

# NORTHERN IRELAND HOUSING EXECUTIVE

Interview Date		Schedule/ID Number	
Interviewer Name			

## UNIVERSAL CREDIT: THE CUSTOMER JOURNEY SURVEY 2021

**NOTE TO INTERVIEWER: Please interview the person primarily maintaining Universal Credit claim in the household.**

The introduction of Universal Credit is a big change to the UK welfare benefits system. The Housing Executive recognises that this change has a significant impact on the lives of tenants.

In order to better understand how tenants experience claiming and living on Universal Credit, the Housing Executive has commissioned this research.

The research will help the Housing Executive to understand and evaluate its role in the tenant's experience of Universal Credit, and to shape the approach to future policy and procedure development. The findings will also help it plan for the movement of all benefit claimants across to Universal Credit.

Both Perceptive Insight and the Housing Executive conform to the principles of the General Data Protection Regulation (2018). The information you provide will not be disclosed to anyone outside the Housing Executive's Research Unit. The results will be published and will be made available in hardcopy and on the internet. However, let me reassure you that the research data will be confidential and it will not be possible to identify you or any other member of your household from the published information.

**INTERVIEWER** – please ask respondent if they agree or disagree with the following statement: I confirm that I have been informed of the purpose of the Universal Credit: the customer journey survey and I am aware that the NI Housing Executive and Perceptive Insight conform to the principles of the General Data Protection Regulation 2018.

ASK ALL

Q1 Please confirm if you are happy to take part in the research

Yes, I am happy to take part in the research	1	Continue with interview
No, I do not wish to take part in the research	2	Close Interview and thank respondent for their time

# **Contents**

**Section A: Making your claim for Universal Credit**

**Section B: Managing your Universal Credit claim**

**Section C: Impact of Universal Credit on your finances**

**Section D: Improving help and support from the Housing Executive for Universal Credit claimants**

**Section E: Financial inclusion**

**Section F: Contact with Housing Executive**

**Section G: Household details**

**SECTION A: MAKING YOUR CLAIM FOR UNIVERSAL CREDIT**

A1. Have you received your first Universal Credit payment?

Select one response only

I am receiving Universal Credit	1	<b>Go to qA2</b>
Yes, but no longer claim Universal Credit	2	

A2. When you first submitted a claim for Universal Credit, were you a....?

Select one response only

New tenant	1	<b>All go to qA3</b>
Existing tenant, change in benefit(s)	2	
Existing tenant, first time benefits claim	3	
Other, please specify	4	

A3. Were you in receipt of benefits before claiming Universal Credit?

Select one response only

Yes	1	<b>Go to qA4</b>
No	2	<b>Go to qA5</b>

A4 If yes, what benefits were you claiming?

Select one response on each line

	Yes	No	<b>All go to qA5</b>
Housing Benefit	1	2	
Jobseekers Allowance (JSA)	1	2	
Employment & Support Allowance	1	2	
Incapacity Benefit	1	2	
Income Support	1	2	
Disability Living Allowance (DLA)	1	2	
Personal Independence Payment (PIP)	1	2	
Attendance Allowance	1	2	
Carer's Allowance	1	2	
State (retirement) Pension	1	2	
Child Benefit	1	2	
Child Tax Credit	1	2	
Working Tax Credit	1	2	
Other, please specify	1	2	

A5. Were you in work when you applied for Universal Credit?

Select one response only

Yes	1	<b>All go to qA6</b>
No	2	

A6. Why did you apply for Universal Credit?

Select one response only

An additional child or children joining the household e.g. Having had a baby/ fostering/ adoption/ kinship caring etc	1	<b>All go to qA7</b>
Divorce/ separation/ relationship breakdown	2	
Loss of job	3	
Reduction in earnings	4	
Bereavement	5	
Health problem(s)/Illness	6	
Was advised to do so as migrated from another benefit	7	
Was advised to do so as would be better off financially	8	
Other, please specify	9	

A7. Did your Patch Manager provide you with a checklist of information you require for making a Universal Credit claim? You may have received this in person, or in the post.

