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Wolverhampton City Council

Local Council Tax Benefit Scheme Consultation

November 2013

FULL REPORT

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1) Project details

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2) Summary of key findings

- ◆ This consultation was designed to measure public perception towards proposed amendments to the local council tax benefit scheme that was introduced in 2012. Responses from this consultation suggest that there is a need to understand the impact from the first increase in 2012. This is supported by verbatim comments from the postal and online surveys, as well as from comments received from Whitmore Reans Welfare Centre.
- ◆ Overall, there is less agreement with these proposals than the initial scheme in 2012. Many respondents felt the proposals were confusing, with insufficient information or explanation of terms to enable decisions to be made; a sizeable proportion of residents suggested that the proposals were too complicated to understand. This can be partly attributed to the fact that there was only one element proposed for change in 2012 but eight elements for change in 2013, with examples presented to provide scenarios of how people might be affected.
- ◆ Reasons for disagreement with the proposals include factors such as 'it will make the poor, poorer' and that the proposals directly impact on those who are already finding it difficult to pay. Wolverhampton Tenant Federation suggest 'this may mean that the amount collected through these proposals will actually be less due to decreasing incomes'. Similarly, Wolverhampton Police suggest there needs to be a careful balance between additional charges due to reductions and the increased level of bad debt and written off claims.
- ◆ The impact of other Welfare Reform changes was also a key reason to disagree with these proposals as those claiming council tax benefits will be adjusting to other income changes and the effects of this need to be carefully considered. Respondents who disagreed with the proposals also suggested that savings should be made elsewhere (e.g. target other services first). This view was supported by Wolverhampton Tenant's Federation who felt that workers on low incomes already had to find extra funds due to the 'bedroom tax', rent increases and other reforms, from incomes that are not increasing.
- ◆ Respondents who agreed with the proposals were most likely to cite the following reasons; a need to stop a 'benefit culture' and instead to 'encourage people to find work', that 'everyone should pay something towards services', and 'parents should be responsible for their children' (and not rely on benefits to support them). These respondents were most likely to agree that the proposals were the only option the council had in a difficult economic environment.
- ◆ Considering the individual elements of the scheme those who are disabled were the most likely to disagree with the proposals. There was generally support across sub-groups of the population that, those that are disabled (and to some extent their carers), should receive support as they have fixed income and would be unable to find work/would be limited to the work/hours they could do. However, whilst respondents on the whole agreed that those who are disabled should be supported, they suggest this should be available for 'genuine' cases only. Note that this survey did not collect working status and family classification so analyses and comparison by these sub groups is not possible.

- ◆ Those who agreed with the majority of proposals were more likely to agree that large families in particular were a strain on the council and communities and child benefit should be classed as income. This combines with the view that larger households may have multiple adults who are able to work yet single adult households are unfairly penalised.
- ◆ A relatively high proportion of residents disagree with the proposal to reduce the capital limit from £16,000 to £3,000. The extent of disagreement varies from those who feel savings should not be considered at all and those who feel the reduction is too steep and the limit should be between £5,000-£10,000 to protect those households who have put money aside for burial, boiler repair etc. Women of Wolverhampton support a reduction to either £8,000 or a taper as without a suitable financial cushion, many households would face debt when unforeseen circumstances occurred, such as redundancy, household repairs, etc.
- ◆ The need to reduce poverty, and in particular child poverty, raises opposition to the proposed disregard on child benefit. This may also disproportionately affect female lone parents suggested Women of Wolverhampton.
- ◆ The abolition of 2nd adult rebate and increase in non-dependent charges may mean that parents were financially unable to house adult children. This will put additional pressure on housing and other services (Women of Wolverhampton). Higher levels of the Lesbian, Gay, Bisexual and Transgender community rent, live with parents or in hostels, and the 2nd adult rebate changes will add to increasing pressure caused by other Welfare reforms (Wolverhampton Lesbian, Gay, Bisexual and Transgender Network).
- ◆ Compared to the 2012 consultation, the Armed Services Community divides respondents as to those who feel this is a job like any other and those who feel this profession deserves additional support. This may be a result of this question being merged together with other services this year, compared to it being a separate question last year. Many respondents were also unclear as who within the Armed Services Community it includes (e.g. those currently serving), whereas in 2012 it related to post-service benefits.
- ◆ Those opposed to the reduction of backdating awards from 6 months to 1month felt many people would not be able to apply in such a short timeframe, such as those recently unemployed having a 28 day grace on working tax credits (and mistakenly thinking they would have to wait a month to apply for support), those with mental health issues, people believing their application is in progress, etc. A recommendation of 3 months was suggested (Whitmore Reans Welfare Centre).
- ◆ Residents suggest that possible groups disadvantaged by these proposals include single adult households, due to the effective removal of Single Person Discount, disabled persons and carers, who are on fixed incomes and cannot cover reductions in benefits. The effective removal of Single Person Discount also impacts on the Lesbian, Gay, Bisexual and Transgender community, 60% of whom live in single person households and have reduced available income (Wolverhampton Lesbian Gay Bisexual and Transgender Network).

3) Introduction

Background

Wolverhampton City Council commissioned M·E·L Research to undertake analysis of findings from a public consultation exercise into proposed changes to the Local Council Tax Benefit Scheme, originally introduced in April 2013. This report presents full findings from the consultation including analysis for sub-groups, based on the full set of responses.

The consultation findings will be used to inform proposed amendments to the design of a Local Council Tax Benefit Scheme from April 2014.

Methodology and sample

Wolverhampton City Council designed and produced a 16 page booklet style information guide and questionnaire to support the Council Tax Reduction Scheme consultation. M·E·L Research produced a web based online version of the questionnaire using Snap Professional survey software.

Respondents were provided with background information on the local scheme that was introduced in April 2013 and the proposed amendments to eight elements of this scheme. This information included the projected shortfall in funding for Council Tax support and examples (scenarios) about how the proposed amended scheme could affect different types of residents.

A full copy of the proposed scheme was published on the council website including a link to the online survey. Hard copies were posted to all properties in the city. Additional consultation was undertaken with local groups representing residents who may be affected by the proposed amendments. Feedback from five responding groups were considered alongside the survey data and included in the analysis. Roadshows were also conducted at locations across Wolverhampton to raise awareness of the proposed amendments to the Local Council Tax Benefit Scheme.

Returned postal questionnaires were submitted to M·E·L Research for data cleansing, entry and analysis (including coding of verbatim responses). Data from the online survey has been merged with postal returns and analysed together in this report.

The consultation was undertaken between 12th September 2013 and 11th November 2013. The final date for consultation responses was Monday 11th November 13.

Response

The total number of responses to the consultation survey was 806 (637 paper questionnaires and 169 online questionnaires). This compares to 1,007 in 2012 (848 paper questionnaire and 159 online questionnaires). Details of the achieved sample profile are provided at Appendix A.

Reporting

The output from the survey is in the form of conventional cross-tabulations. These provide results for the total sample and various sub-groups of the sample profile (e.g. age, gender). Sub-groups are as shown in Appendix A. In some cases, sub-groups have been re-grouped (e.g. age bands) to ensure reasonably robust sample sizes; see table below. The removal of some classification questions from this survey, compared to the 2012 survey, means responses by 'working status' and 'families with children' cannot be analysed.

Table 1: Sub-groups for reporting

	Number of respondents
16- 44 years	146
45-64 years	351
65 years or older	223
Not specified	86
Total	806
White	613
BME	147
Not specified	46
Total	806

Within the main body of the report, where figures are not shown in the charts, these are three per cent or less and where percentages do not sum to 100 per cent, this is due to computer rounding. The 'base' figure referred to in each chart and table is the total number of people responding to the question.

Comparisons

Where possible comparisons are shown with the previous council tax scheme consultation conducted in 2012 and any statistically significant observations noted.

Statistical reliability and statistical significance

By the very nature that surveys typically represent the views of a sample population, sampling error must be considered when evaluating the findings. This is measured by the confidence level and confidence interval of the data. As with this survey, most market research studies require a 95 per cent confidence level, indicating that we can be 95 per cent confident that the answer has not been arrived at by chance.

When comparing the results within a sub-group (e.g. age groups), the differences in results are tested for statistical significance. This way we know whether the differences are 'real' or whether they could have occurred by chance. Where statistically significant differences exist, comparisons have been included within this report and/or highlighted in tables.

