



FORWARD TOGETHER

2026/27 Council Tax Support Scheme consultation feedback summary

Number of responses



- 163 responses were submitted on-line
- 84.05% or 163 respondents were in receipt of Council Tax Support
- 15.95% or 26 respondents were not in receipt of Council Tax Support
- 98.16% of respondents were residents and 1.23% were a resident and business
- 52.76% of respondents had children
- 73.01% of respondents did so after receipt of a letter from the council
- 41.10% of respondents indicated claimant/partner were working
- 46.01% of respondents indicated they were carers of some form

Equalities



- 60.12% of respondents were Female and 26.99% Male
- The biggest ethnic group to complete the consultation was 33.13% White British
- 50.92% have indicated that they or a member of the family are receiving one of the Disabled Benefits listed
- 45.40% have indicated that they have one of the Disabilities listed
- 70.55% of respondents listed their sexuality as Straight or Heterosexual
- The majority of the consultation was completed by age groups 25 to 69
- The largest Religious Faith Group was Christian at 31.9%
- 85.28% identify their Gender being the same sex they were registered as at birth

Summary of individual responses



Question	Responses				
Do you agree the council should reduce the rate of CTS for households as below?	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
	15.34%	5.52%	2.45%	7.36%	69.33%

Summary of individual responses



Question	Responses				
What do you think the impact may be on your household if we did this?	Very positive	Fairly positive	No effect	Fairly negative	Very negative
	8.59%	7.36%	6.75%	6.75%	70.55%

Summary of individual responses



Question	Responses				
If the changes are introduced, the council should allocate a hardship fund of £175,000 to help those most affected for the 2026/27 year.	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
	44.17%	12.27%	19.02%	4.91%	19.63%

Summary of individual responses



Question	Responses				
If the changes are introduced, the council should allocate a hardship fund of £350,000 to help those most affected for the 2026/27 year.	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
	56.44%	13.50%	13.50%	5.52%	11.04%

Summary of individual responses



Question	Responses				
If these changes are implemented, the council should provide additional financial advice to help those affected.	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
	65.03%	14.11%	9.82%	3.07%	7.98%

Summary of individual responses



Question	Responses
Are there any other comments you wish to make about the proposed changes or is there anything else you would like to tell us?	There were 115 comments to this question. 93 of those were from respondents who disagree with the reduction in the rate of Council Tax Support, 20 from those who agree and 2 who neither agree nor disagree
Common themes in responses	
The working class has been the most impacted by the rises of the past few years, while the non-working class enjoys these free perks. I think it is a great idea for them to share some of the burden.	
The cost-of-living crisis are sky high. And am single household worker .with children .it would impact huge difference in our town and will help a lot of families with children and elderly and vulnerable families. I think it's about time the council did something positive for us	
Stop making the public pay for the shortfall in the council's money pot. That's down to SBC and years of mis-spending. The residents always paid up and in return have always been the least to benefit.	
This will be a punch in the guts if this happened.	
Stop trying to punish the ones who need help just because SBC are in severe debt!	

Summary of individual responses



Common themes in responses

Would not help someone like me who is single woman raising twins on my own

My household cannot afford any reduction in Council Tax Support. We are already struggling with bills and living costs. Reducing CTS will cause serious financial hardship for us. Please do not reduce the support. Instead, consider keeping the current levels or increasing help for low-income families.

We already struggling with bills and you should help more families and not reducing CT help.

The council has created its own financial problems through its poor and questionable decisions, and the public should not be the ones who pay the price for this. People are already struggling with the rising cost of living, increased rent, and higher energy bills. Now you are reducing the council tax discount yet again, even though it was only recently cut. This is unacceptable, and I am not happy with this decision.

It would mean in 2 years I have gone from having 100% of council tax paid to having to try and find the ever increasing council tax and pay 20% when my allowance hasn't increased.

I honestly couldn't live on any less food and heat for my home than the bare minimum I'm living on now without it affecting my physical and mental health more

Summary of individual responses



Common themes in responses

If implement the changes the disabled people like me and my son are going to struggle to finish their month and become poor.