Select one response only

Yes	1	<b>All go to qA8</b>
No	2	
Don't remember/ not sure	88	

A8. Did you have all the personal information needed for your Universal Credit claim?

Select one response on each line

	Yes	No	<b>All go to qA9</b>
Email address	1	2	
Mobile phone	1	2	
ID	1	2	
Postal address	1	2	
Landlord details	1	2	
Correct rent amount	1	2	
Bank details	1	2	
Details of savings/ capital	1	2	
Details of unearned income e.g. pension/ insurance plan/other benefits/student income	1	2	
Details of illness (disability)	1	2	
Household details	1	2	

A9. Where did you complete your Universal Credit claim?

Select one response only

At home	1	<b>All go to qA10</b>
At friend/family member's house	2	
Housing Executive office	3	
Job and Benefits Office	4	
Advice centre e.g. Advice NI	5	
Community/Residents Association premises	6	
Home visit	7	
Other, please specify	8	

A10. What date did you start your Universal Credit claim?

	<b>Go to qA11</b>
--	-------------------

A11. How do you/your household access the Internet?

	Access (a) <b>Any that apply</b>	Main method of access (b) <b>Select one</b>	<b>All go to qA12</b>
Household Home Computer/Laptop	1	1	
Household Tablet/iPad	2	2	
Public/work computer/laptop etc.	3	3	
Household Mobile/Smartphone	4	4	
Home of friends or family	5	5	
Library or community association	6	6	
Other (Please specify)	7	7	

A12. Did you need any help to complete your first Universal Credit application?

Select one response only

Yes	1	<b>Go to qA13</b>
No	2	<b>Go to qA14</b>
Don't remember/ not sure	88	

A13. If yes, who did you ask/receive help from?

	Help/advice <b>Any that apply</b>	Main source of help/advice <b>Select one</b>	
Housing Executive staff	1	1	<b>Go to qA14</b>
Job and Benefits Office staff (in person/ via telephone)	2	2	<b>Go to qA15</b>
Advice centre	3	3	
Community/Residents association	4	4	
Online Support Group(s)	5	5	
Family/friend(s)	6	6	
Elected Representative (MP, MLA, Councillor)	7	7	
Online search	8	8	
Other, please specify	9	9	

A14. If Housing Executive, Did the help/advice you received help you complete your application?

Select one response only		
Yes	1	<b>Go to qA15</b>
No	2	
Don't know/ not sure	88	

A15. Did you receive a letter from the Housing Executive telling you what your housing costs were after you made your Universal Credit claim?

Select one response only		
Yes	1	<b>Go to qA16</b>
No	2	
Don't remember/ not sure	88	

A16. Did you find the Universal Credit application process easy or difficult?

Select one response only				
Very Easy	Easy	Neither Easy nor difficult	Difficult	Very difficult
1	2	3	4	5
<b>Go to qA18</b>			<b>Go to qA17</b>	

A17. If difficult, please state what part of your Universal Credit application you found difficult?

Select all that apply

Finding details on how to apply online	1	<b>All go to qA18</b>
Finding the personal information I needed to apply e.g. rent amount	2	
Verifying my ID	3	
Finding somewhere to make an online application	4	
Difficulty with reading/ writing	5	
Difficulty using a computer	6	
Other, please specify	88	

A18. Regardless of the outcome, how satisfied/dissatisfied were you with any advice or support provided by the Housing Executive during the Universal Credit application process?

Select one response only

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
1	2	3	4	5	0
<b>Go to qA20</b>		<b>Go to qA20</b>	<b>Go to qA19</b>		<b>Go to A20</b>

A19. If dissatisfied, please state why

--

A20. Did you make your separate application for Rate Rebate?

Select one response only

Yes	1	<b>Go to qA22</b>
No	2	<b>Go to qA21</b>
Don't remember/ not sure	88	<b>Go to next section</b>

A21. If no, why did you not apply for a Rate Rebate?

Select all that apply

Didn't know I had to apply	1	<b>Go to next section</b>
Didn't know how to apply	2	
Believed I was not entitled	1	
Waiting until advised to apply	2	
Financially advantageous to wait	3	
Other, please specify	5	

A22. Did you need any help to make your Rate Rebate claim?