4) Findings

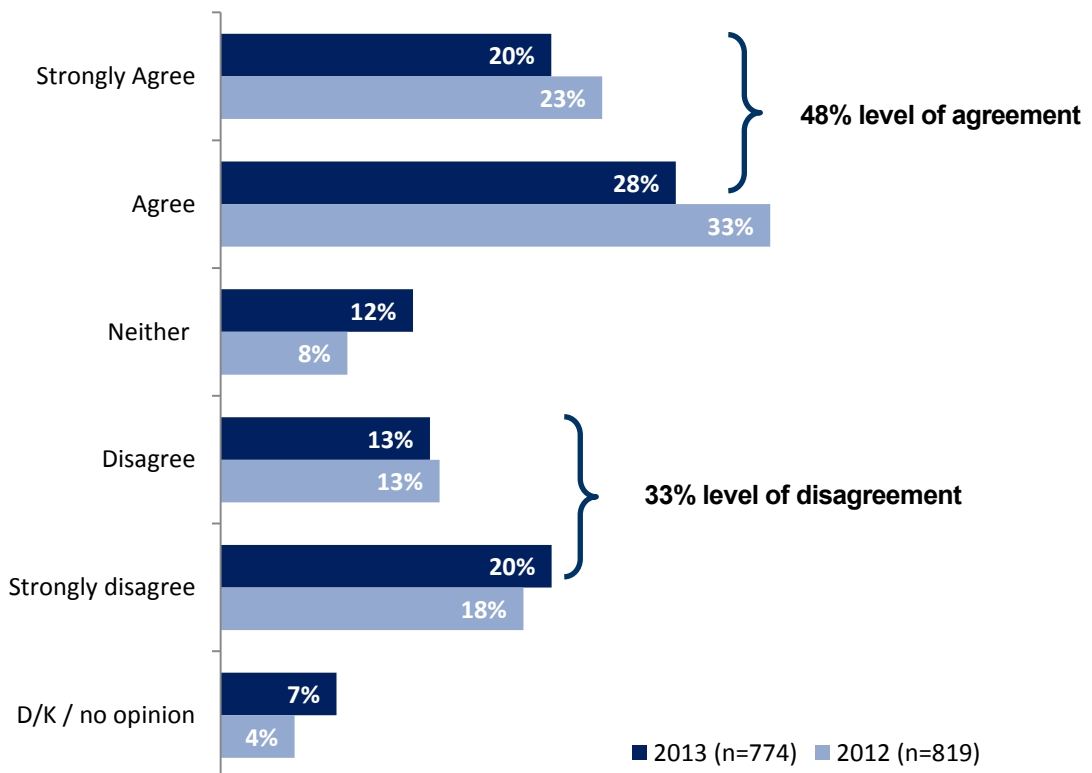
The council tax support scheme

The majority of respondents (48%) are in agreement with the proposals in relation to the council tax scheme; this rises to 60% when those who replied ‘don’t know - no opinion’ or ‘neither’ are removed. One fifth (20%) strongly agree with the proposals. Within the third of respondents that expressed a degree of dissatisfaction with the proposals, 20% strongly disagreed. Respondents expressed greater disagreement with these proposals than the original council tax scheme in 2012.

Those who do not receive council tax benefit are more likely to agree with the proposals (65%) compared to those who do receive council tax benefit (27%). Those respondents with a disability are more likely to be ambivalent (neither) or unsure (don’t know) if they agree (28%) and were overall statistically more likely to disagree (43%) than respondents who do not have a disability (27%).

Whilst all age groups have similar levels of agreement, 31% of those aged 65 and over are more likely to be ambivalent or have no opinion compared to around 14% for those aged 64 and under; this significantly reduces the disagreement levels for the over 65’s. BME respondents are less likely to agree, compared to white respondents; however the difference is not statistically significant.

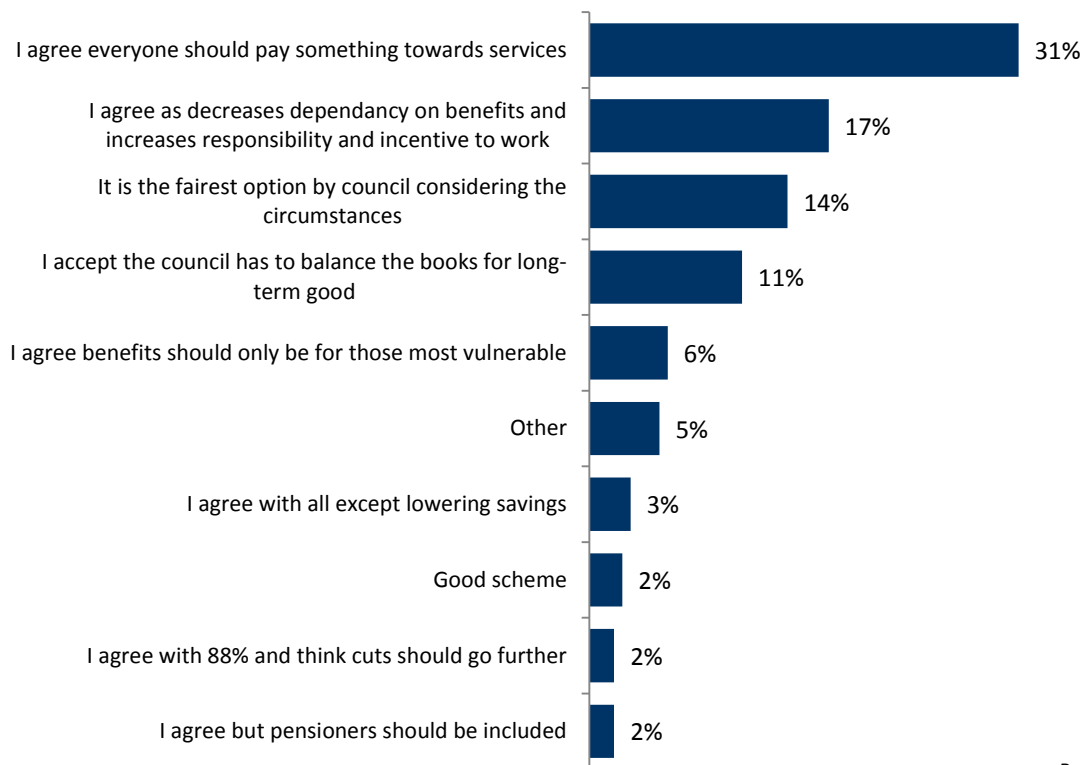
Figure 1: To what extent do you agree or disagree with the council’s proposals in relation to the Council Tax Support Scheme? – Percentage of respondents



All respondents who stated that they ‘strongly agree’ or ‘agree’ with the proposals were asked to give their reasons / opinions. **Figure 2** shows the coded responses for the 336 respondents who offered more detail.

The main reason given by respondents was the belief that ‘everyone should pay something’ (31%), this was also the main reason given in 2012 (53%). Nearly two-fifths (17%) agree that the proposals are necessary to encourage people to work and reduce dependency on benefits.

Figure 2: If you said ‘strongly agree’ or ‘agree’, please give your reasons/opinions *Percentage of responses (only codes with a response greater than 1% are presented)*



Base: 336

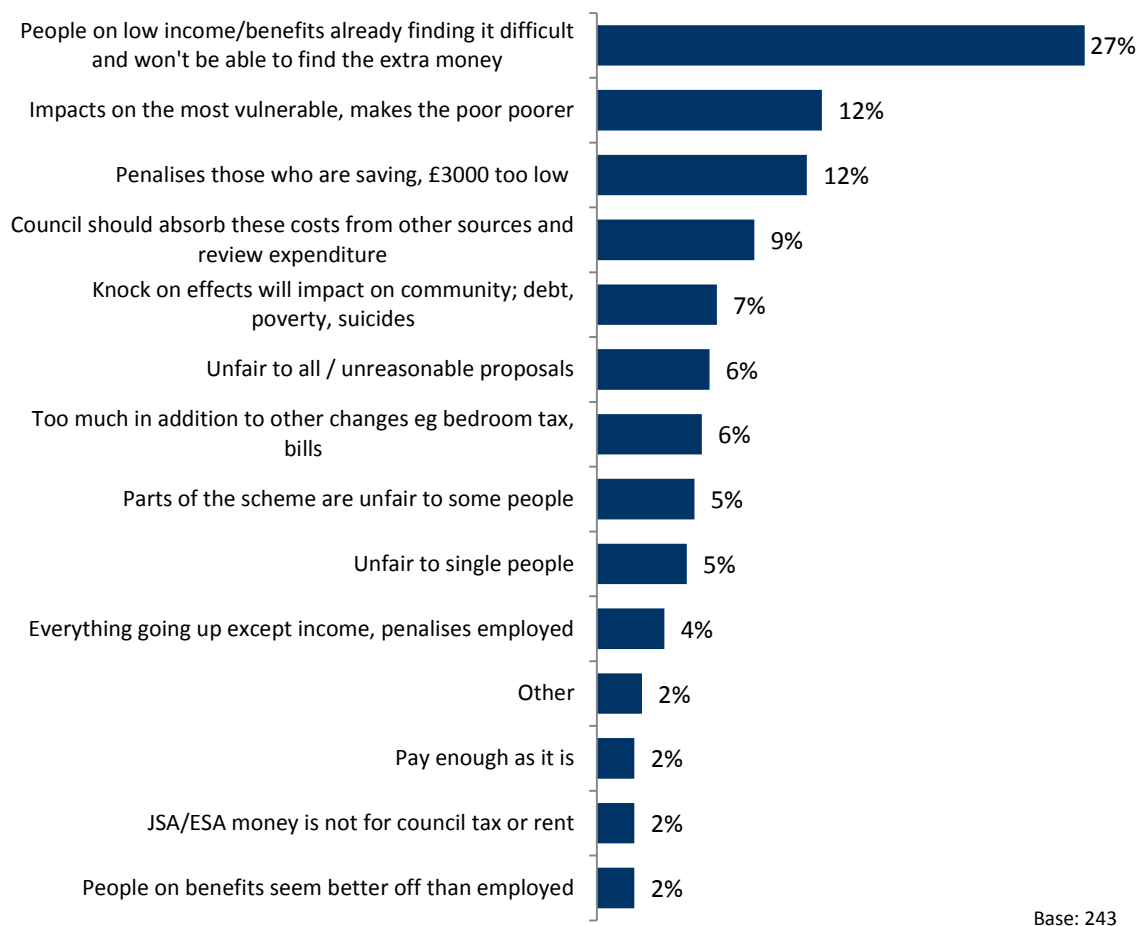
“Some people misuse these benefits and waste the income, we have to tighten our belts to suit our reducing savings, etc. and have to budget without handouts.”

