P2823: *Understanding Society* Unit:
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Innovation Panel 2
CAPI
Project Instructions

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Summary

Introduction

Understanding Society is a UK longitudinal survey with annual interviews with 40,000 households.

The briefings for Innovation Panel 2 (IP2) will be held between the 9th and 16th March 2009 (fieldwork starts on the 17th) with the debriefing on 5th May 2009. All fieldwork must be completed before the debriefing.

IP2 Experiments

IP2 includes a number of experiments which will allow us to test different modes of data collection. There are two types of experiments:

- **Procedural**
  - Mixed mode
  - Advance materials
  - Incentives
- **Measurement**
  - Use of showcards
  - Question phrasing

Sample

IP2 will be revisiting productive households interviewed in IP1. This is a named sample and for IP2, 1489 households are being issued in total: 497 households are being issued to field interviewers and a further 992 households will be initially assigned to telephone interviewers.

IP2 is mixed-mode. That is, cases will be transferred from CATI to CAPI if certain conditions are met. Field interviewers will be issued with telephone non-contacts, soft refusals to CATI and cases that are not willing/able to complete an interview over the phone.

You should collect data from all members of a household aged 10 and above; CAPI interviews for those aged 16+ and self-completions for those aged 10-15.

Contact and Gaining Co-operation

Advance cards or letters (depending on the experimental group the household is in) are being posted by the office prior to the start of fieldwork. One advance card/letter will be sent to each adult who was present in the household at IP1, regardless of whether or not they completed an individual interview at IP1.

Included in your workpacks are generic versions of the advance card and letter and of the survey leaflet for you to use on the doorstep.

Each adult will receive a gift voucher of either £5 or £10 (exact amount will depend upon which experimental group the individual is in) in their advance mailing. Young people who complete the youth self-completion will receive a £3 voucher. There are no incentives for proxy interviews. You will not be handing out any vouchers during the interviews; any additional vouchers (for example, for new household members) will be sent out by the office after the interview. You have promissory notes which you must complete and leave with the household so that they have a record of how many vouchers they are due to receive.

ARF

There are two types of ARF:

- ARF A relates to the original household; and,
- ARF B relates to split households i.e., some of the sample members have left the original address.

It is important to have a good knowledge of the different areas of the questionnaire so that you can tailor your approach on the doorstep. One of the key aspects we are concerned with how things change over time and this is why we would like to interview these households again.

Tracing

It is very important that we re-contact and interview as many sample members as possible so that the study can continue.

Any IP1 sample member who has moved address will be followed to their new address for interview with the exception of those who have moved outside the UK and those who are in prison. You are expected to make reasonable attempts to contact and /or trace the sample members; this may require more than one visit.

The Interview Process

The data collection instruments are:

- 15 min (average) CAPI household questionnaire;
- 32.5 min (average) Individual Adult CAPI questionnaire for all adults aged 16+;
- 10 min (average) CAPI proxy questionnaire; and,
- 10-15 min (average) Youth CAWI/Paper Self-Completion questionnaire for all aged 10-15.

There are three groups of people who we will be including as household residents, including two groups that would normally be excluded from surveys:

1. **Group 1:** Normal household residents (using the standard household definition);
2. **Group 2:** Absent household members (at school / university); and,
3. **Group 3:** Absent household members (working away).

You should attempt to get a full individual interview with respondents from group 1 or a proxy if this is not possible. You should not take a proxy interview unless you are completely sure that you are unable to get a productive interview. For example, if one adult is out when you first call then you

should make another visit to attempt to interview them rather than taking a proxy interview from someone else.

As *Understanding Society* is longitudinal, and we will be contacting and visiting respondents on a yearly basis, it is extremely important that you check the spelling of respondent names (in the household grid), addresses and ensure that job titles are correct.

Similarly, it is very important for us to have full and accurate contact details and stable contacts for the respondents. Please check that those details given previously are still correct and attempt to get as many different contact details as you can and a stable contact for those new entrants to the household.

As at IP1, we will be carrying out SIC coding to 4 digits instead of 2; therefore, it is essential for you to gather more detailed information than usual about where the respondent works.

We are hoping to take audio recordings of certain sections/questions in the questionnaire. We are not 'testing' how well you ask these questions; we want to check that questions are written in the best possible way and that they collect as accurate information as possible.

We are asking for consent to link to both health and educational administrative records, and there are separate forms for adults and children for each type of linkage. All respondents will be asked for their consent to link to health records. However, as we have already asked for consent to link to education records at IP1, only those who did not consent at IP1 (including new entrants) will be asked again at IP2.

The consent forms are in duplicate. The top copy is to be sent back to Brentwood and the bottom copy is to be left with the respondent. There are also information leaflets that need to be given to respondents that explain which health and education records we would be linking to, and a consent flowchart to explain how their data is linked. The CAPI screen will tell you which consent forms to administer and what you need to transfer onto the consent forms.

There is also a self-completion for young people aged 10-15. In IP2, the youth self-completion will be available on-line as well as in paper form and passwords for children to fill-in their questionnaire on-line have sent out to the appropriate households in the advance mailing. We are hoping that the majority of children will have filled-in their self-completion on-line by the time you make contact with the household; if they have not you should give the child a paper version to complete.

CAPI Interview

Information about individual questions will be found in the CAPI help screens rather than in these project instructions. There are many more help screens than you would find in a usual CAPI program, and you can find them by pressing <F9> when you are at a particular question.

The CAPI questionnaire is structured within 5 main parallel blocks, these are:

- Household questionnaire;
- Individual questionnaire;
- Household split;
- Self-completions;
- Consent Help; and,
- Admin.

The main topic areas covered in the individual questionnaire are:

- Family, relationships, fertility, child-birth history;
- Health, disability and caring;
- Leisure, environment, transport, life satisfaction and voluntary work;
- Employment, finance and personal consumption;
- Ethnicity, discrimination, religion, politics, environment; and,
- Beliefs, values and attitudes.

Please make sure you do some practice interviews and familiarise yourself with the questionnaire before your first interview.

Admin

The *Understanding Society* Unit in Brentwood are responsible for this survey. The Unit is led by Shelli Murray. Please contact The Unit on 01277 690000 if you have any queries or are having difficulties.

All unused stage 3 documents must be returned to the Understanding Society Unit at the end of the fieldwork period. These documents will be used for Wave 1 cases.

1 Introduction

1.1 Background

Understanding Society is a major household panel study which has been commissioned by the Economic and Social Research Council (ESRC). Taken as a whole, it is the largest study of its type in the world interviewing people in a total of 40,000 households across the UK. It is led by the Institute for Social and Economic Research (ISER) at the University of Essex. The survey will also be known as the UK Household Longitudinal Study (UKHLS) among the academic community, but we will only refer to it as *Understanding Society*.

Understanding Society will provide valuable new evidence about people throughout the country, their lives, experiences, behaviours and beliefs, and will enable an unprecedented understanding of diversity within the population. The survey will assist with understanding the long-term effects of social and economic change, as well as policy interventions designed to impact upon the general well-being of the UK population. The data will be used by academic researchers and policy-makers within government departments, feeding into policy debates and influencing the outcome of those debates.

The survey will collect data from all household members aged 10 and above on an annual basis. Annual interviewing will allow us to track relatively short-term or frequent changes in people's lives, and the factors that are associated with them. As the years of the survey build up we will be able to look at longer-term outcomes for people in the sample.

The design of the survey is similar to the British Household Panel Survey (BHPS) which has been running since 1991 and is also managed by the team at ISER. In the BHPS, children who were born at the start of the study are now being followed into adulthood and into the labour market. People who were young adults when the survey started have been tracked through their years of partnership formation, marriage and establishing a family, with all the effects this has on other areas of people's lives such as their employment participation, housing needs and income. People who were middle-aged when the BHPS started, have been followed through their retirement period and will continue to be tracked to understand their well-being into old age. *Understanding Society* will do the same over the coming years but with a much larger sample size that will allow us to look in more detail at small sub-groups within the population as well as year groups within the sample. At Wave 2, the existing BHPS sample will be incorporated into the *Understanding Society* sample.

The experience of ISER in conducting the BHPS over the last 18 years is that both respondents and interviewers enjoy doing the survey. Respondents enjoy the fact that their interviewer returns every year and they can update them about things that have happened to them and other family members. And interviewers enjoy going back to the same people to see how they are getting on, even if sometimes they are faced with people in difficult circumstances. *Understanding Society* will build up an unique picture of how people's lives develop and change as events and experiences unfold in their lives.

NatCen has been commissioned to conduct the first two waves of fieldwork for *Understanding Society*. Each respondent will be contacted annually, but because of the large sample size, each wave of fieldwork will last approximately two years.

Understanding Society was officially launched by the ESRC on 13th October 2008. NatCen has already carried out an Innovation Panel (IP1) and a full dress rehearsal in order to inform the Wave 1 survey which commenced on the 8th January 2009. Innovation Panel 2 (IP2) will be one of the first stages of *Understanding Society* Wave 2.

In IP2 we will be revisiting all of the households who were interviewed in IP1. Since IP1 was in field, the study has been renamed from *Living in Britain* to *Understanding Society.* This name change was recently communicated to respondents via an inter-wave mailing. The change in name reflects the aims of the study: to build a detailed picture about the lives, experiences, behaviours and beliefs of people across the UK and to provide an understanding of diversity within the population and of the long-term effects of social and economic change.

1.2 Media coverage

Understanding Society is the world's largest ever longitudinal study of households, and has already created interest in the media.

In August 2008, The Guardian featured an article by Polly Toynbee[1] discussing the launch of *Understanding Society*, which she referred to as '...the world's largest and most detailed social survey...' Toynbee discussed the importance of longitudinal studies such as *Understanding Society*, saying 'The studies seek out which physical, social or psychological factors shape people's long-term health and happiness'. A copy of the article is available at: http://www.guardian.co.uk/commentisfree/2008/aug/19/labour.

Other headlines include 'World's largest ever longitudinal study of households launched'[2] and 'World's largest household study to unveil vital issues facing human communities'[3].

For more information on the media coverage the study has received, please visit the 'News' page of the *Understanding Society* website at: http://www.understandingsociety.ac.uk/news/inthenews/default.aspx.

[1] Toynbee, P. (2008). Labour is bound to bypass the lessons of the 58ers: The determinist mindset of the post-Thatcher establishment means fine social research won't produce decent policy. *Guardian.co.uk*, [internet] 19 Aug. Available at: http://www.guardian.co.uk/commentisfree/2008/aug/19/labour

[2] Lipsett, A. (2008). World's largest ever longitudinal study of households launched. *Guardian.co.uk,* [internet] 13 Oct. Available at: http://www.guardian.co.uk/education/2008/oct/13/research-highereducation

[3] Thaindian News (2008). World's largest household study to unveil vital issues facing human communities. *Thaindian.com,* [internet] 15 Oct. Available at: http://www.thaindian.com/newsportal/india-news/worlds-largest-household-study-to-unveil-vital-issues-facing-human-communities_100107499.html

1.3 What is an Innovation Panel?

The very first stage of *Understanding Society* was an 'Innovation Panel' of 1500 achieved households (IP1). The aim of the Innovation Panel was to establish a survey group - approximately 10 times larger than a pilot group - with whom different methods of data collection can be tested ahead of each main wave of the survey.

The Innovation Panel will not replace the need for normal questionnaire pilots and dress rehearsals. Instead, it will be used for testing significant innovations in terms of the types of information collected or the methods of collection.

1.4 Aims of Innovation Panel 2 (IP2)

IP2 is the first stage of *Understanding Society* Wave 2 and will be the start of the longitudinal element of the study.

The main elements that we are testing in IP2 are:

- Feeding forward data from IP1;
- Conditional transfer of CATI non-contacts, soft refusals and cases unable to do telephone interviews to Field interviewers;
- Investigating whether we lose any benefit from the higher IP1 incentive when reverting to £5 from £10 (in terms of response rates, efficiency of fieldwork and costs);
- To test whether using or not using showcards gives the best comparability to telephone interviews (where no showcards can be used);
- Establishing whether the number of office refusals is reduced by using an advance card compared to an advance letter and whether either of these has a negative or positive effect on final response rates;
- Looking into the best way to administer life and job satisfaction questions (with or without showcards? Using different ways to display the response categories);
- Looking at the wording of an identity question and the effect of its wording on item non-response;
- Comparing potentially ambiguous questions with improved versions;
- The feasibility of administering consent forms by post after a telephone interview (field interviewers will administer these when prompted by the CAPI script); and,
- Encouraging 10 – 15 year olds to complete their self-completion online instead of on paper.

1.5 Fieldwork timetable

The IP2 briefings will be held between the 9th and 16th March 2009 (fieldwork begins on the 17th) with the debriefing on 5th May. All fieldwork must be completed before the debrief. Please note that the fieldwork period coincides with the Easter break in the UK. The whole of the UK have the "Good Friday" public holiday on April 10th 2009, and England, Ireland and Wales (but not Scotland) additionally have the "Easter Monday" public holiday on April 13th 2009. You may want to plan your work to take account of these public holiday dates.

2 IP2 Experiments

2.1 Overview

IP2 includes a number of experiments which will allow us to test different modes of data collection. There are two types of experiments:

- **Procedural**
  - Mixed mode
  - Advance materials
  - Incentives
- **Measurement**
  - Use of showcards
  - Question phrasing

In all cases the allocation to any experimental group has been done at the household level so that all eligible adults in a household will receive the same treatment for any given experiment. The allocation to experimental groups will however vary across the different households in your assignment.

2.2 Mixed mode experiment

The IP2 sample is divided into three experimental groups, each receiving a different treatment in terms of mode(s) and sequence of modes to test which strategy works best in terms of high response rate, efficiency of fieldwork and costs.

There are three groups of equal size with procedures as follows:

- **CAPI: Face to face:** Cases issued direct to face-to-face interview.
- **CATI 'Move one move all':** Cases issued to telephone unit initially, as soon as one household member is identified who cannot do the interview over the telephone, all outstanding household members will be allocated to field. CATI cases will be reissued to field for:
  i. Telephone non-contacts – allocated to field at end of telephone fieldwork period or once minimum number of calls has been made[4].
  ii. Telephone refusers.
  iii. Those not willing or able to do interview over telephone.
- **CATI 'Try all':** Group 3: Cases issued to telephone unit initially, attempt all household members by telephone before allocating them to field. CATI cases will be reissued to field for the same reasons as CATI 'Move one move all'.

[4] The minimum number of calls includes; five attempts at contacting each individual, two attempts at each telephone number and a minimum of 10 calls for all telephone numbers combined.

2.3 Advance materials experiment

There are two groups in this experiment: half of the sample will receive an advance letter and the other half will receive an advance card.

The aim is to establish whether the number of office refusals is reduced by using an advance card compared to an advance letter and whether either of these has a negative or positive effect on final response rates.

2.4 Incentives experiment

In the incentive experiment there are five different groups. The aim is to investigate whether we lose any benefit from the higher IP 1 incentive when reverting to £5 from £10 (in terms of response rates, efficiency of fieldwork and costs).

The five groups are:

- Group 1: Receive £5 (as at IP1).
- Group 2: Receive £5 (reduction from £10 at IP1 to £5 at IP2).
- Group 3: Receive £10 (as at IP1).
- Group 4: Receive £5 (reduction from possible £10 at IP1 to £5).
- Group 5: £5 rising to £10 if all eligible household members take part (as at IP1).

2.5 Showcard experiment

This experiment applies to the third of the sample who are being issued direct to face to face interviews. The aim is to test whether using or not using showcards gives the best comparability to telephone interviews (where no showcards can be used).

Showcard versus no showcard treatments have been allocated at the level of the point level so you will either have a showcard booklet or not have a showcard booklet in your workpack depending on which treatment group your point been allocated to.

2.6 Question phrasing experiments

There are different variations of certain questions in the questionnaire. This is to allow us to test how question wording affects the reliability of measurements. For example, there are two variations in questions about dates: the first a traditional explicit request for the date and the second is driven by what the respondent says.

All interviewers will have a mixture of questions so please take care to follow the questions as scripted in the CAPI.

Certain questions are being recorded to see how these work in the field.

2.6.1 Job and life satisfaction questions

There are two questions in the CAPI asking sample members about their satisfaction with their life and job. We are experimenting with the form of the question, where the question is placed in the questionnaire and how the question is administered (by CASI, using a showcard and without a showcard).

Allocation to the different versions of these questions is at point level so that you will use one version of the questions only.

3 The Sample

3.1 Overview

In IP2 we will be revisiting productive households interviewed in IP1 (the IP1 sample was randomly selected using Postcode Address File). In IP1, 2760 households were issued and of these 1500 households were productive.

IP2 is a named sample and 1489 households are being issued in total: 497 households are being issued to field interviewers and a further 992 households will be initially assigned to telephone interviewers.

IP2 is mixed-mode. That is, cases will be transferred from CATI to CAPI if certain conditions are met.

Field interviewers will be issued with telephone non-contacts, soft refusals to CATI and cases that are not willing/able to complete an interview over the phone.

We are issuing 122 assignments in total. As IP2 is mixed mode you will receive an initial allocation of addresses that are pre-designated as field cases, followed by cases from the Telephone Unit as outlined above. Each initial assignment will contain between 1 to 10 addresses to begin with. You may receive up to two thirds of the total assignment shown on your sample coversheet.

You should interview all adults aged 16+ in the household, and administer self-completions to those aged 10 to 15 if they have not completed it on-line before your visit.

3.2 CATI – CAPI transfer

The list of possible cases which could be reassigned to you from the telephone unit is indicated on your sample cover sheet (see section 2.10 for more information).

If a case is assigned to you from the telephone unit, you will receive a contact information sheet and a blank ARF. The contact information sheet will contain a record of the previous contact made by the telephone unit along with the reason for the case being transferred (i.e. telephone non-contacts, soft refusals, or cases where sample members are not willing/able to complete their interview over the phone). The blank ARF is for you to fill-in; you should complete this ARF as you would for the addresses which were pre-designated to you as field cases, this includes the observation section.

The case will be transmitted to you in the same way as those assigned to you directly for field interviewing. When you go into a case the first page of the CAPI will contain a list of all the individuals in the household (fed forward from IP1) and will also tell you whether their interviews have been started or completed. In some cases you will be completing interviews that were started in the

telephone unit and therefore some sections of the interview will have already been pre-filled (for example, the household grid and one adults interview may have been started..

You should be prepared to receive cases transferred from the telephone unit from the beginning of the fieldwork period.

3.3 Who to interview

CAPI will determine the eligibility of individuals by calculating whether they are aged 16+ when the household grid is enumerated. You will be interviewing everyone aged 16+ in each household, regardless of whether or not they were interviewed previously. One person from every household will be asked to confirm some general information about the household that was given in IP1.

Respondents who are known to you

We do **not** want you to interview anyone you know personally, such as a friend, a neighbour, son or daughter of a friend. In addition, you should not interview anyone you know in a professional capacity such as a colleague at work, a teacher at night school etc. Refer such cases back to the *Understanding Society* team immediately.

Whom to interview and where

You will find that households are living in a variety of circumstances. For example, some will live in a house or flat and others may work in places where they are provided with a room of their own.

For IP2, we are following people who have moved into 'institutions' (e.g., hospitals, nursing homes/Old Peoples Homes, Army Camps, halls of residence but not prisons). We will not be interviewing those who are judged by other sample members/guardians to be "too frail or mentally impaired".

Split households

You may find that some respondents are still resident at the address, but that others have moved to new address(es). CAPI will tell you who the movers are and you will need to open the appropriate number of ARF Bs. You will then attempt to contact and interview the respondents who have split into new households.

3.4 Sample Cover Sheet

The sample cover sheet provides details of all of the households that you have been issued. It also details households that are initially being issued to the telephone unit, but as these households are in your assignment area, they could be transferred to you if an interview cannot be done over the telephone (see section X.X on CATI to CAPI transfer).

The sample cover sheet therefore shows the maximum number of households you could be assigned. You will receive one sample cover sheet per assignment.

The sample cover sheet contains the following information for each household you have been issued:

- **Household serial number**;
- **Check letter**;
- **Address**;
- **Postcode**;
- **First mode:** F2F or Tel (cases marked as 'Tel' are those which could be transferred to you from the telephone unit);
- **No of adults (at IP1)**; and,
- **Kids 10-15 (at IP1)**.

As this is based on information from the IP1 interview, please bear in mind that people's circumstances change and this information may be out of date.

As you go through the fieldwork you will need to record the following information:

- **Final outcome:** for example, e.g. productive, unproductive;
- **Transmit date:** date household was transmitted back; and,
- **Appts/notes etc:** record here appointments or any other notes that you think would be useful for future waves of the study (e.g. good times of day to call round, the best method of contacting or information about the address location).

The sample cover sheets must be completed and returned to the office following the end of fieldwork. Those interviewers who are attending the debrief can return their sample cover sheets at then.

3.5 The ARF

There are two types of ARF:

- ARF A relates to the original household
- ARF B relates to split households i.e. those sample members that have left the original address.

If you open ARF B it is essential that you record the following on the front cover: serial number, highest new household number, names and resident outcome codes (using the hhold split parallel block) and household information. You will also need to record any address information that you found whilst tracing. Note that the first five digits of the Serial number will be identical to ARF A but the final digit will differ. For example, the second household will end with '2'.

The ARFs that you will be using have a non-standard layout and structure. It uses columns to ensure that the length of the ARF is kept to a minimum, and interviewer observations are gathered throughout the ARF

3.5.1 ARF A structure

ARF Labels

The address label on the front of ARF A will contain the following information:

- Serial number consisting of a 4 digit point number, 2 digit address number and 1 digit household number;
- Check letter;
- Field area;
- Address; and,
- Address co-ordinates.

Example address label:

```
SN: 9001-01-1 A                FA: 3

35 Northampton Square
London
EC1V 0AX

E: 123456 N: 654321
```

If you open an ARF B (for a split household) please note that the first six digits of the serial number will be identical to those on the ARF A address label but the final digit will differ and must be generated in the CMS. You **must** also remember to transfer all information from the household information label on ARF A.

Address co-ordinates

Where the issued address for a household is the same as IP1, address co-ordinates will be provided on the ARF label as shown in the example above. However, if the household have moved, address co-ordinates will not appear on the ARF label.

If you find that you do not have address co-ordinates, but require them in order to locate the new address, please call the *Understanding Society* Unit and they will provide you with this information. You can also to look up address co-ordinates from postcodes using www.nearby.org.uk

Household information label:

This label (see example below) provides household-level information about the IP2 experiments, so it is important to familiarise yourself with the information provided on the label before you make contact with the household.

The household information label includes the following:

- **"Mode"** indicates the mode that the household has been assigned to: CAPI, CATI 'move one, move all' or CATI 'exhaust all'. These last two refer to procedures being tested in the Telephone Unit. For the sample in the "Move one, move all" group, if one person in the

household requests a face-to-face interview, or gives a soft refusal, the whole household will be allocated to a face-to-face interviewer. In the "Exhaust all" group, if one person requests a face-to-face interview or gives a soft refusal, the telephone interviewer will try to get an interview with other household members before issuing it to field.

The codes for "Mode" are:

Code	Description
"CAPI: F2F"	Household assigned to face to face interviewer.
"CATI: Mv 1"	Household initially assigned to telephone unit. If one person requests F2F or gives soft refusal, whole household issued to field.
"CATI: Try all"	Household initially assigned to telephone unit. If one person requests F2F or gives soft refusal, telephone interviewer attempts other household members before issuing to field.

- **"Advance material"** indicates whether an advance card or letter will be sent to the individuals in the household.

The codes for "Advance" are:

Code	Description
"Letter"	All adult individuals in household received an advance letter.
"Card"	All adult individuals in household received an advance card.

- **"Incentive"** indicates which incentive condition the household has been assigned to: £5, £10 or £5 rising to £10 for full household co-operation.

The codes for "Incentive" are:

Code	Description
"£5"	Individuals receive £5 incentive (as at IP1).
"£10"	Individuals receive £10 incentive (as at IP1).
"£5"	Individuals receive £5 (reduction from £10 at IP1 to £5 at IP2).
"£5 → £10"	Individuals receive £5 rising to £10 if complete household co-operation (as at IP1).
"£5"	Individuals receive £5 (reduction from possible £10 at IP1 to £5).

- **"Showcard"** informs you whether this household has been assigned to the showcard or no showcard group i.e. 'read-out' group.

The codes for "Showcard" are:

Code	Description
"Showcards"	Household in showcard group – showcards used in interviews.
"No showcards"	Household in no-showcard group – no showcards used in interviews.

- **"Leaflet"** informs you which information leaflet the household should receive; this is based on which incentive condition the household has been assigned to: £5, £10 or £5 rising to £10.

The codes for "Leaflet" are:

Code	Description
"£5"	Household receives survey leaflet 'A' → £5 incentive.
"£10"	Household receives survey leaflet 'B' → £10 incentive.
"£5 → £10"	Household receives survey leaflet 'C' → £5 rising to £10 incentive.

Example household label:

SN: **9001-01-1 A** FA: 3

Mode:CAPI: F2F
Advance material: Card
Incentive:£5
Showcard:No showcard
Leaflet: £5

Pages 1 - 2

You must record **all** personal visits and telephone calls, even if you do not get a reply. For telephone calls it is also important that you record which telephone number you are calling, in case the household requires tracing later. This way we will not duplicate efforts that you have already tried.

On the front cover, there is also a space called "Address update/notes" in which the Operations Team will write any additional information received from ISER/Telephone Unit after the ARFs were produced, such as address updates, etc..

On page 3, there is an additional section which allows you to keep track of progress through the household, so that you can record who has been interviewed, who has done their self-completion, and whether you have administered consent forms.

Sections A-D

These sections are for you to fully record all attempts to contact the household. New addresses and/or any tracing activities are to be recorded at sections B-D.

Each section includes some initial observation questions. There are more interviewer observation questions than there would be on a normal survey because we will be using them to help define non-response weights and to predict response and attrition at subsequent waves.

These observation questions must be filled in before making contact with the address, and we are interested in your initial observation and judgement. For example, if you think that an address doesn't have children aged under 10, record this during your observation. We do not want you to change your observation if you subsequently find out that there are children of this age at the address.

Observation questions need to be completed for all non-deadwood addresses including office refusals, although you should not contact any addresses that are an office refusal.

Please note that there is no section A on ARF B.
Please note that there is a typo on questions C3 and D3 of ARF A and B; the question should read: 'Were you tracing because the address you were trying to contact was inaccessible, you couldn't locate it, or you couldn't make contact?'. The word 'issued' should not be included in these questions as we are referring any follow-up addresses you identify during tracing.

Section E
This section asks you to record topics queried by eligible households. There is also a question asking you to rate their resistance to taking part. As different members of the household may vary in their resistance to take part you should base your answer on the household member who made the ultimate decision about whether or not to take part.

Section F
All the final outcomes are on one page of the ARF in section F, rather than having outcome codes spread throughout the ARF. You will be directed to the appropriate question given answers earlier in the ARF. Code final outcome, transfer to the front page of the ARF and then follow the routing. Codes 110 and 210 will be generated in the CAPI Admin. Unproductive codes are generated by the interviewer.

Section G
Section G contains follow up questions about reasons for refusal, whether another interviewer might get an interview and the standard open question with more details to be recorded about non-productive outcomes.