Select one response only

Yes	1	<b>Go to qA23</b>
No	2	<b>Go to next section</b>
Don't remember/ not sure	88	

A23 If yes, who did you receive help from?

	Help/advice <b>Any that apply</b>	Main source of help/advice <b>Select one</b>	<b>Go to next section</b>
Housing Executive staff	1	1	
Job and Benefits Office staff	2	2	
Rate Rebate			
Advice centre	3	3	
Community/Residents association	4	4	
Online Support Group(s)	5	5	
Family/friend(s)	6	6	
Elected Representative (MP, MLA, Councillor)	7	7	
Online search	8	8	
Other, please specify	9	9	



**SECTION B: MANAGING YOUR UNIVERSAL CREDIT CLAIM**

B1. Did you take an Advance Payment?

Select one response only

Yes	1	<b>Go to qB2</b>
No	2	
Don't know/Can't remember	88	

B2. Did you request the full amount of the Advance Payment?

Select one response only

Yes	1	<b>Go to qB4</b>
No	2	<b>Go to qB3</b>
Don't know/Can't remember	88	<b>Go to qB5</b>

B3. If no, did you have to go back and ask for a further advance?

Select one response only

Yes	1	<b>Go to qB4</b>
No	2	
Don't know/Can't remember	88	

B4. Are you finding the repayment of the Advance Payment a financial struggle?

Select one response only

Yes	1	<b>Go to qB5</b>
No	2	

B5. Were you aware of Discretionary Support for Universal Credit?

Select one response only

Yes	1	<b>Go to qB6</b>
No	2	<b>Go to qB7</b>

B6. Did you apply for a Discretionary Support Grant?

Select one response only

Yes	1	<b>Go to qB7</b>
No	2	

B7. Do you find maintaining your Universal Credit claim easy or difficult?

Select one response only

Very Easy	Easy	Neither Easy nor difficult	Difficult	Very difficult
1	2	3	4	5
<b>Go to qB9</b>			<b>Go to qB8</b>	

B8. If difficult, why did you find it difficult?

Select all that apply

No regular access to the internet	<b>1</b>	<b>Go to qB9</b>
Can't meet the requirements of the claimant commitment	2	
Difficulty reading/ writing	3	
Difficulty using a computer	4	
Other, please specify	5	

B9. If you fail to do what you have agreed in your Claimant Commitment without a good reason for example, looking for work or attending an interview, your Universal Credit payments may be reduced by DWP for a set period. This is known as a **sanction**. Have you ever been sanctioned? (This does not include money deducted from UC to pay back a loan).

Select one response only

Yes	1	<b>Go to qB10</b>
No	2	<b>Go to next section</b>
Not aware of sanctions	3	

B10. What has been the impact of these sanctions?

<b>Go to next section</b>

**SECTION C: IMPACT OF UNIVERSAL CREDIT ON YOUR FINANCES**

C1. Does your Universal Credit get paid into a bank/ credit union/ Post Office account in your/your household name?

Select one response only		
Yes	1	<b>Go to qC2</b>
No	2	

C2. Did the Housing Executive give you any advice on setting up an account for your UC to be paid into?

Select one response only		
Yes	1	<b>Go to qC3</b>
No	2	
No need, already had one	3	

C3. Are you having deductions applied?

Select one response only		
Yes – Advance Payment	1	<b>Go to qC4</b>
Yes – overpayment of legacy benefit e.g. tax credits Housing Benefit, ESA, etc.	2	
Court fines	3	
Third party deductions, e.g. rent arrears, rates, utilities	4	
Budgeting Loan	5	
No	6	
Sanction(s) being applied (please specify)	7	
Other, please specify	8	

C4. Have you had to query any element of your Universal Credit payment?

Select all that apply		
Yes- child element		<b>Go to qC5</b>
Yes – childcare costs element	1	
Yes - disability element	2	
Yes- housing costs	3	
Yes- carers element	4	
Yes – other, please specify	5	
No	6	

C5. Since claiming Universal Credit do you believe you/your household are financially better or worse off?

