

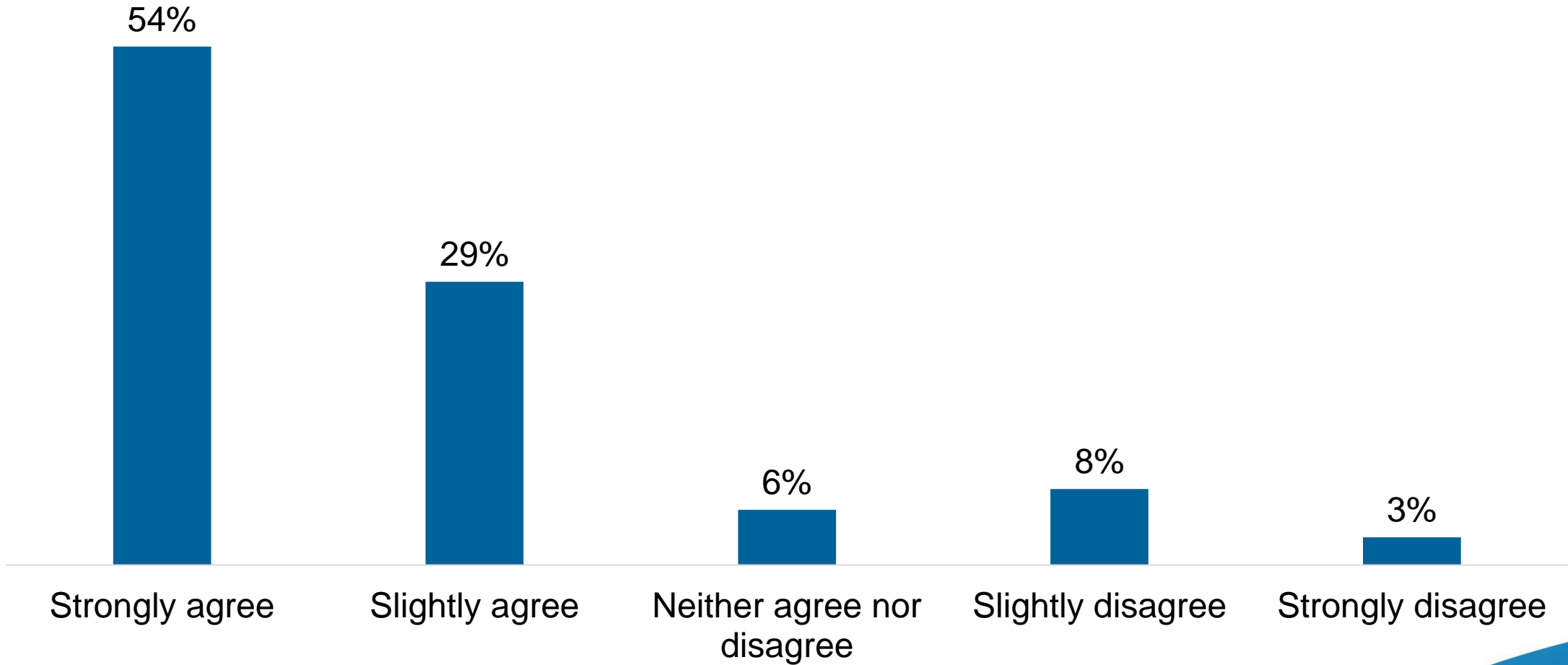
**Universal Credit
– Web content Survey
October 2024**