3.6 Sample Information Sheet

This provides extra information that may prove helpful when contacting the household and planning the interview. It is based on information from the IP1 interview, but please bear in mind that people's circumstances change and this information may be out of date. The Sample Information Sheet is for your own use only, and should not be shown to the respondents or anyone else.

The sample information sheet contains the following information:

Household information
This section outlines the experimental conditions that the household has been assigned to: whether the case was assigned to field or was assigned to the Telephone Unit first, incentive type, advance card or letter, showcards or no showcards and leaflet type. For an explanation of the individual codes see section 3.4.1 ARF A structure.

Serial number

IP1 Hhold DoI

Date of IP1 household interview (DoI stands for 'Date of Interview').

Individual information

This section contains the person number of each household member along with their name, sex, whether they are deceased, individual outcome at IP1, date of last interview and telephone number(s).

Key to sex codes:

''M''	Male
''F''	Female

Key to individual outcome codes:

''P''	Productive
''Px''	Proxy
''U''	Unproductive
''Y''	Youth interview
''Y U''	Youth unproductive
''<10''	Child under 10, ineligible at last interview

Stable contact details

This section provides:

- The person number of the sample member;
- the name of the sample member; and,
- their nominated contact person, the address and telephone number(s) of the contact person and the contact persons relationship to the sample member.

Key to relationship codes:

''P''	Parent
''C''	Child
''S''	Sibling
''A/U''	Aunt/Uncle
''G''	Grandparent
''O R''	Other relative
''F/C''	Friend/Colleague
''O''	Other

Office notes/updates

Space for any new information received by the office before the ARF is sent to you.

3.6.1 ARF B (split households)

If you open ARF B it is essential that you follow the instructions in the CAPI, in particular 'Hhold split' parallel block and record the following information carefully onto the new ARF:

- Serial number (which you will need to create by opening a new household using CMS as shown below);
- Highest new household number;
- Details of all original household members - please copy this information directly from the original household's Hhold split parallel block. You can record details of up to 16 people if you use all of the grid lines;
- Their "resident code" – i.e. whether the sample member lives in this split household (1), lives in another split household (2), is confirmed as resident elsewhere e.g. resident households(3) or deceased (4);
- Original household information i.e. mode, advance material, incentive and showcard as shown on the front of ARF A; and,
- Address and postcode.

Please remember you must create the new household in the CMS address menu before you transmit the interview for the first household. If you do not, you cannot go back and create the new serial numbers.

Note that on ARF B there is no section A. However, sections B through to G are the same as ARF A.

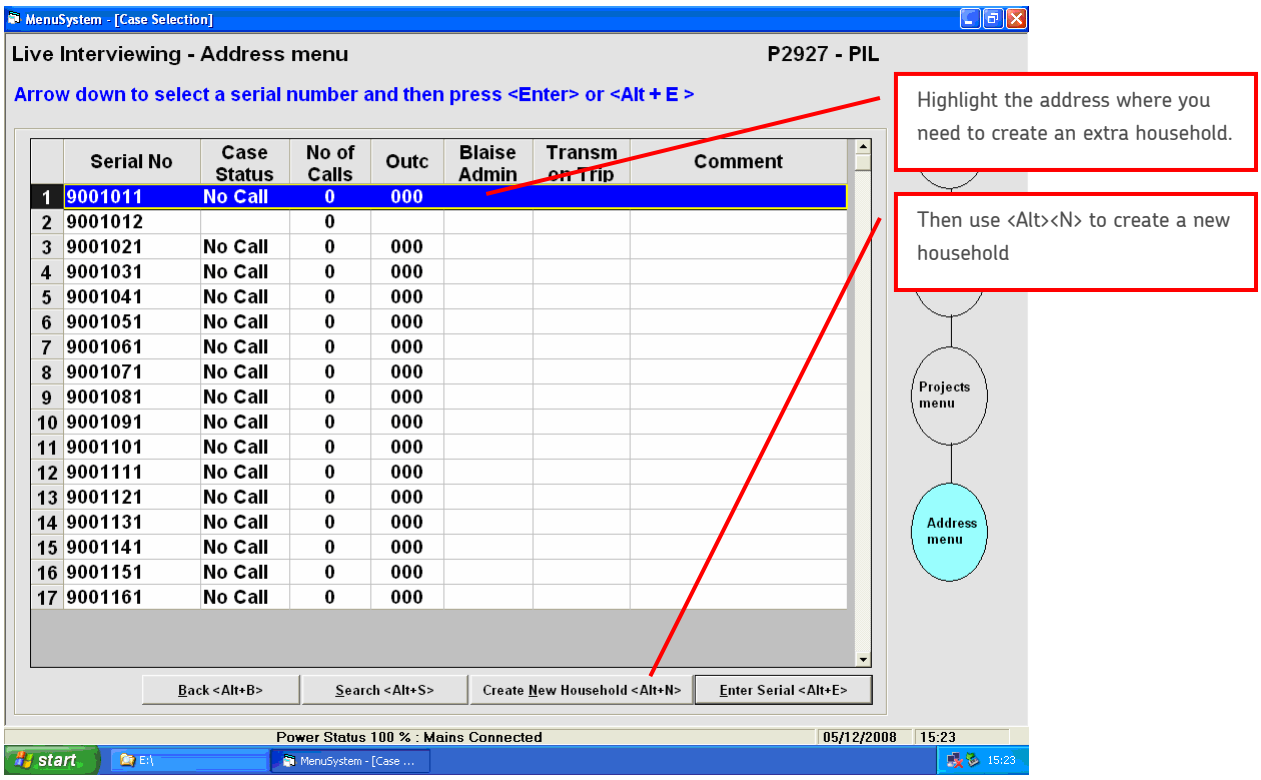
Split households outside of your interviewing area

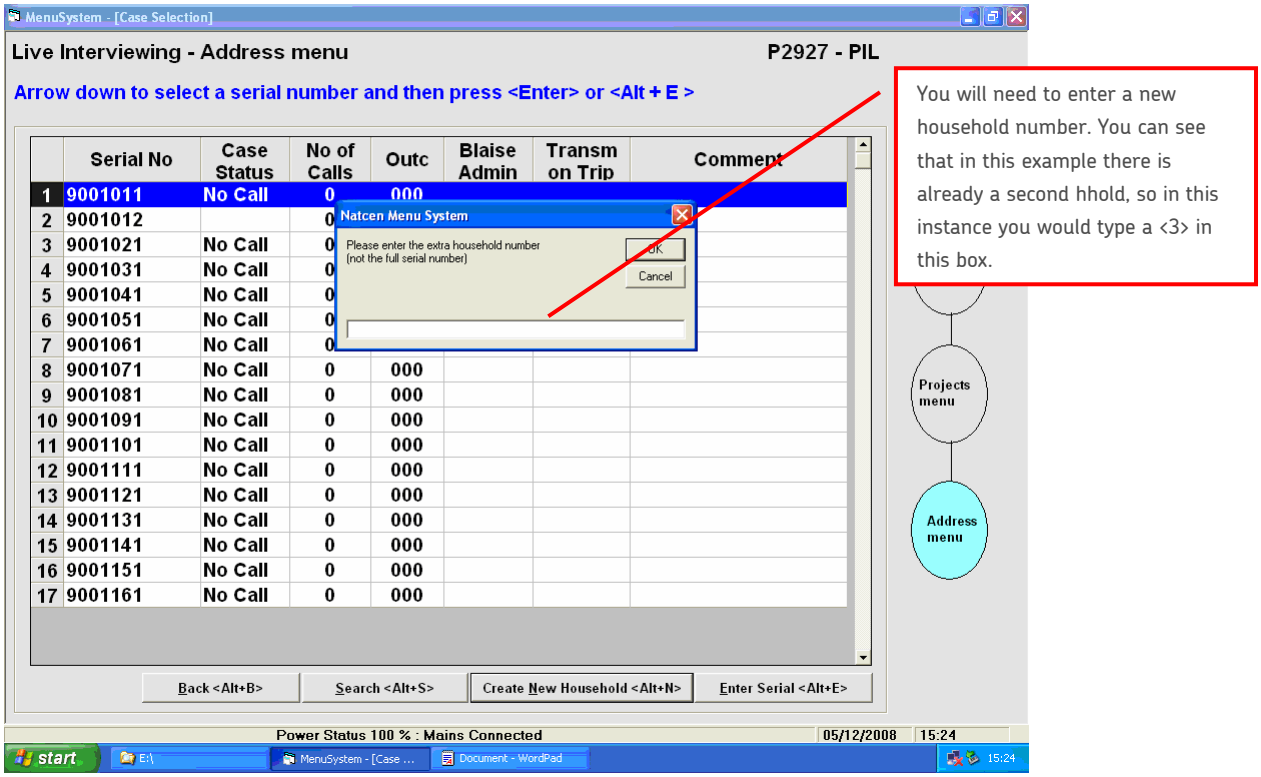
If you generate a split household that is out of your interviewing area you should speak to your project manager first and then use outcome code 674.

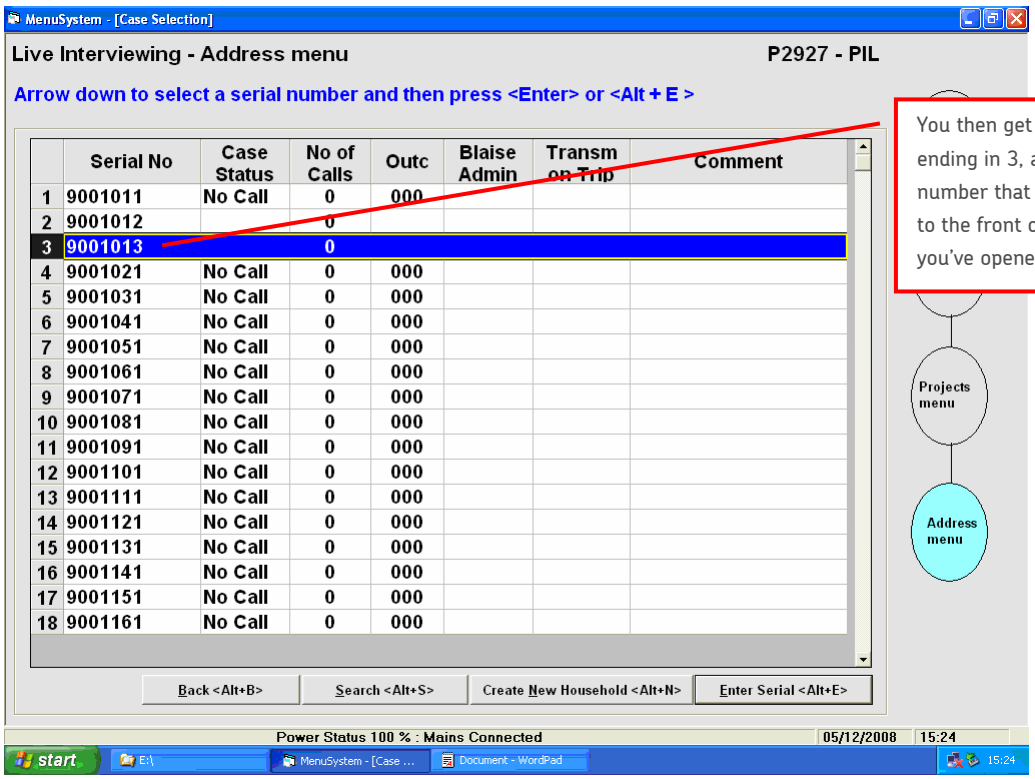
Please note that there is a typo on questions C3 and D3 of ARF A and B; the question should read: 'Were you tracing because the address you were trying to contact was inaccessible, you couldn't locate it, or you couldn't make contact?'. The word 'issued' should not be included in these questions as we are referring any follow-up addresses you identify during tracing.

3.6.2 Creating an additional household in CMS

If you come across a spilt household, then you will need to create a new household in the CMS as shown below.


MenuSystem - [Case Selection]
Live Interviewing - Address menu
P2927 - PIL
Arrow down to select a serial number and then press <Enter> or <Alt + E >
Serial No
Case Status
No of Calls
Outc
Blaise Admin
Transm on Trip
Comment
1 9001011 No Call 0 000
2 9001012 0
3 9001021 No Call 0 000
4 9001031 No Call 0 000
5 9001041 No Call 0 000
6 9001051 No Call 0 000
7 9001061 No Call 0 000
8 9001071 No Call 0 000
9 9001081 No Call 0 000
10 9001091 No Call 0 000
11 9001101 No Call 0 000
12 9001111 No Call 0 000
13 9001121 No Call 0 000
14 9001131 No Call 0 000
15 9001141 No Call 0 000
16 9001151 No Call 0 000
17 9001161 No Call 0 000
Back <Alt+B>
Search <Alt+S>
Create New Household <Alt+N>
Enter Serial <Alt+E>
Power Status 100 % : Mains Connected
05/12/2008
15:23
start
MenuSystem - [Case ...
Highlight the address where you need to create an extra household.
Then use <Alt><N> to create a new household
Projects menu
Address menu


MenuSystem - [Case Selection]
Live Interviewing - Address menu
P2927 - PIL
Arrow down to select a serial number and then press <Enter> or <Alt + E >
Serial No
Case Status
No of Calls
Outc
Blaise Admin
Transm on Trip
Comment
Natcen Menu System
Please enter the extra household number (not the full serial number)
OK
Cancel
Back <Alt+B>
Search <Alt+S>
Create New Household <Alt+N>
Enter Serial <Alt+E>
Power Status 100 % : Mains Connected
05/12/2008
15:24
start
MenuSystem - [Case ...
Document - WordPad
You will need to enter a new household number. You can see that in this example there is already a second hhold, so in this instance you would type a <3> in this box.
Projects menu
Address menu



You then get a new serial number ending in 3, and this is the number that you need to transfer to the front of the new ARF that you've opened.

4 Branding

We have taken the opportunity provided by having such a large survey to work with a communications agency (Public Zone) to look at the way that we communicate with respondents and how the survey itself is branded. It is through this process that we decided on *Understanding Society* name, logo and brand guidelines for all documents. The purpose of the branding is to increase initial response rates to the survey and to encourage survey loyalty and therefore minimise attrition at subsequent waves.

We have developed alternative ways of communicating with respondents about the survey, which include revamping the advance letter to become an advance card and designing a participants pack to be given to households at the end of the interview.

4.1 Categorising respondents

Public Zone identified different factors which influence people when they are deciding whether or not to take part in a survey of this type. They argue that, there are three different categories respondents fall into:

- "Include me" ('I like the idea of being part of something)'
- "Incentivise me" ('I feel I will get something in return')
- "Educate me" (I buy into the objectives of the survey').

The materials have been designed in order to appeal to these three types of respondent.

4.2 Stages

The materials Public Zone have designed fall into three stages:

- Stage 1 – advance materials – Stamped advance **card/letter** with envelope;
- Stage 2 – on the doorstep – Information leaflet and appointment card
- Stage 3 – during the interview – Participant Pack containing Participant Handbook and a pen to hand out to respondents.

In addition, a fourth stage involves various keeping in touch activities such as sending participants an interim mailing about the survey and providing a website, but these are not discussed here.

5 Contact and gaining co-operation

5.1 Stage 1: In advance

5.1.1 Informing the police

As always, check in at the local police station(s) before you start work. Please tell them what the survey is about, give them a copy of the generic advance letter, and explain how long you will be working in the area. Then present your identity card and leave your name and the NatCen Freephone number (0800 783 5890). Ensure that all the details you have given are recorded in the day-book at the station desk if that station has one **and** ask them to rubber-stamp a copy of the advance letter for you and sign it with their name.

Make a note of the name of the officer with whom you speak and the date of your call so that you are fully covered in the event of any query or complaint to the police. It is reassuring for suspicious households, as well as other people you come into contact with, to be told that the police know about you.

You must not start work until you have registered with the police.

5.1.2 Advance cards/letters

In IP2 we are experimenting with the use of advance cards versus the use of advance letters. The aim is to test whether a) the number of office refusals can be reduced by using the new advance card (which is being used on Wave 1) compared to a standard advance letter b) whether either has a positive or negative effect on final response rates.

Within your assignment some households will receive an advance card and others will receive an advance letter. The type of advance communication the household has received (letter or card) can be found on the front of the ARF.

Your initial face to face assignments are relatively small so your advance cards/letters will be posted by the office. One advance card/letter will be sent to each adult (including rising 16s) who was present in the household at IP1, regardless of whether or not they completed an individual interview at IP1. Vouchers (£5 or £10) will be included in the advance mailing.

In order to accommodate for the different types of respondents (i.e. those that were interviewed at IP1, those that were not interviewed at IP1 and rising 16s) and the different incentive amounts (£5, £10 and £5 rising to £10) we have produced 9 versions of the advance card and 9 versions of the advance letter. The 9 versions of the cards and letters are worded slightly differently depending on the type of respondent and their incentive amount.

Table 5.1 below shows the 18 versions of the advance mailing.

Table 5.1 Version of advance cards and letters

Advance mailing version number	Card or letter	Type of respondent	Incentive amount
A1	Card	Interviewed at IP1	£5
B1	Card	Interviewed at IP1	£10
C1	Card	Interviewed at IP1	£5 rising to £10
D1	Card	Rising 16	£5
E1	Card	Rising 16	£10
F1	Card	Rising 16	£5 rising to £10
G1	Card	Not interviewed at IP1	£5
H1	Card	Not interviewed at IP1	£10
I1	Card	Not interviewed at IP1	£5 rising to £10
A2	Letter	Interviewed at IP1	£5
B2	Letter	Interviewed at IP1	£10
C2	Letter	Interviewed at IP1	£5 rising to £10
D2	Letter	Rising 16	£5
E2	Letter	Rising 16	£10
F2	Letter	Rising 16	£5 rising to £10
G2	Letter	Not interviewed at IP1	£5
H2	Letter	Not interviewed at IP1	£10
I2	Letter	Not interviewed at IP1	£5 rising to £10

The advance mailing number is indicated on the back of the advance card (e.g. P2823/IP2/AC/vA1) and in the bottom right hand corner of the advance letter.

For those households which include a young person aged 10-15, the advance card/letter will include a web address and password for each child to login and complete the youth self-completion on-line hopefully before you visit the household. The passwords are on the back of the advance card/letter.

If an individual says that they have not received their advance card/letter and asks for a new one contact the *Understanding Society* team in Brentwood.

Note that new household members will not have received an advance card/letter. Please show them the generic advance card/letter.

There are 4 individuals in the sample file who did not give their forename or surname at IP1. Therefore, we have been unable to send them their advance mailing. In these cases the incentives will be sent to the individuals post-interview.

Generic advance card/letter

So that you do not have to carry all 18 versions of the advance cards and letters when visiting a household and to avoid any confusion over which card/letter to use, we have produced generic versions of both the advance card and the letter. These generic versions do not specify whether the sample member took part at IP1; they simply say that members of the household took part. They also refer to the sample members receiving an incentive for taking part but they do not specify the amount that they are given.

Prior to visiting a household, you will need to check the type of advance communication the household has received (letter or card) on the front of the ARF and then use the appropriate generic card or letter on the doorstep.

The generic advance card and letter have been laminated so that they can be used throughout the fieldwork period.

5.1.3 Incentives

Another aim of IP2 is to determine whether different levels of incentive affect the overall response rates, at both household and individual level. The sample has been divided into five groups who each receive a different incentive condition as follows:

- Group 1: Receive £5 (as at IP1)
- Group 2: Receive £10 (as at IP1)
- Group 3: Receive £5 (reduction from £10 at IP1 to £5 at IP2)
- Group 4: Receive £5 rising to £10 if complete household co-operation (as at IP1)
- Group 5: Receive £5 (reduction from possible £10 at IP1 to £5)

In each of the conditions, there is also a £3 voucher for each child aged 10-15 who completes a self-completion questionnaire (either on-line or on paper). Of course, a self-completion cannot be completed by a proxy informant so the voucher cannot be given if the young person does not take part.

Vouchers will be sent out to adult respondents from IP1 in the advance card/letter so you will not be handing any out during the interview. All adults within a household receive the same incentive. If an individual says that they did not receive the voucher, then you need to record this in the CAPI (regardless of whether you believe them) and complete a promissory note (see section on promissory note below). The office will send the appropriate value voucher to the sample members post-interview

Proxy interviews do not qualify for a voucher.

In condition 4 (£5 rising to £10), each adult in the household will receive £5 in the advance mailing and £5 post-interview if all members complete a CAPI interview. If there is only one adult in the household, they would receive a £10 voucher if they take part - £5 in the advance mailing and £5

post-interview. For these households you should complete a promissory note and the office will send the vouchers post-interview.

Please note that if you come across a split household or a new household member they will not have received the advance mailing which includes the voucher. These individuals will be allocated to the same incentive condition as the original address and there will be a code on ARF A telling you which condition this is. Again, in these situations you will need to complete a promissory note and the vouchers will be sent to the new household member post-interview.

Promissory notes

Included in your workpacks are promissory notes, which you should complete and leave with the household so that they have a record of how many vouchers they are due to receive. The promissory note also includes contact details for sample members to get in touch with us should they not receive their vouchers within 4 weeks of their interview.

A copy of this form does not need to be returned to the office as the office will know which vouchers should be sent out to sample members as this is recorded in various parts of the CAPI interview.

You will need to record the following information on the promissory note:

- Point number (Point);
- Address number (Add);
- Household number (HH);
- Person number of individual that signed the note (P no of who signed);
- Ckl (check letter);
- Number of £5 vouchers household is due to receive;
- Number of £1 voucher(s) for children (aged 10-15);
- Interviewer's name; and,
- Interviewer ID number.

5.2 Call patterns

Research shows that:

- The more you vary the times of day you call, the fewer calls you will have to make and you will get a higher response rate;
- Leaving a few days between calls will produce a higher contact rate, you will have to make fewer calls and you will get a higher response rate.

If you vary the times of day you call and spread your calls over the days of the week, you will get a better result with less effort. So, it is important that you stick to the NatCen call pattern rules and make an early start so that you can spread out calls more.

5.3 Stage 2: On the doorstep

As always be meticulous about showing your ID card to households you visit, even if the people you speak to do not appear to be interested in it.

5.3.1 Personal visits

Your first contact with the sample members must be face-to-face rather than by telephone. This is only the second time that sample members have taken part in the interview and we want to avoid attrition.

You will need to make one or more personal visits to the sample member's address. If no one is at home you should leave an *Understanding Society* appointment card to inform the residents of your visit. You may use the study Freephone number (0800 252 853) as a contact number.

If you are unable to make contact with the Sample member you should follow the procedures for tracing Sample members in section 6.

If Sample members have any queries that you can not answer at your initial face-to-face visit ask them to call the *Understanding Society* team on Freephone 0800 252 853[5]. This number is staffed 9am – 5pm Monday to Friday. Outside these hours an answer phone service operates.

5.3.2 Telephone contact with households

After you have made your first contact by personal visit, subsequent contact can be made by telephone, e.g., to arrange or check appointment times.

You will need to record details of all telephone calls on the ARF, including the following information:

- which telephone numbers you tried;
- who the telephone number belonged to; and,
- which telephone number(s) led to contact with the sample member.

If the sample member is not available when you call then you may leave a message, using the Freephone number as your contact number (Freephone 0800 252 853).

5.3.3 Introducing the Survey

As we are re-visiting households from IP1 (when the study was called *Living in Britain*) it is important to stress that **the study is concerned with how things change over time and that this is why we would like to interview the household again**. Remind respondents that this is a **survey about them as individuals and we want to find out how different aspects of their lives interact and influence**

[5] However, calls to this number from mobile phones will incur a charge.

each other. It is very important that you familiarise yourself with potential questions so that on the doorstep you will be able to tailor your arguments depending on who you talk to. Use your expertise when introducing the study and mention different areas of the survey accordingly. We have listed below some of the research questions that this survey addresses that you might find helpful when encouraging people to take part.

- *How does people's well-being change over time?*
- *How does poor health affect employment opportunities?*
- *Does our education system provide the springboard for young people to develop their careers?*
- *Are retired people managing on their pensions?*
- *Are disabled people getting the care they need?*
- *How is family life changing and what do people think about these changes?*

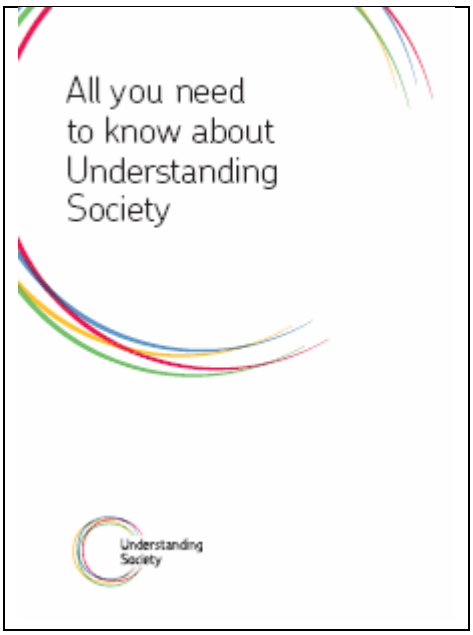
For all households with more than one person, it is also important that **everyone** eligible participates. On the doorstep you can stress that this is a **household** survey and that we are interested in how everyone affects each other. For example, how do decisions about one person's work and working hours affect others in the household, what happens when children leave home and so on.

5.3.4 Maximising response

Remember that a friendly approach works best. Withdraw if it's not a good time and you suspect that you might get a refusal if you push. You must make multiple visits to interview all eligible individuals and it is very important that you aim to achieve fully productive households i.e. all adult members aged 16 and over interviewed.

5.3.5 Survey Leaflet and Appointment Card

There are three versions of the branded survey leaflet plus a generic version and a small branded appointment card to leave with respondents. The generic version of the leaflet can be used on the doorstep, as well as obviously having a copy of the generic advance card/letter in case the household doesn't remember receiving it.



Versions of the survey leaflet

In order to accommodate the different incentive amounts (£5, £10 and £5 rising to £10) we have produced 3 versions of the survey leaflet plus a generic version. The 3 versions are worded slightly differently depending on the incentive amount the household has received.

Table 5.2 Versions of the survey leaflet:

Survey leaflet version	Incentive amount
A	£5
B	£10
C	£5 rising to £10

The version number is indicated on the back of the information leaflet (e.g. P2823/IP2/Information Leaflet/vA).

The version of the survey leaflet which should be left with a household can be found on the front of the ARF on the household information leaflet label. For example, if on the front of the ARF it said 'Leaflet: A', you would use version A of the survey leaflet.

It is **very** important that you use the correct version of the survey leaflet. Otherwise, sample members may query why they, for example, only received a £5 gift voucher in their advance mailing but that the leaflet they were given refers to a £10 voucher.

If you are visiting a household which was initially issued to the telephone unit, the sample members will have received the appropriate version of the survey leaflet in their advance mailing.

Generic information leaflet

As with the advance card we have produced a generic version of the survey leaflet for you to use on the doorstep. The generic version refers to the sample members receiving an incentive for taking part but they does not specify the amount that they are given.