Select one response only		
Better off	1	<b>Go to qC6</b>
Worse off	2	<b>Go to qC7</b>
No difference	3	<b>Go to qC8</b>

C6. If better off please state why.

Select all that apply

UC helped encourage better money management	1	<b>Go to qC8</b>
Received more money under UC than the previous benefit system	2	
I was supported to find or increase employment	3	
Received more support for rates	4	
Non-dependent charge helped encourage younger members of household to work or to work longer hours	5	
I prefer the online application	6	
I received better advice and support	7	
Other, please specify	8	

C7. If worse off please state why.

Select all that apply

Struggled after the first payment due to Advance Payment repayments	1	<b>Go to qC8</b>
Struggled for money in the waiting period and had to borrow money from family/friends	2	
Struggled for money in the waiting period and had to borrow money from credit providers (credit cards/ money lenders)	3	
Personal savings impacted how much UC received	4	
UC payments are lower than previous benefit system	5	
Struggled due to deductions of legacy overpayments of benefits	6	
Was previously in work so income has reduced	7	
Was not entitled to Rate Rebate	8	
Higher non-dependant charges	9	
Struggling to pay a shortfall in my housing costs	10	
Other, please specify	11	

C8. Have you sought advice on you/your household's financial situation with any of the following?

	Help/advice <b>Any that apply</b>	Main source of help/advice <b>Select one</b>	<b>Go to qC9</b>
Housing Executive staff	1	1	
Job and Benefits Office staff	2	2	
Advice centre	3	3	
Community/Residents association	4	4	
Family/friend(s)	5	5	
Other, please specify	6	6	
Have not sought advice	7	7	

C9. If you have to make a rental contribution, are you able to make it without difficulty?

Select one response only

Yes	1	<b>Go to qC10</b>
No	2	
My rent is fully covered	3	

C10. Are you currently in rent arrears?

Select one response only

Yes, I am in rent arrears since before my move to Universal Credit	1	<b>Go to qC11</b>
Yes, I am in rent arrears since moving to Universal Credit	2	
No	3	<b>Go to qD1</b>
Don't know	88	

C11. If yes, do you understand why you are in rent arrears?

Select one response only

Yes	1	<b>Go to qC12</b>
No	2	

C12. Have you agreed a payment plan with the Housing Executive to help you pay your rent arrears?

Select one response only

Yes	1	<b>Go to next section</b>
No	2	
Don't know	88	

**SECTION D: IMPROVING HELP AND SUPPORT FROM THE HOUSING EXECUTIVE FOR UNIVERSAL CREDIT CLAIMANTS**

D1. What help and support would you have found useful for the Housing Executive to offer when you moved to Universal Credit?

Select all that apply

A named team member to assist throughout the application process	1	<b>All go to qD2</b>
Better sign posting across other agencies involved in UC	2	
Easier to understand language and processes	3	
Help to get online and use a computer	4	
Help to complete the online application	5	
More information about how UC works day-to day	6	
More information about the separate process for Rate payments and Rate Rebate	7	
Written resources such as a leaflet	8	
A phone contact at the Jobs and Benefit Office for ongoing queries about UC	9	
A named contact in the Housing Executive to assist with ongoing queries	10	
Clearer advice on how to find advice or support agencies	11	
More information around the payment amount that you are likely to receive from UC	12	
Other, please specify	13	
Don't know/not sure	88	
Do not require any help or support from the Housing Executive	14	

D2. If you need to, do you know how to contact Universal Credit about your claim?

Select one response only

Yes	1	<b>Go to qD3</b>
No	2	
Don't know	88	

D3. If you need to, do you know who to contact in the Housing Executive about any help or support with your Universal Credit claim?

Select one response only

Yes	1	<b>Go to next section</b>
No	2	
Don't know	88	

## **SECTION E: FINANCIAL INCLUSION**

E1. How would you describe your financial situation in the previous 12 months? Have you been...

