

Welfare Reform - Are You Ready? Survey Results



Quick stats

- 1 in every 5 people who responded to the survey were already receiving Universal Credit.
- Just 12% of the people who responded to the survey know all six of the old benefits that Universal Credit replaces.
- 90% of people who responded to the survey had a form of identification that would enable them to claim Universal Credit if they needed to.
- 89% of people who responded to the survey have a bank account, which is essential for claiming Universal Credit.
- 7 in every 10 people who responded to the survey, knew how many weeks of year their rent is charged.
- Only 3 people out of the total 65 people who took part in the survey said they didn't know how much their weekly rent is.
- 18% of people who completed the survey had received 'Quids In' magazine, of those 92% had read it and all those who read it found it useful.
- 38% of people who responded to the survey knew about the secure one budgeting tool, but overall only 17% of people who completed the survey would use a one. This 17% was roughly equally split between people who already knew about the tool and those who didn't.
- 31% of people who responded to the survey read all the additional information included with their rent statements, and a further 35% sometimes read it.
- 21% of people who responded correctly knew exactly what an illegal money lender was, 49% had a general idea and a further 29% gave incorrect answers (please note percentages don't add to 100% due to rounding). Only one person said they had used an illegal money lender, 3 preferred not answer and everyone else said they hadn't.
- 55% of people who responded said they knew where to find information to help reduce the running costs of their home.

Detailed analysis

Do you know who your landlord is?

60 out of 65 answered correctly. Analysis of incorrect answers given:

4 people said a variation of Jigsaw and

1 person thought they are a New Charter tenant, but they are actually an Aksa tenant.

How can we ensure people understand who is legally their landlord, rather than just thinking of the group brand?

How would you check your Rent Balance?

Method	Yes	No
Connect	27	38
Visit Hub	17	48
Ask NCO	7	58
By email	8	57
Online	37	28

This indicates that at least 57% of respondents are comfortable dealing with financial matter online, which would be important for anyone claiming UC through an online journal and monitoring their claim.
 Note: This figure could be influence by the survey primarily being completed online, however.

Who would you talk to if you were struggling to pay your rent?

Person/Organisation	Yes	No
Citizen's Advice Bureau	35	30
Rent Account Manager	16	49
Support Worker	6	59
Landlord	24	41
Family	13	52
NCO	8	57
Other	2	63

All but one of the people who responded selected at least one person or organisation they would speak to.

Have you heard of...?

Organisation/scheme	Yes	No
Moneywise - Welfare & Debt Advice	27	38

United Utilities Assistance	17	48
Smarterbuys	12	53
Minted	18	47
Money Advice Service	41	24
Illegal Money Lending Team	6	59
LEAP	8	57