

# Universal Credit Survey

**Manchester City Council would like to understand how our residents have been affected by Universal Credit.**

**If you are a Manchester resident and you or your family claim Universal Credit, this is your chance to answer a few questions to tell us how Universal Credit is affecting your life. Your response will also be used to help us and our partners develop services to help you.**

**We will be reporting our findings to Councillors at the Economy Scrutiny Committee meeting in March 2019.**

**Universal Credit is a Department for Work and Pensions (DWP) benefit delivered by Jobcentre Plus. It's a single monthly payment to help with your living costs and you may be able to get it if you're on a low income or out of work. From late 2017, Universal Credit Full Service was introduced across Manchester for new benefit claims, and for existing benefit claimants who have a change in circumstances that affects what they are entitled to.**

## What do you know about Universal Credit?

**1. Please confirm your current situation regarding Universal Credit by selecting one of the following statements: \***

I receive Universal Credit

I used to receive Universal Credit, but am now working full time.

I am in the process of claiming Universal Credit.

I do not receive Universal Credit, but do receive other benefits.

I do not receive Universal Credit or any other benefits.

Other (please specify):

**2. Had you heard of Universal Credit before you needed to make your claim?**

Yes

No

**3. Did you know that there are support services available to help you to claim Universal Credit? \***

Yes

No

**4. Did you know that the following advice services can offer support with Universal Credit?**

	Yes I knew	No I did not know
Shelter	<input type="checkbox"/>	<input type="checkbox"/>
Citizens Advice Manchester	<input type="checkbox"/>	<input type="checkbox"/>
Cheetham Hill Advice Centre	<input type="checkbox"/>	<input type="checkbox"/>
Job Centre Plus	<input type="checkbox"/>	<input type="checkbox"/>
Housing provider	<input type="checkbox"/>	<input type="checkbox"/>

**5. Do you know that being on Universal Credit usually means you are responsible for paying your own rent? \***

- Yes
- No

**6. Do you know that being on Universal Credit usually means you will be paid monthly not weekly? \***

- Yes
- No

**7. Are you aware that when claiming Universal Credit you still need to claim Council Tax Support from Manchester City Council? \***

- Yes
- No

## Support with Universal Credit

8... Did you fill in the Universal Credit claim form yourself? \*

Yes

No

**9. Who helped you fill in your claim (please tick all that apply)**

- Friend
- Family member
- Jobcentre Plus Work coach
- Citizen's Advice Manchester
- Cheetham Hill Advice Centre
- Shelter
- Library staff
- Housing provider
- Other (please specify):

**10. How confident do you feel that you have the skills to keep up with your Universal Credit claim? \***

- Very confident
- Confident
- OK
- No confidence
- No confidence at all
- Don't know

**11. How do you rate your digital skills e.g. use of a computer, laptop, tablet etc? \***

- Very good
- Good
- OK
- Poor
- Very poor
- Don't know

**12. Select the statement that is the closest to your financial situation at the end of each month. \***

- Have money left over at the end of the month.
- Stretch your money and have a treat if you have any left at the end of the month.
- Break even
- Have to borrow money at the end of the month, but pay it back.
- End up in debt and struggle to pay back the money you owe
- Other (please specify):

**13. If you were struggling to manage your money, where would you go/what would you do to get help and support?**

## Overall impact of Universal Credit

14. Do you think you are better or worse off now you are claiming Universal Credit? \*

- Better off
- Slightly better off
- About the same
- Slightly worse off
- Worse off

**15. As you are better off have you decided to save any extra money for the future? \***

Yes

No



**16. As you are worse off, have you used any of the following services to help you manage your finances or support yourself/your family? (please tick all that apply)**

- Community grocers
- Food banks
- Payday loans
- Emergency loans
- Budgeting advice from Shelter
- Housing providers
- Schools
- Manchester City Council website
- Other (please specify):

**17. Overall, how do you rate your experience of moving from claiming separate benefits to claiming Universal Credit? \***

- Very good
- Good
- OK
- Poor
- Very poor
- Don't know

**18. If you have any other comments about Universal Credit please use the box below**

## About you

### 19. Which Jobcentre do you use? \*

Alexandra Park

Didsbury

Rusholme

Newton Heath

Openshaw

Cheetham Hill

Wythenshawe

Other (please specify):

### 20. What is your home postcode?

### 21. What is your main spoken language? \*

English

Urdu

Arabic

Cantonese

Polish

Bengali

Other (please specify):

