



This survey looks at people's experience of claiming Universal Credit, what aspects of it are working well and if there are any emerging problems.

All responses are completely confidential. They will be used to help Citizens Advice research and campaigning.

This survey has been designed to take 5 minutes to answer. There is a box at the end if you have anything else you want to add.

Please leave blank any questions you cannot or do not want to answer.

1. Have you received your first Universal Credit payment? (tick one)

- Yes - and I am receiving Universal Credit
Yes - but I am no longer claiming Universal Credit
No - I am waiting for my first payment
No - I am in the process of applying for Universal Credit

Making your Universal Credit claim

2. From when you first decided to claim, how long did it take you to complete your claim for Universal Credit? (tick one)

- Less than 1 hour, 1 hour to 2 hours, 3 to 5 hours, 1 day, 2 - 3 days, 3 - 7 days, 1 - 2 weeks, 2 - 4 weeks, More than 4 weeks

3. When did you first make your claim for Universal Credit? \_\_\_\_\_Month \_\_\_\_\_Year

4. How easy or difficult were the following? (tick one per row)

Table with 7 columns: Activity, Very easy, Easy, Neither easy nor difficult, Difficult, Very difficult, I haven't got that far yet/ Not applicable. Rows include: Applying for and checking my claim online, Verifying my identity online e.g. gov.uk/verify, Experian, If unable to do online - The face to face evidence meeting, Evidencing my housing costs, Evidencing my childcare costs, Evidencing health problems, Providing other evidence, Finding and signing my claimant commitment.

Waiting for your first payment

5. How long did you wait /have you waited so far to receive your first payment of Universal Credit? \_\_\_\_\_weeks

6. How did you pay for your essential living costs (e.g. housing, food, energy bills) between your Universal Credit application and your first Universal Credit payment? (tick all that apply)

- I used my final wages, I used my savings, I used a UC Advance Payment, I did not pay some/all of my rent, I did not pay some/all of my gas or electric bills, I did not pay some/all of my other bills, I got financial support from another organisation e.g. local authority, I borrowed from friends or family, I borrowed from another lender, I used a food bank, I sold or pawned some things I own, Other (Please specify)

### Support with your claim

7. Were you told about or offered any of the following? (tick one per row)

	Yes	No - but I <b>would</b> have used this	No - but I <b>would not</b> have used this	Don't know
Help applying for Universal Credit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An Advance Payment when waiting for my first payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with budgeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with managing debt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with using Universal Credit online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rent payments direct to my landlord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More frequent payments of Universal Credit e.g. fortnightly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Split payments between me and my partner e.g so one person does not receive the whole payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Understanding your claim

8. Have you been given the following information? (tick one per row)

	Yes - but I <b>don't</b> understand it	Yes - and I <b>understand</b> it	No - and I <b>don't</b> understand how this works	No - but I <b>understand</b> how this works
How much Universal Credit I will be paid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I will receive my Universal Credit payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How my payment is calculated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many hours I am expected to work/look for work every week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to ask for changes in my commitment based on my circumstances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much of the payment is for my rent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The date each month by which I must report any changes or provide evidence of costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Do you have anything else you want to tell us about your Universal Credit experience?

**Thank you for taking part in this survey. We will be using the results to help Citizens Advice Research and Campaigning.**