“Everyone of working age should contribute to council services.”

All respondents who stated that they 'strongly disagree' or 'disagree' with the proposals were asked to give their reasons / opinions. **Figure 3** shows the coded responses for the 243 respondents who offered more detail.

The most frequent comments made relate to people on low income/benefits already finding it difficult to manage and therefore would be unable to find the extra money; 27% of comments relate to this. This is followed by the 'impact on the most vulnerable, making the poor poorer' (12%). The specific element of the proposals receiving most disagreement is the removal of the savings entitlement threshold with 12% responding it penalises those who are saving; they suggest '£3,000 is too low'.

Figure 3: If you said 'strongly disagree' or 'disagree', please give your reasons/opinions *Percentage of responses (only codes above 2% are presented)*



"A movement from £16000 to £3000 seems a considerable step change, although I do accept that some reduction may be necessary."

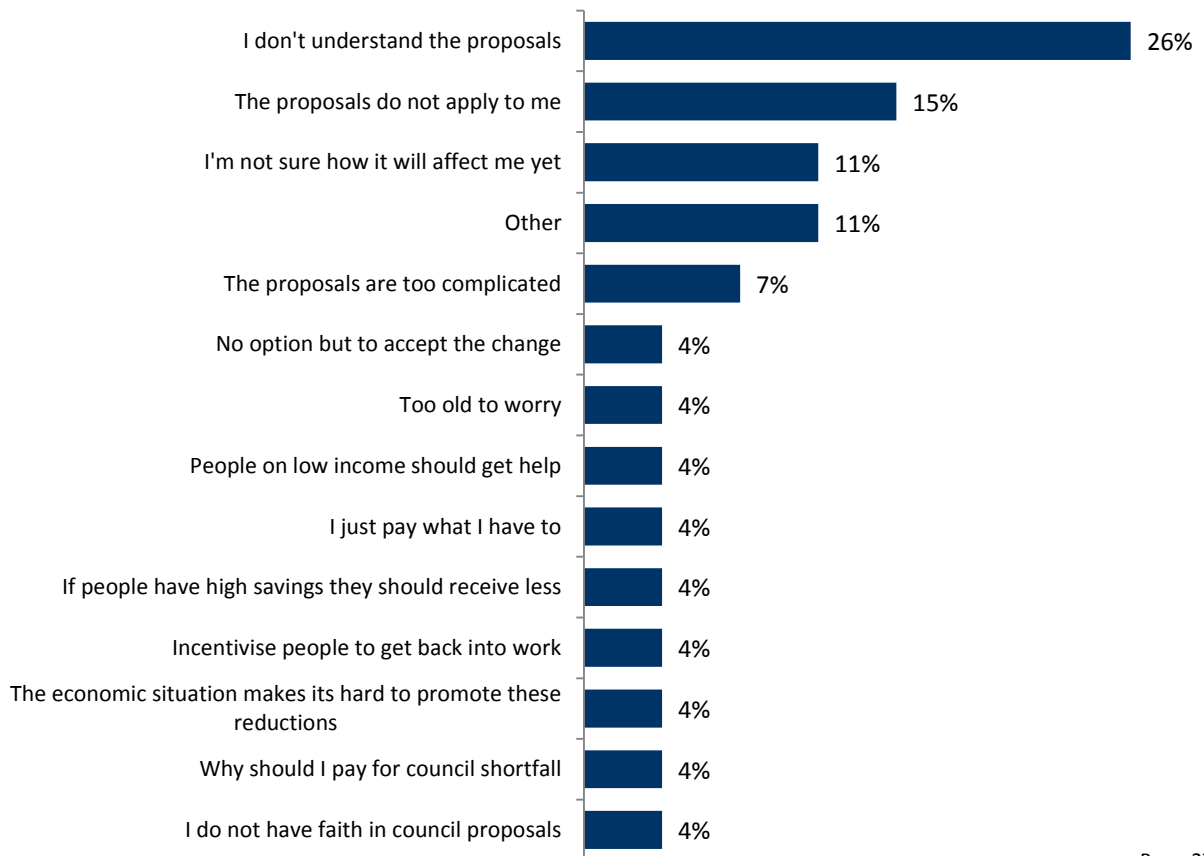
"Families with children are already struggling; statistics are showing child poverty is increasing."

"I oppose adding to the pressures on young singles through the minimum charge and higher non-dependant charges. They are already disproportionately affected by Welfare Reform and DWP sanctions. The cost of collection will be prohibitive."

Of the 27 respondents who stated that they did not know whether they agreed with the proposals all gave their reasons/opinions. Given the low base size of this analysis, care should be exercised when interpreting these results.

As **Figure 4** below shows, the most commonly provided response was 'I don't understand the proposals' (26%). An additional 7% felt the proposals were too complicated. This is slightly different to 2012 when proportionally more respondents required more information: 'I don't have enough knowledge to decide' (28%) and, 'not enough information' (19%).

Figure 2: If you said 'don't know', please give your reasons/opinions *Percentage of responses (only codes above 2% are presented)*



Base: 27

"I don't know what a "taper" is, no explanation in the document."

"Insufficient information provided to make a fully informed decision may need to apply a time limit to allow people with a change in circumstances to relocate to another property."

"No two situations are the same."

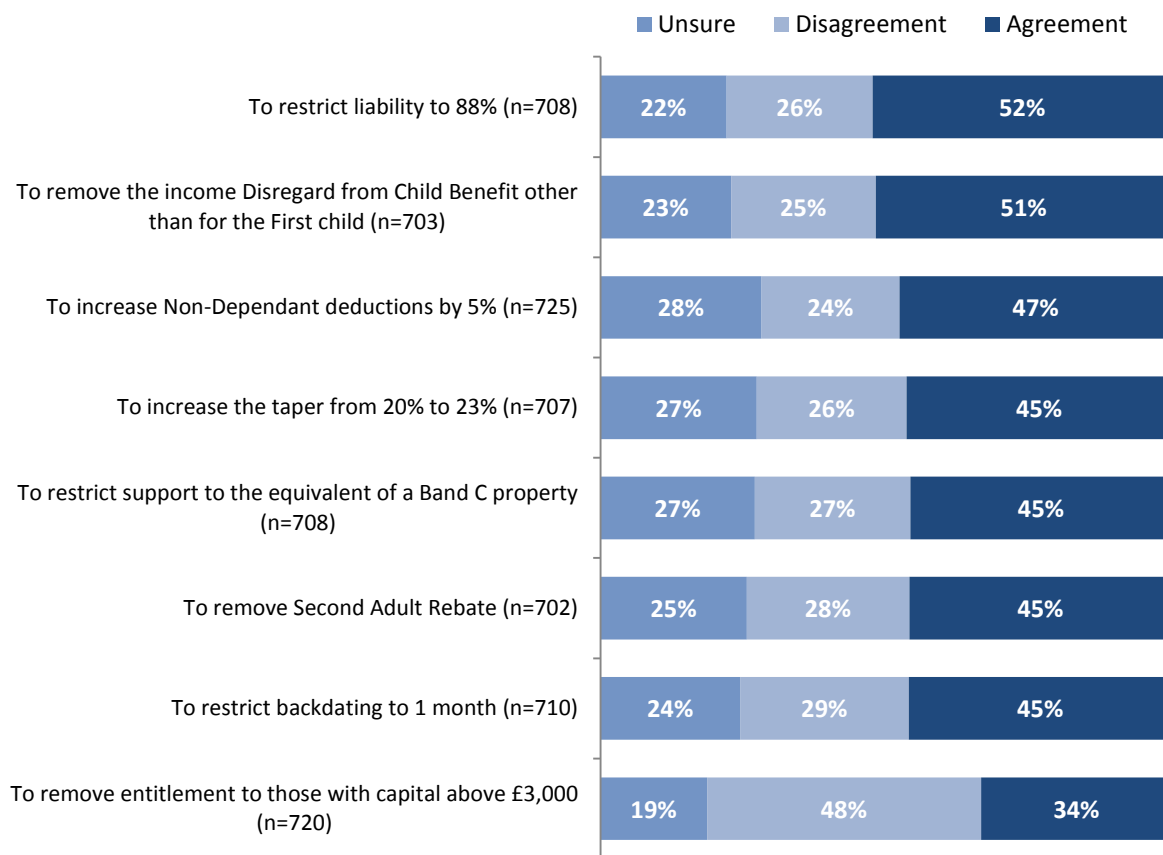
Elements of the council tax support scheme

Respondents were asked the extent they agreed with each of the eight individual elements of the scheme. This differs from 2012 when only one amendment was proposed. The overall majority, 52%, agreed with the proposal ‘to restrict liability to 88%’, while 51% agreed ‘to remove the income disregard from child benefit other than for the first child’.

