

## Appendix A: Hillingdon's Proposals for Localised Council Tax Support Consultation Strategy

### 1. Length of consultation

The consultation period will commence on the 6 August until the 31 October.

### 2. Key Stakeholders

We will be using a variety of methods to ensure residents have the maximum opportunity to feedback their views on the proposals. In addition to this we will be directly contacting over 600 local groups and organisations that provide information, advice, support and/or advocacy for local people, including:

- Voluntary and Community Groups
- Black and Minority, Ethnic Groups
- Registered Housing Providers
- Tenants and Residents Associations
- Churches
- Members
- Libraries
- Uxbridge college/Brunel university
- CAB
- Job Centre Plus
- Hillingdon LINK

We will also be consulting with staff to ensure any enquiries are appropriately sign-posting to the relevant information and/or staff.

### 3. Consultation Activity

Hillingdon residents were made aware Hillingdon would be consulting on the proposals for Localised Council Tax Support in Hillingdon People (July/August edition). The article directs residents to the <http://www.hillingdon.gov.uk/hsgcounciltaxben> web-pages and told to visit the site in August to get further information relating to the proposals, including how to feedback. Residents have also been given a direct contact number to speak to a member of staff about the proposals and get further information. We will also publish a link to the proposals on the front page of Hillingdon Council's website and the 'Have your Say' web pages.

The following consultation material will be published:

- Details of the proposals and how to feedback
- On-line survey (standard and easy read)
- Paper based survey (standard and easy read)
- Frequently Asked Questions (standard and easy read)
- Direct contact details of staff leading on the consultation

### Social Media

Twitter and Facebook will also be used to promote the consultation and direct residents to relevant web pages and consultation activity.

### Maximising Residents Contributions

We will direct residents to the proposals and consultation material by including details in standard letters/bills that are going out within the consultation period.

### The role of libraries

Information will be passed to Hillingdon's 17 libraries so that displays can be arranged for the duration of the consultation. Residents will be able to collect paper based surveys from the library. Library staff will be briefed so that they can advise residents on the proposals and sign-post them to the appropriate people for more information and to feedback their views.

### Stakeholder Groups and Events

Key stakeholders (over 500 individuals and organisations) supporting individuals/groups in Hillingdon will be sent information via email. They will be offered the opportunity to have a member of staff talk to them and/or present to their customers the proposals. Feedback will be recorded at the meetings. We will be asking stakeholders to share the information with their customers in all of the standard communication methods they are currently using.

### Groups and Forums

We will be presenting the proposals (standard and easy read version) and recording feedback at organised groups and forums during the 3 month consultation period, currently these include:

- Senate, 5 September
- Learning Disabilities Forum, 11 September
- Hillingdon Disabled Tenant and Residents Group, 18 September
- Learning Disabilities Partnership Board, 18 September
- Landlords Forum, 18 September
- Sheltered Housing Forum, 20 September
- Youth Council, September management meeting
- Disability Assembly, 8 October

### Consultation Response

A summary of the consultation responses will be published following the 3 month consultation period.