www.guhg.co.uk



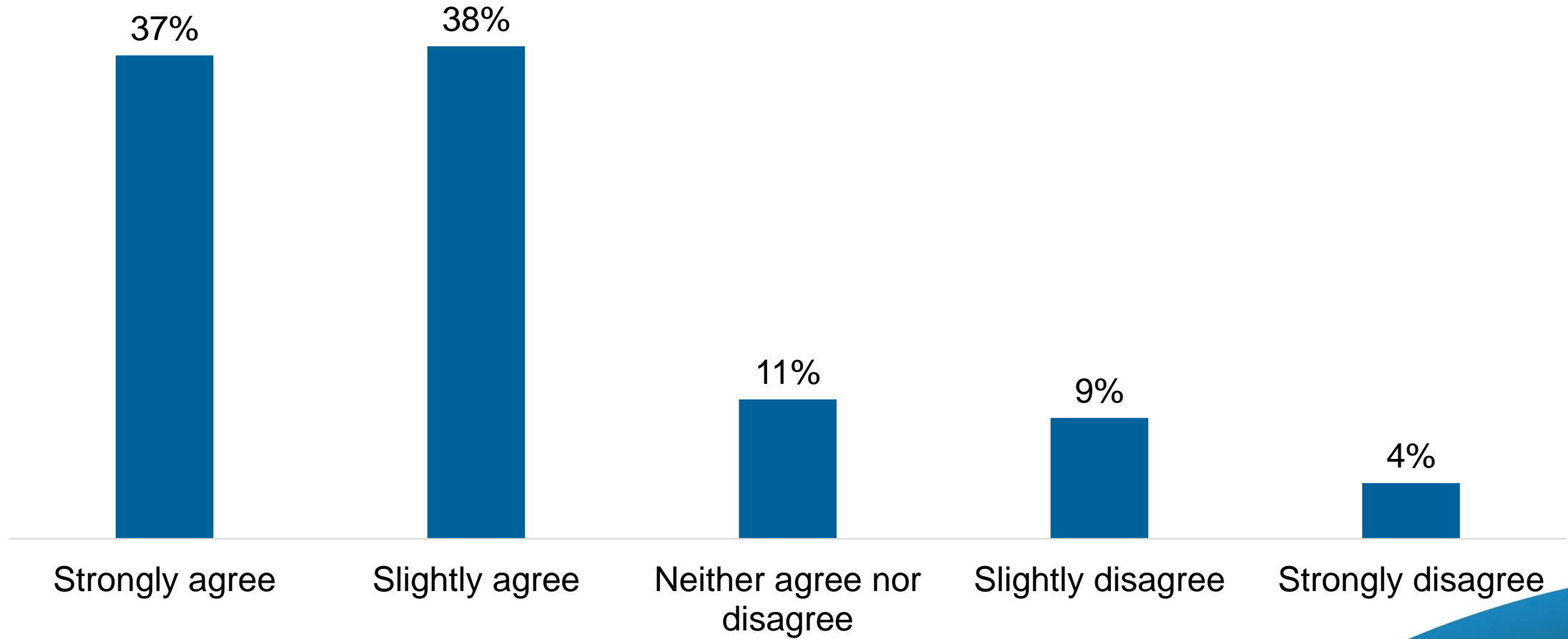
Results

The information explaining why there are 53 weeks in the 2024/25 financial year is easy to understand