Respondents were least likely to agree with the proposal ‘to remove entitlement to those with capital above £3,000’. Just under one half (48%) disagree with this proposal. There are no statistically significance differences between any of the sub-groups to this element of the proposals.

The five other proposals received similar levels of agreement (47%-45%) and disagreement (24%-29%).

Figure 5: To what extent do you agree or disagree with the individual elements that make up the proposals?
Percentage of responses



There are a number of statistically significant differences in views based upon sub-groups of the population, most notably between those with and without a disability and those who do and don't pay council tax.

Those respondents without a disability were statistically more likely to support all proposals (61%-69%) than those with a disability (54-61% vs. 24-34%).

- ◆ Those without a disability were statistically more likely to support the proposal 'to restrict liability to 88% compared to those with a disability (61% vs. 34%).
- ◆ Respondents without a disability were also statistically more likely to support the proposal "to remove the income disregard from child benefit other than for the first child' than those with a disability (58% vs. 35%). Similarly those from a white ethnic background were more likely to agree with this proposal (56%) than those from other ethnic groups (37%).
- ◆ Respondents without a disability were statistically more likely to support the proposal "to increase the taper from 20% to 23%' than those with a disability (56% vs. 25%).
- ◆ Respondents without a disability were statistically more likely to support the proposal "to restrict support to the equivalent of a Band C property' than those with a disability (54% vs. 29%).
- ◆ Respondents without a disability were statistically more likely to support the proposal "to remove second adult rebate' than those with a disability (55% vs. 24%).
- ◆ Respondents without a disability were statistically more likely to support the proposal 'to increase non-dependant deductions by 6% than those with a disability (58% vs. 26%).
- ◆ Respondents without a disability were statistically more likely to support the proposal 'to restrict backdating to 1 month' than those with a disability (54% vs. 29%). Those from a white ethnic background were more likely to agree with this proposal (50%) than those from other ethnic groups (34%).

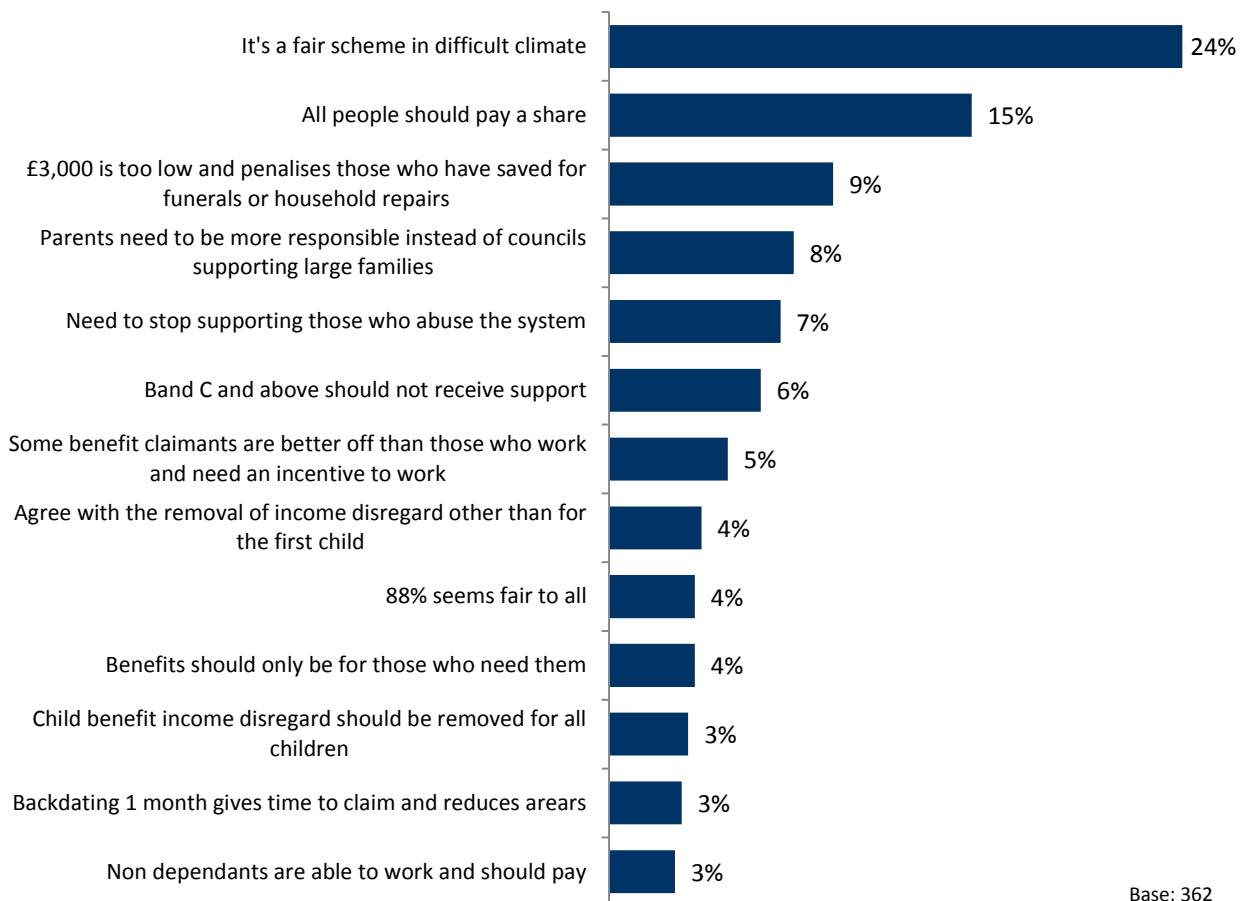
Those respondents who do not receive council tax support were statistically more likely to support all proposals (61%-69%) than those who do receive council tax support (27% vs. 35%). The only variant for this relates to the proposal 'to remove entitlement to those with capital above £3,000 where the level of agreement fell for both those who do not receive support (46%) and those who do receive support (19%).

All respondents who stated that they 'strongly agree' or 'agree' with the proposals were asked to give their reasons / opinions. **Figure 6** shows the coded responses for the 362 respondents who offered more detail.

Nearly one-quarter of respondents (24%) feel that the proposed scheme is fair to all. This is mirrored by 15% who feel that everyone should pay towards services. The specific elements of the scheme with most support are 'restricting support to the equivalent of a band C property' (6%) and 'remove the income disregard from Child Benefit other than the first child' (4%) although a further 3% felt that all child benefit should be regarded as income. There is also support 'to restrict backdating to 1 month' (3%).

However, nearly one in ten (9%) feel that the £3,000 savings threshold is too low.

Figure 6: If you said 'strongly agree' or 'agree', please give your reasons/opinions *Percentage of responses (only codes above 2% are presented)*



Base: 362

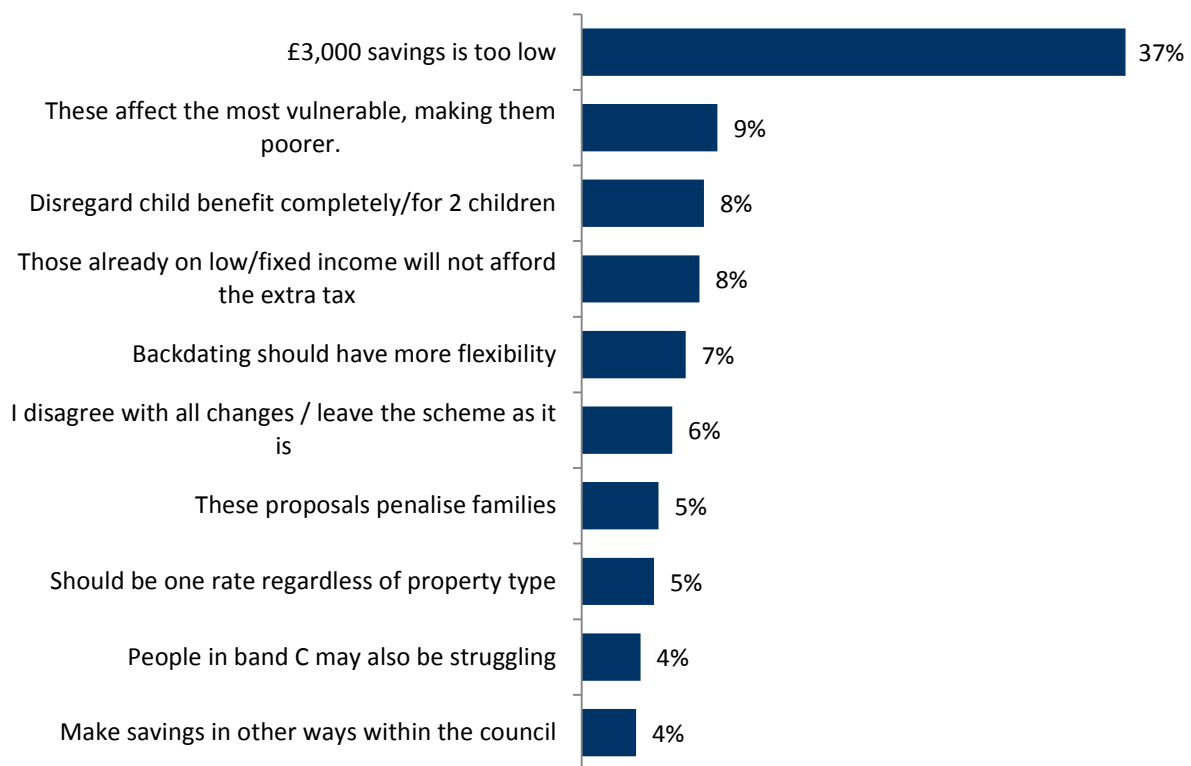
All respondents who stated that they ‘strongly disagree’ or ‘disagree’ with the proposals were asked to give their reasons/opinions. **Figure 7** shows the coded responses for the 322 respondents who offered more detail.