Please don't do it a lot people are going to struggle.

As a low-income household.

Single parent

With a child with disabilities.

I feel very strongly, that the local Council, should Not penalise residents, working, or not, to pay for their budgeting inefficiencies.

I feel that people like me would suffer if council tax support is cut to 70% as we find it difficult enough in this day & age to survive as it is.

I understand the changes you make but some people can't avoid to pay extra money.

Summary of individual responses



Common themes in responses

I am single mum with two children and already paying nearly £100 in council tax. I will need to skip meals if I need to pay even more. Is already nearly impossible to provide basic needs (food, clothes, bills, rent). Slough council increases council tax but street is not clean full off rubbish. Children are not safe going to schools as crime is raising. Is need to stop increasing the council tax as people will end on the streets.

As a parent who cannot work and receives carers allowance having to pay the 20% council tax is crippling me... if you introduce so I will have to pay 30% I am afraid for my family that I will be unable to look after them properly

Please take into account individual circumstances such as they may be in work and earning the threshold you state but if they are a single parent and taking on nursery costs etc then it will severely impact them.

I'm a single mother of two young children, and it would be very difficult to pay my council tax bills without your help. It's essential, and I'm very grateful. If I were to lose this privilege, I'd be truly overwhelmed because there are so many things to deal with and so many expenses. Furthermore, sometimes I struggle to prioritize one over another. Thank you again for your help.

Summary of individual responses



Common themes in responses

Make people work....there shouldn't be so much benefits as this is forcing people to work. Also, council is in debtso more money should go to the council pot.

Changes must be made to recoup losses and lessen burden on those that work. The absolute lack of work effort and ethic in Slough from residents is abysmal. I work full time on an average salary and care for 2 disabled parents full time, yet I cope. People just want handouts. You must encourage and inspire to work. With so much "free money" why would people work???

I work part-time and since the loss of my husband, money and funds are tight and I appreciate all help I get and this council tax support is very helpful. I do agree that some changes maybe needed, and I will support them, but I would appreciate it if we could continue with this offered support, especially to people who need it, like myself.

In the coming years the CTS for nonworking people should go down to a 50% Discount. Slough Council needs to desperately raise Funds

Summary of individual responses



Common themes in responses

We only get a small reduction on our council tax as I am disabled with MS and we budget for everything left over, what with the ever-increasing cost of living, food, electricity, gas and water we barely scrape by with what's left, an increase in council tax will affect us in a negative way!

The people who are not working due to ill health and conditions who are on benefits already struggle with finances. By adding additional money to pay for CT for them is like taking away essentials. The people who can pay should but sadly the people who cannot work will have to pay by reducing heating food and essentials.

I'm a single parent who is in a 2-bedroom flat and am in debt as it is with my bill because i simply cannot afford all the bills shopping the transport for travel to and from work

It is going to be a struggle for most people as costs of things are just going up and up

If the amount of council tax we are to pay increases, we will definitely struggle to pay. We are already struggling and using food banks ect so this would add extra pressure

Summary of individual responses



Common themes in responses

The help i get with lowering my council tax has helped me greatly as money is tight and i am worried about how much it will go up by and scared that if i cant afford i will lose my home.

“I strongly disagree with the proposed changes. Constant form-filling burdens vulnerable and disabled people, especially those with cognitive difficulties. Benefit rises of 1.7% don’t match soaring costs. CTS based on income alone would disqualify those genuinely in need. The council must proactively offer CTS to known vulnerable households. They must also consider that not all households are the same—some, like us, pay both mortgage and rent. Universal Credit does not cover mortgages, so mortgage costs come out of our benefits, leaving almost nothing for extra payments like council tax. Furthermore, being of working age doesn’t mean our circumstances can change—we have lifelong, chronic disabilities and live solely on benefits. We, and others like us, will be hardest hit. The most vulnerable should not pay the price.”

If the CTS is reduced for my household this is going to have a huge negative effect on my finances. I am already using charity shops for my clothing, food and toiletries. And any further expenses coupled with the continued rise in inflation, would drive my household into further poverty. This continued attack on living standards has to stop its already gone to far.