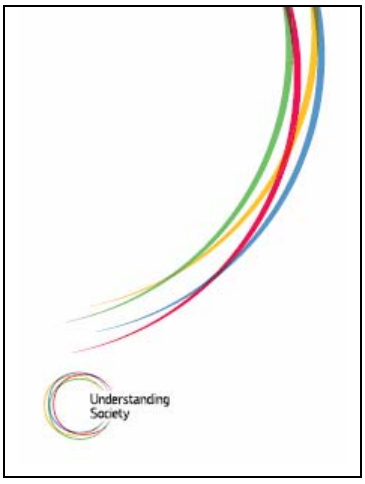
The generic survey leaflet has been laminated so that it can be used throughout the fieldwork period.

The generic version of the information leaflet should be used on the doorstep. Please leave a copy of the appropriate leaflet (i.e. the correct incentive amount) with the household once you have finished interviewing or earlier if this is appropriate.

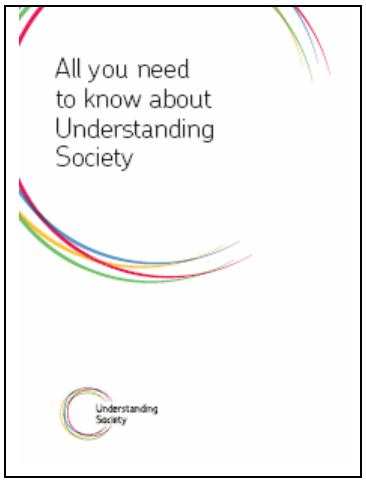
5.3.6 Using the documents

There are 3 documents with information about the survey namely the Advance Card, the Information Leaflet and the Participant Handbook, and these have been designed so that they contain increasing detail about *Understanding Society*, and would be given to participants at Stages 1 (advance materials), 2 (on the doorstep) and 3 (during the interview) respectively. However, you should consider these to be tools to be used differently according to the type of person you encounter on the doorstep. For example, if someone in the household wants to know a lot of detail about the survey, you can leave them a participant handbook and call back later if you think this is more likely to result in an interview.

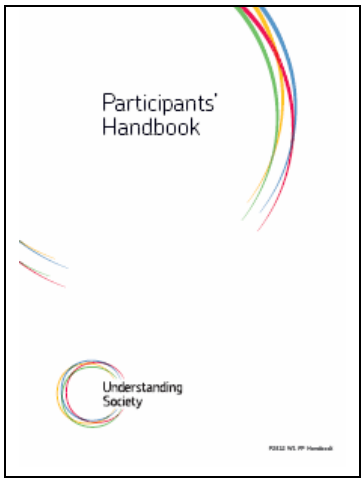
Advance Card



Survey Leaflet



Participants Handbook



5.4 Keeping in touch

In order to keep in touch with sample members between waves of *Understanding Society* we have developed a number of different keeping in touch activities, such as the participant website and participant report mailing.

5.4.1 Participant website

The website provides sample members with more information about the study and allows them to sign up for events and to receive updates from *Understanding Society*. It also allows them to tell us if their circumstances change (for example, if they move house).

The participant website can be found at www.understandingsociety.ac.uk

5.4.2 Participant report mailing

Following IP1, sample members were sent a newsletter in November 2008 containing findings from the study. The aim of the newsletter was to include sample members in the bigger picture and to share with them some of the things that we have learnt so far in the study.

6 Tracing sample members

It is very important that we re-contact and interview as many sample members as possible so that the study can continue.

Any IP1 sample member who has moved address will be followed to their new address for interview with the exception of those who have moved outside the UK and those who are in prison. Those who have moved out of the UK are not eligible for interview at this wave but remain potentially eligible sample members should they return to the UK at a later wave.

Note that a mover may be a child aged under 16 who moves without any other adult sample member from IP1. These children should be followed to their new address and any eligible adult at the new address should be interviewed. For example, a child may move to live with a grandparent. The grandparent would be eligible for interview even if our sample child is too young for interview.

You are expected to make reasonable attempts to contact and /or trace the sample members; this may require more than one visit.

If you find that the sample member has moved, you should attempt to find their new address. If this is within a reasonable distance of the original address, you should attempt the interview at the new address (and be prepared to follow up further moves). In general, this applies if the new address is within 15 miles of the original, or if it is closer than that address to your own home.

The tracing activities which we ask you to carry out are as follows:

- attempting to contact neighbours;
- attempting to contact the current occupants of the address;
- attempting to contact the sample member by phone – you **must** try all telephone numbers provided on the Sample Information Sheet and any new numbers established via tracing;
- attempting to contact the stable person (by telephone or personal visit). How you approach the stable contact will be dependent on where you live in relation to the stable contact and whether you have been provided with a contact telephone number;
- leaving a tracing letter with the current occupants, neighbours or the stable contact; speaking to local residents, consulting electoral registers, maps, phone books, the police, public records, or other local shops and services such as estate agents, post office etc.

Please note that these tracing activities are designed to run simultaneously and we expect that each tracing activity will be attempted in the order that you think is best.

In most cases you will be able to trace the sample member and carry out the interview. However, if you are unable to discover their new address after making reasonable efforts to do so, the ARF will instruct you to return the case to the *Understanding Society* team at Brentwood. NatCen send untraced cases to ISER, who will then conduct further tracing including:

- Contacting the sample member by e-mail
- Writing to the stable contact

If ISER successfully trace the case, the new address and/or telephone details will be sent to Brentwood so that the case can re-issued to a telephone or field interviewer as required. ISER will submit the final batch of traced cases to Brentwood 10 days before the end of the fieldwork period. This will allow sufficient time for traced cases to be re-issued.

Please note that when tracing, you should not mention the study name to anyone other than the Sample member.

6.1 Incomplete addresses

There may be instances where an address is inaccessible or you could not find it.

If any of the addresses provided are incomplete, or are complete but cannot be found, you should check with local residents, maps, directories, the police, or other local shops and services such as estate agents etc in an attempt to find the correct address.

6.2 Contacting neighbours and stable contacts

To find a new address, ask the current residents of the issued address or neighbours. They may not know, but may be able to direct you to friends or relatives nearby who will know how to contact the sample member. If you are still unable to find the whereabouts of the sample member you should contact the stable contact. At the previous interview, interviewers were asked to collect details for someone outside the household who they could contact if the sample member had moved address and the interviewer was unable to locate them. Details of the stable contact can be found on the Sample Information Sheet.

Interviewers should contact the stable person by:

1. Telephone.
2. If no telephone number or no contact via the telephone, visit the address if it is in local area (i.e. within 15 miles of the original address).
3. If no contact after several visits to the stable contact, call the *Understanding Society* team. They will send a letter to the stable contact to try to locate the sample member.

If you visit/call the stable contact you could say something along the lines of:

"Last year your [relationship to stable contact], [Title, Surname] took part in a survey for NatCen and they gave us your [address/telephone number] so that we could contact you in case they moved address. I have tried to contact [Title, Surname] at their last address, but have not been able to speak to [him/her]. Do you have an address or contact number for [Title, Surname] for where they are living now?" By helping us to contact your [Relationship to stable contact] you are not committing them to be interviewed.

6.3 ISER e-mail

In addition to the tracing procedures outlined above ISER will contact sample members by e-mail and any responses will sent to Brentwood so that they can contact you.

6.4 Tracing letter

If someone appears to know the whereabouts of the sample member/household but is reluctant to pass this information on, you should ask the person if they would be willing to send a letter on to the sample member for you. In these situations, you have been provided with a **tracing** letter and two types of post-paid envelope: one addressed to *Understanding Society* (postage paid), and the other blank.

The tracing letter is to be addressed to the sample member (you will need to write their name) and has a space for you to enter the date of the sample member's last interview. It has already been signed by Nick Buck from ISER but there is an additional space for you to write your name. It informs the Sample member that we have been trying to contact them as part of the latest stage of the study, but the address we have for them is not correct. The letter asks the sample member to complete the reply slip and return it to ISER. It also quotes the *Understanding Society* contact details in case the Sample member requires more information about the study.

If you are leaving a tracing letter with somebody you will need to:

1. Complete the relevant information (sample member's name and **serial number**, the date of their last interview, the name of the person you spoke to and your name) on the letter.
2. Put the letter and the *Understanding Society* return envelope into a blank post-paid envelope, seal it and write the Sample member's name on the outside.
3. Ask for this to be posted or passed on to the Sample member, so they can get in touch (NB they will need to write the address on the envelope before they post it!).

6.5 Institutions

IP1 sample members who have moved into an institution remain eligible for interview at their new institutional address. Others living in the institution are not eligible for interview.

The exception is those who have moved to prison. These sample members may be coded as temporarily absent members of the household if the address is still considered their main residence but we are not attempting to interview those in prison. If a split-off mover to prison no longer has the issued address as their main residence, a new household should be created for them and they should be coded as ineligible for this wave i.e. they are treated as a mover but not interviewed.
You should attempt to interview anyone from the existing sample who has moved into a nursing home. However, do not interview others within the institution.

If a young person has left a parental home to live away at university or college either in a private household or halls of residence, a split off household should be created. If they have moved into halls

of residence at University/College you should interview only the sample member, not all the other students that living there. If they have moved into private accommodation, interview the sample member plus all others who are resident.

Obtaining an interview in an institution

Obtaining an interview with someone in an institution may sometimes be difficult. However, if the respondent is in a hostel (e.g. YMCA), a nurses' home, hospital or resides on an army base, you should be able to make direct contact with the respondent by a visit or telephone call.

Sometimes you may need to speak to the warden (or equivalent) before you can do this (either by phone call in advance, or on arrival), so we advise that you contact a managing authority in advance out of courtesy. Some wardens will turn down interviewers unless they have telephoned to pre-arrange an appointment and are known to be expected by the individual. Therefore you may need to make an appointment. It is vital that you make such arrangements as early as possible, so do not leave these sample members until last - make them your first priority.

If a warden (or equivalent) asks for your contact details, please contact the *Understanding Society* Unit in Brentwood, and they will issue you with a mobile phone for the duration of your visit(s). If a warden (or equivalent) asks you for a written description/confirmation of the project, again please contact the *Understanding Society* Unit in Brentwood and a researcher will write this on your behalf. We have decided that letters will not be written in advance as each individual's circumstances will vary.

Where a sample member has moved to a care home (or similar environment), it may be helpful and reassuring if a family member of the person you are interviewing can be present whilst you carry out the interview. If the person is unable to complete a full interview (due to a language or disability issue) we would like you to complete a proxy interview with a suitable adult (see section 6.2 on who is eligible to be a proxy informant).

6.6 Tracing CATI cases

Cases initially issued to the telephone unit will be issued to you if they exhaust all their tracing activities and do not find a telephone number for the household/individual. You will need to complete the tracing activities outlined above.

If you are also unsuccessful in finding the sample member(s) after employing the in field tracing activities, the case will be returned to ISER for tracing.

6.7 Unsuccessful Tracing - record all details in admin block

If you have been unable to trace the sample member to a new address, you will be instructed to return the case to the office. As you are tracing, you should record what you have done and the outcomes on the ARF and you should then enter these full details in the Admin block.

We are particularly interested in what happened when you tried to contact follow up addresses (and what those addresses were), the stable address(es) and each telephone number. Therefore, in addition to coding the actual tracing activities you have carried out, you are asked to record in detail what happened when you attempted to contact (i) the stable address(es), and (ii) each telephone number provided on the Sample Information Sheet.

You should use all the information provided to you on the Sample Information Sheet, before returning the case to the office. There is space for you to record any further information which you think may help tracing, and – should you need it – there is the usual space at the end of the admin block for you to record "any information useful at recontact".

There may be instances where you have successfully traced the Sample member, but the new address is in another fieldwork area, and you have returned the address to the office for reissuing to another interviewer. You must also record your tracing activities in detail for these cases. This is because final direct contact has not yet been made with the Sample member and there is a possibility that tracing might need to be picked up again by another interviewer. CAPI will route you to the relevant questions.

7 The Interview Process

7.1 Overview of data collection instruments

The data collection instruments are:

- 15 min (average) CAPI household questionnaire (including the enumeration of the household in the grid);
- 32.5 min (average) Individual Adult CAPI questionnaire for all aged 16+;
- 10 min (average) CAPI proxy questionnaire; and,
- 10-15 min (average) Youth Child CAWI Self-Completion questionnaire for all aged 10-15 or a paper questionnaire if they have not done it on-line by the time you make contact.

The household questionnaire will vary in length from the average because larger households will take longer to enumerate and single person households less time to enumerate. The enumeration of the household will take 5 minutes on average and then there are approximately 10 minutes of questions for the household.

The adult interview contains extensive routing, so interview lengths will vary considerably. The main factors that will affect individual interview length are employment status, number of children in the household and whether the respondent receives benefits.

7.2 Eligibility and proxy interviews

There are three groups of people we will be including as household residents, including two groups that would normally be excluded from surveys:

- **Group 1:** Normal household residents (using the standard household definition);
- **Group 2:** Absent household members (at school / university); and,
- **Group 3:** Absent household members (working away).

You should attempt to get a full individual interview with respondents from group 1 or a proxy if this is not possible. You should not take a proxy interview unless you are completely sure that you are unable to get a productive interview. For example, if one adult is out when you first call then you should make another visit to attempt to interview them rather than taking a proxy interview from someone else.

The proxy interview should be carried out with a nominated proxy, a close relative, or another adult in the household who knows the respondent well.

7.2.1 Normal household residents

To work out who should/shouldn't be included in a household, you need to be clear about the

household definition we use:

> **"One person living alone or a group of people who either share living accommodation OR share one meal a day and who have the address as their only or main residence."**

Sharing at least one meal a day:

This should consist of a main meal but does not imply that the household must always sit down together for the meal as long as food is bought for joint use. Breakfast may be counted as a main meal.

Sharing living accommodation:

- Living accommodation in this case is defined as a living room or sitting room.
- This also includes addresses where there is no living room separate from the kitchen; i.e., if it forms part of the same room.
- A household can also be treated as one if the living room also has to be used as a bedroom.
- Shared kitchens and/or bathrooms do not count as shared living accommodation.
- Occasionally an individual or a group of people will have both their own living accommodation (that is living room/bedsitter and kitchen) and the use of a communal living room. In such cases priority should be given to having their own accommodation, and they should be treated as separate households. Examples of this include warden assisted housing for the elderly, flatlet houses, or separate annexes flats where the parent occasionally also uses the family living room.

General points to note:

- Members of a household need not be related by blood or marriage.
- To be included in the household an individual must sleep at the address when s/he is in residence: anyone who sleeps at one address but has all their meals elsewhere must therefore be included at the address where they sleep.
- Some potential new entrants might have more than one residence. Where there is doubt because respondents have more than one residence their MAIN residence should be decided by the person him or herself.

Normal household residents would also include:

- children (of any age) normally living there but temporarily away on a short course or temporary job likely to last less than 6 months;
- au pairs on long-term engagements in the household (6 months or more);
- anyone who has been living at the household continuously for six months or more, even if they have their main residence elsewhere.
- People who are temporarily resident at the address (e.g. guests) unless they have a date of departure. Boarders should be included, even if they have not been there for six months, unless they know they are moving out within the next six months.

If in doubt about residence, apply the six month rule: those away or likely to be away for 6 months or more are NOT counted as resident at the address (except for those who are 'absent' – see below): in some cases the main residence will not be in this country.

Apart from these cases, the question of whether or not the address is the main residence should be decided by the respondent.

7.2.2 Absent household members at school / university

We will also be **including** people in the survey who are normally resident members of the household but are away at school / college / university. This includes:

- children aged under 16 who are away at boarding school; and,
- students aged 16 and over who are studying away from home and living in boarding school/halls of residence.

Note that students living in private housing when away studying were not included at Wave 1 as all private addresses have their own chance of selection into the sample. Those students who are listed as members at a household but have who subsequently moved should be interviewed at their new address ("split-off" household).

7.2.3 Other absent household members

We will also be **including** people who are normally resident members but are presently working away. This may include:

- people who work away from home for whom this is their **only** fixed or **main** dwelling unit (e.g., on business, in the armed services, fishermen, oil rig workers or merchant seamen).

7.2.4 Non-resident household members

We will not be including as eligible household members:

- persons working away from home and who only come home at weekends or holidays and for whom it is not their main address;
- spouses who are separated (whether or not they visit the household);
- children who have been (or are expected to be) in care for 6 months or more;
- household members who have been away continuously for 6 months or more;
- paying guests, e.g., in a bed and breakfast;
- anyone not sleeping at the address; to be counted as resident an individual must sleep at the address. Anyone who has their meals at one address but sleeps elsewhere must be included at the address where they sleep.

7.3 Planning and organising workload and trips

If you have a large household you are likely to have to make multiple trips to carry out all the interviews and collect the self-completions. On the front inside cover of the ARF is a grid where you can fill in the names of all eligible people in the household and keep a paper record of which

interviews have been done and which self-completions filled in. It is not mandatory for you to fill this in, but you may find it useful.

7.4 Spelling of names, addresses etc.

As *Understanding Society* is a longitudinal survey and we will be contacting and visiting respondents on a yearly basis, it is very important to spell ALL names correctly in the household grid, particularly their surnames. Similarly, you must ensure that addresses and job titles are spelt correctly.

For each sample member you should check that their details collected at the previous interview are still correct and the CAPI will prompt you to do this.

7.5 Contact details

It is hugely important that we obtain and maintain as much contact information as possible about respondents. One of the biggest challenges for longitudinal surveys is finding people who have moved since their last interview, and the more information we can collect about how to contact them at this interview, the better chance we have of subsequently finding them.

For each respondent you should check that the contact details collected at the previous interview are still correct and collect details for all new entrants to the household. For new entrants we want to collect details of any personal numbers for both mobile and landline phones, and email addresses. If a respondent is adamant that they don't want to be contacted again then there is a code to use in the CAPI at the point that contact details are collected.

You also need to check the stable contact details given by each interviewed respondent have not changed and obtain a stable contact for each new entrant. Although this may appear to be time consuming, it is less onerous than taking more time to trace a respondent when they have moved.

7.6 Collecting details about respondents jobs

For *Understanding Society* there is a requirement to code the Standard Industrial Classification (SIC) to 4 digits rather than the standard 2. The standard 2-digit code is a broad based classification – in a 4-digit code it uses the standard first 2 digits and the 3rd and 4th digit provide the detail which we need to collect in order to meet the coding requirements of this study.

To code to 4 digits the Operations team needs more detailed information e.g., if someone works in a shop – it is not sufficient to record "clothes shop" – we need to know what kind of shop, **so probing is essential**.

For example, if someone works in clothing manufacture – the table below shows that "clothing manufacture" would not be sufficient in this case – **you need to probe for exactly what is made and what it is made with**. If more than one product or material is used you need to probe for what is

made of the most. Note that you need to record what the **organisation** they work for makes, not just what they make. If they can't tell you, write in everything they make and what they make it with.

If they manufacture clothing for men, women and children the difference in the detail is illustrated below:

Type of manufacture	**4 digit SIC Code**
Manufacture of outer wear coats/suits/jackets/ trousers/skirts	1413
Manufacture of underwear/nightwear/shirts/blouses	1414
Manufacture of babies garments, gloves/ties/shawls/hairnets etc	1419
Manufacture of leather goods, except sports gloves and sports headgear	1411
Manufacture of other knitted goods: socks, tights	1431
Manufacture of other knitted goods: pullovers, cardigans	1439

Similarly for teaching, from the table below you can see that just knowing that someone teaches in secondary education is not sufficient, so more probing would be needed to determine what types of subjects and qualifications are taught.

	85.10: Pre-primary education.
	85.20: Primary education.
85.3: Secondary education.	85.31: General secondary education. 85.32: Technical and vocational secondary education.
85.4: Higher education.	85.41: Post-secondary non-tertiary education 85.42: Tertiary education.
85.5: Other education.	85.51: Sport and recreation education 85.52: Cultural education 85.53: Driving school activities 85.59: Other education n.e.c.
	85.60: Educational support activities

The job description the sample member gave at IP1 will be fed forward in the IP2 questionnaire and you will be asking them to check that it is still correct. If it has changed, you should amend this. If there are new household members you will be required to record their job description as above.

7.7 Sound recording part of the interview

We are hoping to take audio recordings of certain sections/questions in the questionnaire. We are not 'testing' how well you ask these questions; we want to check that questions are written in the best possible way and that they collect as accurate information as possible. The sections of the questionnaire we are recoding are:

- Annual histories

- Disability status
- Whether the respondent is employed
- Whether the respondent saves

At the start of the interview you will be prompted to ask the respondent for verbal consent to audio record some parts of the interview. If the respondent agrees, the laptop will automatically start recording the sections when you reach them in the CAPI interview. It is important that when the respondent agrees, you plug in your microphone as shown below.

If you are assigned a case which was initially assigned to the Telephone Unit (as indicated on your sample cover sheet), you will not have to record any sections of the interview. We are only recording sections of those interviews which were assigned to CAPI in the first instance.

Setting up the Microphone

The microphone you have been issued with has been chosen for this project because it is light and easy to use. There is a wire length of 1.2m meaning it can be placed easily between yourself and the respondent.

Below are some pictures which show where the microphone socket is located on your laptop. The model of laptop can be found by looking below the screen of the laptop (see picture).

N610c and N620c

The microphone socket for this model of laptop can be found at the front of the laptop (see picture). Of the two sockets, the microphone plugs into the one on the right.

Nc6220

The microphone sockets for these models of laptop can be found on the right-hand side of the laptop (see picture). Of the two sockets, the microphone plugs into the one on the right.

Returning sound recordings

In order to return the recordings to the office they will be transferred from your laptop onto secure 'Ironkey' USB flash drives. If you are attending the debrief the recordings will be taken from your laptop then. If you are not attending the debrief, you will be sent the Ironkey during the fieldwork period and you will need to download the recordings to the Ironkey and send this back to the office. A short information sheet will be sent with the Ironkey explaining how to do this, along with additional information regarding security issues such as passwords.

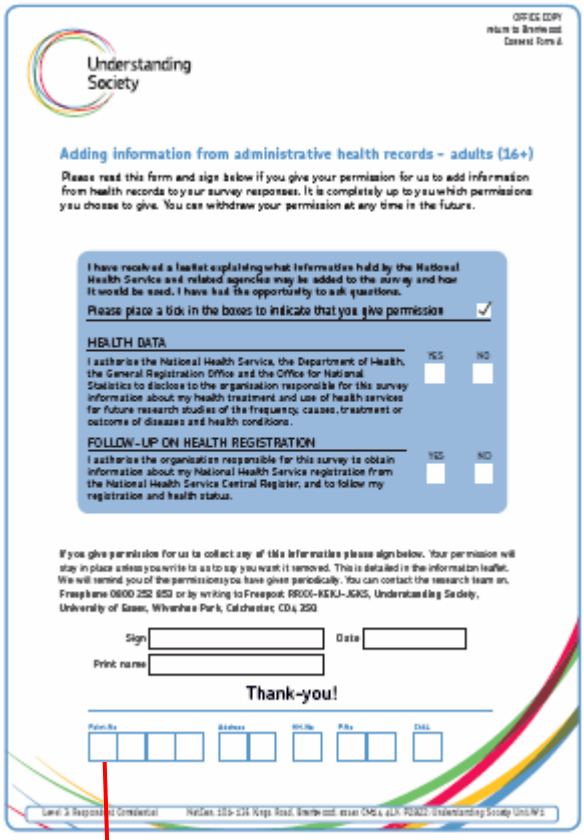
7.8 Consent forms

We are asking for consent to link to both health and educational administrative records for adults and for children. At IP1 respondents were asked for their consent to link to educational administrative records. Where respondents did provide education linkage consent, they **will not** be asked to do so again at IP2. Where respondents did not give consent, they **will** be asked to do so again at IP2. All forms are printed in carbon copy. The top copy is to be sent back to Brentwood and the bottom copy is to be left with the respondent. Please get the respondent to tick the relevant boxes, sign, print their name and date the relevant section of the consent form.

Consent forms are those used at Wave 1 of the study and therefore do not refer to IP2.

Consent for linking for children will be obtained from their responsible adult, and consent for several children can be collected on one form. If a child's natural mother is in the household, she is defined as the responsible adult. If not, then the child's natural father becomes the responsible adult if they are in the household. If a child has no natural parents in the household, the interviewer will be asked to record who is the responsible adult during the enumeration of the household.

The first two consents asked for are for linking to health records, blue is for adults and yellow for children.


Understanding Society

Adding information from administrative health records – adults (16+)

Please read this form and sign below if you give your permission for us to add information from health records to your survey responses. It is completely up to you which permissions you choose to give. You can withdraw your permission at any time in the future.

I have received a leaflet explaining what information held by the National Health Service and related agencies may be added to the survey and how it would be used. I have had the opportunity to ask questions.

Please place a tick in the boxes to indicate that you give permission ✓

HEALTH DATA

I authorise the National Health Service, the Department of Health, the General Registration Office and the Office for National Statistics to disclose to the organisation responsible for this survey information about my health treatment and use of health services for future research studies of the frequency, causes, treatment or outcome of diseases and health conditions.

YES NO

FOLLOW-UP ON HEALTH REGISTRATION

I authorise the organisation responsible for this survey to obtain information about my National Health Service registration from the National Health Service Central Register, and to follow my registration and health status.

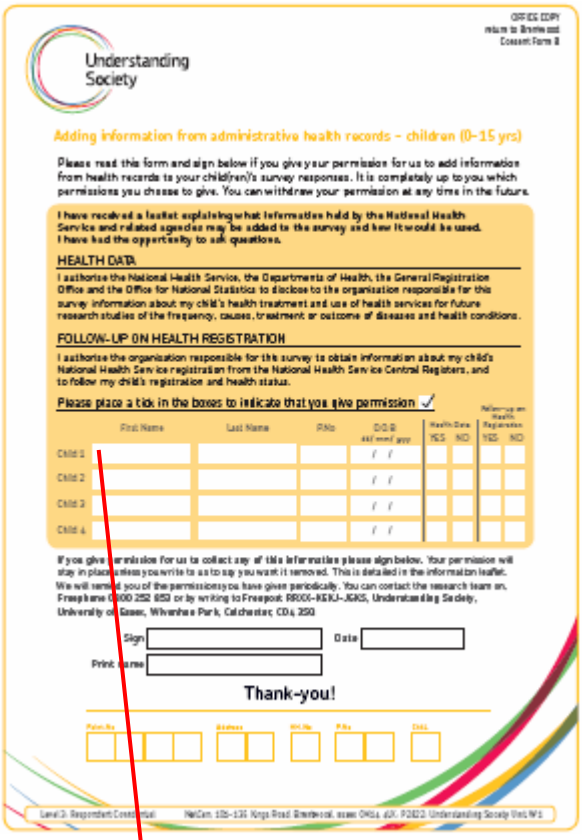
YES NO

If you give permission for us to collect any of this information please sign below. Your permission will stay in place unless you write to us to say you want it removed. This is detailed in the information leaflet. We will remind you of the permissions you have given periodically. You can contact the research team on, Freephone 0800 252 853 or by writing to Freepost RRXX-KEKJ-JGKS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ

Sign Date

Print name

Thank-you!


Understanding Society

Adding information from administrative health records – children (0–15 yrs)

Please read this form and sign below if you give your permission for us to add information from health records to your child(ren)'s survey responses. It is completely up to you which permissions you choose to give. You can withdraw your permission at any time in the future.