Nearly two-fifths (37%) disagree with the proposal ‘to remove entitlement to those with capital above £3,000’, indicating a feeling this level was too low. Nearly one in ten (9%) felt that the proposals will affect the most vulnerable and those on low incomes will not be able to afford the increases (8%).

The proposal ‘to remove the income disregard from child benefit other than for the first child’ was opposed by 8% who felt it should apply to all children/at least 2 children per household, while 5% believe the proposals will penalise families.

The proposal ‘to restrict backdating to 1 month’ was also opposed by 7%, while the proposal ‘to restrict support to the equivalent of a band C property’ received comments that all property bands should have a fixed rate of tax (5%) and people may be struggling regardless of property band (4%).

Figure 7: If you said ‘strongly disagree’ or ‘disagree’, please give your reasons/opinions *Percentage of responses (only codes above 2% are presented)*



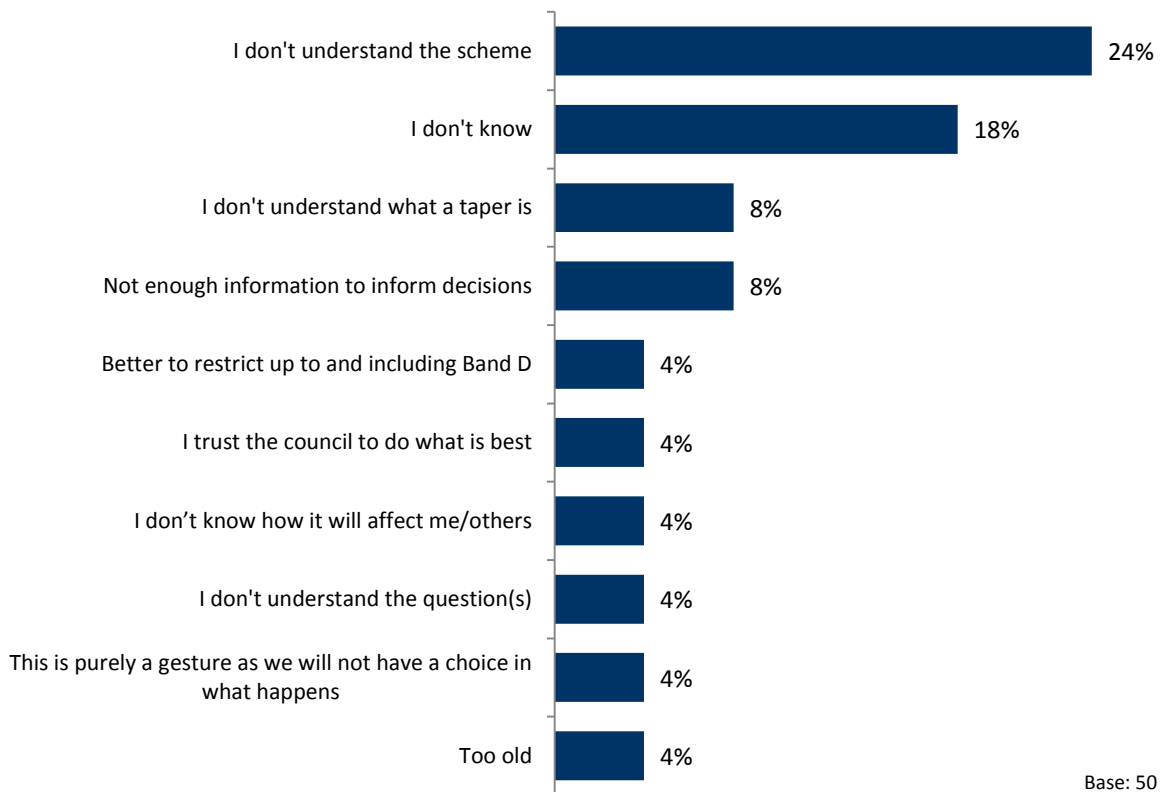
Base: 322

“Capital of £3000 not enough especially for a couple. Not enough to pay for more than one funeral let alone emergency repairs, i.e. roof or boiler.”

Of the respondents who stated that they did not know whether they agreed with the proposals, 50 gave their reasons/opinions. Given the low base size of this analysis, care should be exercised when interpreting these results.

As **Figure 8** below shows, nearly one-quarter (24%) simply felt they did not understand the proposals. An additional 8% felt there was not enough information to inform decisions and 4% did not understand the question(s). A further 18% simply replied 'I don't know'. The most confusing element for residents appears to relate to the tapered reduction, with 8% not understanding what 'taper' means.

Figure 8: If you said 'don't know', please give your reasons/opinions *Percentage of responses (only codes above 2% are presented)*



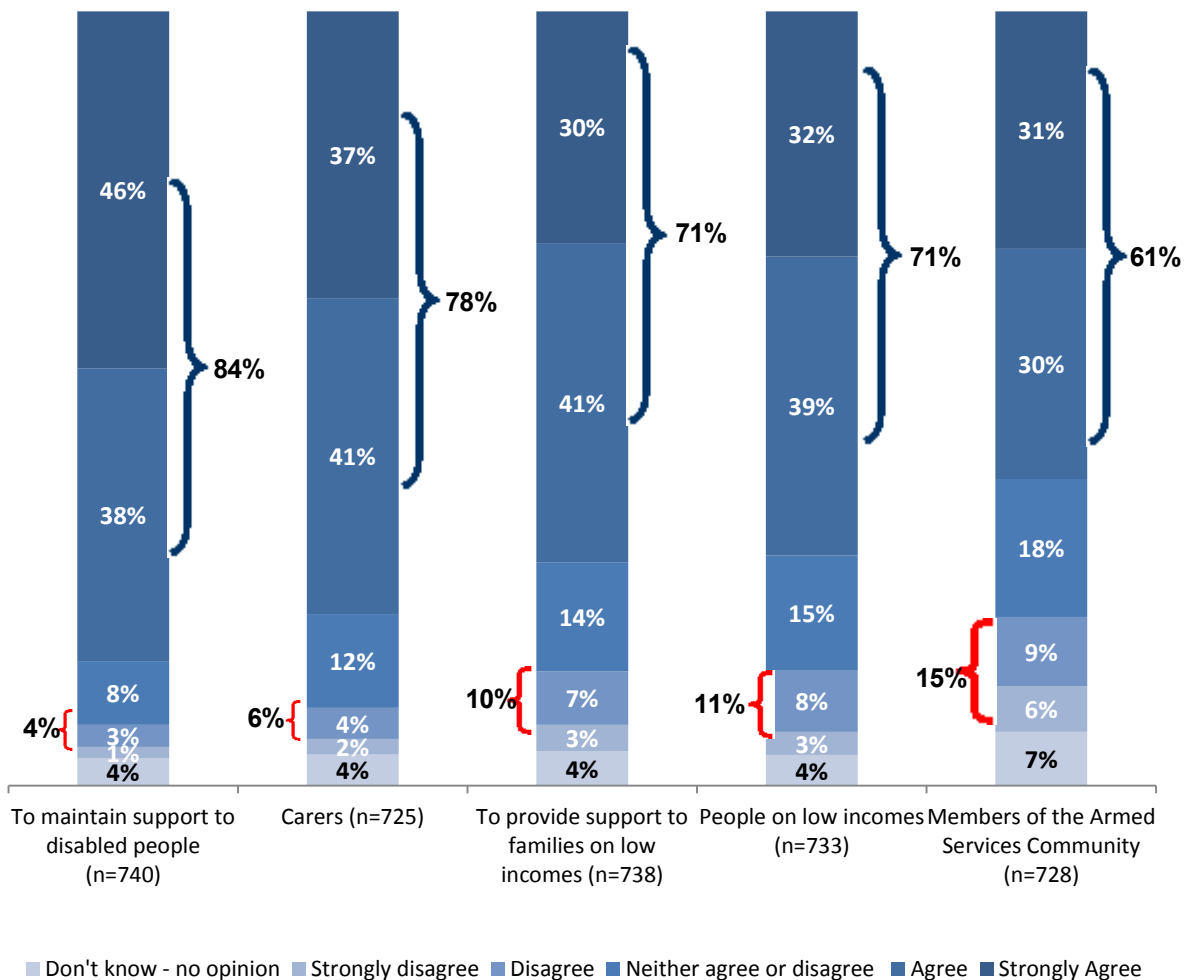
Existing Allowances

Respondents were asked the extent they agreed that the Council's proposed scheme should provide additional help to listed groups of residents. This question combines two separate questions from 2012, where proposals to disregard income War Disability Pension and War Widows/Widowers Pension was asked separately to the other four groups of residents in this analysis.