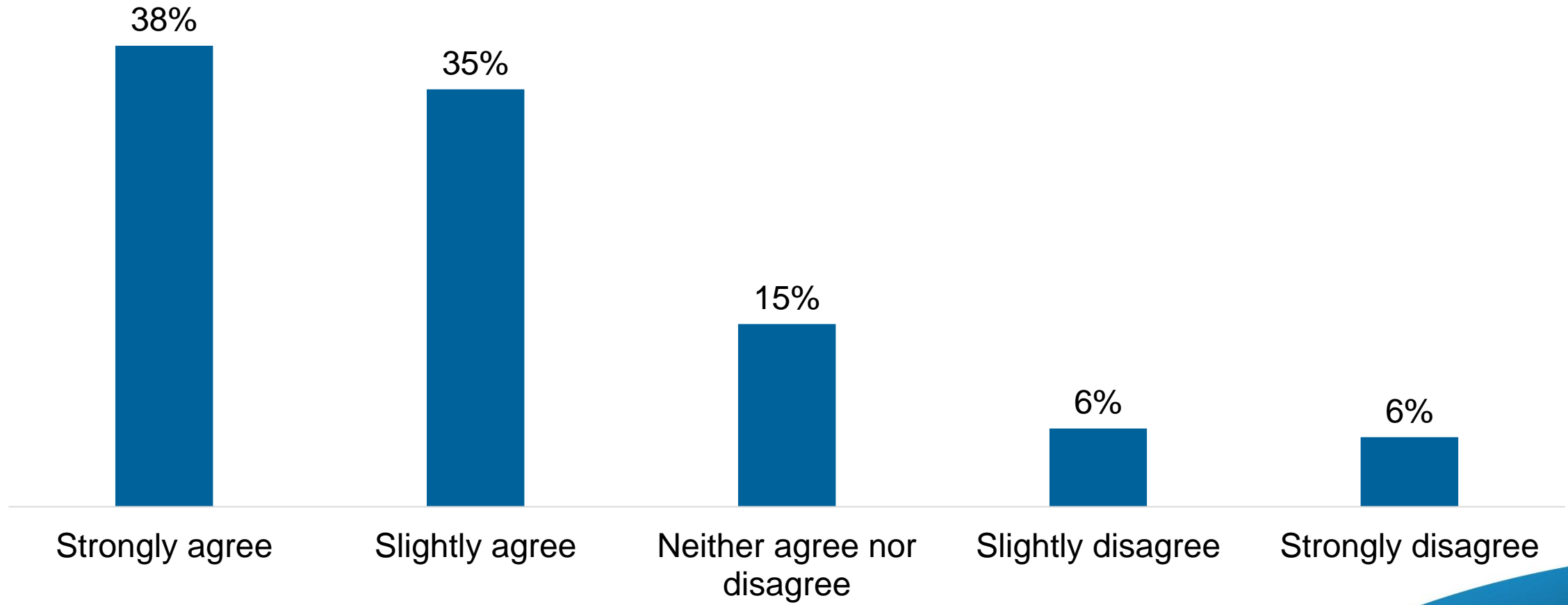
Results

The impact for Universal Credit claimants was easy to understand



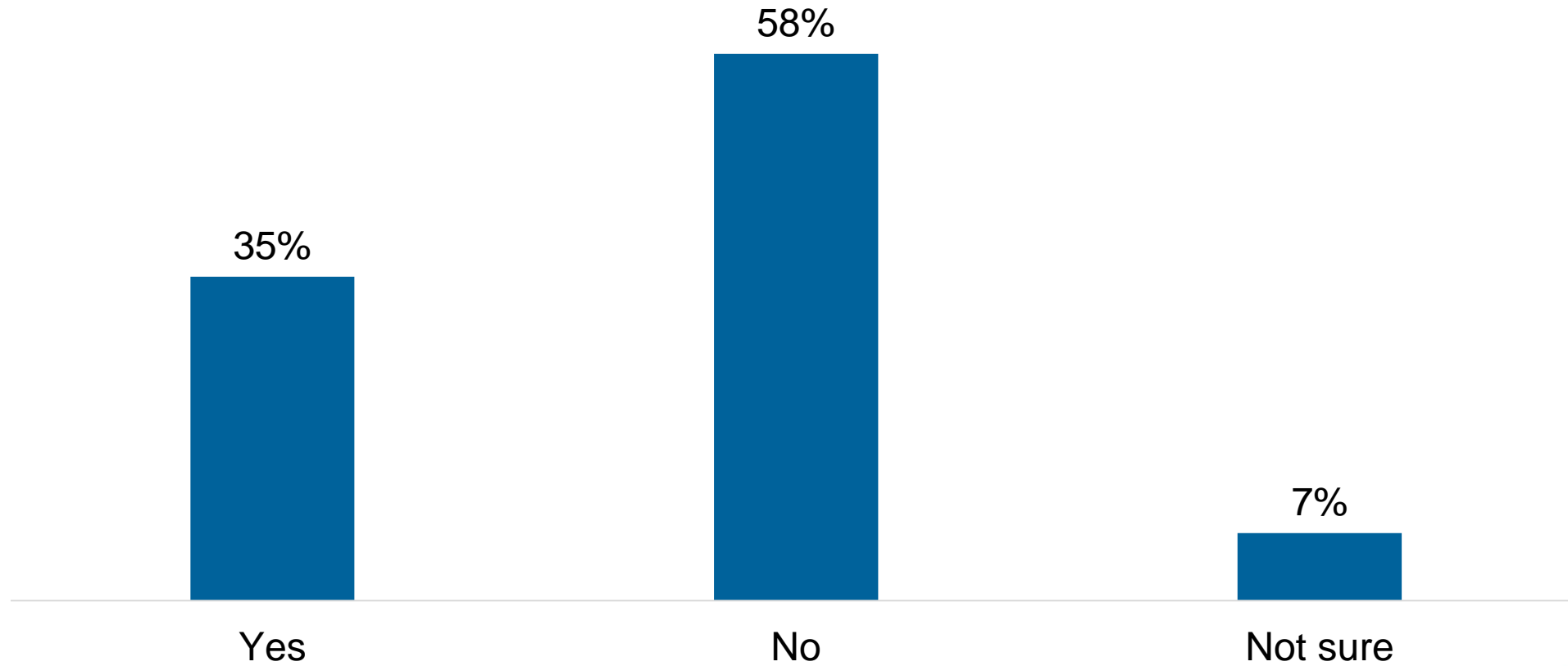
Results

The advice for Universal Credit claimants was easy to understand



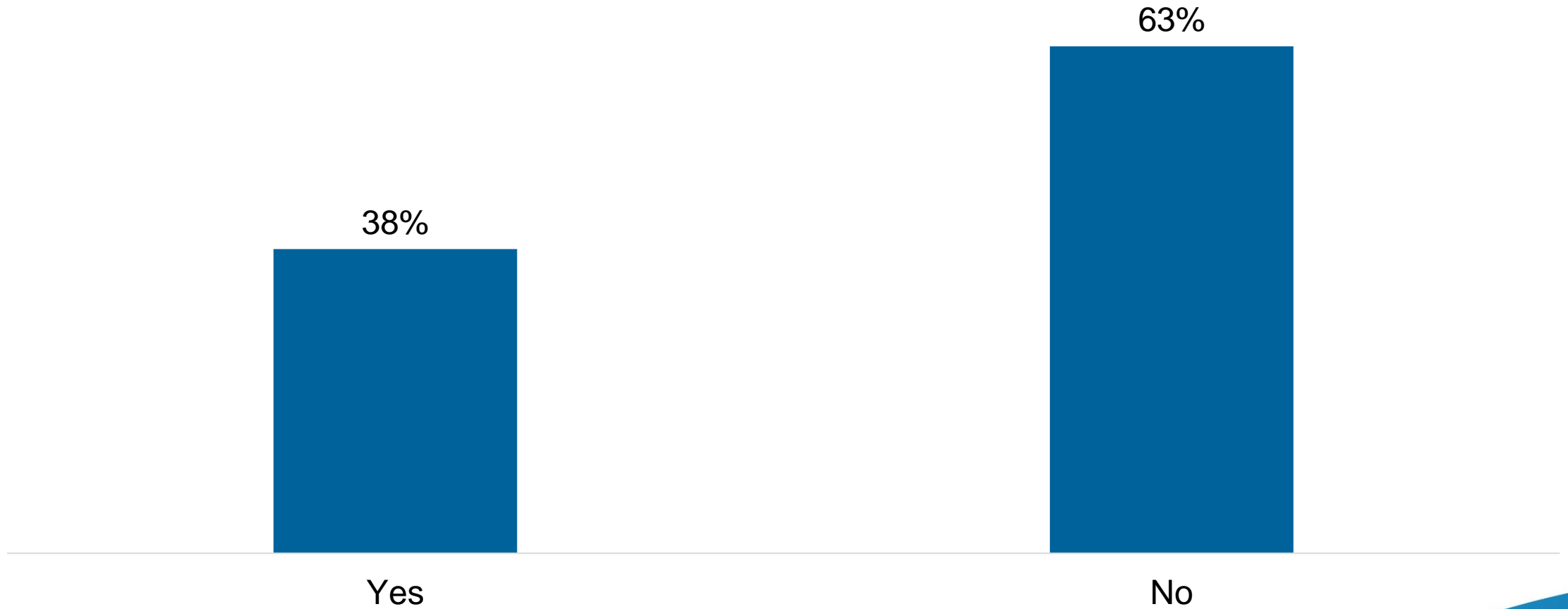
Results

Do you claim Universal Credit, and does your claim include the Housing Costs Element? (if this element is paid to directly to Grand Union, you should still answer yes)



Results

Before taking part in this survey, were you aware of the 53-week year and what steps you should be taking to ensure that you do not fall into rent arrears?