I have received a leaflet explaining what information held by the National Health Service and related agencies may be added to the survey and how it would be used. I have had the opportunity to ask questions.

HEALTH DATA

I authorise the National Health Service, the Departments of Health, the General Registration Office and the Office for National Statistics to disclose to the organisation responsible for this survey information about my child's health treatment and use of health services for future research studies of the frequency, causes, treatment or outcome of diseases and health conditions.

FOLLOW-UP ON HEALTH REGISTRATION

I authorise the organisation responsible for this survey to obtain information about my child's National Health Service registration from the National Health Service Central Registers, and to follow my child's registration and health status.

Please place a tick in the boxes to indicate that you give permission ✓

	First Name	Last Name	PNo	DOB dd/mm/yyyy	Health Data YES	Health Data NO	Follow-up on Health Registration YES	Follow-up on Health Registration NO
Child 1				/ /				
Child 2				/ /				
Child 3				/ /				
Child 4				/ /				

If you give permission for us to collect any of this information please sign below. Your permission will stay in place unless you write to us to say you want it removed. This is detailed in the information leaflet. We will remind you of the permissions you have given periodically. You can contact the research team on, Freephone 0800 252 853 or by writing to Freepost RRXX-KEKJ-JGKS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ

Sign Date

Print name

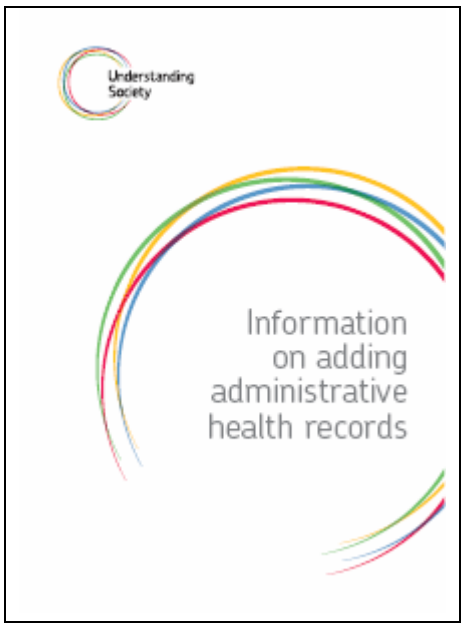
Thank-you!

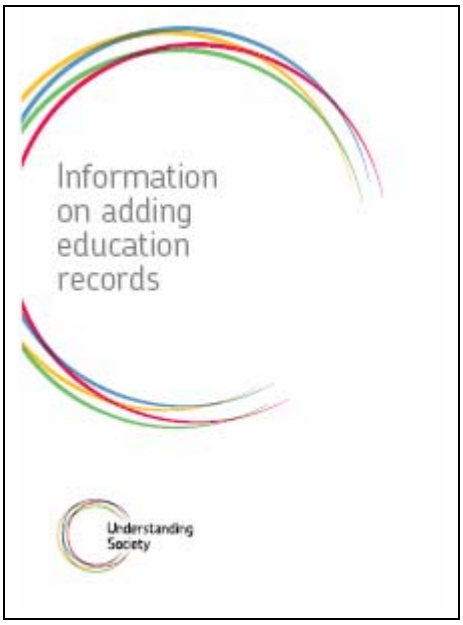
Transfer SN from CAPI here. Note that the check letter is different for each individual in the household, and you should **not** use the checkletter from the front of the ARF

For children's consent, transfer details about each child from the CAPI to here, and also the SN from CAPI at bottom of the form.

There is also an information leaflet that needs to be given to respondents and it explains which health records we would be linking to, which in summary are:

- Hospital admission and attendance;
- Information about specific conditions such as cancer or diabetes;
- Prescriptions;
- Where respondents are registered;
- Mortality records.

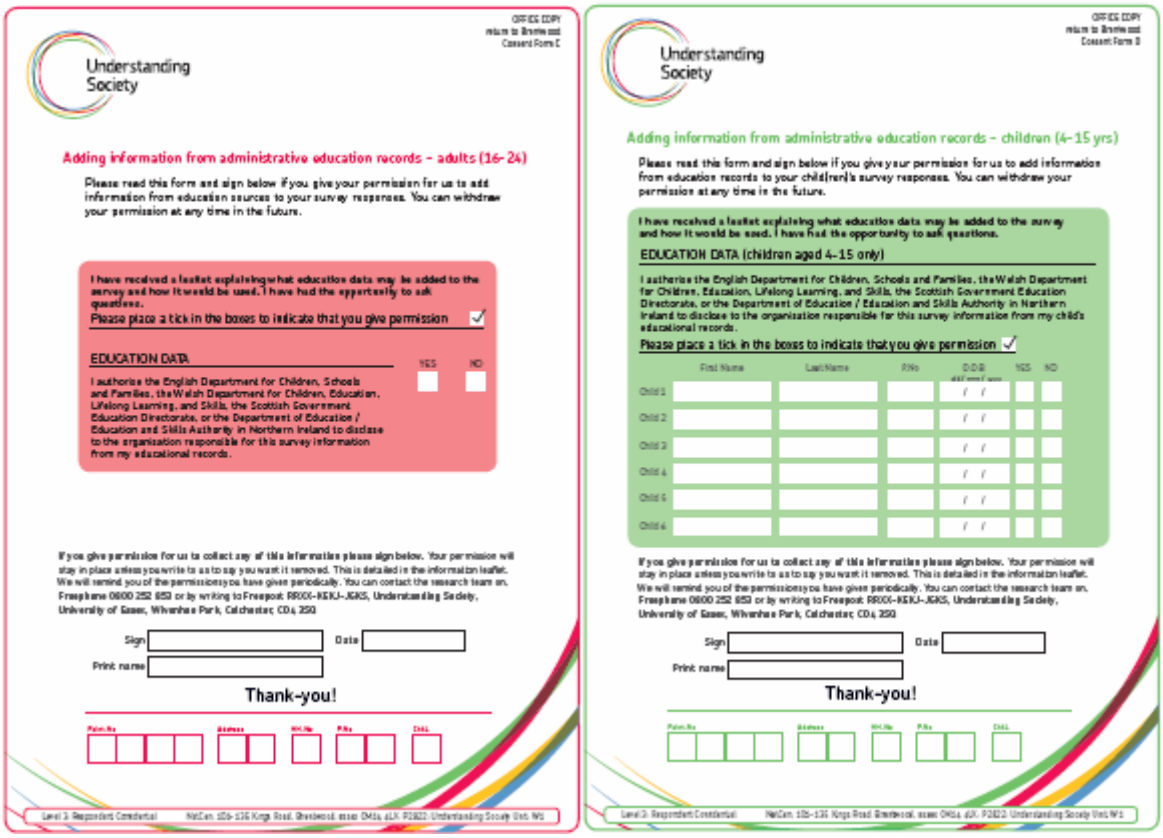




The second set of consents are for linking to educational records, although note that consent for adults is only for those aged 16-24 who went to school in the UK. There is an equivalent information leaflet for linking to educational records which should be given to the respondent. Links would be made to:

- National tests and formal assessments e.g. SATS/GCSEs/Standard Grades
- Basic information on pupils e.g. demographic characteristics or Special Educational Needs
- Courses taken.

The pink consent form is for adults and the green one is for children.



The CAPI screen will tell you which consent forms to administer and will be given details of what you need to transfer onto the consent forms. Do not use the serial number from the ARF.

The top copies of consent forms should be returned to Brentwood (as they need the original signature) where they will be scanned.

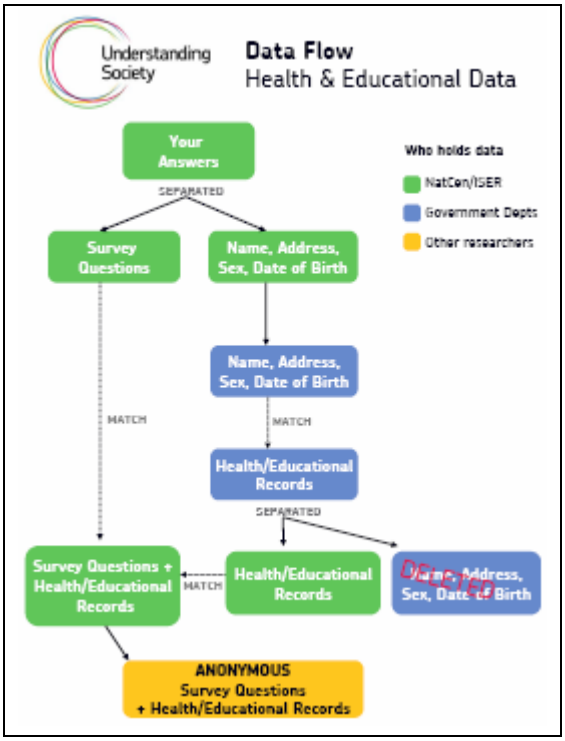
Rising 16s

For future reference, there will be some children for whom we obtain consent from a responsible adult at this wave who will reach adulthood and be interviewed in a future wave. In these cases, we plan to ask the young adult directly for consent for further linkage from that point onwards. However, he or she would not normally be judged to have the power to revoke the consent given earlier by their parent or guardian for data that has already been obtained.

Therefore, at IP2 there may be some sample members who were aged 15 at IP1 but who have since turned 16. These individuals will be asked for their consent for the first time.

Respondents should also be shown the Consent flowchart which shows how we link to their health and educational data and what happens to the data once we have linked to it. Its purpose is to reassure respondents about the confidentiality and anonymity of the data. Please explain the flowchart to respondents when asking for their consent.

This is the same document as used in Wave 1 of the study.

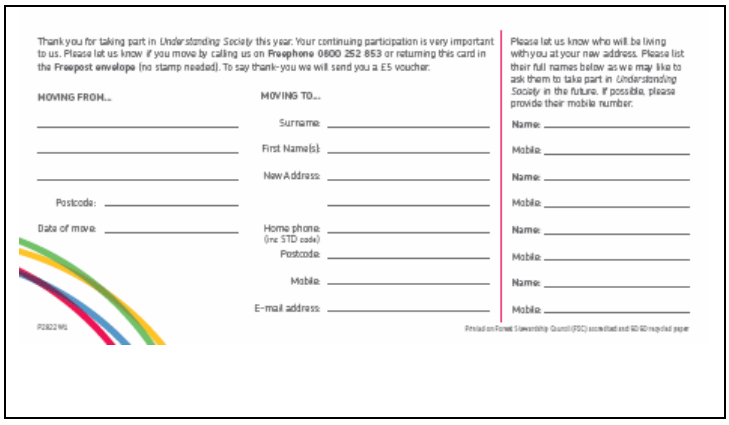


7.9 Change of address cards

The IP2 sample may be used again in IP3, so we do need to know whether people move address. You need to leave a change of address card with each respondent, not just one per household as it may be that one person moves out rather than a whole household move. Change of address cards should be put into a University of Essex freepost envelope. The CAPI will prompt you to hand over a change of address card at the end of each individual interview.

Change of address cards should be put into a University of Essex freepost envelope. Respondents will receive a £5 voucher if they send in a change of address card.

To differentiate between the W1 and IP2 change of address cards the bottom right-hand corner has been snipped off of the IP2 cards.



There is also a participant website where they can update their address details. The web address is on all the respondent materials www.understandingsociety.org.uk/participants

7.10 Child self-completion

In IP2 we are offering young people the opportunity to fill-in their self-completion questionnaire on-line. If a 10 to 15 year old was identified as living in a household at IP1, a password will have been included on the back of the advance card/letter which was sent to each adult living in the house who was interviewed at IP1. Each 10 to 15 year old will have received their own password. By sending the passwords in the advance mailing we hope that the majority of children will have filled-in their self-completion by the time you make contact with the household.

The youth questionnaire should take 10 to 15 minutes on average to complete and contains questions on health, behaviours, school, neighbourhood, families, hopes and concerns.

In the self-completion parallel block, you will be prompted to ask the responsible adult for each child (one adult can be responsible for more than one child) if their child has filled-in their self-completion. If they have not, you will then need to hand over a paper version of the questionnaire for them to fill-in. If the child says they would prefer to fill-in the questionnaire on-line and they still have the advance card/letter with their password on they can do this (we will not be reissuing new passwords). If they no longer have their passwords please ask them to fill-in the paper version. The same questions are asked in both the on-line and paper versions of the self-completion.

Paper version of the questionnaire for children aged 10 to 15

Before asking a child aged 10 to 15 to fill-in the paper version of the youth questionnaire, you need to get verbal consent from the parent or responsible adult. We are **not** asking for written consent. If the child has trouble understanding the questionnaire or any of the questions, please explain it to them. If

a child has reading difficulties, please help them or administer the interview if necessary. A child should not complete a questionnaire in front of a parent but be given a booklet and asked to answer the questions in private.

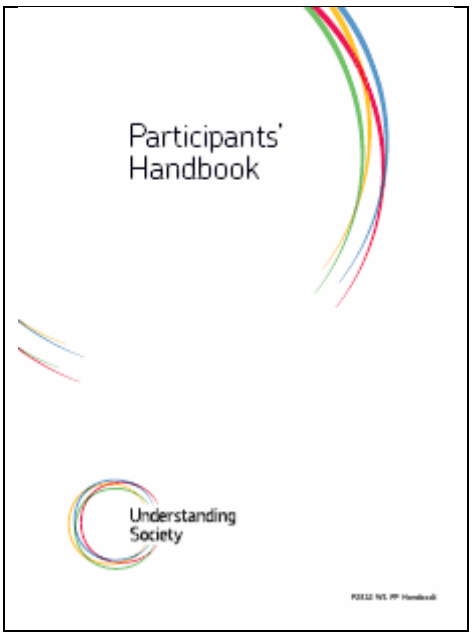
If a parent asks to see the completed questionnaire of their child please refuse politely. State that you have guaranteed confidentiality to the child and this promise cannot be broken. If you think it would be helpful, offer to show them an empty questionnaire, before the child completes it. Parents are also able to view an empty version of the on-line questionnaire at the following website: http://youth.natcen.ac.uk and details of this have been provided in the advance mailing.

You will need to record the outcome of the self-completion in the self-completion parallel block; see section 7.7.5 for more details.

Following receipt of the child's self-completion, the office will send out their £3 gift voucher. You will need to complete a promissory note and leave this with the household so that they know what vouchers they are due to receive.

7.11 Participants Pack

Public Zone have designed a participant pack which has two main purposes – to act as somewhere people can store all their *Understanding Society* materials (e.g. copies of consent forms), and to appeal to "Include me" category participants. There is one pack for **each household** that takes part and it should be given out at the end of the first interview. The pack's main function is somewhere to store all the respondents' materials relating to *Understanding Society* created during the interview (such as respondents' copies of their signed consent forms). It will be pre-packed with the participants' handbook.



Participant's Handbook

Much more detailed handbook explaining the reasons why we are carrying out *Understanding Society*. It also contains some information about how data from BHPS has been used previously, which gives respondents an idea of how their data might be used, and as noted earlier it could also be used on the doorstep to help sell the survey. Its purpose is also to encourage people to remain part of the survey.

Pens

Your workpack will also contain *Understanding Society* pens which should be given out one **per household** which can be given out with the participant's pack.

7.12 Thank you letters

At the end of the fieldwork period the office will send out a thank-you letter to all respondents who were interviewed.

8 CAPI Interview

8.1 Help screens

Information about individual questions will be found in the CAPI help screens rather than in these project instructions. There are many more help screens than you would find in a usual CAPI program, and you can find them by pressing <F9> when you are at a particular question.

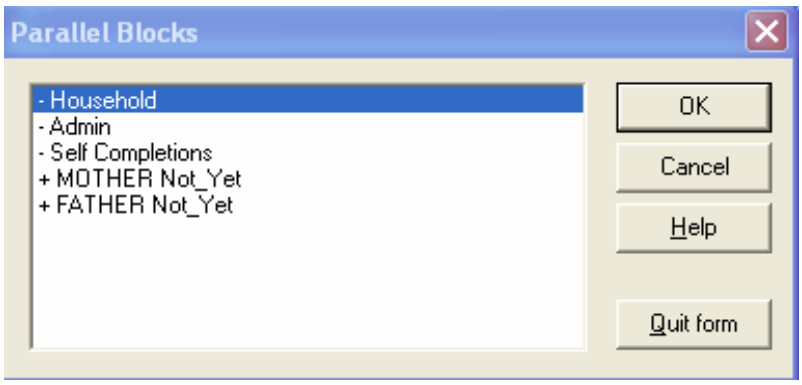
8.2 CAPI Structure

There are several elements to the CAPI questionnaire, which are covered in detail in this section. The CAPI questionnaire is structured within 5 main parallel blocks, these are:

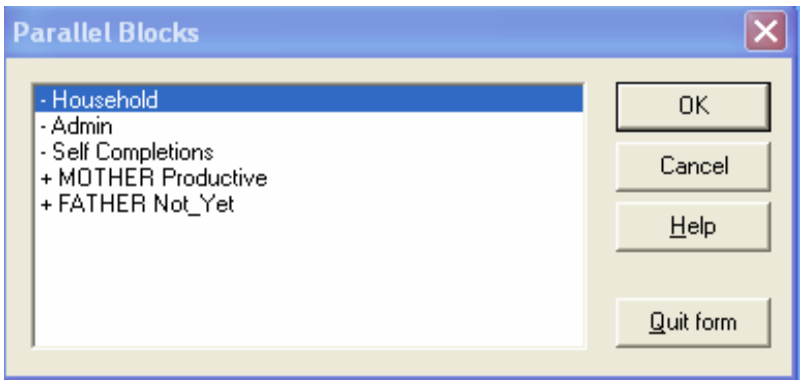
- Household questionnaire;
- Individual questionnaire (one block per adult aged 16+);
- Split households;
- Self-completions (one block covering all children aged 10-15 in household);
- Consent Help; and,
- Admin.

Parallel blocks:

When you access the parallel block screen, you will see that in addition to the household questionnaire (Household), the self-completion block and admin block that there is a block for each eligible adult along with his or her current status.



In the two person household in the example above, no interviewing has been done and MOTHER and FATHER are marked accordingly as Not_Yet. The example below shows how the status for each eligible adult changes as you progress through interviewing a household. In this case, MOTHER has now been interviewed but FATHER has not.



8.3 Household grid and questionnaire

Ideally the household grid and questionnaire would be conducted with either the household reference person (HRP) or their spouse/partner. The HRP will have been established in IP1 (although this may have changed since) and is the person who owns or rents the accommodation. However, the person who completed the household grid last time or any other adult household member can complete the household grid and household questionnaire.

In the household grid the information collected in IP1 (feed forward information) will be checked and any changes will be recorded. Information about any new entrants to the household since the last interview will be collected here.

Checking the feed forward information from IP1 should take 5 minutes on average although this will vary considerably depending on household size and on whether any new people have joined the household. The household questionnaire should take 10 minutes on average.

8.4 Individual CAPI interviews

All adults aged 16 and over at the point at which the household is enumerated should complete an individual CAPI interview, which should be **on average** 32.5 minutes.

8.4.1 Main topic areas

The main topic areas covered in the individual questionnaire are:

- Family, relationships, fertility, child-birth history;
- Health, disability and caring;
- Leisure, environment, transport, life satisfaction and voluntary work;
- Employment, finance and personal consumption;
- Ethnicity, discrimination, religion, politics, environment; and,
- Beliefs, values and attitudes.

Please see **Appendix A** for information on benefits types that you need to familiarise yourself with.

8.4.2 Individual questionnaire overview

Below is a flow diagram which displays the modules included in the *Understanding Society* questionnaire at IP2 and the order in which respondents would receive them.

8.5 Trigram search tool

At CAPI questions which code counties/countries/school locations you will need to search from the extensive list of options available from our look-up files. For this reason we have included a trigram search tool. This tool means that you have only to type the first three letters of the county/country/school and the relevant location is then displayed. By default the search tool is automatically set to “Alpha” (which searches for the first three letters of the county), but this can be changed to "Trigram" (which searches on any occurrence of what is typed).

To make this change:
1) Type any three letters into the look-up
2) A pop-up box of answer options (e.g. UK counties) will appear
3) In the bottom right of the pop up box the "alpha" and "trigram" should be displayed under the heading "key type", "alpha" should be ticked
4) Key "ALT + T" concurrently
5) "Trigram" should now be ticked, and this search option is now enabled. The screen will appear blank
6) Now re-type (e.g. L-O-N, and "Greater London" will appear)

This "trigram" function will then be enabled for all similar questions such as those which concern country of birth.

N.B - If a respondent was born within Greater London the most efficient way of coding this response is to type G-R-E and "Greater London" will appear.

8.6 Showcard experiment

As mentioned in section 2, as part of IP2, we are running a showcard experiment. The aim is to test whether using or not using showcards gives the best comparability to telephone interviews (where no showcards can be used).

Showcard versus no showcard treatments have been allocated at point level so you will either have a showcard booklet or not have a showcard booklet depending on which treatment group your point is in. In either case please follow the interviewer instructions presented within the CAPI.

8.7 Consent

We are asking for consent to link to both health and educational administrative records for adults and for children. At IP1 respondents were asked for their consent to link to educational administrative records. Where respondents did provide education linkage consent they **will not** be asked to do so again at IP2. Where respondents did not give consent, they **will** be asked to do so at IP2.

8.7.1 Consent A – adult administrative health records

The introductory question in the consents section instructs you to hand over the health information leaflet and consent form A to the respondent. Please ask the respondent to read the leaflet, and if they are happy, ask them to read and sign Consent form A.

The serial number, person number and check letter MUST be transferred from the introductory consent screen onto the consent form.

On the consent form are requests to link to two different types of consent: health data and follow-up on health registration (from the NHSCR). You must code the outcome for consent to link to the health data for this respondent. You will be asked separately whether respondents gave permission to link to health data and follow-up on health registration.

8.7.2 Consent B – child administrative health records

If the respondent is the responsible adult for a child in the household, they will then be asked to read and sign form B, which asks permission to link to the child's health data. You can gain consent for more than one child on each consent form, and the details of all eligible children in the household will be displayed on this screen. Again, you must transfer the serial number, person number and check letter (of the person signing the form) onto the consent form.

Each child's name, person identification number and date of birth **must** be transferred onto the form. You must then code the outcome for this consent for each child individually.

8.7.3 Consent C – adult administrative education records

The CAPI screen will instruct you to hand over the education leaflet to the respondent only if education consent linkage has **not** been provided at IP1. Please ask the respondent to read the leaflet, and if they are happy, ask them to read and sign Consent form C.

The serial number, person number and check letter MUST be transferred onto the consent form. You must then code the outcome for this consent.

8.7.4 Consent D – child administrative education records

If the respondent has any children, and education consent linkage was **not** provided at IP1, they will then be asked to read and sign form D, which asks permission to link to the child's education records. You can gain consent for more than one child on each consent form, and the details of all eligible children in the household will be displayed on the screen. Again, you must transfer the serial number, person number and check letter (of the person signing the form) onto the consent form.

Each child's name, person identification number and date of birth **must** be transferred onto the form. You must then code the outcome for this consent for each child individually.

See section 6.8 for details of who will be asked for the different types of consent.

8.7.5 Self-completion

Self-completions are recorded in a separate parallel block. This is to give the flexibility to be able to record the outcome of a self-completion or to administer a youth self-completion questionnaire to a child while you are interviewing another adult.

The first screen in the self-completion parallel block lists the serial numbers for all 10-15 year olds. If the child has **not** filled-in their self-completion on-line, you will need to transfer this information onto the front of a paper questionnaire and hand this to the appropriate child. You will need to transfer the household serial number, person number and person check letter onto the front of the self-completion, as shown in the example: Note that the check letter is not the same as the check letter on the ARF label – always copy this information from the CAPI.

For confidentiality purposes self-completions should be handed to the child in the plain envelope provided. You should instruct the child to put their self-completion back in the envelope and to seal the envelope once they have finished and return it to you. We are asking you to collect the self-completions as we know from IP1 that when self-completions are left with the respondents to return a high proportion fail to do so (only 64% at IP1).

You can ask the child(ren) to fill-in their self-completion while you are interviewing the adult(s) in the household or you can return to collect them at a later date. Only as a last resort should you leave the self-completion to be posted back by the respondent. In these cases we have provided you with a Freepost envelope addressed to Poole (where they will go to be scanned).

When you know the outcome of the self-completion, you should record whether the child completed, refused or filled-in the questionnaire online. You can code 3 if you need to skip to another person in the household. If you do this, you will need to return to this screen at a later point to code whether the questionnaire for each respondent was completed or not. You will also be asked to add an outcome code if the respondent refused to complete the questionnaire.

Promissory note

For those children who filled-in their self-completion whilst you were in the household or for those which you returned to collect, you need to complete a promissory note detailing how many child gift vouchers they will receive (3x £1 vouchers per child) and leave this with the responsible adult. You can include more than one child's voucher on a promissory note.

You must send all self-completions that you collect to Poole in the envelope provided; the self-completions should not be returned to Brentwood.

8.8 Unproductive and proxy interviews

At the beginning of the individual questionnaire is a question IFirstQ about whether you are able to interview an individual. If you are not able to get a productive interview you will need to record an individual unproductive outcome code and a second outcome code for any refusals.

For all unproductive interviews you should attempt to get a proxy interview, and you must record the outcome of the attempt to get a proxy interview as well. In all co-operating households proxy interviews should always be attempted unless the respondent explicitly refuses to have any information about them collected.

8.9 Admin block

You will not be able to complete the admin block unless you have an outcome code for each eligible individual. Ideally you should ensure that all are productive. If they do not appear as productive but you believe that you have completed the interview, re-enter the individual parallel block, press <End> and check whether there are any final questions that need to be completed. If the interview is partial you will see some warnings which encourage you to complete the interview but you will be able to continue by suppressing any checks, nevertheless. If it is not possible to complete a full interview then you can ensure you have an outcome code for each individual by going into each individual's block and recording an unproductive outcome.

8.10 Interviewer notes

As this is a longitudinal survey there is a question in the admin block for recording interviewer notes about contacting the household. As the household will be re-visited at a later sweep of the survey this information will be fed back to the interviewer who visits the household at this time (which may well be you), and so it is **essential** that you record as much information as you would find useful for any future visit. This could include things such as good times of day to call round, the best method of contacting or information about the address location. Remember to include appropriate information. For example, it is helpful to say 'the respondent expressed a strong dissatisfaction with the length of the interview' but it is not acceptable (or helpful) to say 'nasty lady'.

9 Appreciating cultural diversity

Please follow the usual Natcen guidelines. For more information, consult your Interviewer Handbook.