Similar to 2012, respondents were most likely to agree that the scheme should provide additional help to disabled people (84% total agreement compared to 81% in 2012); and carers (78% total agreement compared to 66% in 2012). Seven out of ten people (71% total agreement) felt that families on low incomes and people on low incomes should receive additional support.

The change in question and generalisation of 'armed forces' may account for the decline in agreement from 69% in 2012 to 61% this year (total agreement) who agree that members of the armed forces should receive additional support.. Residents comments suggest that more information may be necessary to before an informed decision can be formed.

Figure 9: To what extent do you agree or disagree that the Council's proposed scheme should provide additional help to the following residents? Percentage of responses



The table overleaf shows analysis of responses by sub-groups of the population.

Table 2: Overall % strongly agree and agree that the council's proposed scheme should provide additional help to... *Percentage of respondents*

	Families on low incomes	Disabled people	Carers	People on low incomes	Members of Armed Services Community
16 to 44 years	71%	84%	74%	74%	60%
45-64 years	76%	86%	82%	75%	62%
65-+ years	67%	83%	75%	64%	63%
Male	69%	83%	75%	67%	61%
Female	74%	85%	80%	74%	60%
Disability	79%	88%	79%	78%	67%
No disability	70%	84%	78%	64%	59%
White	70%	84%	78%	69%	61%
BME	77%	86%	75%	78%	62%
Receive CT benefit	78%	95%	79%	67%	66%
Don't receive CT benefit	66%	75%	76%	77%	57%
Pay CT	71%	83%	77%	70%	60%
Do not pay CT	83%	86%	79%	86%	75%

As identified in previous sections, statistically significant differences in views are based upon sub-groups of the population that typically occur between those with and without a disability, those who do and do not receive council tax benefit and those who do and do not pay council tax. Notable differences are highlighted above.

All respondents who stated that they 'strongly agree' or 'agree' with the proposals were asked to give their reasons/opinions. **Figure 10** shows the coded responses for the 473 respondents who offered more detail.

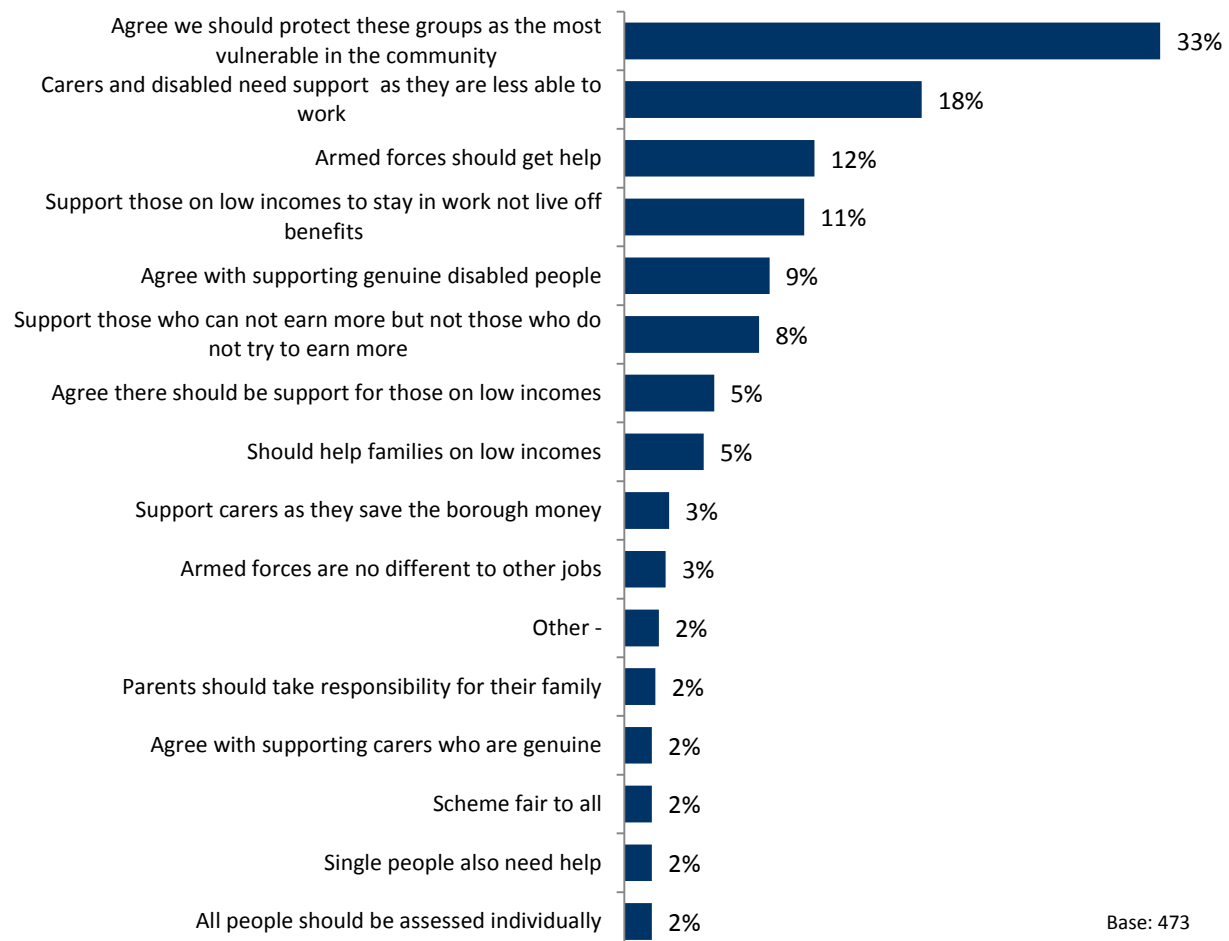
A third of respondents (33%) agreed with providing additional support to all of the listed groups as they are the most vulnerable in society. Nearly one-fifth (18%) felt carers and disabled people should get additional help because they are unable to increase their incomes; but only 'genuine cases' should receive support.

12% felt the armed forces should get support as they serve communities; however some were unsure as to what support they should receive while 3% felt they should be treated no differently to other professions.

Over one in ten (11%) agree that it is important to provide additional support to those who are 'earning' a low income rather than support those who are unemployed and 'prefer' living off benefits. Almost one in ten (9%) feel disabled people should receive additional support while 3% think carers need more help as they save the Council money.

Whilst 5% feel that families on low incomes should receive support, 3% feel that parents should be providing for children through central government support and that large families should be discouraged unless the parents can provide for them.

Figure 10: If you said 'strongly agree' or 'agree', please give your reasons/opinions *Percentage of responses (only codes above 2% are presented)*

