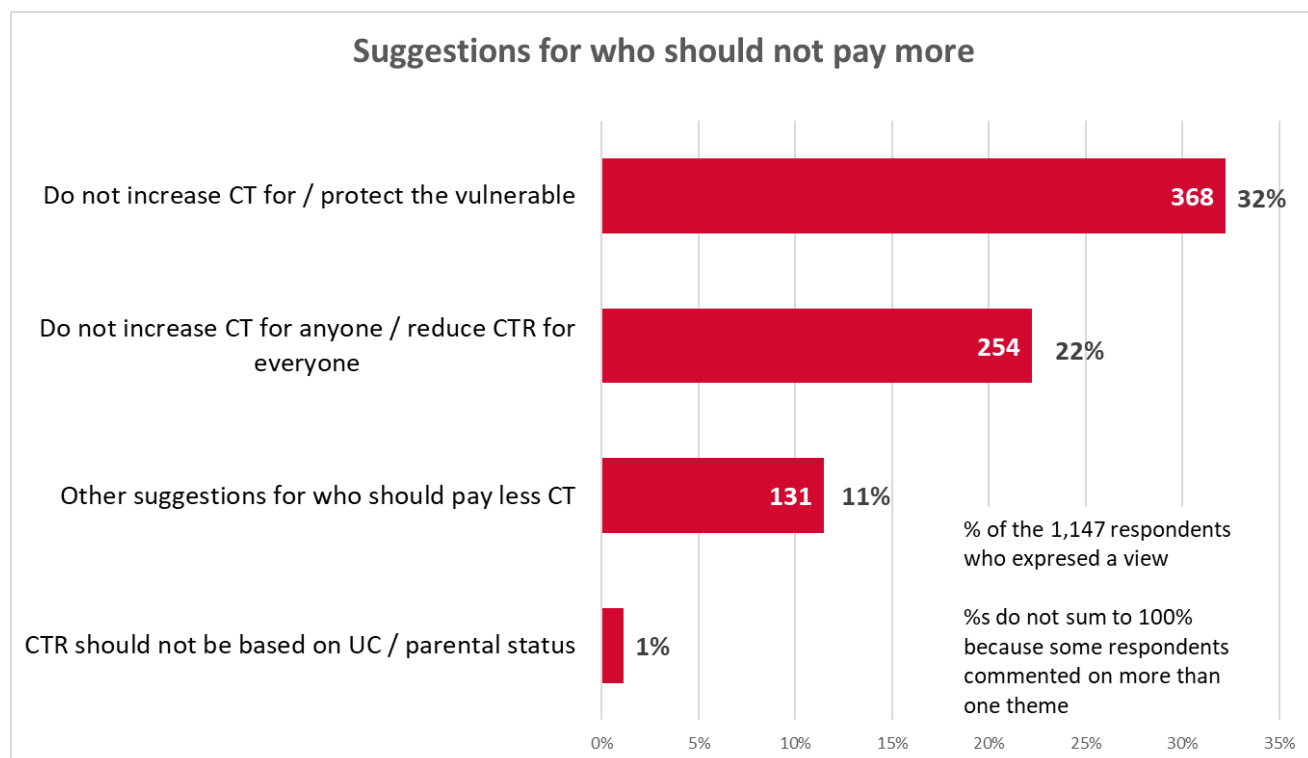


Figure 50 shows a breakdown of 337 (29%) respondents who had suggestions for who should pay more council tax. Of these:

- 119 (10%) respondents said everyone should make an increased contribution, with people stating that it's not fair for a majority to support a minority.
- 94 (8%) respondents made other suggestions for who should pay more council tax. Suggestions included students or universities, Airbnbs, second homeowners and pensioners.
- 75 (7%) respondents said that wealthy people should make increased council tax contributions.
- 39 (3%) respondents said that a majority of people should pay an increase in council tax, meaning those who can afford to pay more council tax should, to avoid reducing CTRS for vulnerable people.
- 22 (2%) respondents said increase other taxes, such as introducing a tourist tax or landlord tax.
- 21 (2%) said central government should increase funding to the council
- 10 (1%) respondents said the council should increase it fees or fines, or charges for council services.