*Select one response only*

Keeping up without any difficulties	1	<b>All go to qE2</b>
Keeping up but it is a struggle from time-to-time	2	
Keeping up but it is a constant struggle	3	
Have fallen behind with some financial commitments	4	
Have fallen behind with many financial commitments	5	
Don't know	88	

E2. How do you feel about your current financial situation? Are you...

*Select one response only*

Not at all confident	Somewhat lacking confidence	Neither confident nor lacking confidence	Confident	Completely confident
1	2	3	4	5
<b>All go to q E3</b>				

E3. In the last year did your household have to do any of the following...?

*Select one response on each line*

	N/A	Yes	No	
Delay paying loans or repayments (e.g. credit cards, hire purchase, mail order, Social Fund loans) (Do not have loan =0)	0	1	2	<b>go to qe4</b>
Become overdrawn from a bank account (No bank a/c=0)	0	1	2	
Use a credit card to pay rent due to lack of income (No credit card = 0)	0	1	2	
Cut back on car fuel (No car = 0)	0	1	2	
Delay paying fuel bills (e.g. gas, electricity or oil)		1	2	
Avoid turning on heat when your house is cold		1	2	
Delay paying other bills (e.g. phone, insurance, TV)		1	2	
Cut back on food shopping		1	2	
Postponed a visit to the dentist		1	2	
Ask for financial help from family or friends		1	2	
Borrow money from bank/credit union		1	2	
Borrow money from a payday lender		1	2	
Delay or not pay rent for more than 2 weeks until you had money or go into arrears		1	2	
Pawn or sell something to get cash		1	2	
Visit a food bank or receive other charitable support e.g. St Vincent de Paul		1	2	
Other, please specify		1	2	

E4. Thinking of your household's **CURRENT** income, if you wanted to do each of the following, can you tell me if you can afford it, if you would struggle to afford it or if you could not afford it.

**(Interviewer Note: Response is based on COST of whether or not the household could afford a purchase and NOT whether or not they choose to purchase it now).**

Select one response on each line

	Afford	Struggle to afford	Could not afford	
Eat fresh fruit and vegetables every day	1	2	3	<b>Go to qE5</b>
Eat meat, fish or vegetarian equivalent every other day	1	2	3	
Have friends or family for a drink or meal at least once a month if desired	1	2	3	
Keep your home adequately warm	1	2	3	
Keep your home in reasonable decorative order	1	2	3	
Replace broken electrical goods	1	2	3	
Purchased home contents insurance	1	2	3	
Run a car	1	2	3	
Replace worn out clothes and shoes	1	2	3	
Pay for an unexpected bill of £200	1	2	3	
Make regular savings (£20 a month) for rainy days	1	2	3	
Make regular payments into an occupational or private pension	1	2	3	
Holiday away from home for one week a year, not staying with family	1	2	3	

E5.If you needed money advice and support, who would you contact?

Select all that apply

	Yes	
Housing Executive	1	<b>Go to qE6</b>
Jobs and Benefits Office	2	
Make the Call	3	
Advice organisations (e.g. Housing Rights, Advice NI)	4	
Local representatives (e.g. Local Councillors/MLAs)	5	
Family or Friends	6	
Community group	7	
Would not seek advice about money	8	
<i>Not sure</i>	88	
Other, please specify	10	



E6. If you needed to borrow money, where would you go?

Select all that apply

	Yes	
Friends/ family	1	<b>Go to qE7</b>
Jobs and Benefits Office (e.g. advance loan, budgeting loan, Discretionary Support)	2	
Bank	3	
Credit Union	4	
Credit card	5	
Payday lender	6	
Doorstep lender (regulated money lender)	7	
Loan shark/ unregulated money lender	8	
Would not borrow money	9	
Not sure	88	

**Interviewer note: Please read out**

The Housing Executive is committed to helping our tenants keep a roof over their heads, avoid being in debt, and save for a rainy day. As part of this commitment, local office staff can offer a Making your Money Work service (previously known as a Financial Capability Assessment) which is a practical guide giving:

- Advice on how to prioritise finances
- Advice to help improve finances
- Tools to help keep track and plan ahead
- Signposts to support

Local office staff can also signpost tenants to the Housing Executive's Financial Inclusion Managers for assistance with household budgeting, benefits checks and help with income/ and expenditure.

