

Council Tax Support (CTS) Scheme Consultation

The council is consulting on proposed changes to the Council Tax Support Scheme for working-age people and welcomes feedback on the proposals.

Responses are completely anonymous and will be used to help shape the final version of the Council Tax Support Scheme.

Please read the background information on this consultation before completing the survey.

This can be found in the accompanying booklet.

The survey closes on Monday 17 November 2025 at 5pm.

Please see [Privacy Notice](#) for this consultation to find out how we store, process and share your personal information.

*** Indicates required question**

About you

1. Please let us know if you are responding to the consultation as a: *** Mark only one option.**

- A. A Canterbury district resident
- B. A person living outside of Canterbury district
- C. Representative of a public organisation
- D. Representative of a charitable or advice organisation
- E. Councillor
- F. Other:

2. If you are responding on behalf of an organisation, please state which one:

3. Are you currently in receipt of Council Tax Support? *****

Mark only one oval.

- A. Yes
- B. No
- C. Not applicable

4. If yes, are you working age or pension age?

For Council Tax Support, pension age means anyone who has reached the qualifying age for Pension Credit.

Mark only one oval.

- A. Working age
- B. Pension age
- C. Not applicable

5. How did you find out about this consultation? *

Mark only one oval.

- A. Letter
- B. Email
- C. Council newsletter
- D. Social media
- E. Local/regional news
- F. Word of mouth
- G. Other:

About the proposed scheme

The Council Tax Support Scheme proposes the following changes.

Please let us know how strongly you either agree or disagree with each of the proposals.

Change 1 - introducing an income grid scheme with four different levels of support: 100%, 75%, 50% and 25%

The current income grid is uprated each year in line with increases to the National Living Wage.

The proposed income grid will be based on Universal Credit rates and will increase each year in line with Universal Credit.

This better reflects the current caseload whereby 98% of working-age claimants will be on Universal Credit by April 2026.

6. How strongly do you either agree or disagree this change to the income grid? *

Mark only one oval.

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree Don't know

7. If you disagree with this, what alternatives would you propose?

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Change 2 - increasing the maximum award from 90% to 100%.

This would ease the financial pressure on those with the lowest incomes in the district.

More than 4,600 households in the district would benefit from this proposal.

8. How strongly do you either agree or disagree with increasing the maximum award from 90% to 100%? *

Mark only one oval.

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree
- F. Don't know

9. If you disagree with this, what alternatives would you propose?

Change 3 - non-working households in receipt of Universal Credit to receive 100% Council Tax Support.

A household which receives Universal Credit and has no earned income will receive 100% Council Tax Support.

This better replicates Income Support, Jobseekers Allowance and Employment Support Allowance in the current Council Tax Support scheme.

This would ease the financial pressure on those with the lowest incomes.

Such households receive direct support to return to work through Jobcentre Work Coaches.

10. How strongly do you either agree or disagree with the proposal for non-working households in receipt of Universal Credit to receive 100% Council Tax Support? *

Mark only one oval.

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree
- F. Don't know

11. If you disagree with this, what alternatives would you propose?

Change 4 – expanding the income grid widths

This change would remove one of the five current bands and widen the remaining four.

Wider bands result in less movement between bands for Council Tax Support claimants resulting in a more stable Council Tax Support award, making it easier to manage the household budget and giving more assurance to people month on month.

12. How strongly do you either agree or disagree with the proposal to remove one of the five current income bands and widen the remaining four? *

Mark only one oval.

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree Don't know

13. If you disagree with this, what alternatives would you propose?

Change 5 - simplifying the Council Tax Support award and removing the additional income allowances.

The Council Tax Support award would be based on a list of incomes that would be included in the calculation of the award (for example wages) and a list of incomes that would be excluded from the calculation (for example Personal Independence Payments).

Some awards would no longer have any additional income allowances that could reduce the net income for the calculation of Council Tax Support.

If a resident is in receipt of Universal Credit and not in receipt of any earned income, they would be entitled to the maximum level of support.

This would make the scheme more transparent and easier to understand.

14. How strongly do you either agree or disagree with simplifying the award and removing income allowances? *

Mark only one oval.

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree
- F. Don't know

15. If you disagree with this, what alternatives would you propose?

Change 6 - expanding the capital limits

This change would increase the current maximum amount of capital from £6,000, to £10,000.

The previous limit of £6,000 has been in place since 2013 and needs to increase to reflect inflationary increases and to bring it in line with the capital limits for pension-age claimants.

16. How strongly do you either agree or disagree with expanding the capital limits? *

Mark only one oval.

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree
- F. Don't know

17. If you disagree with this, what alternatives would you propose?

Change 7 - removal of the minimum income floor (MIF)

This would result in Council Tax Support being calculated based on actual self-employed income rather than a minimum income floor (MIF) assessment which is an assumption based on the National Living Wage.

18. How strongly do you either agree or disagree with removing the Minimum Income Floor? *

Mark only one oval.

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree
- F. Don't know

19. If you disagree with this, what alternatives would you propose?

Change 8 - supporting care leavers from the age of 21 years, up to their 25th birthday.

Where they are in receipt of Council Tax Support (CTS). If they are not entitled to 100% CTS then the council will cover the cost of their remaining Council Tax liability. Once they reach 25, the additional support will stop.

20. How strongly do you either agree or disagree with supporting care leavers from the age of 21 years, up to their 25th birthday? *

Mark only one oval.

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree
- F. Don't know

21. If you disagree with this, what alternatives would you propose?

Overall, the intention of the proposed changes to Council Tax Support is to simplify the scheme and to increase the maximum level of support available for the residents of the Canterbury district.

22. How strongly do you either agree or disagree that the proposed changes meet that objective? *

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't know

23. Having now considered the reasons for proposing to change the Council Tax Support scheme, please tick the box that applies to you.*

Mark only one oval.

- ☐ I support the Council Tax Support scheme changing
- ☐ I would prefer the current Council Tax Support scheme to stay as it is
- ☐ I don't have a preference / Don't know

24. Please use this space to provide any additional feedback on the proposed changes to the scheme, or to propose any further alternatives.

Equality information

1. What age are you? Please tick one box only

- ☐ Under 18
- ☐ 18 to 25
- ☐ 26 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 to 84
- ☐ 85 and above
- ☐ Prefer not to say

2. What gender are you? Please tick one box only

- ☐ Male
- ☐ Female
- ☐ Prefer to self-describe (for example, non-binary, gender fluid etc)
- ☐ Prefer not to say

3. Do you consider yourself to be disabled? Please tick one box only

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

4. What is your ethnic background? (select the group that best describes you)

- ☐ White (English, Welsh, Scottish, Northern Irish or British)
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background (please specify): _____
- ☐ Mixed or multiple ethnic groups
- ☐ Asian / Asian British
- ☐ Black / African / Caribbean / Black British
- ☐ Other ethnic group (please specify): _____
- ☐ Prefer not to say