**22. What is your work history? \***

- In work at time of UC claim
- In work prior to UC claim - Stopped work less than 6 months ago.
- In work prior to UC claim - Stopped work 6 to 12 months ago.
- In work prior to UC claim - Stopped work 1 to 3 years ago.
- In work prior to UC claim - Stopped work 3 or more years ago.
- Never worked
- Other (please specify):

**23. Do you have a health condition or disability which limits your ability to work? \***

- Yes
- No

**24. We would like to talk to some people in more detail to help us to understand your story. Please let us know if you would be willing to be involved in: (please tick all that apply)**

- A focus group
- A telephone call
- A face-to-face chat

**25. If you would like to be involved in any of the above, please provide your contact details:**

Name

Telephone number

Email address

## Equality Monitoring Form

We would like to ask you some questions about yourself. These questions are optional. You do not have to answer them, but in doing so you will be helping Manchester City Council ensure that the views collected through the consultation represent the views of the resident population. All responses will remain confidential.

### 26. What is your gender?

- Female
- Male
- Prefer not to say
- Other (please specify):

*In line with the Equality Act 2010, Manchester City Council recognises trans men and women as those who intend to undergo, who are undergoing, or who have undergone gender reassignment. Manchester City Council adopts the Social Model of Disability, which states that it is social and environmental factors, rather than medical conditions or impairments, which create disabling barriers.*

### 27. Do you identify with the gender you were assigned at birth? (e.g. male or female)

- Yes
- No
- Prefer not to say

### 28. What is your age?

- Under 16
- 16 - 25 years
- 26 - 39 years
- 40 - 49 years
- 50 - 64 years
- 65 - 74 years
- 75+ years
- Prefer not to say

**29. Do you consider yourself to be a disabled person?**

- Yes
- No
- Prefer not to say

**30. If yes, what is your condition / impairment type?**

- Neurodiverse conditions (e.g. learning disability, autism spectrum conditions, Asperger's, dyslexia)
- Mental health conditions (e.g. stress, depression, anxiety, bipolar, schizophrenia)
- Sensory conditions (e.g. profound hearing loss, visual impairment)
- Chronic health conditions (i.e. chronic pain, fatigue, MS, diabetes, lupus, ME)
- Prefer not to say
- Other (please specify):

**31. I describe my ethnic origin as:**

- White: British/English/Northern Irish/Scottish/Welsh
- White: Irish
- White: Gypsy or Irish traveller
- White: Any other white background, please specify
- Mixed/Multiple ethnic groups: White and Black Caribbean
- Mixed/Multiple ethnic groups: White and Black African
- Mixed/Multiple ethnic groups: White and Asian
- Mixed/Multiple ethnic groups: Other Mixed, please specify
- Asian/Asian British: Indian
- Asian/Asian British: Pakistani
- Asian/Asian British: Bangladeshi
- Asian/Asian British: Chinese
- Asian/Asian British: Kashmiri
- Asian/Asian British: Other Asian, please specify
- Black/African/Caribbean/Black British: Caribbean
- Black/African/Caribbean/Black British: African
- Black/African/Caribbean/Black British: Somali
- Black/African/Caribbean/Black British: Other Black, please specify
- Other ethnic group: Any other Ethnic Group, please specify
- Prefer not to say
- Any other ethnic group (please specify)

**32. Are you?**

- A home owner
- A tenant renting in private accommodation
- A tenant renting in social accommodation

**33. Do you have caring responsibilities? (please tick all that apply)**

- None
- Primary carer of a child / children (under 18 years)
- Primary carer of disabled child / children (under 18 years)
- Primary carer of disabled adult (18 - 64 years)
- Primary carer of older person (65 years and over)
- Secondary carer
- Prefer not to say

**34. Do you have any children under 19 years of age?**

- Yes
- No



**35. How many children under 19 years old do you have?**

**36. Are you a one parent family?**

Yes

No

## Data Protection and Confidentiality

We comply with all legislation governing the protection of personal information, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). Any personal information you supply will remain strictly confidential and anonymous and will be held and used in line with the Data Protection Act 2018. We will only use your personal information for the purpose for which it has been given. To read our Privacy Notice please see:

[https://www.manchester.gov.uk/directory\\_record/287001/performance\\_research\\_and\\_intelligence\\_privacy\\_notice](https://www.manchester.gov.uk/directory_record/287001/performance_research_and_intelligence_privacy_notice)  
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