

APPENDIX 3 – Summary of Consultation Responses

The table below shows a summary of responses from residents.

Response	Negative	Positive	Don't Know	Total responses received	% Response
Email	5	0	0	5	3%
Written	142	46	4	192	97%
Total responses	147	46	4	197	100%
% Response for each type	74%	23%	2%	100%	

Response/Comment	No. of responses	%	HfH further action
No - Vulnerable/Ability to pay	71	36%	Further individual assistance / assessments
No - Unfair Charges	26	13%	Explain basis for proposed charges
No - Unsatisfactory quality of service	19	10%	Investigate services provided
No - Council tax covers services	9	5%	Explain basis for proposed charges
No - No Comment	22	11%	
Total Negative responses	147	74%	
Yes - Ability to pay	3	2%	
Yes - No Comment	31	16%	
Yes - OK with the proposal	11	6%	
Yes - Quality of Service	1	1%	
Total Positive responses	46	23%	
Don't know - No comment	3	2%	
Don't know - Vulnerable Tenant	1	1%	Further individual assistance / assessments
Total Don't know	4	2%	
Total	197	100%	