E7. Are you aware that the Housing Executive offers access to the following services?  
Would you use this service?

	Aware of the service		If you are aware of the service do you use the service		
	Yes	No	Yes	No	
General money advice e.g. comparing electricity or broadband providers	1	2	1	2	<b>Go to qE8</b>
Plans to repay your arrears that suit you	1	2	1		
Making your Money Work (previously Financial Capability Assessment)	1	2	1	2	
Access to Financial Inclusion Managers	1	2	1	2	
Signposting to independent advice e.g. Advice NI	1	2	1	2	
Signposting to Make the Call, for welfare and benefits checks	1	2	1	2	
Referral to Floating Support for help with your housing situation	1	2	1	2	

**Interviewer note:**

The Housing Executive provides all tenants with a person who is their single point of contact for all tenancy-related issues. This person is called your “Patch Manager” (you may have known them as your Housing Officer in the past). If you are in rent arrears, you may also be in contact with a Housing Executive Income Collection Officer who deals solely with your rent account (you may have known them as an Accounts Officer in the past). The Housing Executive also has a number of Financial Inclusion Managers who work across the Region and specialise in money advice and support to tenants.

E8. Who would you prefer to receive money advice and support from within the Housing Executive?

	A	B	
	Yes	MAIN REASON	
My Housing Executive Patch Manager	1	1	<b>All go to qE9</b>
Housing Executive Financial Inclusion Manager	1	1	
Housing Executive Income Collection Officer/Accounts Officer	1	1	
No preference /Don't know	1	1	
None- do not wish to receive financial advice from the Housing Executive	1	1	

E9. In normal circumstances, how would you like to access money advice and support from the Housing Executive? (Complete column A on each line.) Which of these would be your preferred option (Complete one response in column B)?

	A	B	
	Yes	Preferred Option	
Face to face in an office	1	1	<b>All go to qE10</b>
Home visit	1	1	
Telephone	1	1	
Email	1	1	
Web chat	1	1	
Video call – eg Zoom, whatsapp etc	1	1	
None of the above- do not wish to access money advice from the Housing Executive	1	1	

E10. What, if anything, would prevent you seeking money advice and support from the Housing Executive?

Select all that apply

	Yes	
Feel I can't improve my financial situation	1	<b>All go to qE11</b>
Feel I can't increase my earnings	1	
Childcare barriers	1	
Don't know what advice and support is available	1	
Fear of being worse off as a result	1	
Unwilling to share financial information	1	
Fear of being unable to afford repayment plans	1	
Can't access support, for example, due to disability/ mental health issues/ physical health issues/ language/ digital access (please specify)	1	
Feel the Housing Executive are only interested in rent payments and not other financial issues	1	
Fear of the Housing Executive taking action to recover arrears	1	
Fear of eviction or loss of home	1	
Other, please specify	1	

E11. What money advice and support services could the Housing Executive offer that would be of interest to your household?

Select all that apply

Assistance applying for benefits	1	<b>All go to next section</b>
Benefits check	2	
Help with benefits problems e.g appeals	3	
Access to welfare rights advice	4	
Personalised arrears repayment plan	5	
Benefits and budgeting calculator	6	
Support to access bank or credit union accounts	7	
Information on affordable money lending	8	
Information on savings products	9	
Day to day budgeting support	10	
Signposting to independent advice services	11	
Signposting to floating support	12	
Help identifying training or employment programmes	13	
Tackling fuel poverty with energy clubs e.g. oil buying clubs	14	
Provide support with switching services	15	
Other, please specify	16	

**SECTION F: CONTACT WITH THE HOUSING EXECUTIVE**

F1. Did you feel confident contacting the Housing Executive?

Select one response only

Yes	1	<b>Go to next section</b>
No	2	<b>Go to qG2</b>

F2. If no, which of the following reasons best explain why?