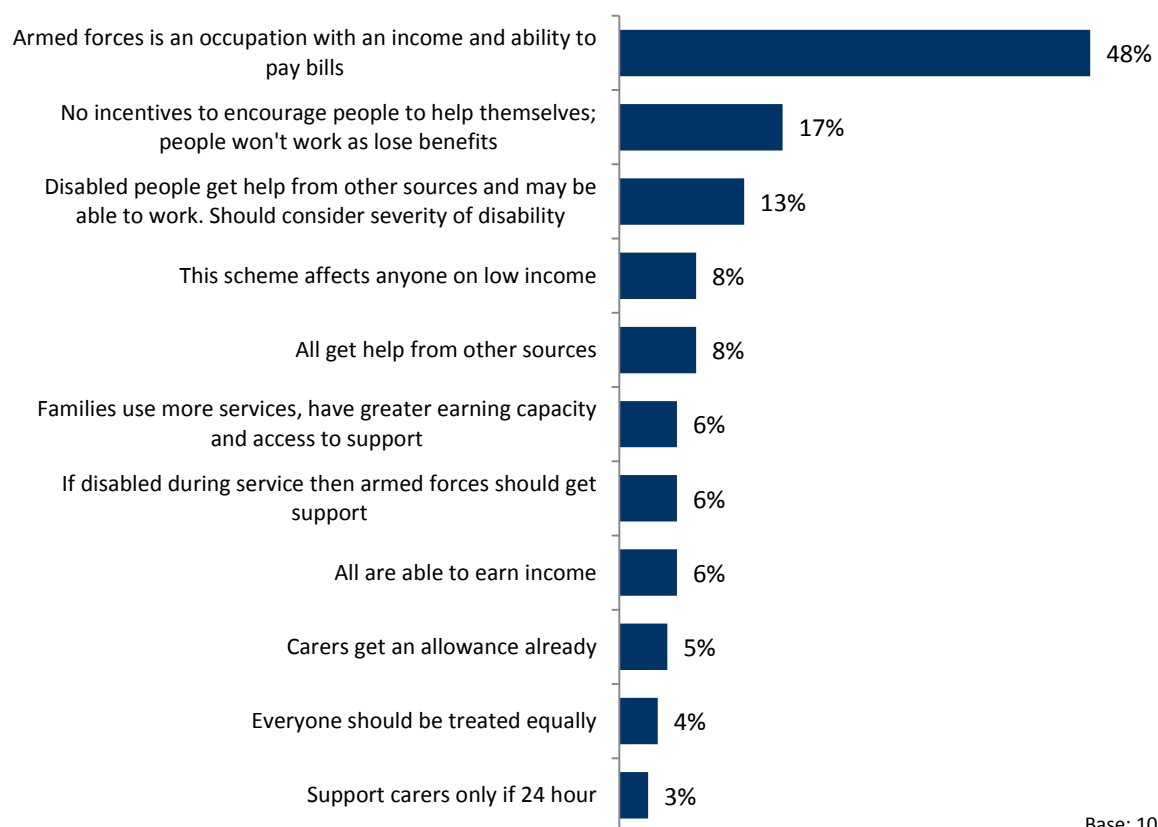


All respondents who stated that they 'strongly disagree' or 'disagree' with the proposals were asked to give their reasons/opinions. **Figure 11** shows the coded responses for the 102 respondents who offered more detail.

Nearly one-half of those replying to this question (48%) disagree that the armed forces should receive additional support, with suggestions that those serving are earning an income. However, if they were to become disabled during service, then 6% would support an element of additional support.

The other key reasons for disagreement with providing particular groups of the population with additional help are that the proposals focus on benefits rather than providing incentives to work (17%), that all the groups listed can get help from other sources (8%) and that all of the groups are 'able to earn an income' (6%). In the case of disabled people, while it is believed they may be able to work, the severity of the disability should be considered (13%).

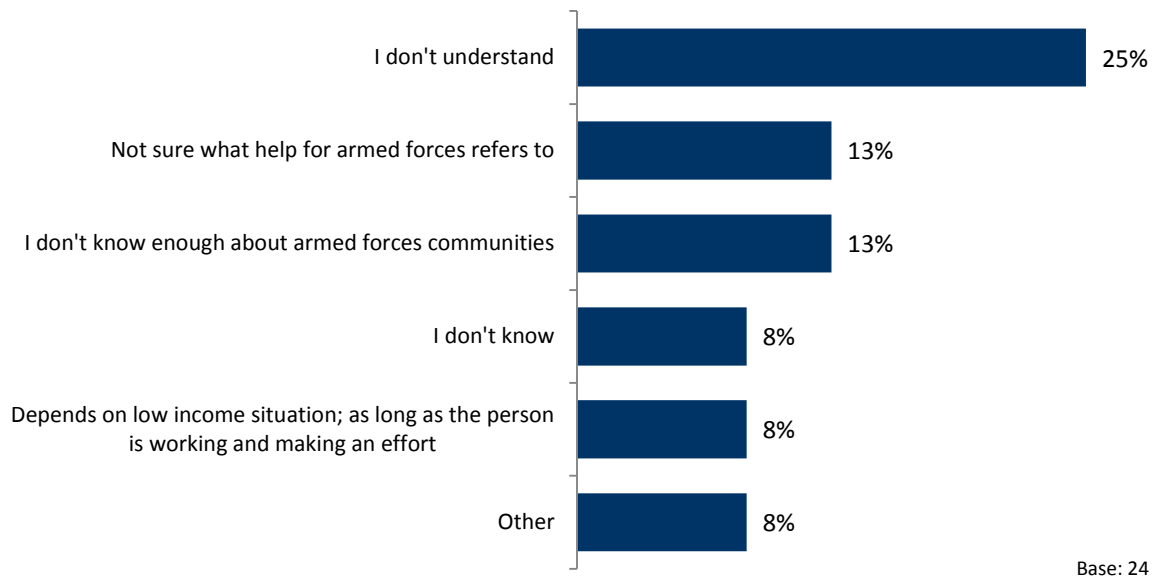
Figure 11: If you said 'strongly disagree' or 'disagree', please give your reasons/opinions *Percentage of responses (only codes above 2% are presented)*



All respondents who stated that they ‘don’t know’ were asked to give their reasons/opinions. **Figure 12** shows the coded responses for the 24 respondents who offered more detail. Caution should be given due to the low sample base for this question.

One quarter of respondents who answered ‘don’t know’ suggest they simply did not understand the proposals. Similarly, 13% are not sure what was meant by additional help for Armed Services or did not have enough information about the armed forces community to comment.

Figure 12: If you said “don’t know”, please give your reasons/opinions *Percentage of responses (only codes above 4% are presented)*

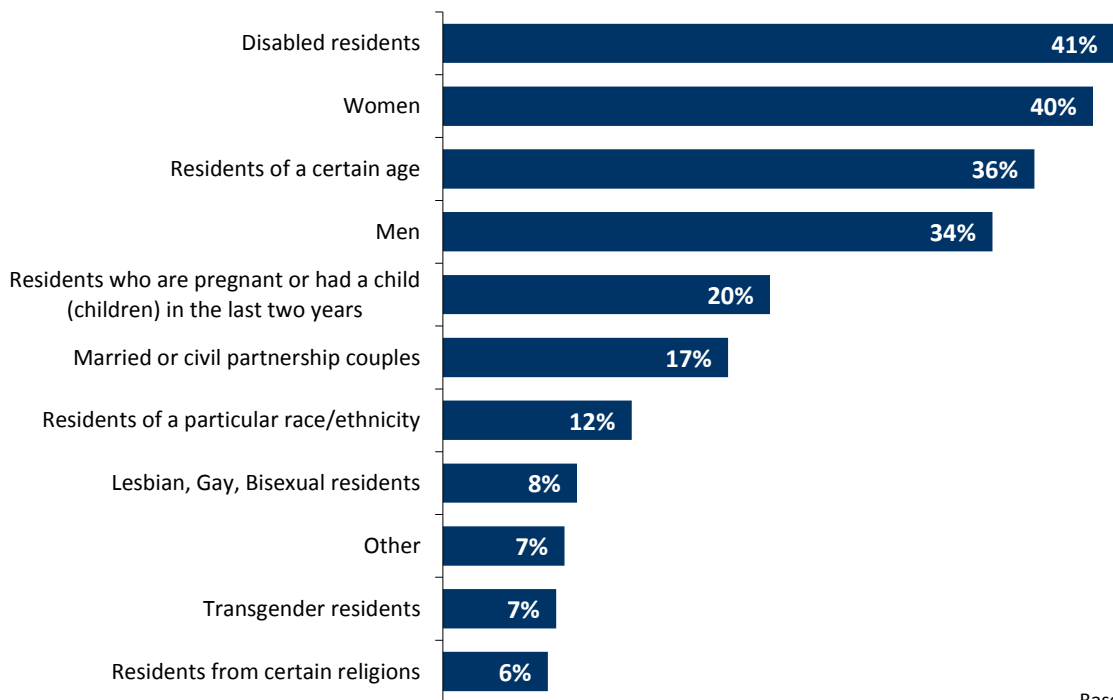


Disadvantaged groups

Asked to identify, from a provided list, which residents they thought would be most disadvantaged by the proposed scheme, the most commonly cited groups were: disabled residents (41%); women (40%), residents of a certain age (36%) and men (34%).

One fifth (20%) also felt that residents who are pregnant or had a child(ren) in the last two years would be affected. Religion (6%), gender (7%), sexuality (8%) and race (12%) were least likely to disadvantage residents.

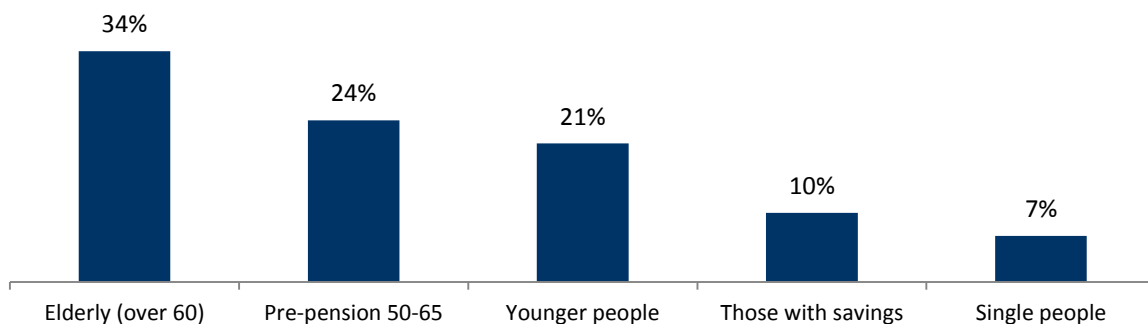
Figure 3: From the following list please tick which residents you think will be unfairly disadvantaged by the proposed scheme? – Percentage of responses



Base: 362

Other residents that may be disadvantaged (7%) are shown in **figure 14** and reflect age groups, single people of all ages and those with savings. Care should be exercised when interpreting these results due to the small base size.

