



Llywodraeth Cymru
Welsh Government

Impact of Universal Credit on Council Tax Reduction Scheme and rent arrears in Wales

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 Uprating 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 and stakeholders are invited to take part in an interview 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 and anonymise the raw data before it is shared with the Welsh Government.

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

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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”.

You have been invited to participate in the interview by *Policy in Practice* because you agreed to be contacted for this purpose when completing an online survey (in an earlier part of this research project). Researchers will only have access to the information you provided on the contact form, and will not have access to your responses to the main survey of experiences with Universal Credit. It will not be possible to link your responses to the main survey with information you provide during the interview, should you choose to take part.

You will not be asked to provide any personal data as part of the interview. If you choose to provide any additional personal data as part of the research we will try not to identify you from, or link your identity to, the responses you provide.

We will need to record interviews for operational reasons. We will make this clear to you before the interview begins, and you will have the opportunity to withdraw if you are not happy for the interview to be recorded. Personal data will be removed during the process of transcribing interviews. Recordings will be deleted as soon as this process is completed. If interviews are not recorded, personal data will not be included in written notes prepared following interviews.

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.



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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* 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 cyber essentials certification.

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 anonymised format. It will not contain your contact details and any identifiable information in interview responses will be removed. *Policy in Practice* will use the data to produce a project report for Welsh Government. This report will not include any information that could be used to identify individual participants.

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. *Policy in Practice* will provide Welsh Government with anonymised written transcripts of the interviews. These transcripts will not include information that could identify you. In particular, your name, address and other contact details will be deleted from the transcripts.

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:



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- 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
- 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

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

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.