Figure 50

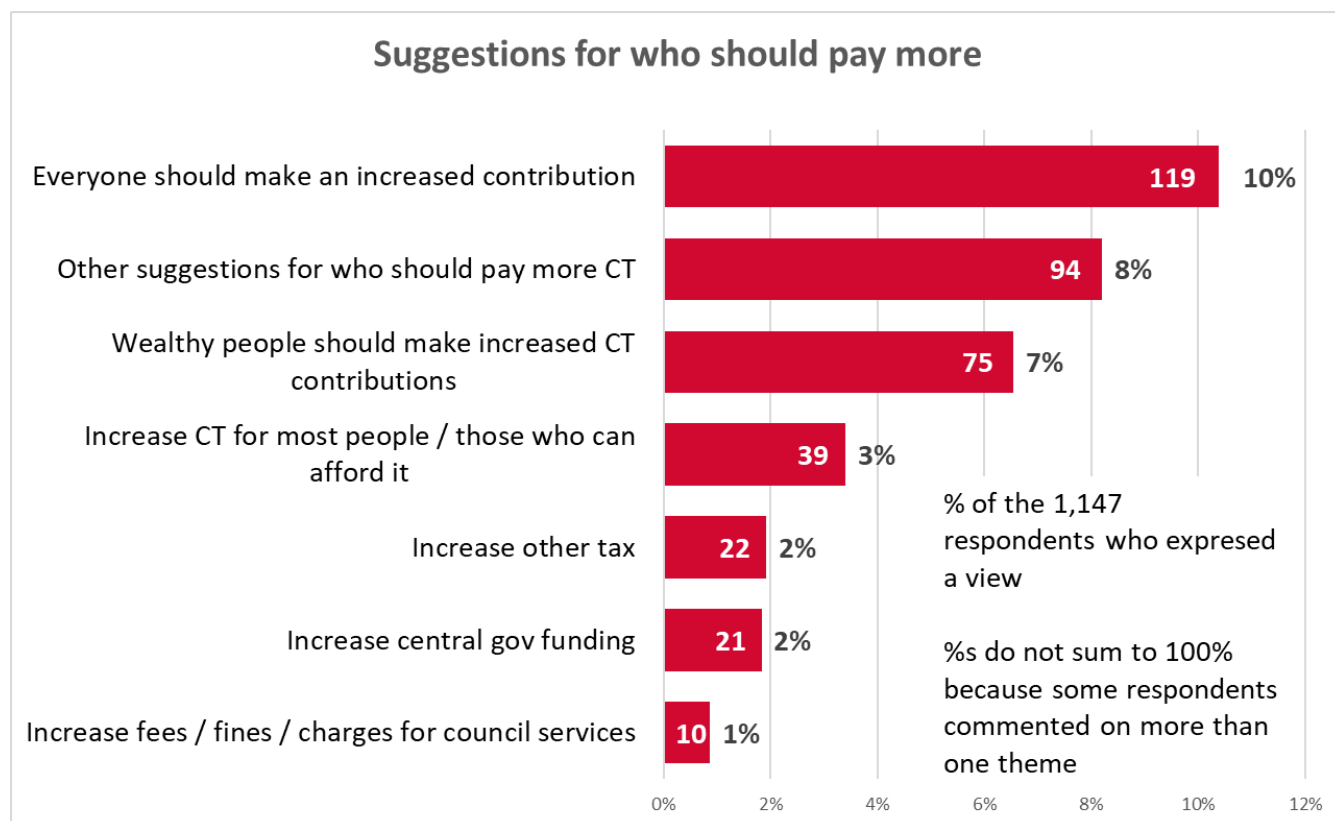
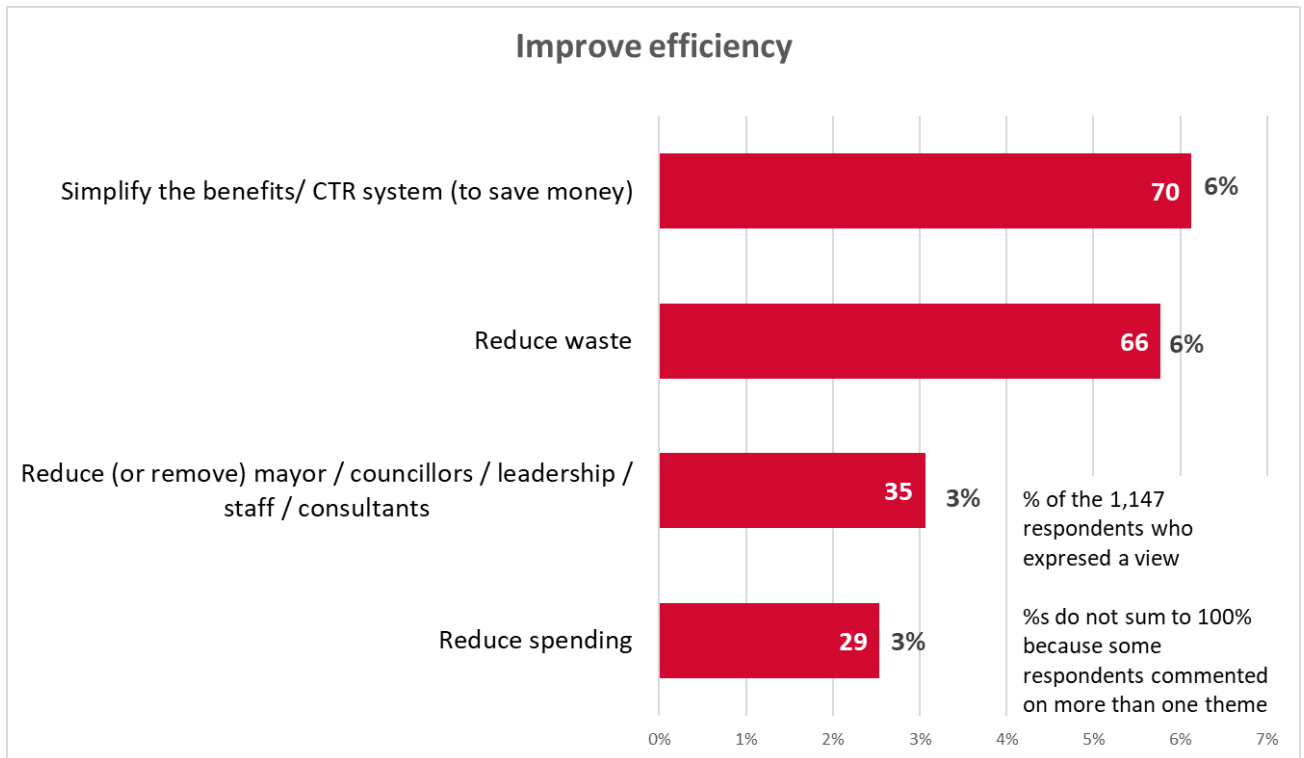


Figure 51 shows a breakdown of 165 (14%) respondents who suggested the council should improve efficiency. Of these:

- 70 (6%) respondents suggested simplifying the council tax reduction scheme or other benefits application processes to reduce administrative costs, or questioned the validity of proposed savings when administrative costs are taken into account.
- 66 (6%) respondents said the council needs to reduce waste, such as spending on the Bristol Beacon.
- 35 (3%) respondents suggested reducing the number or cost of, or removing entirely, the mayor, councillors, leadership, staff or consultants at the council.
- 29 (3%) respondents said the council should reduce spending on essential services, with a view expressed on the transparency of the council’s reported spending

Figure 51



5 How will this report be used?

The consultation feedback in this report is taken into account by officers in developing final proposals for the Council Tax Reduction Scheme. The final proposals are included in a separate report which, together with this consultation report, will be considered by Cabinet on Tuesday 5 December 2023.

How can I keep track?

You can find the latest consultation and engagement surveys online at www.bristol.gov.uk/consultationhub where you can also sign up to receive automated email notifications about consultations and engagements.

You can find forthcoming meetings and their agendas at democracy.bristol.gov.uk.

Any decisions made by Full Council and Cabinet will also be shared at democracy.bristol.gov.uk.