10 Briefing pack and workpack contents

Document	Format	Briefing	Workpack
Advance cards A1-I1	Card	0	Posted by office
Generic advance card	Card	1	0
Advance letters A2-I2	A4 White	0	Posted by office
Generic advance letter	A4 letterhead	1	0
Survey leaflet A (£5)	Card	0	No. in point
Survey leaflet B (£10)	Card	0	No. in point
Survey leaflet C (£5 rising to £10)	Card	0	No. in point
Generic survey leaflet	Card	1	1
ARF A – issued household	A4 Pink	1	No. in point
ARF B – split household(s)	A4 Blue	1	2 per address
Sample information sheet	A4 White	1	No. in point
Sample cover sheet	A4 White	1	1 per assignment
Consent form A (Adult health)	A4 Green	1	20
Consent form B (Child's health)	A4 Pink	1	4
Consent form C (Under 25 education)	A4 Blue	1	10
Consent form D (Child's education)	A4 Yellow	1	4
Health records information leaflet	A4 White	1	20
Education records information leaflet	A4 White	1	20
Consent flowchart	A4 White	1	0
Youth self-completion (briefing version)	A4 Black & White	1	0
Youth self-completion	A5 Colour	0	5
Privacy envelope for self-completion – blank	A4	0	5
Poole pre-franked envelopes for self-completions	C4	0	5
Tracing letter	A4	1	5
Freepost envelope for tracing letter	DL	0	5
Envelope for tracing letter - plain white DL	DL	0	5
CAPI project instructions	A4	0	1
Promissory note	A5	0	6
Participants folder	A4 White folded card	1	20
Participants handbook	A4 White folded card	1	20
Pen		1	25
Change of address cards	White Card	1	20
Free post envelope for change of address cards	C4	1	20
Appointment card	A5 White card	1	20
Showcards	A5 White card	1	You will only receive showcards if you have been allocated to the showcard experimental group
Microphone		0	1

11 Admin and return of work

11.1 Contact information if you have any further queries

The *Understanding Society* Unit in Brentwood are responsible for this survey. The unit is led by Shelli Murray. Please contact the Unit on 01277 690000 if you have any queries or are having any difficulties.

11.2 Return of work

11.2.1 Consent forms

All consent forms should be returned to the office as soon as the interview is over and any further checking you need to do at home has been completed. Please return all documents from one household together in the same envelope. You may put more than one household's consent forms in the same envelope if they fit. Signed Voucher Receipt Forms should be returned to Brentwood on completion of your assignment for reconciliation purposes.

11.2.2 Youth Self-completions

Where a paper self-completion questionnaire has been completed it should be sent directly to MCL in Poole for scanning using the envelopes provided.

11.2.3 ARF

After you are sure that you have transferred all the necessary information into the CAPI admin block, please shred the entire ARF document.

Remember, do not sign off the case if you intend to return to a household.

11.2.4 Transmission

Please remember to transmit frequently, even if you have not fully completed cases. It is recommended that you transmit **at least three times a week.**

11.2.5 Returning unused documents

All unused branded materials should be returned to the *Understanding Society* Unit at the end of the fieldwork period. **These documents will be used again for Wave 1 cases and IP2 re-issues.** Table 11.1 below details the documents which should be returned.

Table 11.1 Documents to return

Participant's folder
Participant's handbook
Pen
Consent form A (Adult health)
Consent form B (Child's health)
Consent form C (Under 25 education)
Consent form D (Child's education)
Health records information leaflet
Education records information leaflet
Consent flowchart
Youth self-completion
Privacy envelope for self-completion – blank
Poole pre-franked envelopes for self-completion
Change of address cards
Free post envelope for change of address card
Appointment card

Appendix A Benefits Module Details

List of benefits that appear in Benefits Module with explanations:

BenPen **NI Retirement Pension**	For married couples, you should try to get the separate amount paid for the respondent rather than any joint amount. If the respondent is unable to separate it, show the whole amount received and record it as received jointly. If the wife is aged under 60 she will not be receiving a state pension in her own right. Therefore any NI pension income is solely the husband's. Retirement Pensions may have an earnings related supplement. This is normally paid on the same order book and should be included in the amount recorded.
BenPen **Occupational Pensions from previous employers**	Include all employer's pensions not just retirement pensions. Include pensions paid before retirement (i.e., a respondent may still be working for an employer but has become entitled to receive payments) and pensions paid for early retirement.
BenPen **Pension from a spouse's previous employer**	Women may also be receiving an occupational pension in respect of a deceased spouse: these should be recorded as 03. Check that any amount recorded is net of tax and other deductions. Do not include pensions from a Trade Union or Friendly Society unless the pension is received as a direct result of the respondent's employment by them.
BenPen **Widow's Pension/War Widow's Pension/ Widowed Mother's Allowance /Widowed Parent's Allowance / Bereavement Allowance**	Do not include Widow's Benefit, Widow's Payment, or Bereavement Payment as these are single lump sum payments.
Pension Credit	This is a means tested benefit paid to pensioners. They will not receive it unless they have applied for it and qualification is dependent on income and assets. Pension Credit has been paid since October 2004. There are two main elements. The **Guarantee Credit** is the minimum amount a pensioner can be expected to live on. There will be additional amounts for owner occupiers' housing costs, for disability and for caring responsibilities. The **Saving Credit** is available only to pensioners age 65 and over and aims to reward those who have made provision for their retirement over and above the state pension.
BenDis/BenAl **Employment and Support Allowance**	This is a new means tested benefit that will be replacing 'Incapacity Benefit' and 'Income Support (paid on incapacity grounds)' from the 27th October 2008. Anyone receiving Incapacity Benefit or Income Support (paid on incapacity grounds) at the change-over date will continue to receive those benefits, so long as they continue to satisfy the entitlement conditions. Respondents may also receive income-related Employment and Support Allowance if they require additional financial support for specific reasons, for example, because of housing costs or as a result of disability or caring responsibilities.
BenDis/BenAl **Severe Disablement Allowance**	Is for people of working age who have not been able to work for at least 28 weeks but who cannot get Incapacity Benefit. Married women unable to perform household work may also receive it.
BenDis/BenAl **Industrial Injury**	Is a variable amount paid to someone disabled through either a work accident or an industrial disease.

Disablement Allowance	
BenDis/BenAl **Disability Living Allowance/ Care Component**	Since April 1992 this has replaced Attendance Allowance for people aged between 5 and 66 (although many people will continue to call the allowances by their old names). In addition some people not previously entitled to Attendance Allowance will receive this benefit. Those aged 66 or over will continue to receive Attendance Allowances. When the person is under 16 the Allowance will normally be paid to the person responsible for them. In such cases it should be recorded as income on the questionnaire for the responsible adult for the child. Where someone is 16 or over this should recorded on person's own questionnaire.
BenDis/BenAl **Disability Living Allowance Mobility Component**	Paid for those unable, or virtually unable, to walk as a component of Disability Living Allowance. This benefit replaced Mobility Allowance.
(BenDis/BenAl) **Attendance Allowance**	Paid to people who need high levels of care because of severe disability. Include Constant Attendance Allowance. If paid for a child under 16 include as mother's income, or if there is no mother then father/guardian.
BenDis/BenAl **Carer's Allowance**	Weekly paid benefit for people of working age who give up working to look after someone receiving Attendance Allowance. This was formerly known as the Invalid Care Allowance.
BenDis/BenAl **War Disability Pension**	Payable to members of the armed forces disabled in the 1914-18 war or after 2nd September 1939. Merchant seamen and civilians disabled in the Second World War are also eligible. The amount paid varies according to an individual's rank and the extent of the disability.
BenDis/BenAl **Incapacity Benefit**	This was introduced in April 1995. It replaced NI Sickness Benefit and Invalidity Benefit which officially do not exist any more. If a respondent reports receiving NI Sickness Benefit and/or Invalidity Benefit, code as Incapacity Benefit and record total amount received in grid.
BenSup/NFE/Btype **Income Support**	Income Support replaced Supplementary Benefit (sometimes called Social Security Benefit). The rate is assessed on the grounds of age and marital status with a flat-rate premium for children and special premiums for people such as lone parents, people with disabilities and pensioners. Income Support is often paid along with other benefits as a supplement. You should try, wherever possible, to record the amount of Income Support separately even in the case where it is paid with Job Seeker's Allowance or with a state pension. The specific amount paid as Income Support will usually be shown on the cover of the Benefit Order Book. Any maintenance payments from a former or separated spouse or for child support which are paid through the DWP or other government agencies, should not be included as Income Support or any other benefit.
BenSup/NFE/ BenUnemp **Jobseeker's Allowance**	This replaced Unemployment Benefit in October 1996. Those receiving JSA are capable of work and available for work and actively seeking work and have a current jobseeker's agreement with the Employment Service. Full-time students, those on temporary release from prison and those receiving maternity allowance or statutory maternity pay are not eligible for JSA.. There are two types of JSA - Contribution-based and Income-based. The Contribution-based component is paid in the first 26 weeks of unemployment if enough NI contributions have been paid. The Income-based component is a means-tested benefit (paid after 26 weeks for those who qualify for Contribution-based and pass the means-test).

BenSup **Return to Work Credit**	This is a payment for people starting work of at least 16 hours a week and earning no more than £15,000 per year. Recipients will have been receiving an incapacity benefit (including statutory sick pay) for 13 weeks immediately prior to starting work. It is payable for up to 52 weeks.
BenSup/NFF/Btype **Child Benefit**	Is normally paid to the mother (unless there is none in the household) and should be shown as her income. Where it is paid into a joint bank account the names of both account holders will be on the benefit order book. This should still be recorded as the mother's income. **Child Benefit (Lone Parent)** was withdrawn in July 1998 however single parents responsible for children continuously since July 1998 may continue to receive this.
BenSup/BenTax/ BenCTC **Child Tax Credit**	Introduced in April 2003 this is paid to those with at least one dependent child. Child Tax Credit is paid to the person responsible for the care of the child(ren) so can be received by one person only in the household. If the respondent qualifies for the childcare element of Working Tax Credit, this will always be paid with the Child Tax Credit, even if the respondent is not themselves in receipt of Working Tax Credit.
BenSup/BenTax **Working Tax Credit**	This replaced Working Families Tax Credit and the Disabled Person's Tax Credit in April 2003. It is paid to families with at least one dependent child or those with a disability who are working. In some cases it can be paid alongside JSA or income support for those not working. It is paid either as a tax credit through the respondent's pay check or as a direct benefit. It can also be paid as a lump sum covering a period of 26 weeks in some cases. Please note: Where a married or cohabiting couple are receiving WTC, they apply for the tax credit jointly but cannot be receiving it jointly. They will have had to say which couple member was to receive the benefit or tax credit.
BenSup/BenTax **Disabled Person's Tax Credit**	This was replaced by Working Tax Credit from April 2003. It is paid to people with disabilities either in work or seeking work who are aged under 66. Any respondent claiming this should be coded as receiving the Working Tax Credit.
BenSup/BenFam **Maternity Allowance**	A benefit which applies only to women not eligible for Statutory Maternity Pay. Usually women receiving Maternity Allowance will be either self-employed or will have recently changed jobs.
BenSup/NFG/BenHou **Council Tax Housing Benefit /Rent Rebate**	Is benefit paid to help with housing costs, either by the DWP or the Local Authority. Include here only if it is paid direct to the respondent. Where Housing Benefit is either deducted from the rent (council tenants) or paid direct to the landlord, details should be recorded in the Household Questionnaire.
BenSup/BenTax/ BenHou **Council Tax Benefit**	As with Housing Benefit, Council Tax Benefit is usually credited to the council directly, so the benefit would show on a reduced tax .. bill. People on income support, however, will claim council tax benefit along with their housing benefit claim form. Obtain amount deducted and period covered. Do not include students who pay a reduced charge. If respondent is unable to give details of benefit received write details of amount he or she actually pays in a note, the amount deducted from the full charge (and the amount of that benefit) can then be calculated.
BenSup **Other State Benefits, Allowance or Credit**	List each separately and record full details. Include such things as Back to Work Bonus, Job Release Allowance Lone Parent Work Search Premium, Lone Parent in Work Credit, Child Maintenance Bonus, Child Maintenance Premium and Transitional Payments. Include also Enterprise Allowance and YTS, ET and New Deal Allowances. If any Transitional Payments are received it is important to record which benefit it replaces or tops up. Do not include: Payments from the Social Fund (these are loans) or other one-off payments from either DWP or local authority social services.
BenPay/BenSta	Include all grants or scholarships paid in respect of education or training (but

Educational Grants	not YTS or ET Allowances which should be recorded as Other). Grants and scholarships may be provided by Local Authorities, the DfES, Research Councils, charities, prospective employers (e.g., companies or the Armed Forces), educational institutions, family trusts and a number of other bodies such as Trade Unions. Do not include Student Loans taken out by the respondent to cover their living expenses or fees. Do not include Top-Up Fee Bursaries as these are a type of interest free loan to be paid-back upon completion of a degree. Include here as an Educational Grant any payment from any source (other than from family members) which is intended to cover the living expenses or fees over a period of time of someone in full or part-time education specifically so they may undertake that education. Grants are often paid in a lump sum at the beginning of a term or quarter to cover that term or a quarter. If a grant was paid for a term record that at (d) as Other. Do not include one-off payments for specific items such as extra travelling expenses, visits or equipment or individual prizes.
BenPay/BenSta **Trade Unions/ Friendly Societies**	Include all payments from such bodies here with the exception of Educational Grants and Sickness or Accident Insurance. Include Strike Pay.
BenPay/BenFam/BenSta **Maintenance/Alimony**	Note that men and non-married women can receive such payments. In most cases such payments come direct but they may also come via a solicitor, a court or the DWP. If it is paid by the DWP, check it has not been included in any Income Support already mentioned. Code only if the respondent is actually receiving or has received the payment. Do not code if payments should have been made, e.g., through a court order, but have not actually been made. Record actual amounts received rather than what is supposed to be paid. Payments received for a child should only be recorded if that child is present in the household. If a respondent receives payment for the support of a child code as respondent's sole income. But if they receive money which is to be passed on to the child itself exclude from respondent's income.
BenPay/BenFam/BenSta **Regular payment from family members not living here**	E.g., payment from a spouse working and living away from home,..... regular payments to parents from children outside the household (but not payments for 'keep' from those living there) and payments .. from parents to students etc, provided they are not members of the same household. In any cases of doubt the respondent should be asked to decide for him/herself whether or not a payment is to be classed as 'regular'.
BenPay/Ben/Sta **Rent from boarders or lodgers**	Rent from accommodation let at respondent's address. However, do not include payments from boarders or lodgers who are part of the immediate family of the respondent. Do not include payments for keep from family members or rent from property outside the respondent's accommodation.
BenPay/BenFam **Foster Allowance / Guardian Allowance**	Any foster carer who is looking after a child may receive a "Foster Allowance" or "Fostering Allowance" from the local Authority. It is designed to cover the costs of caring for a foster child. Local authorities are allowed flexibility to decide their own systems of payment. A "Guardian Allowance" is a tax fee payment to individuals bringing up a child whose biological or adoptive parents have died or is otherwise unavailable for their rule (e.g., in prison, or detained in hospital). Recipients of Guardian Allowance must also receive Child Benefit.
BenFam	This credit will be paid on top of all tax credits and other benefits, for a 12 month period, to lone parents who have been on Income Support or Job

In-Work Credit for Lone Parents	Seeker's Allowance for at least a year and who enter work of at least 16 hours a week.
BenPay/BenSta/BenDis **Sickness Accident Insurance**	Include any payments to compensate for lost wages during time off work through sickness (but not one-off payments to meet specific expenses such as medical fees or the cost of glasses or false teeth etc).
BenPay/BenSta **Other Regular payment**	Specify type of income and source. Exclude any payments from investments, stocks and shares, bonds and other interest payments (e.g., building society and bank savings accounts).

Appendix B Practice Serial Numbers

We have created 5 practice cases for you to practice on prior to your first interview. Each practice case has a different scenario so that you can get experience of interviewing households with different structures and of the various routes through the questionnaire.

Serial number	Scenario
9101011	3 persons, 2 of which are cohabiting.
9101021	Single elderly lady.
9101031	Married couple with 6 children.
9101211	Elderly lady with 2 children, 1 of which is unrelated.
9109161	Single mum with 5 children.

Appendix C Guidance for gaining consent for data linkage

IF THE RESPONDENT ASKS WHY WE WOULD WANT TO OBTAIN DATA FROM GOVERNMENT AND OTHER ADMINISTRATIVE AGENCIES

EXAMPLE FOR HEALTH RESEARCH

"By adding health information to the answers you have given in the survey, researchers can, for instance, examine how people's lifestyle, or their children's lifestyle, can have a positive effect on their health. To do this it is very important that they have an accurate and timely account of people's health alongside information on the kind of things they do and experience."

EXAMPLE FOR TRACING

"The overall aim of our study is to survey people through as much of their lives as possible. Sometimes we lose touch with survey participants, for example because people move and forget to notify us. The National Health Service Central Registers could help us keep in touch.

While your Health Authority is not legally allowed to provide us with your address, we would be able to send a letter to your Health Authority who would forward it to you."

IF THE RESPONDENT ASKS FOR "MORE EXAMPLES OF DATA HELD BY THE GOVERNMENT DEPARTMENTS"

HEALTH DATA

IF IN ENGLAND

"Most of the data we want to obtain will be derived from a database called Hospital Episode Statistics and is held by the Department of Health. It stores information about all admissions to NHS hospitals in England. This includes, for instance, dates of admission, discharge or attendance, diagnoses received, treatments given, and surgical procedures."

IF IN SCOTLAND

"Most of the data we want to obtain will be derived from a database called Scottish Morbidity Records and is held by the General Records Office. It stores information about all admissions to NHS hospitals in Scotland. This includes, for instance, dates of admission, discharge or attendance, diagnoses received, treatments given, and surgical procedures."

IF IN WALES

"Most of the data we want to obtain will be derived from a database called Patient Episode Database and is held by Health Solutions Wales, an agency of the Welsh NHS. It stores information about all admissions to NHS hospitals in Wales. This includes, for instance, dates of admission, discharge or attendance, diagnoses received, treatments given, and surgical procedures."

TRACING DATA

"The National Health Service Central Registers hold the address information for GP registrations. While we are not allowed legally to obtain your address through this register, we could arrange that a letter be send to you on our behalf.

The register also records if NHS patients have been diagnosed with cancer or have passed away. By using the NHS Central Registers we can obtain this information without bothering you or your nearest kin. The information is extremely valuable for medical studies examining causes of death."

IF THE RESPONDENT ASKS ABOUT THE CONSEQUENCES OF SAYING "YES"

"Like everything else you have told us, this information will be treated in strict confidence and will be used solely for statistical research purposes. Taking part in this study will not affect your or your child's future dealings with the parties holding the information. If you decided at

a later date to withdraw your permission to obtain this information from these sources, no further information will be obtained"

IF THE RESPONDENT ASKS HOW THE LINK WILL BE DONE

FOR RESPONDENT'S RECORD LINKAGE

"To add administrative information to your survey answers, we will pass a limited amount of information about you including your name, address, sex and date of birth to the government departments and agencies holding the information. They will not receive any of the information you have provided in the survey other than what is absolutely necessary to identify your information. The departments will be legally bound to delete all information we give them to identify your record. They will return to us the information they hold in their records about you. We will add this information to the survey answers you have already given us. The information will be in numeric form and used for statistical analysis only."

FOR CHILD RECORD LINKAGE

"To add administrative information to the information you have provided on your child, we will pass a limited amount of information about your child including his/her name, address, sex and date of birth to the government departments and agencies holding the information. They will not receive any of the information provided in the survey other than what is absolutely necessary to identify your child's record. The departments will be legally bound to delete all information we provide to them to identify your child's record."

IF THE RESPONDENT ASKS ABOUT RECENT "ACCIDENTAL LOSS OF DATA" OR "THE CHILD BENEFIT SCANDAL"

"We are very security conscious and only a small number of authorised staff have password protected access to your personal details. The information we need to exchange with the government departments and agencies will be sent using the most up-to-date secure data transfer protocols. We will not send any personal details that are not absolutely necessary to identify your or your child's administrative records. Your survey membership number will not be included in the information that we send so there is no possibility your survey answers could be linked to anything held by a government department. Your personal details will be removed from the combined information before it is returned to us."

IF THE RESPONDENT THINKS THIS IS ALL TOO MUCH LIKE "BIG BROTHER"

"Combining administrative information with survey data makes possible a great deal of research that otherwise would not be possible and means we do not have to ask many more detailed questions in the interview.

The information we add from other sources will never be used to identify any individual or family. Data will only be used for statistical analysis and names and addresses will not be included."

IF THE RESPONDENT ASKS ABOUT THE DURATION OF CONSENT

"We would like to add information relating to your present, past and future circumstances. We are not putting an expiry date to this consent as we do not know exactly when we will obtain and add the information. We will remind you regularly of the permissions you have given, and you are free to withdraw your consent at any time. "

IF THE RESPONDENT IS CONCERNED ABOUT "GIVING CONSENT FOR CHILD" AND ITS DURATION

"We would like to add information on your child(ren) from birth up to age 16. We need to seek parental consent to collect information on your children aged below 16. We understand that some children would be able to make this decision on their own behalf. You should make the decision that represents your child's wishes and best interests. You could discuss this with your child, and you can withdraw your consent at any time. Once your child reaches the age of 16 we will ask your child directly."

P2823: *Understanding Society* Unit:
NatCen, 101-135 Kings Road, Brentwood, Essex CM14 4LX

Innovation Panel 2
CATI
Project Instructions

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Summary

Introduction

Understanding Society is a UK longitudinal survey with annual interviews with 40,000 households.

IP2 briefings will be held on the 16th and 17th March 2009 (fieldwork starts on the 17th) with the debriefing on 31st April. All fieldwork must be completed before the debrief.

IP2 Experiments

IP2 includes a number of experiments which will allow us to test different modes of data collection. There are two types of experiments:

- **Procedural**
  - Mixed mode
  - Advance materials
  - Incentives
- **Measurement**
  - Use of showcards
  - Question phrasing

Sample

IP2 will be revisiting productive households interviewed in IP1. This is a named sample and for IP2, 1489 households are being issued in total: 992 households are initially being issued to telephone interviewers and a further 497 households will be assigned to field interviewers.

IP2 is mixed-mode. That is, cases will be transferred from CATI to CAPI if certain conditions are met. Field interviewers will be issued with telephone non-contacts, soft refusals to CATI and cases that are not willing/able to complete an interview over the phone.

You should collect data from all members of a household aged 10 and above; CATI interviews for those aged 16+ and self-completions for those aged 10-15. Paper self-completions for 10 -, 15s will be posted out where needed following completion of the adult telephone interviews.

Contact and Gaining Co-operation

Advance cards or letters (depending on the experimental group the individual is in) are being posted by the office prior to the start of fieldwork. One advance card/letter will be sent to each adult who was present in the household at IP1, regardless of whether or not they completed an individual interview at IP1.

Each adult will receive a gift voucher of either £5 or £10 (exact amount will depend upon which experimental group the individual is in) in their advance mailing. Young people who complete the youth self-completion will receive a £3 voucher. There are no incentives for proxy interviews. Any additional vouchers which are required (for example, for new household members) will be recorded in CATI and sent out by the office after the interview.

The Dial Screen

As Understanding Society is a household study involving CATI-CAPI transfer and a number of procedural and measurement experiments, the dial screen for this project is non-standard.

Unlike other projects, the initial dial screen for Understanding Society holds no information. All the information required for making contact is found as you navigate three additional dial screens; the information dial screen, questionnaire dial screen and interview dial screens.

A call history is recorded in relation to each of the telephone numbers provided at IP1.

Tracing

It is very important that we re-contact and interview as many sample members as possible so that the study can continue.

Any IP1 sample member who has moved address will be followed to their new address for interview with the exception of those who have moved outside the UK and those who are in prison. You are expected to make reasonable attempts to contact these sample members.

The Interview Process

The data collection instruments are:

- 15 min (average) CATI household questionnaire;
- 32.5 min (average) Individual Adult CATI questionnaire for all adults aged 16+;
- 10 min (average) Youth CAWI/Paper Self-Completion questionnaire for all aged 10-15; and,
- 10 min (average) CATI proxy questionnaire.

All members of the household fed forward from wave 1 are sample members and eligible for interview if they are aged 16 or over or are aged 10 – 15 years. You may also find new members have joined the household since wave 1. Their eligibility for inclusion as a household resident are:

1. Normal household residency rules (using the standard household definition)
2. Temporarily absent household members (at boarding school, in hospital)
3. Temporarily absent household members (working away)

You should attempt to get a full individual interview with respondents from all household members or a proxy if this is not possible. You should not take a proxy interview unless you are completely sure that you are unable to get a productive interview. For example, if one adult is out when you first call then you should make another call to attempt to interview them rather than taking a proxy interview from someone else.

As *Understanding Society* is longitudinal, we will be contacting and visiting respondents on a yearly basis, so it is extremely important that you check the spelling of respondent names (in the household grid), addresses and ensure that job titles are correct.

Similarly, it is very important for us to have full and accurate contact details and stable contacts for the respondents. Please check that those details given previously are still correct and attempt to get as many different contact details as you can and a stable contact for those new entrants to the household.

As in IP1, we will be carrying out SIC coding to 4 digits instead of 2; therefore, it is essential for you to gather more detailed information than usual about where the respondent works.

We are asking for consent to link to both health and educational administrative records. You will be asking for consent verbally (as prompted by your CATI screen) during the CATI; those respondents who agree will then be sent copies of the relevant consent forms and consent information leaflets for them to complete and return to the office. The forms are in duplicate. The top copy is to be sent back to Brentwood and the bottom copy is to be kept by the respondent.

There is also a self-completion for young people aged 10-15. In IP2, the youth self-completion will be available on-line as well as in paper form.

CATI Interview

Information about individual questions will be found in the CATI help screens rather than in these project instructions. There are many more help screens than you would find in a usual CATI program, and you can find them by pressing <F9> when you are at a particular question.

The CATI questionnaire is structured with 5 main parallel blocks that are:

- Household questionnaire
- Individual questionnaire
- Self-completions
- Consent Help
- Admin

The main topic areas covered in the individual questionnaire are

- Family, relationships, fertility, child-birth history
- Health, disability and caring

- Leisure, environment, transport, life satisfaction and voluntary work
- Employment, finance and personal consumption
- Ethnicity, religion, politics, environment
- Beliefs, values and attitudes

Make sure you do some practice interviews before your first interview.

Respondents will be asked to give consent for their survey responses to be linked to various health and educational records. If they agree, following the interview they will be sent copies of the consent forms to sign and return to the office.

Admin

You should speak to your supervisor if you have any questions or queries.

The *Understanding Society* Unit in Brentwood are responsible for this survey. The Unit is led by Shelli Murray. Please contact The Unit on 01277 690000.

1 Introduction

1.1 Background

Understanding Society is a major household panel study which has been commissioned by the Economic and Social Research Council (ESRC). Taken as a whole, it is the largest study of its type in the world interviewing people in a total of 40,000 households across the UK. It is led by the Institute for Social and Economic Research (ISER) at the University of Essex. The survey will also be known as the UK Household Longitudinal Study (UKHLS) among the academic community, but we will only refer to it as *Understanding Society*.

Understanding Society will provide valuable new evidence about people throughout the country, their lives, experiences, behaviours and beliefs, and will enable an unprecedented understanding of diversity within the population. The survey will assist with understanding the long-term effects of social and economic change, as well as policy interventions designed to impact upon the general well-being of the UK population. The data will be used by academic researchers and policy-makers within government departments, feeding into policy debates and influencing the outcome of those debates.

The survey will collect data from all household members aged 10 and above on an annual basis. Annual interviewing will allow us to track relatively short-term or frequent changes in people's lives, and the factors that are associated with them. As the years of the survey build up we will be able to look at longer-term outcomes for people in the sample.