Select one response only

Dislike speaking on phone	1	<b>All go to next section</b>
Not sure who to ask for	2	
Had a bad experience previously	3	
Other, please specify	4	

**SECTION G: HOUSEHOLD INFORMATION**

G1. Could you please tell me who lives here, how they are related to you and whether or not they are working? (*I do not require names*). **Commence with the HRP and continue to Partner (if applicable), eldest child etc.** [A family unit cannot span more than 2 consecutive generations (e.g. mother with child {*family unit 2*} living with parents {*family unit 1*})]. **For all the below-hoh-p12**

Person resp		HRP	2	3	4	5	6	7	8	9	10
Age Age (last birthday)											
Sex Sex	Male	1	1	1	1	1	1	1	1	1	1
	Female	2	2	2	2	2	2	2	2	2	2
Relation to HRP	HRP	<b>1</b>									
	Partner (married)	<b>Conf</b>	2	2	2	2	2	2	2	2	2
	Partner (cohabiting)	<b>irm</b>	3	3	3	3	3	3	3	3	3
	Partner (Civil Partnership)	<b>they</b>	4	4	4	4	4	4	4	4	4
	Child	<b>are</b>	5	5	5	5	5	5	5	5	5
	Parent	<b>HRP</b>	6	6	6	6	6	6	6	6	6
	Other Relative		7	7	7	7	7	7	7	7	7
	Lodger		8	8	8	8	8	8	8	8	8
	Other non-relative		9	9	9	9	9	9	9	9	9
Family Unit (see above) <b>fam</b>											
Education: Highest level of qualification held	Degree (incl. Higher/Professional qual.)	1	1	1	1	1	1	1	1	1	1
	A Level (or equivalent)	2	2	2	2	2	2	2	2	2	2
	HND/HNC/BTEC Advance	3	3	3	3	3	3	3	3	3	3
	BTEC/ NVQ Level 2 etc.	4	4	4	4	4	4	4	4	4	4
	GCSE/O Level (or equivalent)	5	5	5	5	5	5	5	5	5	5
	NVQ Level 1 (or equivalent)	6	6	6	6	6	6	6	6	6	6
	City & Guilds/RSA etc.	7	7	7	7	7	7	7	7	7	7
	No qualifications	8	8	8	8	8	8	8	8	8	8
	Other, please specify	9	9	9	9	9	9	9	9	9	9
<b>Employ Status (Empl) SHOW CARD</b>											
	Self employed	01	01	01	01	01	01	01	01	01	01
	Employed Full Time	02	02	02	02	02	02	02	02	02	02
	Employed Part Time	03	03	03	03	03	03	03	03	03	03
	Not working - short term (< 1 yr)	04	04	04	04	04	04	04	04	04	04
	Not working -long term > 1yr)	05	05	05	05	05	05	05	05	05	05
	Retired from work – excludes looking after family/home	06	06	06	06	06	06	06	06	06	06
	Student (Further/Higher Education)	07	07	07	07	07	07	07	07	07	07
	Permanently Sick/Disabled	08	08	08	08	08	08	08	08	08	08
	Looking after family/home	09	09	09	09	09	09	09	09	09	09
	Other (including schoolchild)	10	10	10	10	10	10	10	10	10	10
<b>Marital Status (Marst) SHOW CARD</b>											
	Single (never married)	1	1	1	1	1	1	1	1	1	1
	Married (first marriage)	2	2	2	2	2	2	2	2	2	2
	Re-Married	3	3	3	3	3	3	3	3	3	3
	Civil Partnership	4	4	4	4	4	4	4	4	4	4
	Separated (but still legally married)	5	5	5	5	5	5	5	5	5	5
	Divorced (but not legally remarried)	6	6	6	6	6	6	6	6	6	6
	Widowed (but not legally remarried)	7	7	7	7	7	7	7	7	7	7
<b>Does the person have any long-term illness, health problem or disability which limits his/her daily activities or the work he/she can do? (By long term I mean anything that has troubled you/them over at least 12 months or that is likely to affect you/them over a period of 12 months) (Route all those coding 1, 2 and 3 to Health/Disability Omnibus if included. Those coding 4 are not asked this omnibus topic.)</b>											