Figure 4: Other residents that will be unfairly disadvantaged by the proposed scheme? Percentage of responses



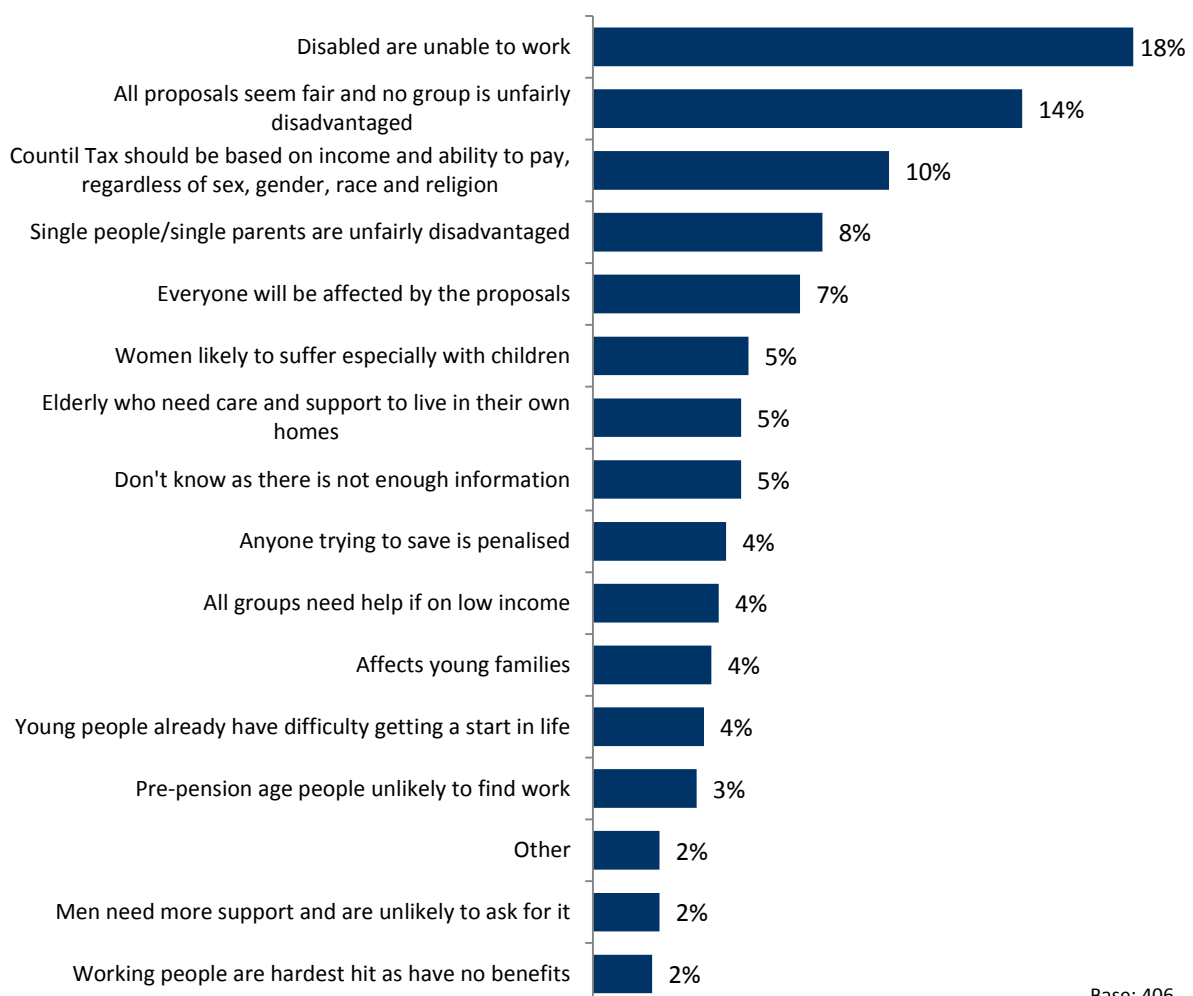
Base: 29

Respondents were asked to provide reasons why they felt any of the selected groups would be unfairly disadvantaged.

Nearly one-fifth (18%) feel disabled people would be disadvantaged as they would be unable to increase their incomes through work. Other groups that may be unfairly disadvantaged by the proposals were; single people (8%), women (5%) and elderly people (5%). One in ten felt that the proposals should not be based on anything other than income and ability to work.

Around one in seven (14%) felt the proposals were not unfair to any group.

Figure 15: Please give your reasons/opinions why you think the group(s) you have indicated would be unfairly disadvantaged Percentage of responses (only codes above 2% are presented)



Appendices

Appendix A: Sample Profile

The tables below show the sample profile for the 2013 consultation compared with the profile obtained in 2012 to the original local council tax consultation. The tables exclude those that did not provide the relevant information.

Age	2013		2012	
	Count	%	Count	%
16-24 years	6	1%	14	1%
25-44 years	140	19%	196	20%
45-64 years	351	48%	410	42%
65 years or older	223	31%	363	37%
Total	720	100%	983	100%

Gender	2013		2012	
	Count	%	Count	%
Male	385	51%	485	51%
Female	367	49%	457	49%
Total	752	100%	942	100%

Ethnicity	2013		2012	
	Count	%	Count	%
White British	573	75%	610	63%
White Irish	6	1%	142	15%
White Gypsy/Traveller	*	-	-	-
White Other	33	4%	28	3%
Asian: Indian	57	8%	51	5%
Asian: Pakistani	6	1%	6	1%
Asian: Bangladeshi	*	-	19	2%
Asian: Chinese	4	1%	0	0%
Asian Other	4	1%	10	1%
Mixed: White and Black Caribbean	8	1%	5	1%
Mixed: White and Asian	2	0%	2	0%
Mixed: White and Black African	*	-	3	0%
Mixed Other	4	1%	2	0%
Black/Black British: Caribbean	39	5%	52	5%
Black/Black British: African	7	1%	8	1%
Black Other	8	1%	7	1%
Other: Arab	0	0%	-	-
Other	6	1%	19	2%
Total	757	100%	964	100%

* Sample too small for inclusion

Whether have a disability which affects day to day activities, which has lasted or you expect to last at least a year	2013		2012	
	Count	%	Count	%
Yes	209	30%	248	26%
No	500	70%	705	74%
Total	709	100%	953	100%

Religion	2013		2012	
	Count	%	Count	%
No religion	152	23%	202	22%
Christian	434	64%	615	67%
Buddhist	2	0%	5	1%
Hindu	14	2%	25	3%
Jewish	2	0%	5	1%
Muslim	9	1%	17	2%
Sikh	29	4%	34	4%
Other religion	30	4%	12	1%
Total	673	100%	915	100%

Sexual orientation	2013		2012	
	Count	%	Count	%
Lesbian/gay woman	5	1%	11	1%
Gay man	13	2%	8	1%
Bisexual	9	2%	6	1%
Heterosexual/straight	543	95%	777	89%
Prefer not to say	-	-	55	6%
Other (please say)	-	-	14	2%
Total	570	100%	871	100%

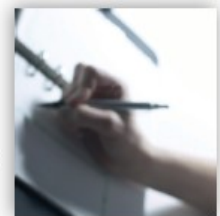
Whether currently receive Council Tax Benefit from Wolverhampton City Council	2013		2012	
	Count	%	Count	%
Yes	340	45%	397	41%
No	420	55%	569	59%
Total	760	100%	966	100%

Whether pay Council Tax to Wolverhampton City Council	2013		2012	
	Count	%	Count	%
Yes	737	94%	812	86%
No	48	6%	131	14%
Total	785	100%	943	100%

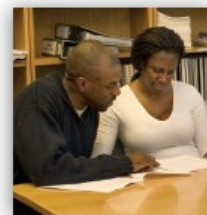
Using evidence to shape better services



Research



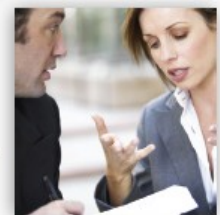
Public
Consultation



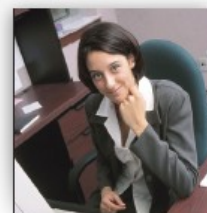
Evaluation



Surveys



Consultancy
Evaluation



Skillbuilding



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Measurement ♦ Evaluation ♦ Learning