The design of the survey is similar to the British Household Panel Survey (BHPS) which has been running since 1991 and is also managed by the team at ISER. In the BHPS, children who were born at the start of the study are now being followed into adulthood and into the labour market. People who were young adults when the survey started have been tracked through their years of partnership formation, marriage and establishing a family, with all the effects this has on other areas of people's lives such as their employment participation, housing needs and income. People who were middle-aged when the BHPS started, have been followed through their retirement period and will continue to be tracked to understand their well-being into old age. *Understanding Society* will do the same over the coming years but with a much larger sample size that will allow us to look in more detail at small sub-groups within the population as well as year groups within the sample. At Wave 2, the existing BHPS sample will be incorporated into the *Understanding Society* sample.

The experience of ISER in conducting the BHPS over the last 18 years is that both respondents and interviewers enjoy doing the survey. Respondents enjoy the fact that their interviewer makes contact every year and they can update them about things that have happened to them and other family members. And interviewers enjoy contacting the same people to see how they are getting on, even if sometimes they are faced with people in difficult circumstances. *Understanding Society* will build up a unique picture of how people's lives develop and change as events and experiences unfold in their lives.

NatCen has been commissioned to conduct the first two waves of fieldwork for *Understanding Society*. Each respondent will be contacted annually, but because of the large sample size, each wave of fieldwork will last approximately two years.

Understanding Society was officially launched by the ESRC on 13th October 2008. NatCen has already carried out an Innovation Panel (IP1) and a full dress rehearsal in order to inform the Wave 1 survey which commenced on the 8th January 2009. Innovation Panel 2 (IP2) will be one of the first stages of *Understanding Society* Wave 2.

In IP2 we will be revisiting all of the households who were interviewed in IP1. Since IP1 was in field, the study has been renamed from *Living in Britain* to *Understanding Society.* This name change was recently communicated to respondents via an inter-wave mailing. The change in name reflects the aims of the study: to build a detailed picture about the lives, experiences, behaviours and beliefs of people across the UK and to provide an understanding of diversity within the population and of the long-term effects of social and economic change.

1.2 Media coverage

Understanding Society is the world's largest ever longitudinal study of households, and has already created interest in the media.

In August 2008, The Guardian featured an article by Polly Toynbee[1] discussing the launch of *Understanding Society*, which she referred to as '...the world's largest and most detailed social survey...' Toynbee discussed the importance of longitudinal studies such as *Understanding Society*, saying 'The studies seek out which physical, social or psychological factors shape people's long-term health and happiness'. A copy of the article is available at: http://www.guardian.co.uk/commentisfree/2008/aug/19/labour.

Other headlines include 'World's largest ever longitudinal study of households launched'[2] and 'World's largest household study to unveil vital issues facing human communities'[3].

For more information on the media coverage the study has received, please visit the 'News' page of the *Understanding Society* website at: http://www.understandingsociety.ac.uk/news/inthenews/default.aspx.

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[1] **Toynbee, P. (2008). Labour is bound to bypass the lessons of the 58ers: The determinist mindset of the post-Thatcher establishment means fine social research won't produce decent policy. *Guardian.co.uk*, [internet] 19 Aug. Available at:** http://www.guardian.co.uk/commentisfree/2008/aug/19/labour

[2] Lipsett, A. (2008). World's largest ever longitudinal study of households launched. *Guardian.co.uk*, [internet] 13 Oct. Available at: http://www.guardian.co.uk/education/2008/oct/13/research-highereducation

[3] Thaindian News (2008). World's largest household study to unveil vital issues facing human communities. *Thaindian.com*, [internet] 15 Oct. Available at: http://www.thaindian.com/newsportal/india-news/worlds-largest-household-study-to-unveil-vital-issues-facing-human-communities_100107499.html

1.3 What is an Innovation Panel?

The very first stage of *Understanding Society* was an 'Innovation Panel' of 1500 achieved households (IP1). The aim of the Innovation Panel was to establish a survey group - approximately 10 times larger than a pilot group - with whom different methods of data collection can be tested ahead of each main wave of the survey.

The Innovation Panel will not replace the need for normal questionnaire pilots and dress rehearsals. Instead, it will be used for testing significant innovations in terms of the types of information collected or the methods of collection.

1.4 Aims of Innovation Panel 2 (IP2)

IP2 is the first stage of *Understanding Society* Wave 2 and will be the start of the longitudinal element of the study.

The main elements that we are testing during both CATI and CAPI interviews in IP2 are:

- Feeding forward data from IP1;
- Conditional transfer of CATI non-contacts, soft refusals and cases unable to do telephone interviews to Field interviewers;
- Investigating whether we lose any benefit from the higher IP1 incentive when reverting to £5 from £10 (in terms of response rates, efficiency of fieldwork and costs);
- Establishing whether the number of office refusals is reduced by using an advance card compared to an advance letter and whether either of these has a negative or positive effect on final response rates
- Looking at the wording of an identity question and the effect of its wording on item non-response
- Comparing potentially ambiguous questions with improved versions
- Looking into the best way to administer life and job satisfaction questions
- The feasibility of administering consent forms by post after a telephone interview (field interviewers will administer these when prompted by the CAPI script); and
- Encouraging 10 – 15 year olds to complete their self-completion online instead of on paper

CAPI only:

- To test whether using or not using showcards gives the best comparability to telephone interviews (where no showcards can be used)

1.5 Fieldwork timetable

The IP2 briefings will be held on the 16th and 17th of March (fieldwork begins on the 17th) with the debriefing on 30th April. All fieldwork must be completed before the debrief. Please note that the fieldwork period coincides with the Easter break in the UK. The whole of the UK have the "Good Friday" public holiday on April 10th 2009, and England, Ireland and Wales (but not Scotland) additionally have the "Easter Monday" public holiday on April 13th 2009. You may want to plan your work to take account of these public holiday dates.

2 IP2 Experiments

2.1 Overview

IP2 includes a number of experiments which will allow us to test different modes of data collection. There are two types of experiments:

- **Procedural**
  - Mixed mode
  - Advance materials
  - Incentives
- **Measurement**
  - Use of showcards
  - Question phrasing – job and life satisfaction.

In all cases the allocation to any experimental group has been done at the household level so that all eligible adults in a household will receive the same treatment for any given experiment. The allocation to experimental groups will however vary across the different households in your assignment.

2.2 Mixed mode experiment

The IP2 sample is divided into three experimental groups, each receiving a different treatment in terms of mode(s) and sequence of modes to test which strategy works best in terms of high response rate, efficiency of fieldwork and costs.

There are three groups of equal size with procedures as follows:

- **CAPI: Face to face:** Cases issued direct to face-to-face interview.
- **CATI 'Move one move all':** Cases issued to telephone unit initially, as soon as one household member is identified who cannot do the interview over the telephone, all outstanding household members will be allocated to field. CATI cases will be reissued to field for:
  i. Telephone non-contacts – allocated to field at end of telephone fieldwork period or once the minimum number of calls has been made[4].
  ii. Telephone refusers.
  iii. Those not willing or able to do interview over telephone.
- **CATI 'Try all':** Cases issued to telephone unit initially, attempt all household members by telephone before allocating them to field. CATI cases will be reissued to field for the same reasons as CATI 'Move one move all'.

[4] The minimum number of calls includes; five attempts at contacting each individual, two attempts at each telephone number and a minimum of 10 calls for all telephone numbers combined.

2.3 Advance materials experiment

There are two groups in this experiment: half of the sample will receive an advance letter and the other half will receive an advance card.

The aim is to establish whether the number of office refusals is reduced by using an advance card compared to an advance letter and whether either of these has a negative or positive effect on final response rates.

2.4 Incentives experiment

In the incentive experiment there are five different groups. The aim is to investigate whether we lose any benefit from the higher IP 1 incentive when reverting to £5 from £10 (in terms of response rates, efficiency of fieldwork and costs).

The five groups are:

- Group 1: Receive £5 (as at IP1).
- Group 2: Receive £5 (reduction from £10 at IP1 to £5 at IP2).
- Group 3: Receive £10 (as at IP1).
- Group 4: Receive £5 (reduction from possible £10 at IP1 to £5).
- Group 5: £5 rising to £10 if all eligible household members take part (as at IP1).

2.5 Question phrasing experiments

There are different variations of certain questions in the questionnaire. This is to allow us to test how question wording affects the reliability of measurements. For example, there are two variations in questions about dates: the first a traditional explicit request for the date and the second is driven by what the respondent says.

You will have a mixture of questions so please take care to follow the questions as scripted in the CATI.

Certain questions are being recorded to see how these work in real interviews.

2.6 Job and life satisfaction questions

There are two questions in the CATI asking sample members about their satisfaction with their life and job. We are experimenting with the form of the question, where the question is placed in the questionnaire and how the question is administered. You will receive a mixture of question forms, so please take care to read from screen as prompted by the CATI.

3 The Sample

3.1 Overview

In IP2 we will be revisiting productive households interviewed in IP1 (the IP1 sample was randomly selected using Postcode Address File). In IP1, 2760 households were issued and of these 1489 households were productive.

IP2 is a named sample and 1489 households are being issued in total: 992 households will be initially assigned to telephone interviewers and a further 497 households are being issued to field interviewers.

IP2 is mixed-mode. That is, cases will be transferred from CATI to CAPI if certain conditions are met.

Field interviewers will be issued with telephone non-contacts, soft refusals to CATI and cases that are not willing/able to complete an interview over the phone.

You should interview all adults aged 16+ in the household, Self-completions will be issued to those aged 10 to 15 if it has not been completed on the web before you call.

3.2 Who to interview

CATI will determine the eligibility of individuals by calculating whether they are aged 16+ when the household grid is enumerated. You will be interviewing everyone aged 16+ in each household, regardless of whether or not they were interviewed previously. One person from every household will be asked to confirm some general information about the household that was given in IP1.

Respondents who are known to you

We do **not** want you to interview anyone you know personally, such as a friend, a neighbour, son or daughter of a friend. In addition, you should not interview anyone you know in a professional capacity such as a colleague at work, a teacher at night school etc. Refer such cases back to your supervisor immediately.

Whom to interview and where

You will find that households are living in a variety of circumstances. For example, some will live in a house or flat and others may work in places where they are provided with a room of their own.

For IP2, we **are** following people who have moved into 'institutions' (e.g., hospitals, nursing homes/Old Peoples Homes, Army Camps, halls of residence but not prisons). We will not be interviewing those who are judged by other sample members/guardians to be "too frail or mentally impaired".

Split households

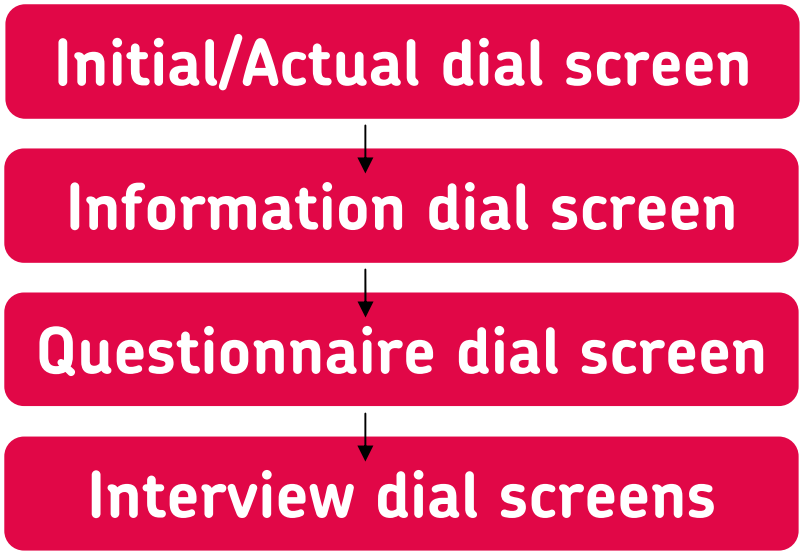
You may find that some respondents are still resident at the address, but that others have moved to new address (es). CATI will tell you who the movers are. You will then attempt to contact and interview the respondents who have split into new households.

4 The Dial Screen

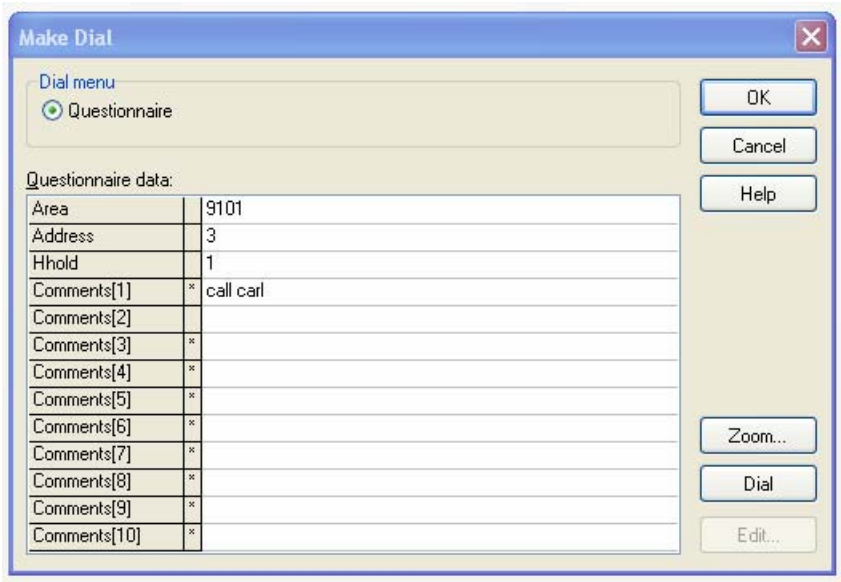
4.1 Dial screen structure

As Understanding Society is a household study involving CATI-CAPI transfer and a number of procedural and measurement experiments, the dial screen that you will be using for this project is non-standard. For this reason you will have been asked to attend a dial screen training session before working on this project.

The structure of the dial screen is shown below:



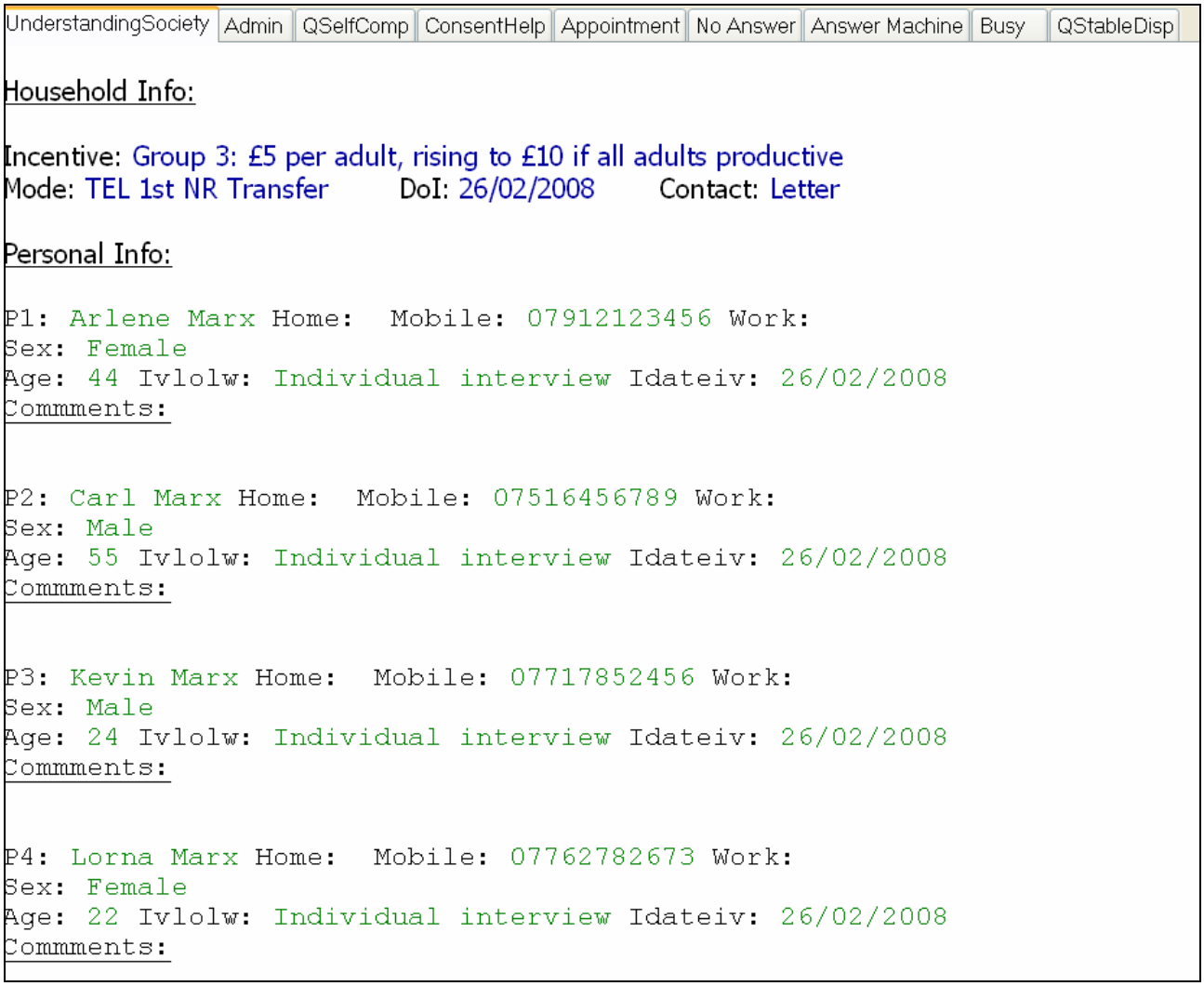
4.2 Initial/actual dial screen



Within the CATI programme the first screen you come to will be the initial/actual dial screen. Unlike other dial screens, there will be no names or telephone numbers presented here. You will need to click "OK" to continue through to the information dial screen.

4.3 Information dial screen

The information dial screen consists of both household and personal information:



The household information listed includes the following:

- **Incentives group for the household:** £5/£10/£5-£10
- **Mode for the household:** Move one move all / Try all in TU first
- **Date of last interview:** Provided in numeric form
- **Contact type:** Letter vs. card

You will need this information during initial contact with the sample member when discussing things such as the type of advance mailing and the value of the incentive the respondent would have received.

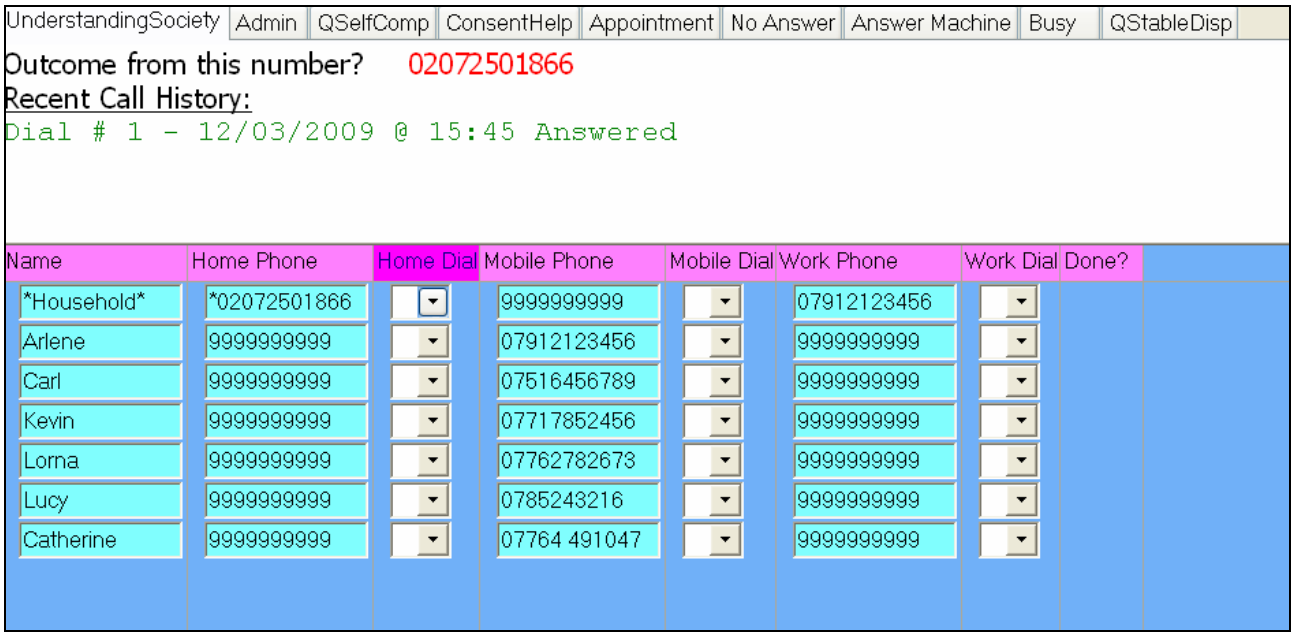
The personal information listed includes the following for each sample member:

- **Name**
- **Contact telephone numbers** (home, mobile and work wherever we have this information)
- **Sex**

- **Type of interview at IP1** (individual/proxy/no interview)
- **Date of interview at IP1**

This is where you will find the background information you need when making contact with the sample member.

4.4 Questionnaire dial screen



Within the questionnaire dial screen you will find both household and individual contact numbers. You should code all calls made to each number with an outcome from the drop down menu to the right of the phone number. A call history is then recorded. The "end" key bypasses empty fields, and can also be used when you are ready to jump into the interview screen.

You can leave the questionnaire dial screen via the outcome tabs:

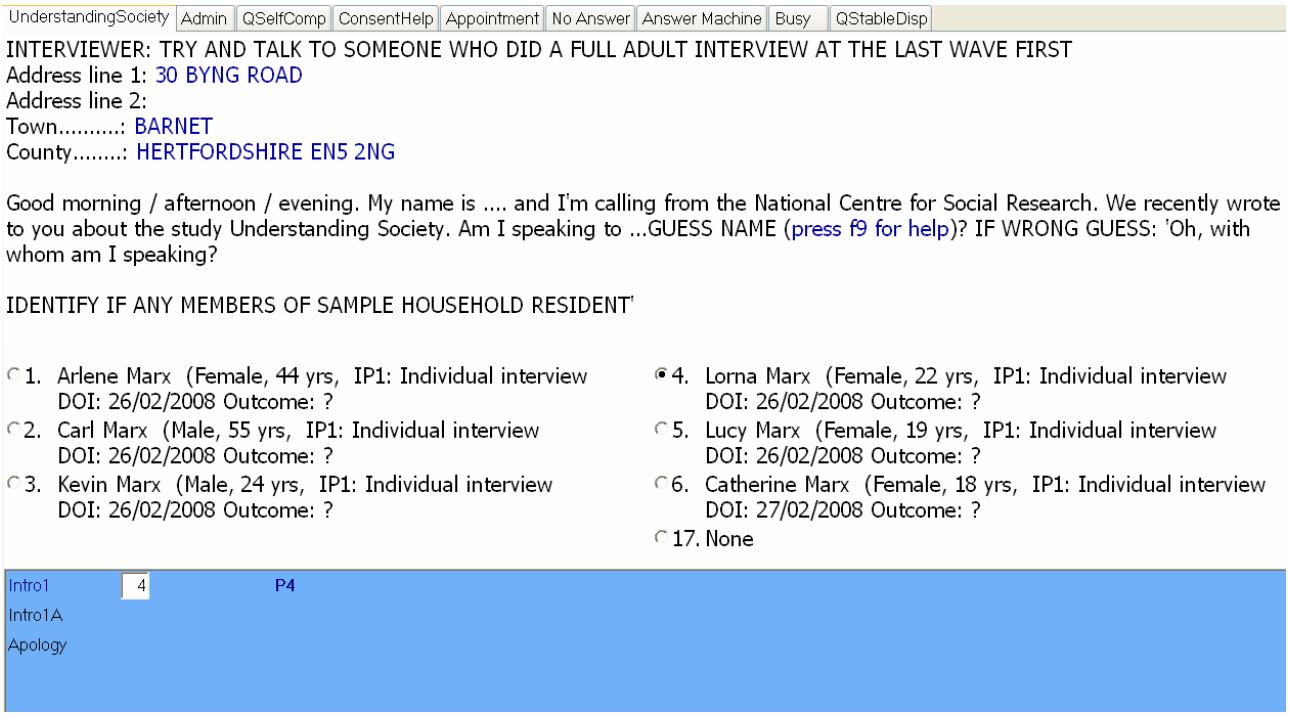
- Appointment
- No answer
- Answer service
- Busy

From the questionnaire dial screen tabs you also have access to the:

- Stable contact details;
- "Consent help": where 8 commonly asked questions on consent to data linkage are saved. Behind each question is a scripted answer; and
- Admin block

4.5 Interview dial screens

From the questionnaire dial screens you have two further interview dial screens before you can enter into an interview case. At the first you will need to confirm which member of the household you are currently speaking to:



At the second you will need to confirm now is a convenient time to complete the individual interview before proceeding into the CATI. If now is not a convenient time you will need to make an appointment.

5 Branding

We have taken the opportunity provided by having such a large survey to work with a communications agency (Public Zone) to look at the way that we communicate with respondents and how the survey itself is branded. It is through this process that we decided on the *Understanding Society* name, logo and brand guidelines for all documents. The purpose of the branding is to increase initial response rates to the survey and to encourage survey loyalty and therefore minimise attrition at subsequent waves.

We have developed alternative ways of communicating with respondents about the survey, which include revamping the advance letter to become an advance card and designing a participants pack to be given to households at the end of the interview.

5.1 Categorising respondents

Public Zone identified different factors which influence people when they are deciding whether or not to take part in a survey of this type. They argue that, there are three different categories respondents fall into:

- "Include me" ('I like the idea of being part of something)'
- "Incentivise me" ('I feel I will get something in return')
- "Educate me" (I buy into the objectives of the survey').

The materials have been designed in order to appeal to these three types of respondent.

5.2 Stages

The materials Public Zone have designed fall into two stages:

- Stage 1 - **advance materials** - Stamped advance **card/letter** with envelope and information leaflet;
- Stage 2 - **after the interview** - Participant Pack containing Participant Handbook, thank-you letter, change of address card (plus related envelope) and a pen.

In addition, a third stage involves various keeping in touch activities such as sending participants an interim mailing about the survey and providing a website, but these are not discussed here.

6 Contact and gaining co-operation

6.1.1 Advance cards/letters

In IP2 we are experimenting with the use of advance cards versus the use of advance letters. The aim is to test whether a) the number of office refusals can be reduced by using the new advance card (which is being used on Wave 1) compared to a standard advance letter, and b) whether either has a positive or negative effect on final response rates.

Some households you call will have received an advance card and others will have received an advance letter. The type of advance communication the household has received (letter or card) can be found on the front of the dial screen.

Advance cards/letters will be posted by the office. One advance card/letter will be sent to each adult (including rising 16s) who was present in the household at IP1, regardless of whether or not they completed an individual interview at IP1. Vouchers (£5 or £10) will be included in the advance mailing.

In order to accommodate for the different types of respondents (i.e. those that were interviewed at IP1, those that were not interviewed at IP1 and rising 16s) and the different incentive amounts (£5, £10 and £5 rising to £10) we have produced 9 versions of the advance card and 9 versions of the advance letter. The 9 versions of the cards and letters are worded slightly differently depending on the type of respondent and their incentive amount.

