



Llywodraeth Cymru  
Welsh Government

## Impact of Universal Credit on Council Tax Reduction Scheme and rent arrears in Wales (Claimants)

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The Welsh Government has commissioned *Policy in Practice*, to undertake research to assess the impact of Universal Credit on the Council Tax Reduction Scheme (CTRS) and rent arrears in Wales. More specifically the aims of the research are to:

- assess the impact of Universal Credit on CTRS caseload and award levels in Wales;
- develop a clear picture of the winners and losers – i.e. households which will be better or worse off under Universal Credit in the context of CTRS awards, to inform the CTRS Up-rating Regulations;
- assess the impact of reducing the CTRS taper for means tested applicants and updating non-dependant deductions that form part of the calculation for a council tax reduction;
- develop an understanding of patterns of council tax debt and arrears across Wales and within and between Welsh local authorities; and,
- assess the wider impact of Universal Credit on rent arrears in Wales and the reasons behind this. Explore the awareness and use of the available support offered by DWP, and that provided by landlords and third party organisations.

As part of this research, Universal Credit claimants are invited to take part in a survey which explores their experience of Universal Credit. Participation is completely voluntary. However, your views and experiences are important in order to help inform Welsh Government policies.

Based on the research findings, an interim and final research report will be published on the Welsh Government website, and will be available in English and Welsh. No individuals will be identified in the reporting of the findings.

The Welsh Government is the data controller for the research. However, *Policy in Practice* will delete any personal data provided during research fieldwork.

The contact for this evaluation at *Policy in Practice* is Ben Fell.

Telephone: 03300 889242

Email: [ben@policyinpractice.co.uk](mailto:ben@policyinpractice.co.uk)



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## **PRIVACY NOTICE – Impact of Universal Credit on the Council Tax Reduction Scheme and rent arrears in Wales**

### **What personal data do we hold and where do we get this information?**

Personal data is defined under the General Data Protection Regulation (GDPR) as “any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier”.

The online survey is accessed via a web link that has been sent by a relevant stakeholder body (a landlord, an organisation that provides advice or a job centre) on behalf of *Policy in Practice*. The results will only be accessible by *Policy in Practice* and the survey results will not be accessible to the organisation that sent the survey link. You may have taken the survey by following the link when using the *Policy in Practice* Benefit and Budgeting Calculator.

The survey does not retain any contact details (such as your email) as part of participating in the survey. The survey does not require you to provide any other personal data. Any personally identifiable information that is provided will be deleted.

If you raise a query or complaint and provide personal data requesting a response, the researcher will forward the request only to the relevant official and subsequently delete it from the research data.

### **What is the lawful basis for using your data?**

The lawful basis of processing information in this data collection exercise is our public task; that is, exercising our official authority to undertake the core role and functions of the Welsh Government.

Participation is completely voluntary. Research studies such as this are important for the Welsh Government to collect information and actionable evidence about its ability to deliver government priorities. For example, the information collected might be used to inform the future CTRS policy, as well as helping to inform discussions with the UK Government on the implementation of Universal Credit.



## How secure is your personal data?

Any personal information provided to *Policy in Practice* by the Welsh Government will always be stored securely. The data can only be used by a limited number of researchers who are working on the research. Social researchers from *Policy in Practice* will only use participant contact details to contact them for research purposes.

*Policy in Practice* has put in place procedures to deal with any suspected data security breaches. If a suspected breach occurs, *Policy in Practice* will report this to the Welsh Government who will notify you and any applicable regulator where we are legally required to do so.

All data gathered through this research will be reported in an aggregated, anonymised format. It will not contain your contact details and any identifiable information in open-ended answers will be removed. *Policy in Practice* will use the data to produce an interim and final report for Welsh Government. This report will not include any information that could be used to identify individual participants. In addition, *Policy in Practice* will provide Welsh Government with an anonymised version of the dataset. This means the dataset will not include information that could identify you. In particular, your name, address and other contact details will be deleted from this dataset.

## How long do we keep your personal data?

*Policy in Practice* will hold personal data during the contract period, and any personal data not already removed will be deleted three months after the end of the contract.

## Individual rights

Under GDPR, you have the following rights in relation to the personal information you provide as part of this evaluation. You have the right to:

- Access a copy of your own data;
- Require us to rectify inaccuracies in that data;
- To object to or restrict processing (in certain circumstances);
- For your data to be 'erased' (in certain circumstances); and



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- To lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection.

The contact details for the Information Commissioner's Office are: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 01625 545 745 or 0303 123 1113. Website: [www.ico.gov.uk](http://www.ico.gov.uk)

### Further Information

If you have any further questions about how the data provided as part of this study will be used by the Welsh Government or wish to exercise your rights using the General Data Protection Regulation, please contact:

Sara Ahmad or John Broomfield (Education and Public Services, Welsh Government)

Telephone: 03000 250331 / 03000 250811

Email: [sara.ahmad@gov.wales](mailto:sara.ahmad@gov.wales)

[john.broomfield@gov.wales](mailto:john.broomfield@gov.wales)

The Welsh Government's Data Protection Officer can be contacted at:

Welsh Government, Cathays Park, Cardiff, CF10 3NQ

Email: [DataProtectionOfficer@gov.wales](mailto:DataProtectionOfficer@gov.wales).