

Appendix B

Questions for Claimants

1. When did you transfer to Universal Credit?
2. How many weeks did you have to wait for your first Universal Credit Payment?
3. Has switching to Universal credit caused you more or less financial problems?
4. Has Universal Credit impacted on your rent payments, and if so, how?
5. When you were going through the process of switching to Universal Credit:
 - What worked?
 - What didn't work?
 - Was seeking help and advice easy for you to access?
 - What could have been done better and how?
 - Is there anything that you feel Harlow Council could have done to assist you during this process?
 - How did the on line claim process work for you especially with reference to ease of use and accessibility?
6. Are you aware that you can still claim for Council Tax Support from the Council?