Table 6.1 below shows the 18 versions of the advance mailing:

Table 6.1 Version of advance cards and letters

Advance mailing version number	Card or letter	Type of respondent	Incentive amount
A1	Card	Interviewed at IP1	£5
B1	Card	Interviewed at IP1	£10
C1	Card	Interviewed at IP1	£5 rising to £10
D1	Card	Rising 16	£5
E1	Card	Rising 16	£10
F1	Card	Rising 16	£5 rising to £10
G1	Card	Not interviewed at IP1	£5
H1	Card	Not interviewed at IP1	£10
I1	Card	Not interviewed at IP1	£5 rising to £10
A2	Letter	Interviewed at IP1	£5
B2	Letter	Interviewed at IP1	£10
C2	Letter	Interviewed at IP1	£5 rising to £10

D2	Letter	Rising 16	£5
E2	Letter	Rising 16	£10
F2	Letter	Rising 16	£5 rising to £10
G2	Letter	Not interviewed at IP1	£5
H2	Letter	Not interviewed at IP1	£10
I2	Letter	Not interviewed at IP1	£5 rising to £10

The advance mailing number is indicated on the back of the advance card (e.g. P2823/IP2/AC/vA1) and in the bottom right hand corner of the advance letter.

For those households which include a young person aged 10-15, the advance card/letter will include a web address and password for each child to login and complete the youth self-completion on-line hopefully before you call the household. The passwords are on the back of the advance card/letter.

If an individual says that they have not received their advance card/letter and asks for a new one contact your supervisor and these materials will be sent out.

Note that new household members will not have received an advance card/letter. Please talk these household members through the generic advance card/letter.

There are 4 individuals in the sample file who did not give their forename or surname at IP1. Therefore, we have been unable to send them their advance mailing. In these cases the incentives will be sent to the individuals post-interview.

Generic advance card/letter

We have produced generic versions of both the advance card and the letter. These generic versions do not specify whether the sample member took part at IP1; they simply say that members of the household took part. They also refer to the sample members receiving an incentive for taking part but they do not specify the amount that they are given.

Prior to calling a household, you will need to check the type of advance communication the household has received (letter or card) on the front of the dial screen and then use the appropriate generic card when speaking to the sample member.

The generic advance card and letter have been laminated so that they can be used throughout the fieldwork period.

6.1.2 Incentives

Another aim of IP2 is to determine whether different levels of incentive affect the overall response rates, at both household and individual level. The sample has been divided into five groups who each receive a different incentive condition as follows:

- Group 1: Receive £5 (as at IP1)
- Group 2: Receive £10 (as at IP1)
- Group 3: Receive £5 (reduction from £10 at IP1 to £5 at IP2)
- Group 4: Receive £5 rising to £10 if complete household co-operation (as at IP1)
- Group 5: Receive £5 (reduction from possible £10 at IP1 to £5)

In each of the conditions, there is also a £3 voucher for each child aged 10-15 who completes a self-completion questionnaire (either on-line or on paper). Of course, a self-completion cannot be completed by a proxy informant so the voucher cannot be given if the young person does not take part.

Vouchers will be sent out to adult respondents from IP1 in the advance card/letter. All adults within a household receive the same incentive. If an individual says that they did not receive the voucher, then you need to record this in the CATI (regardless of whether you believe them) and the office will send the appropriate value voucher to the sample members post-interview

Proxy interviews do not qualify for a voucher.

In condition 4 (£5 rising to £10), each adult in the household will receive £5 in the advance mailing and £5 post-interview if all members complete a CATI interview. If there is only one adult in the household, they would receive a £10 voucher if they take part - £5 in the advance mailing and £5 post-interview. For these households the office will send the vouchers post-interview.

Please note that if you come across a new household member they will not have received the advance mailing which includes the voucher. Those in a mover household may have had the mailing forwarded on but may not have received it. These individuals will be allocated to the same incentive condition as the original address and there will be a code on the CATI dial screen telling you which condition applies. Again, in these situations vouchers will need to be sent to the new household member or mover who did not receive it in advance post-interview.

6.1.3 Introducing the Survey

As we are re-visiting households from IP1 (when the study was called *Living in Britain*) it is important to stress that **the study is concerned with how things change over time and that this is why we would like to interview the household again**. Remind respondents that this is a **survey about them as individuals and we want to find out how different aspects of their lives interact and influence each other.** It is very important that you familiarise yourself with potential questions so that when you

first make contact you will be able to tailor your arguments depending on who you talk to. Use your expertise when introducing the study and mention different areas of the survey accordingly. We have listed below some of the research questions that this survey addresses that you might find helpful when encouraging people to take part.

- *How does people's well-being change over time?*
- *How does poor health affect employment opportunities?*
- *Does our education system provide the springboard for young people to develop their careers?*
- *Are retired people managing on their pensions?*
- *Are disabled people getting the care they need?*
- *How is family life changing and what do people think about these changes?*

For all households with more than one person, it is also important that **everyone** eligible participates. You can stress that this is a **household** survey and that we are interested in how everyone affects each other. For example, how do decisions about one person's work and working hours affect others in the household, what happens when children leave home and so on.

6.1.4 Maximising response

Remember that a friendly approach works best. Ask to call back if it's not a good time and you suspect that you might get a refusal if you push.

You may hear the following comments when you contact the sample member:

- "I've done my share"
- "I can never get everyone together at the same time"
- "Nothing has changed in my life"
- "The questions are too personal"

The following suggestions should provide some guidance on how to respond to these comments:
"I've done my share"

- By taking part this year they are making the information even more valuable because we can measure how things change over time, without them the survey would be less representative – everybody is different and cannot be replaced

"I can never get everyone together at the same time"

- The household does not have to be done at the same time

"Nothing has changed in my life"

- The only way we can find out about change is by talking to people on more than one occasion – and to really understand change we have to talk to everyone; we want to look at change **and** stability

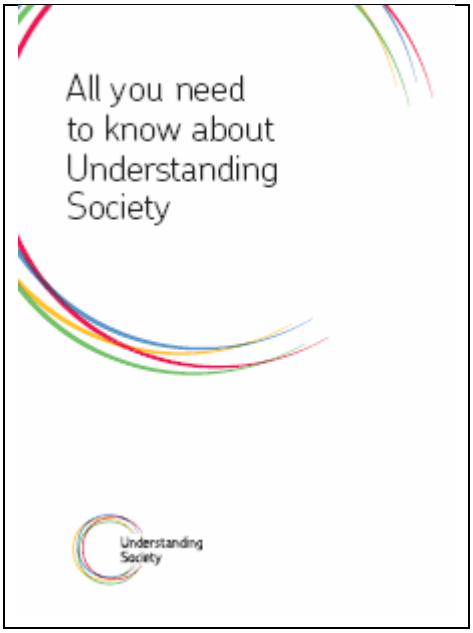
"Questions are too personal"

- They don't have to answer every question, they can refuse to answer any question they want – the questions they do answer are still important to us

In some cases sample members will prefer to complete an interview in person, rather than over the telephone. If you are unable to achieve a phone interview with a sample member, but you judge that offering a face-to-face interview might get agreement then we are allowing you to offer this option. Some examples of when to offer this option are when sample members state the following:
"I don't like talking about my personal business over the phone"
"I don't like long phone calls"
"I'm happy to take part but would like to do it with my husband/wife around"
"I'm slightly deaf so don't like talking on the phone"

6.1.5 Survey Leaflet and Appointment Card

There are three versions of the branded survey leaflet. The generic version of the leaflet can be used when talking to sample members for the first time.



Versions of the survey leaflet

In order to accommodate the different incentive amounts (£5, £10 and £5 rising to £10) we have produced 3 versions of the survey leaflet plus a generic version. The 3 versions are worded slightly differently depending on the incentive amount the household has received.

Table 6.2 Versions of the survey leaflet:

Survey leaflet version	Incentive amount
A	£5
B	£10
C	£5 rising to £10

The version number is indicated on the back of the information leaflet (e.g. P2823/IP2/Information Leaflet/vA).

The version of the survey leaflet which the household will have received can be found on the dial screen. For example, if on the dial screen it said 'Leaflet: A', they would have received version A of the survey leaflet.

Generic information leaflet

As with the advance card we have produced a generic version of the survey leaflet for you to use when talking to respondents. The generic version refers to the sample members receiving an incentive for taking part but they does not specify the amount that they are given.

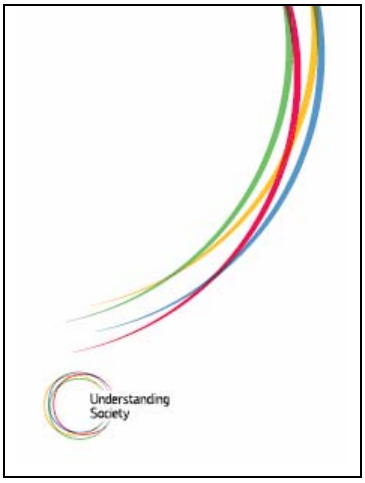
It is **very** important that you use the generic version of the survey leaflet when discussing the participation in the study with respondents. Otherwise, sample members may query why they, for example, only received a £5 gift voucher in their advance mailing but that the leaflet they were given refers to a £10 voucher.

The generic survey leaflet has been laminated so that it can be used throughout the fieldwork period.

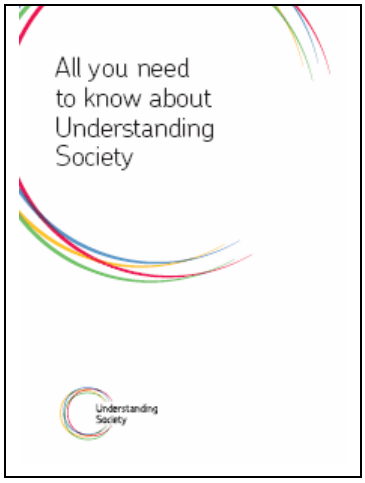
6.1.6 Using the documents

There are 3 documents with information about the survey namely the Advance Card, the Information Leaflet and the Participant Handbook, and these have been designed so that they contain increasing detail about *Understanding Society*, and will be given to participants at Stages 1 (advance materials) and 2 (after the interview).

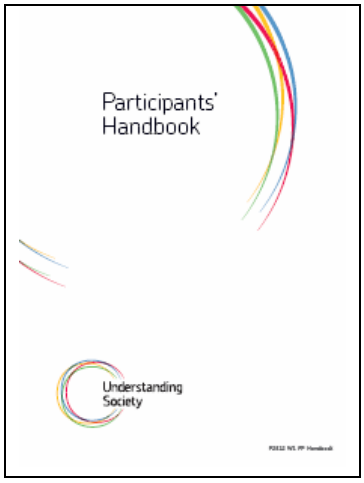
Advance Card



Survey Leaflet



Participants Handbook



6.2 Keeping in touch

In order to keep in touch with sample members between waves of *Understanding Society* we have developed a number of different keeping in touch activities, such as the participant website and participant report mailing.

6.2.1 Participant website

The website provides sample members with more information about the study and allows them to sign up for events and to receive updates from *Understanding Society*. It also allows them to tell us if their circumstances change (for example, if they move house).

The participant website can be found at http://participants.understandingsociety.org.uk/

6.2.2 Participant report mailing

Following IP1, sample members were sent a newsletter in November 2008 containing findings from the study. The aim of the newsletter was to include sample members in the bigger picture and to share with them some of the things that we have learnt so far in the study.

7 Tracing sample members

It is very important that we re-contact and interview as many sample members as possible so that the study can continue.

Any IP1 sample member who has moved address will be followed to their new address for interview with the exception of those who have moved outside the UK and those who are in prison. Those who have moved out of the UK are not eligible for interview at this wave but remain potentially eligible sample members should they return to the UK at a later wave.

Note that a mover may be a child aged under 16 who moves without any other adult sample member from IP1. These children should be followed to their new address and any eligible adult at the new address should be interviewed. For example, a child may move to live with a grandparent. The grandparent would be eligible for interview even if our sample child is too young for interview.

As a matter of course you should try and establish whether any sample member has moved.
If you identify a mover (either a split-household or whole household) we would like you to use the AFD (a telephone number lookup directory/other resources if there are problems with the issued telephone number) to obtain the telephone number of the mover. If you are able to obtain a telephone number we would like you to make contact with the mover.

If you are able to gain an address but no telephone number, this case will be transferred to face-to-face.

If you are unable to obtain a telephone number for the mover we would like to you to phone the "stable contact". At the previous interview, field interviewers were asked to collect details for someone ("the stable contact") outside the household they could contact if the sample member has moved address and we couldn't find them. In addition to the tracing procedures outline above ISER will contact sample members by e-mail and any responses will be sent to Brentwood so that they can contact you.

If none of the above result in finding the household then the case will be issued to field interviewers.

7.1 Institutions

IP1 sample members who have moved into an institution remain eligible for interview at their new institutional address. Others living in the institution are not eligible for interview.

The exception is those who have moved to prison. These sample members may be coded as temporarily absent members of the household if the address is still considered their main residence but we are not attempting to interview those in prison. If a split-off mover to prison no longer has the issued address as their main residence, a new household should be created for them (speak to your supervisor) and they should be coded as ineligible for this wave i.e. they are treated as a mover but not interviewed.

You should attempt to interview anyone from the existing sample who has moved into a nursing home. However, do not interview others within the institution.

If a young person has left a parental home to live away at university or college either in a private household or halls of residence, a split off household should be created. If they have moved into halls of residence at University/College you should interview only the sample member, not all the other students that live there. If they have moved into private accommodation, interview the sample member plus all others who are resident.

Obtaining an interview in an institution

Obtaining an interview with someone in an institution may sometimes be difficult. However, if the respondent is in a hostel (e.g. YMCA), a nurses' home, hospital or resides on an army base, you should be able to make direct contact with the respondent by telephone call.

Sometimes you may need to speak to the warden (or equivalent) before you can speak directly to the sample member. Some wardens will turn down interviewers unless they have telephoned to pre-arrange an appointment and are known to be expected by the individual. Therefore you may need to make an appointment.

If a warden (or equivalent) asks you for a written description/confirmation of the project, again please contact the *Understanding Society* Unit in Brentwood and a researcher will write this on your behalf. We have decided that letters will not be written in advance as each individual's circumstances will vary. Where a sample member has moved to a care home (or similar environment), it may be helpful and reassuring if a family member of the person you are interviewing can be present whilst you administer the interview (if possible). If the person is unable to complete a full interview (due to a language or disability issue) we would like you to complete a proxy interview with a suitable adult.

8 The Interview

8.1 Overview of data collection instruments

The data collection instruments are:

- 15 min (average) CATI household grid and questionnaire (including the enumeration of the household);
- 32.5 min (average) Individual Adult CATI questionnaire for all adults aged 16+;
- 10 min (average) CATI proxy questionnaire; and
- 10 min (average) Youth Child CAWI Self-Completion questionnaire for all aged 10-15 or a paper questionnaire if they have not done it on-line by the time you make contact.

The household questionnaire will vary in length from the average because larger households will take longer to enumerate and single person households less time to enumerate. The enumeration of the household will take 5 minutes on average and then there are approximately 10 minutes of questions for the household.

The adult interview contains extensive routing, so interview lengths will vary considerably. The main factors that will affect individual interview length are employment status, number of children in the household and whether the respondent receives benefits.

8.2 Eligibility and proxy interviews

All members of the household fed forward from wave 1 are sample members and eligible for interview if they are aged 16 or over or are aged 10 – 15 years. You may also find new members have joined the household since wave 1. Their eligibility for inclusion as a household resident are:

1. Normal household residency rules (using the standard household definition)
2. Temporarily absent household members (at boarding school , in hospital)
3. Temporarily absent household members (working away)

You should attempt to get a full individual interview with all eligible respondents or a proxy if this is not possible. You should not take a proxy interview unless you are completely sure that you are unable to get a productive interview. For example, if one adult is out when you first call then you should make another call to attempt to interview them rather than taking a proxy interview from someone else.

The proxy interview should be carried out with a nominated proxy, a close relative, or another adult in the household who knows the respondent well.

8.2.1 Normal household residents

To work out who should/shouldn't be included in a household, you need to be clear about the household definition we use:

"One person living alone or a group of people who either share living accommodation OR share one meal a day and who have the address as their only or main residence."

Sharing at least one meal a day:
This should consist of a main meal but does not imply that the household must always sit down together for the meal as long as food is bought for joint use. Breakfast may be counted as a main meal.

Sharing living accommodation:
- Living accommodation in this case is defined as a living room or sitting room.
- This also includes addresses where there is no living room separate from the kitchen; i.e. if it forms part of the same room.
- A household can also be treated as one if the living room also has to be used as a bedroom.
- Shared kitchens and/or bathrooms do not count as shared living accommodation.
- Occasionally an individual or a group of people will have both their own living accommodation (that is living room/bedsitter and kitchen) and the use of a communal living room. In such cases priority should be given to having their own accommodation, and they should be treated as separate households. Examples of this include warden assisted housing for the elderly, flatlet houses, or separate annexes where the parent occasionally also uses the family living room.

General points to note:
- Members of a household need not be related by blood or marriage.
- To be included in the household an individual must sleep at the address when s/he is in residence: anyone who sleeps at one address but has all their meals elsewhere must therefore be included at the address where they sleep.
- Some potential new entrants might have more than one residence. Where there is doubt because respondents have more than one residence their MAIN residence should be decided by the person him or herself.

Normal household residents would also include:
- children (of any age) normally living there but temporarily away on a short course or temporary job likely to last less than 6 months;
- au pairs on long-term engagements in households (6 months or more);
- anyone who has been living at the household continuously for six months or more, even if they have their main residence elsewhere.
- People who are temporarily resident at the address (e.g. guests) unless they have a date of departure. Boarders should be included, even if they have not been there for six months, unless they know they are moving out within the next six months.

If in doubt about residence, apply the six month rule: those away or likely to be away for 6 months or more are NOT counted as resident at the address (except for those who are 'absent' – see below): in some cases the main residence will not be in this country.

Apart from these cases, the question of whether or not the address is the main residence should be decided by the respondent.

8.2.2 Absent household members

We will also be including people in the survey who are normally resident members of the household but are away at boarding school .

Note that students living in private housing when away studying were not included at Wave 1 as all private addresses had their own chance of selection into the sample. Those students who are listed members at a household but have subsequently moved into private addresses at university or into halls of residence at college or University should be interviewed at their new address ("split-off" household).

8.2.3 Other absent household members

We will also be including people who are normally resident members but are presently working away. This may include:

- people who work away from home for whom this is their **only** fixed or **main** dwelling unit (e.g., on business, in the armed services, fishermen, oil rig workers or merchant seamen).

8.2.4 Non-resident household members (New Entrants):

We will not be including as eligible new entrant:

- persons working away from home and who only come home at weekends or holidays and for whom it is not their main address;
- spouses who are separated (whether or not they visit the household);
- children who have been (or are expected to be) in care for 6 months or more;
- household members who have been away continuously for 6 months or more;
- paying guests, e.g., in a bed and breakfast;
- anyone not sleeping at the address; to be counted as resident an individual must sleep at the address. Anyone who has their meals at one address but sleeps elsewhere must be included at the address where they sleep.

8.3 Spelling of names, addresses etc.

As *Understanding Society* is a longitudinal survey and we will be contacting and visiting respondents on a yearly basis, it is very important to spell ALL names correctly in the household grid, particularly their surnames. Similarly, you must ensure that addresses and job titles are spelt correctly.

For each sample member you should check that their details collected at the previous interview are still correct and the CATI will prompt you to do this.

8.4 Contact details

It is hugely important that we obtain and maintain as much contact information as possible about respondents. One of the biggest challenges for longitudinal surveys is finding people who have moved since their last interview, and the more information we can collect about how to contact them at this interview, the better chance we have of subsequently finding them.

For each respondent you should check that the contact details collected at the previous interview are still correct and collect details for all new entrants to the household. For new entrants we want to collect details of any personal numbers for both mobile and landline phones, and email addresses. If a respondent is adamant that they don't want to be contacted again then there is a code to use in the CATI at the point that contact details are collected.

You also need to check the stable contact given by each interviewed respondent has not changed and obtain a stable contact for each new entrant. Although this may appear to be time consuming, it is less onerous than taking more time to trace a respondent when they have moved.

8.5 Collecting details about respondents jobs

For *Understanding Society* there is a requirement to code the Standard Industrial Classification (SIC) to 4 digits rather than the standard 2. The standard two digit code is a broad based classification – in a 4-digit code it uses the standard first 2 digits and the 3rd and 4th digit provide the detail which we need to collect in order to meet the coding requirements of this study

To code to 4 digits the Operations team needs more detailed information e.g., if someone works in a shop – it is not sufficient to record "works in shop" – we need to know what kind of shop, **so probing is essential**.

For example, if someone works in clothing manufacture – the table below shows that "clothing manufacture" would not be sufficient in this case – **you need to probe for exactly what is made and what it is made with**. If more than one product or material is used you need to probe for what is made of the most. Note that you need to record what the organisation they work for makes, not just what they make. If they can't tell you, write in everything they make and what they make it with.

If they manufacture clothing for men, women and children the difference in the detail is illustrated below:

Type of manufacture	4 digit SIC Code
Manufacture of outer wear coats/suits/jackets/trousers/skirts	1413
Manufacture of underwear/nightwear/shirts/blouses	1414
Manufacture of babies garments, gloves/ties/shawls/hairnets etc	1419
Manufacture of leather goods, except sports gloves and sports headgear	1411
Manufacture of other knitted goods: socks, tights	1431
Manufacture of other knitted goods: pullovers, cardigans	1439

Similarly for teaching from the table below you can see that just knowing that someone teaches in secondary education is not sufficient, so more probing would be needed to determine what types of subjects and qualifications are taught.

	85.10: Pre-primary education.
	85.20: Primary education.
85.3: Secondary education.	85.31: General secondary education. 85.32: Technical and vocational secondary education.
85.4: Higher education.	85.41: Post-secondary non-tertiary education 85.42: Tertiary education.
85.5: Other education.	85.51: Sport and recreation education 85.52: Cultural education 85.53: Driving school activities 85.59: Other education n.e.c.
	85.60: Educational support activities

The job description the sample member gave at IP1 will be fed forward in the IP2 questionnaire and you will be asking them to check that it is still correct. If it has changed, you should amend this. If there are new household members you will be required to record their job description as above.

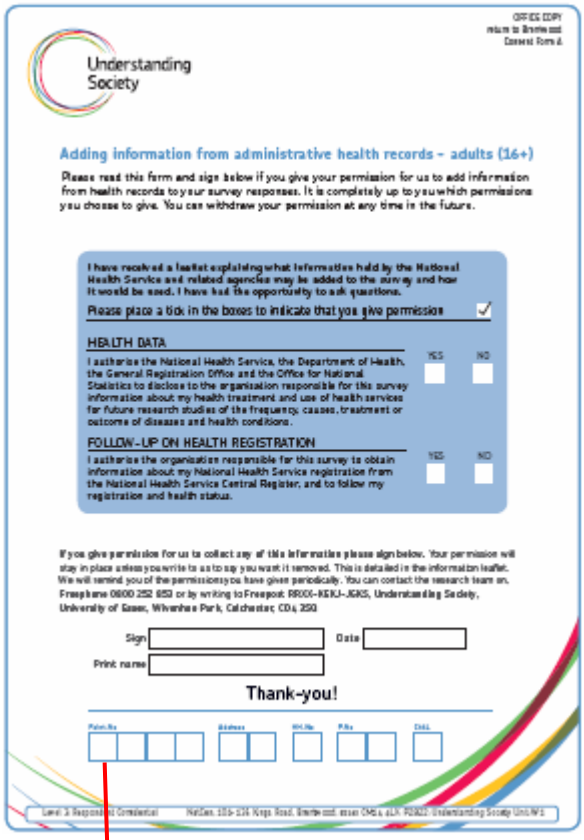
8.6 Consent forms

We are asking for consent to link to both health and educational administrative records for adults and for children. At IP1 respondents were asked for their consent to link to educational and benefit administrative records. Where respondents did provide education linkage consent they will not be asked to do so again at IP2. Where respondents did not give consent, they will be asked to do so at IP2.

In the CATI interview respondents will be asked for their consent verbally. As we require written consent, we will be sending hard copies of the consent forms to those who agree to have their survey responses linked to the records. When prompted in the CATI, you will need to transfer the relevant information on to the consent forms, and following the interview, pass the form onto the Ops department who will send the forms out to the sample member.

Consent for linking for children will be obtained from their responsible adult, and consent for several children can be collected on one form. If a child's natural mother is in the household, she is defined as the responsible adult. If not, then the child's natural father becomes the responsible adult if they are in the household. If a child has no natural parents in the household, the interviewer will be asked to record who is the responsible adult during the enumeration of the household.

For your reference, the first two consents asked for are for linking to health records, blue is for adults and yellow for children. Consent forms are those used at Wave 1 of the study and therefore do not refer to IP2.


Understanding Society

Adding information from administrative health records – adults (16+)

Please read this form and sign below if you give your permission for us to add information from health records to your survey responses. It is completely up to you which permissions you choose to give. You can withdraw your permission at any time in the future.

I have received a leaflet explaining what information held by the National Health Service and related agencies may be added to the survey and how it would be used. I have had the opportunity to ask questions.

Please place a tick in the boxes to indicate that you give permission ✓

HEALTH DATA

I authorise the National Health Service, the Department of Health, the General Registration Office and the Office for National Statistics to disclose to the organisation responsible for this survey information about my health treatment and use of health services for future research studies of the frequency, causes, treatment or outcome of diseases and health conditions.

YES NO

FOLLOW-UP ON HEALTH REGISTRATION

I authorise the organisation responsible for this survey to obtain information about my National Health Service registration from the National Health Service Central Register, and to follow my registration and health status.

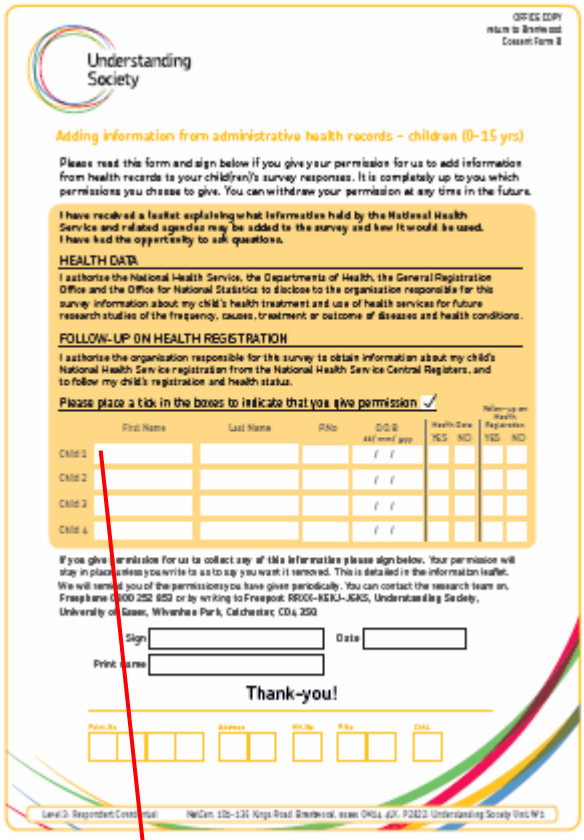
YES NO

If you give permission for us to collect any of this information please sign below. Your permission will stay in place unless you write to us to say you want it removed. This is detailed in the information leaflet. We will remind you of the permissions you have given periodically. You can contact the research team on Freephone 0800 252 853 or by writing to Freepost RRXX-KEKJ-JGKS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ

Sign Date

Print name

Thank-you!