Yes, has a health problem/illness which limits activities	1	1	1	1	1	1	1	1	1	1	1
Yes, has a disability which limits activities	2	2	2	2	2	2	2	2	2	2	2
Yes, has BOTH a health problem/illness and a disability	3	3	3	3	3	3	3	3	3	3	3
Has <b>NO</b> such health problems	4	4	4	4	4	4	4	4	4	4	4
Does anyone in the household use the following aids <b>indoors or outdoors?</b> (Code the highest number used by any one person) <b>SHOW CARD</b> Personal Aids											
<b>Psaidshh SHOW CARD</b> No aids	1	1	1	1	1	1	1	1	1	1	1
Stick	2	2	2	2	2	2	2	2	2	2	2
Crutches	3	3	3	3	3	3	3	3	3	3	3
Zimmer Frame	4	4	4	4	4	4	4	4	4	4	4
Self-propelled wheel chair	5	5	5	5	5	5	5	5	5	5	5
Wheel chair pushed by another person	6	6	6	6	6	6	6	6	6	6	6
Battery powered scooter	7	7	7	7	7	7	7	7	7	7	7
Adapted vehicle	8	8	8	8	8	8	8	8	8	8	8
Confined to bed	9	9	9	9	9	9	9	9	9	9	9
Rollator	10	10	10	10	10	10	10	10	10	10	10
<b>Ethnic Groups SHOWCARD (ethnichh)</b>											
White	1	1	1	1	1	1	1	1	1	1	1
Chinese	2	2	2	2	2	2	2	2	2	2	2
Irish Traveller	3	3	3	3	3	3	3	3	3	3	3
Any other ethnic group (Please specify)	4	4	4	4	4	4	4	4	4	4	4
<b>What does each person consider their nationality/citizenship to be?</b>											
British	1	1	1	1	1	1	1	1	1	1	1
Irish	2	2	2	2	2	2	2	2	2	2	2
Northern Irish	3	3	3	3	3	3	3	3	3	3	3
Other, please specify	4	4	4	4	4	4	4	4	4	4	4

G2. What is the total income **before** tax and other deductions of yourself and your partner (*if you have one*)? **Please include all income from employment, benefits (including Housing Benefit/Universal Credit [housing costs]), or other sources.**

Select one response only

Weekly	Monthly	Annual		All go to qG3
Less than £60	Less than £260	Less than £3,120	1	
£61-£80	£261 - £346	£3,121 -£4,160	2	
£81-£100	£347 -£433	£4,161 -£5,200	3	
£101-£120	£434 - £520	£5,201 -£6,240	4	
£121-£140	£521 - £606	£6,241 -£7,280	5	
£141-£200	£607 - £866	£7,281 -£10,400	6	
£201-£300	£867 - £1300	£10,401 -£15,600	7	
£301+	£1301+	£15,601+	8	
Refused			9	
Don't Know			88	

**Interviewer note:** The Housing Executive is committed to the principles of equality of opportunity in the provision of housing and related services. In pursuit of this policy the Housing Executive aims to ensure complete fairness in the treatment of households and individuals. To assist in achieving this it is necessary to collect key information on the religious composition of households.

G3. How would you describe the religious tradition of this household?

Select one response

only

Protestant	Catholic	Mixed Religion Protestant/Catholic	Other (Please specify)	No Religion	Refused
1	2	3	4	5	99
<b>All go to qG4</b>					

G4. Do you have any other comments you would like to make regarding your experience of universal credit?

**Back check:** As part of the Housing Executive's Quality Assurance role of the Universal Credit: customer journey survey a small number of respondents will be selected to ask their views on how the survey was conducted. Future contact will be made by either the Housing Executive's Research Unit or (add name of contractor), would you be willing to take part in this?

Select one response only

Yes	No
1	2

**Name and address:** Please may I have your name and address

Name of Household	
Address	
Postcode	
Telephone Number	
Email Address	
<b>I would prefer not to give my personal details</b>	77

**THANK RESPONDENT AND TERMINATE INTERVIEW**