

62793 DWP Universal Credit Data and Council Tax

Please provide recorded information describing the DWP Universal Credit data received by the Council and used for Council Tax Reduction and/or Discretionary Housing Payment administration, including:

Data-sharing agreements, memoranda of understanding, service descriptions, technical specifications, data dictionaries, field lists, schemas, user guidance, training material, or workflow guidance.

If these internal documents between the Council and the DWP are released into the public domain, there is the potential for an individual to obtain inside knowledge of our internal processes and procedures. There is a risk that an individual could, should this information be publicly disclosed, circumvent the processes to gain access to benefits and discounts that they may not have entitlement to.

The standard data fields received from DWP.

The data shared includes the following sections:

- UC claimant details which identifies the name, date of birth and gender for the individual or couple claiming UC.
- UC claim details which incorporates all the information that has been used to assess the claimant's eligibility and entitlement to UC.
- UC address details which identifies the residential and contact address for the UC claimant(s).
- UC payment details which sets out the details of how much UC has been awarded, any deductions that have been made from that award and the net amount of UC in payment. Up to date earnings obtained by UC from HMRC RTI are also included in this section.
- UC NIL Award this indicates the claimant earns more than the UC award.
- UC claim termination details which specifies that UC has ended.

The frequency of the DWP data feed or data transfer.

The Council receives UC data feed daily.

The trigger or event which causes UC data to be sent by DWP to the Council.

The customer signs an initial agreement to data share their information with the Council for the purpose of making a Council Tax Reduction (CTR) claim when making their Universal Credit (UC) application. Ongoing data sharing is dependent on the Council setting an interest marker for an active CTR claim. If a CTR claim ends, the marker will be automatically removed as the Council is no longer entitled to that information.

Any recorded information explaining when UC data is not sent, is not updated, is delayed, or ceases to be received.

Following on from above, the Council should receive all data shares if the CTR claim remains active and the interest remains.

Any recorded information explaining what Council officers should do where a claimant is known to be on Universal Credit but no current UC award calculation, UC statement, or DWP data update is available.

As above, the Council should receive all data shares if the CTR claim remains active and the interest marker remains. Under [The Council Tax Reduction \(Scotland\) Regulations 2021](#) section 31, the customer is still responsible for notifying the local authority of changes that affect entitlement.

Please provide recorded policies, guidance, workflow instructions, training material, decision rules, caseworker notes, or internal instructions describing how the Council administers Council Tax Reduction where:

The claimant is known to be on Universal Credit.

DWP has previously supplied UC award data to the Council

DWP stops supplying current UC award data, or no current UC award data is received for one or more assessment periods

The claimant cannot provide a current UC statement or award calculation from their online journal

The claimant reports that Universal Credit has not been suspended or terminated, but that DWP has blocked payment, calculation, or release of entitlement.

In particular, please provide recorded information showing the status of an existing Council Tax Reduction award where the Council previously received DWP UC data but receives no new UC award data for a period of months.

CTR is processed in line with [The Council Tax Reduction \(Scotland\) Regulations 2021](#). All internal guidance and training materials are based on these regulations.

Please provide recorded policies, guidance, training material, templates, internal instructions, legal guidance, caseworker guidance, or decision rules used by the Council when applying section 89(2) and section 89(3) of the Social Security (Scotland) Act 2018 to Discretionary Housing Payment applications. In particular, please provide recorded information addressing how the Council interprets and applies:

“Reduction, non-payability or suspension of a reserved benefit”.

“As a result of an individual’s conduct”.

“Non-compliance with work-related requirements”.

“Awaiting evidence” from DWP.

DWP requests for evidence relating to Universal Credit.

Universal Credit payment blocked but not suspended.

Universal Credit not suspended, but DWP has not calculated or paid an award.

Exceptional event or exceptional circumstances under section 89(3).

Immediate need under section 89(3).

Please refer to [Discretionary Housing Payments \(DHP\) – The City of Edinburgh Council](#) and the [Scottish Discretionary Housing Payments guidance manual](#). DHP is processed in line with this publicly available policy.

Please provide any recorded information, policy, guidance, decision rule, instruction, template, legal guidance, training material, or internal note which supports, explains, or records the Council's position stated by Moira Coupar, Welfare Reform Manager, in the Revenues and Benefits case report dated Monday 15 December 2025, claim reference 20233135, namely: "With regards to an assessment of Discretionary Housing Payment while the Department for Works and Pensions awaited your evidence we would have not awarded a payment under Social Security (Scotland) Act 2018 – 89 (2)."

This request is for the recorded policy, guidance, rule, or recorded basis for that position. I am not asking the Council to disclose personal data about my individual case under FOISA.

Please provide recorded policies, guidance, decision rules, workflow instructions, training material, or templates for DHP applications where:

The applicant is entitled to Universal Credit including a housing-cost element.

The applicant says DWP has not suspended Universal Credit.

DWP has not paid Universal Credit because evidence is awaited.

DWP has not generated a current UC statement or data-share update.

The applicant has rent arrears, eviction risk, or threatened homelessness during the period of UC non-payment.

The need for DHP may also arise from exceptional circumstances or immediate need under section 89(3) of the Social Security (Scotland) Act 2018.

Please refer to the [Social Security \(Scotland\) Act 2018](#). DHP is processed in line with these regulations.

Please provide recorded information held by the Council which records, notes, discusses, investigates, explains or refers to DWP Universal Credit system states or processes described by any of the DWP payment block terms defined above. Please include any recorded information considering the effect of such DWP states on Council Tax Reduction, Discretionary Housing Payment, or any related Council revenues or benefits function.

[The Council would not be able to see that a UC payment has been blocked.](#)

[Data shared with the Council is based on changes to the claim or payment at the end of an assessment period, and we only receive a notification if something in that data has actually changed. It doesn't include the underlying reasons for what's happened or internal actions within UC, and some types of adjustment or intervention aren't visible in the data at all.](#)

[If the claim is still live, entitlement has not changed but payment has been held back, the local authority would not be notified about this. The authority may see a change in the payment figure if it affects the award, but without explanation as to why.](#)