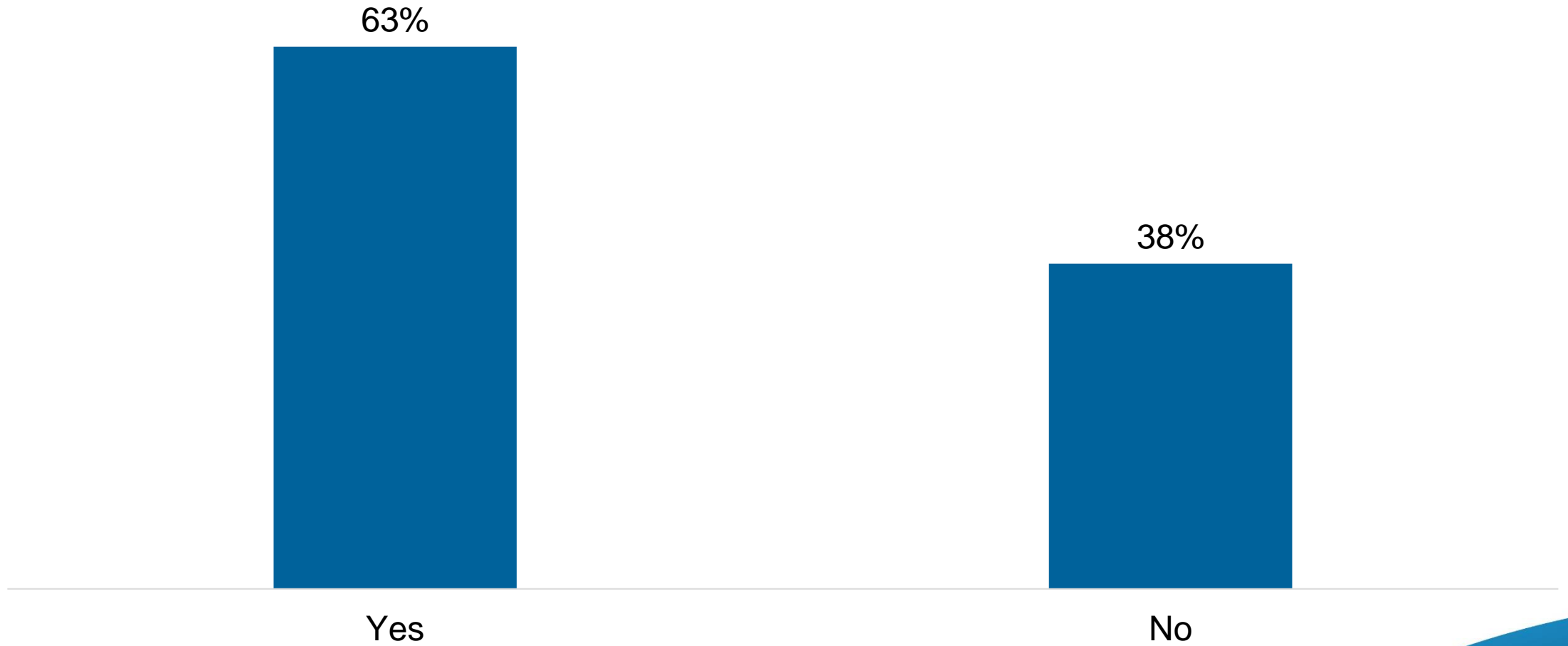
Results

Have you previously been contacted by a Grand Union representative about this issue?



Results

Did you understand what the Grand Union representative was telling you?



Results

How worried are you about being able to afford the additional weeks payment that is not covered by Universal Credit?