Understanding Society

Adding information from administrative health records – children (0–15 yrs)

Please read this form and sign below if you give your permission for us to add information from health records to your child(ren)'s survey responses. It is completely up to you which permissions you choose to give. You can withdraw your permission at any time in the future.

I have received a leaflet explaining what information held by the National Health Service and related agencies may be added to the survey and how it would be used. I have had the opportunity to ask questions.

HEALTH DATA

I authorise the National Health Service, the Departments of Health, the General Registration Office and the Office for National Statistics to disclose to the organisation responsible for this survey information about my child's health treatment and use of health services for future research studies of the frequency, causes, treatment or outcome of diseases and health conditions.

FOLLOW-UP ON HEALTH REGISTRATION

I authorise the organisation responsible for this survey to obtain information about my child's National Health Service registration from the National Health Service Central Registers, and to follow my child's registration and health status.

Please place a tick in the boxes to indicate that you give permission ✓

First Name | Last Name | PNo | DOB | Health Data YES NO | Follow-up on Health Registration YES NO

Child 1

Child 2

Child 3

Child 4

If you give permission for us to collect any of this information please sign below. Your permission will stay in place unless you write to us to say you want it removed. This is detailed in the information leaflet. We will remind you of the permissions you have given periodically. You can contact the research team on Freephone 0800 252 853 or by writing to Freepost RRXX-KEKJ-JGKS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ

Sign Date

Print name

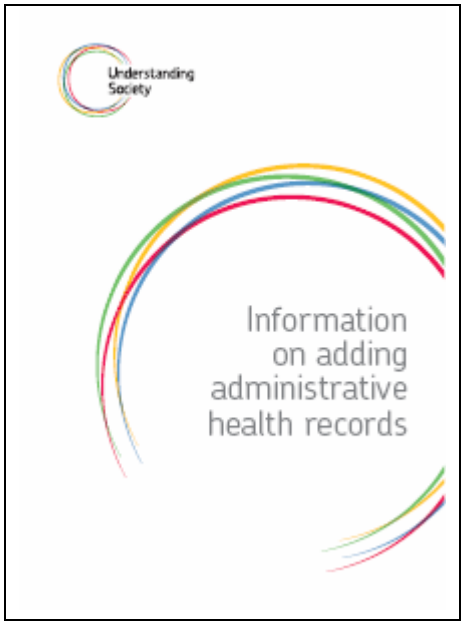
Thank-you!

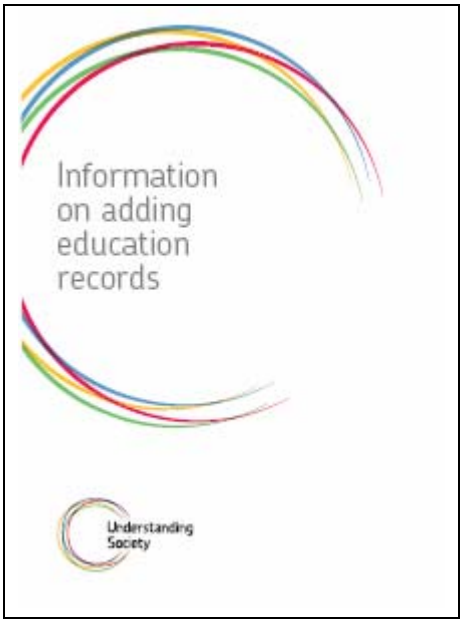
Transfer SN from CATI here. Note that the check letter is different for each individual in the household.

For children's consent, transfer details about each child from the CATI to here, and also the SN from CATI at bottom of the form.

Respondents will also be sent leaflets, along with the relevant consent forms, which explain exactly which health and educational records we are linking. In summary these records are:

- Hospital admission and attendance;
- Information about specific conditions such as cancer or diabetes;
- Prescriptions;
- Where respondents are registered;
- Mortality records.

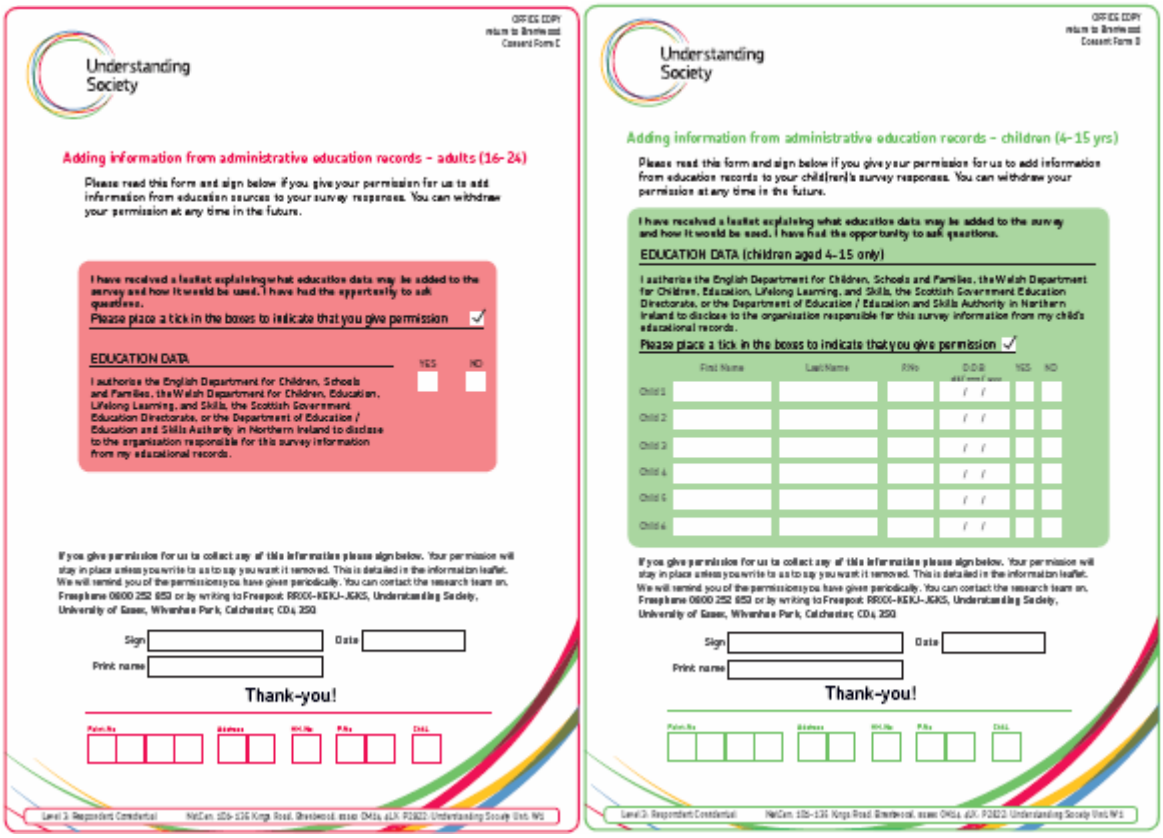




The second set of consents are for linking to educational records, although note that consent for adults is only for those aged 16-24 who went to school in the UK. There is an equivalent information leaflet for linking to educational records which should be given to the respondent. Links would be made to:

- National tests and formal assessments e.g. SATS/GCSEs/Standard Grades
- Basic information on pupils e.g. demographic characteristics or Special Educational Needs
- Courses taken.

The pink consent form is for adults and the green one is for children.



The CATI screen will tell you which consent forms need to be sent out and will provide details of what you need to transfer onto the consent forms.

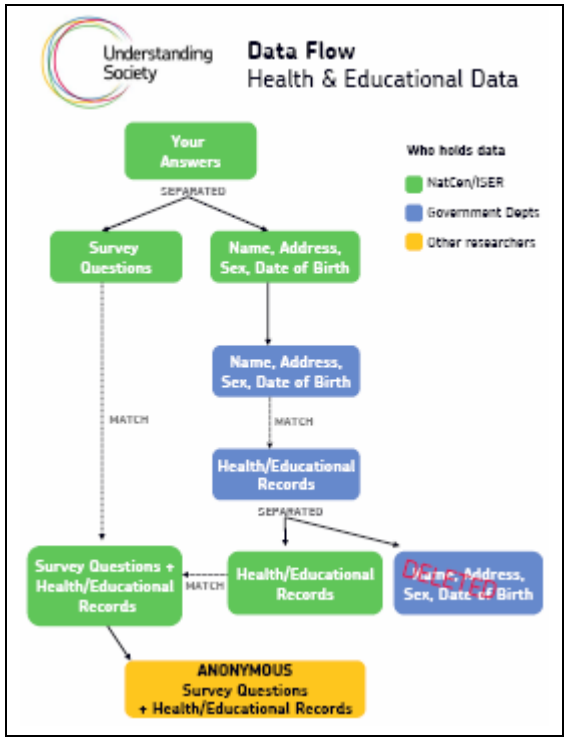
All forms are printed in carbon copy. The top copy is to be sent back to Brentwood and the bottom copy is to be kept by the respondent.

Rising 16s

For children who were aged 15 at IP1 and have now turned 16, so are eligible for an adult interview, you will be asking them for their consent directly at this wave even if their parent gave consent on their behalf at IP1.

Consent flowchart

Respondents will also be sent a Consent flowchart which shows how we link to their health and educational data and what happens to the data once we have linked to it. Its purpose is to reassure respondents about the confidentiality and anonymity of the data and to help explain to respondents how their data is anonymised. If you believe it will be helpful in gaining consent, please explain the flowchart to respondents when asking for their consent.



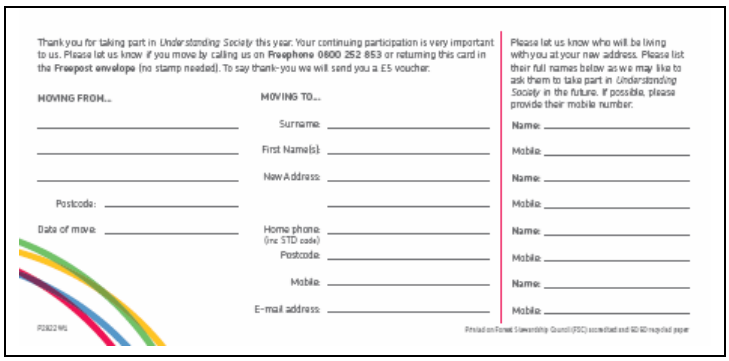
For your information, the flowchart can be explained in the following way:

- Colours have been used on the flowchart to explain who holds the data.
- When you answer the questionnaire, your answers are split into your personal information (name, address etc), and the answers to the survey questions.
- The personal information is transferred to the relevant government dept, and matched onto records held there.
- The full records (i.e. personal information together with records held by the government) are then transferred back to NatCen, who match them with the survey data to get a full data set.
- In the final stage, personal information is split off from the rest of the data, so that the respondents' data is completely anonymised, before it can be used by other researchers.

8.7 Change of address cards

We will be returning to the IP2 sample at wave 3, so we do need to know whether people move address. Change of address cards, along with a University of Essex freepost envelope to return them in, will be sent out to households following the CATI interview.

Respondents will receive a £5 voucher if they send in a change of address card.



Thank you for taking part in *Understanding Society* this year. Your continuing participation is very important to us. Please let us know if you move by calling us on **Freephone** 0800 252 853 or returning this card in the **Freepost envelope** (no stamp needed). To say thank-you we will send you a £5 voucher.

MOVING FROM...

Postcode:

Date of move:

MOVING TO...

Surname:

First Name(s):

New Address:

Home phone: (inc STD code)

Postcode:

Mobile:

E-mail address:

Please let us know who will be living with you at your new address. Please list their full names below as we may like to ask them to take part in *Understanding Society* in the future. If possible, please provide their mobile number.

Name: Mobile:

Name: Mobile:

Name: Mobile:

Name: Mobile:

Name: Mobile:

There is also a participant website where they can update their address details. The web address is on all the respondent materials www.understandingsociety.org.uk/participants

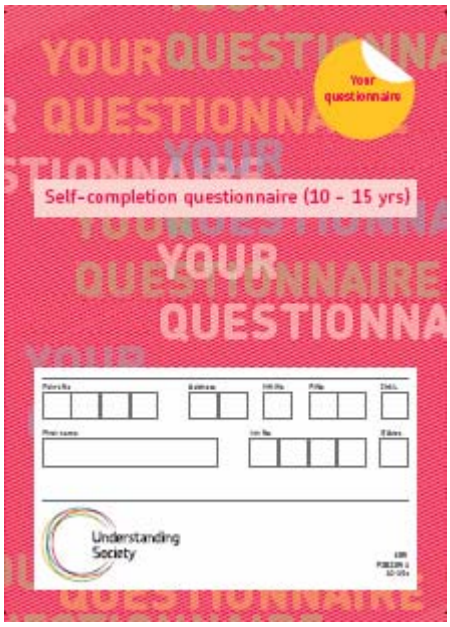
8.8 Child self-completion

In IP2 we are offering young people the opportunity to fill-in their self-completion questionnaire on-line. If a 10 to 15 year old was identified as living in a household at IP1, a password will have been included on the back of the advance card/letter which was sent to each adult living in the house who was interviewed at IP1. Each 10 to 15 year old will have received their own password. By sending the passwords in the advance mailing we hope that the majority of children will have filled-in their self-completion by the time you make contact with the household.

The youth questionnaire should take 10 to 15 minutes on average to complete and contains questions on health, behaviours, school, neighbourhood, families, hopes and concerns.

In the self-completion parallel block, you will be prompted to ask the responsible adult for each child (one adult can be responsible for more than one child) if their child has filled-in their self-completion. If they have not, the office will need to send out a paper version of the questionnaire for the sample member to fill-in. If the child says they would prefer to fill-in the questionnaire on-line and they still have the advance card/letter with their password on they can do this (we will not be reissuing new passwords). If they no longer have their passwords please ask them to fill-in the paper version. The same questions are asked in both the on-line and paper versions of the self-completion.

Paper version of the questionnaire for children aged 10 to 15



Accompanying the youth self-completion questionnaire will be a covering letter instructing youths on how to complete the questionnaire.

If the child has trouble understanding the questionnaire or any of the questions, they will be instructed to call Brentwood rather than ask their parents for help. The letter will also state that we guarantee confidentiality to the child and this promise cannot be broken. Therefore the responsible adult for a child should not see the questionnaire once it is completed

Parents are able to view an empty version of the on-line questionnaire at the following website: http://youth.natcen.ac.uk and details of this have been provided in the advance mailing.

You will need to record the outcome of the self-completion in the self-completion parallel block.

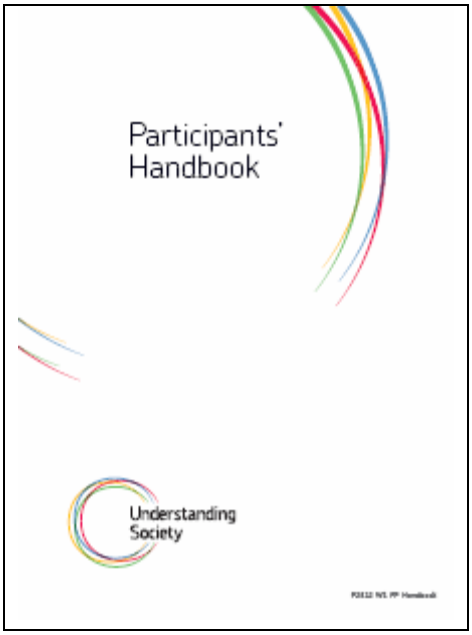
Following receipt of the child's self-completion, the office will send out their £3 gift voucher.

8.9 Participants Pack

Public Zone have designed a participant pack which has two main purposes – to act as somewhere people can store all their *Understanding Society* materials (e.g. copies of consent forms), and to appeal to "Include me" category participants. There is one pack for each **household** that takes part and these will be sent to the household at the end of the fieldwork period.

Participants' Handbook

PublicZone have then created a much more detailed handbook explaining the reasons why we are carrying out *Understanding Society*. It also contains some information about how data from BHPS has been used previously, which gives respondents an idea of how their data might be used following their interview, and as noted earlier it could also be used to help sell the survey when you make your initial call (so please familiarise yourself with the content of this document). Its purpose is also to encourage people to remain part of the survey.



8.10 Thank you letters

At the end of the fieldwork period the office will send out a thank-you letter to all respondents who were interviewed.

9 CATI Interview

9.1 Help screens

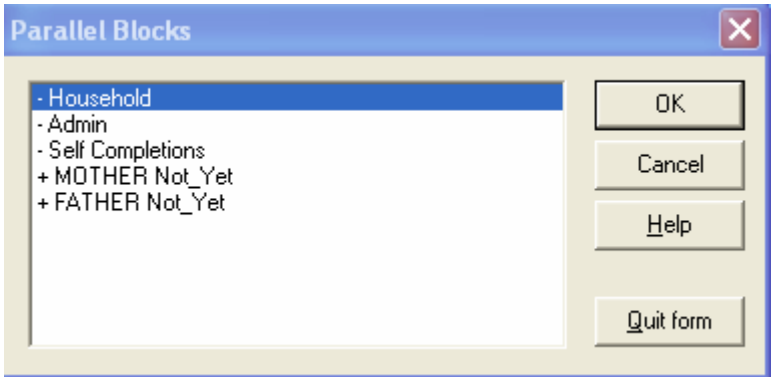
Information about individual questions will be found in the CATI help screens rather than in these project instructions. There are many more help screens than you would find in a usual CATI program, and you can find them by pressing <F9> when CATI instructs you to do so you are at a particular question.

9.2 CATI Structure

There are several elements to the CATI questionnaire, which are covered in detail in this section. The CATI questionnaire is structured with 5 main parallel blocks that are:

- Household questionnaire
- Individual questionnaire (one block per adults aged 16+)
- Self-completions (one block covering all adults and all children 10-15 in household)
- Consent Help
- Admin

Parallel blocks:
When you access the parallel block screen, you will see that in addition to the household questionnaire (Household), the self-completion block and admin block that there is a block for each eligible adult along with his or her current status.



In the two person household in the example above, no interviewing has been done and MOTHER and FATHER are marked accordingly as Not_Yet. The example below shows how the status for each eligible adult changes as an interviewer progresses through interviewing a household. In this case, MOTHER has now been interviewed but FATHER has not.

9.3 Household grid and questionnaire

Ideally the household grid and questionnaire would be conducted with either the household reference person (HRP) or their spouse/partner. The HRP is the person who owns or rents the accommodation. However, the person who completed the household grid last time or any other adult household member can complete the household grid and household questionnaire.

In the household grid the information collected in IP1 will be checked and any changes will be recorded. Information about any new entrants to the household since the last interview will be collected here. Also details of any members who have moved out of the household.

Checking the feed forward information from IP1 should take 5 minutes on average although this will vary considerably depending on household size.

The household questionnaire should take 10 minutes on average.

9.4 Individual CATI interviews

All adults aged 16 and over at the point at which the household is enumerated should complete an individual CATI interview, which should be **on average** 32.5 minutes.

9.4.1 Main topic areas

The main topic areas covered in the individual questionnaire are:

- Family, relationships, fertility, child-birth history;
- Health, disability and caring;
- Leisure, environment, transport, life satisfaction and voluntary work;
- Employment, finance and personal consumption;
- Ethnicity, religion, politics, environment; and,
- Beliefs, values and attitudes.

Please see **Appendix A** for information on benefits types that you need to familiarise yourself with.

9.4.2 Individual questionnaire overview

Below is a flow diagram which displays the modules included in the *Understanding Society* questionnaire at IP2 and the order in which respondents would receive them.

9.5 Trigram search tool

At CATI questions which code counties/countries/school locations you will need to search from the extensive list of options available from our look-up files. For this reason we have included a trigram search tool. This tool means that you have only to type the first three letters of the county/country/school and the relevant location is then displayed. By default the search tool is automatically set to “Alpha” (which searches for the first three letters of the county), but this can be changed to "Trigram" (which searches on any occurrence of what is typed).

To make this change:
1) Type any three letters into the look-up
2) A pop-up box of answer options (e.g. UK counties) will appear
3) In the bottom right of the pop up box the "alpha" and "trigram" should be displayed under the heading "key type", "alpha" should be ticked
4) Key "ALT + T" concurrently
5) "Trigram" should now be ticked, and this search option is now enabled. The screen will appear blank
6) Now type re-type (e.g. L-O-N, and "Greater London" will appear)

This "trigram" function will then be enabled for all similar questions such as those which concern country of birth.

N.B - If a respondent was born within Greater London the most efficient way of coding this response is to type G-R-E and "Greater London" will appear.

9.6 Consent

If respondents verbally consent to linking to their health and/or education records, they will be sent a copy of the consent forms and information leaflets by the office. These forms will need to be prepared. Respondents will be asked to complete the forms and return them to the office.

The CATI screen will provide you with the information you will need to read out to the respondent. You must then code the outcome for each adult in turn.

The CATI screen will also tell you which information you need to copy across onto the relevant consent forms before passing these onto interviewers.

For adult consent forms, the serial number, person number and check letter MUST be transferred from the introductory consent screen onto the consent form.

For youth consent forms each child's name, person identification number and date of birth must be transferred onto the consent form. You must then code the outcome for this consent for each child individually.

The health consent asks for permission to link to two different types of consent: health data and follow-up on health registration (from the NHSCR). You must code the outcome for consent to link to the health data for this respondent. You will be asked separately whether respondents gave permission to link to health data and follow-up on health registration.

9.6.1 Self-completion

Self-completions are recorded in a separate parallel block. There are only self-completions for youths at IP2, not for adults.

The first screen in the self-completion parallel block lists the serial numbers for all 10-15 year olds. If the child has **not** filled-in their self-completion on-line, you will need to transfer this information onto the front of a paper questionnaire and pass the form onto the office who will send this out to the appropriate child. You will need to transfer the household serial number, person number and person check letter onto the front of the self-completion, as shown in the example: Note that the check letter is not the same as the check letter on the dial screen – always copy this information from the CATI.

A covering letter sent by the office will instruct the child to put their self-completion back in the envelope and to seal the envelope once they have finished. The child should then transfer the plain envelope containing the self-completion to the freepost envelope (also sent by the office) which is addressed to Poole (where they will go to be scanned).

When you know the outcome of the self-completion, you should record whether the child completed, refused or filled-in the questionnaire online. You can code 3 if you need to skip to another person in the household. If you do this, you will need to return to this screen at a later point to code whether the questionnaire for each respondent was completed or not. You will also be asked to add an outcome code if the respondent refused to complete the questionnaire.

As soon as the office has received the youth self-completion questionnaire they will send out the £3 incentive to the young person.

9.7 Unproductive and proxy interviews

At the beginning of the individual questionnaire is a question IFirstQ about whether you are able to interview an individual. If you are not able to get a productive interview you will need to record an individual unproductive outcome code and a second outcome code for any refusals.

For all unproductive interviews you should attempt to get a proxy interview, and you must record the outcome of the attempt to get a proxy interview as well. In all co-operating households proxy interviews should always be attempted unless the respondent explicitly refuses to have any information about them collected.

9.8 Admin block

You will not be able to complete the admin block unless you have an outcome code for each eligible individual. Ideally you should ensure that all are productive. If they do not appear as productive but you believe that you have completed the interview, re-enter the individual parallel block, press <End> and check whether there are any final questions that need to be completed. If the interview is partial

you will see some warnings which encourage you to complete the interview but you will be able to continue by suppressing any checks, nevertheless. If it is not possible to complete a full interview then you can ensure you have an outcome code for each individual by going into each individual's block and recording an unproductive outcome.

9.9 Interviewer notes

As this is a longitudinal survey there is a question in the admin block for recording interviewer notes about contacting the household. As the household will be re-contacted at a later wave of the survey this information will be fed back to the interviewer who visits/calls the household at this time (which may well be you), and so it is **essential** that you record as much information as you would find useful for any future contact. This could include things such as good times of day to call, the best method of contacting (i.e. landline, workline, mobile) or information about the address location. Remember to include appropriate information. For example, it is helpful to say 'the respondent expressed a strong dissatisfaction with the length of the interview' but it is not acceptable (or helpful) to say 'nasty lady', 'horrible family'.

10 Appreciating cultural diversity

10.1 Introduction

Britain's society is multi-cultural and multi-faith. We need to ensure that the people you speak to during the course of briefings, assignments and other NatCen activities, are treated equally, fairly and with appropriate consideration - whatever their race, gender, sexuality, age, disability, nationality or religion. Treating people 'all the same' is not the same thing as treating people equally.

Each community, each cultural or faith group you may come into contact with is composed of individuals who will also have preferences and needs which are personal to them alone. It is always important in every interview to be alert to any indications that you may have caused offence, to be sensitive to how people are responding to you, and to ask if you are unsure about something.

10.2 Naming systems

Naming systems, usage and traditions differ between cultures and religions; customs within a community may change over time and usage acceptable to one generation may be less so to another.

- Never ask respondents for their "Christian name" - ask for a "first" name and then for "other" names.
- Ask each member of a household individually for this information rather than assume there is any shared family or religious name. Children may not necessarily share any name with their parents and people within the same family may also have different spelling of last names e.g., Macpherson and McPherson. The use of capitals and non capitals is important to people's identity.
- Many respondents will be aware of the naming system generally used in the U.K. They will have come across forms in hospitals, schools and elsewhere and are likely to have evolved a way of adapting their own naming system.
- The CATI interview will, in most cases, automatically use the respondent's first name to precede questions. This may not be the most appropriate name to use during the interview and older people, particularly, may feel it is too familiar, so check with the individual concerned.
- Be careful not to assume anything about a respondent's background and/or beliefs from their name; this could be construed as racism and is wholly unacceptable.

10.3 Religion and community

Some communities are based upon a shared faith; others have a shared tradition, background and culture in which beliefs may be mixed. In areas where you are aware there is a strong faith-based culture, and this is not one with which you are familiar, it can be helpful to be aware of major festivals and days of worship and plan your calls accordingly.

The most significant dates in the Christian calendar, Easter and Christmas, are easy to identify since they are public holidays. Be aware, however, that the Greek Orthodox Easter differs from the Protestant/Catholic Easter. For other significant religious dates you can look at: http:// www.bbc.co.uk/religion/tools/calendar/.

During the Muslim fasting month of Ramadan you should avoid calling for one to two hours immediately after sunset when those who have fasted through the day will be eating.

10.4 Household composition and marital status

Shared accommodation, same sex parenting and extended family households can all make identifying relationships difficult and mean that you should always be sensitive in asking about relationships.

- Don't comment on any relationship that you find, however unusual it may seem to you.
- Always record relationships as given, making a note in the CATI data if the survey program does not permit you to do this.
- With extended families living close together it can sometimes be difficult to be sure who is permanently resident at an address. It is important to record information that is as accurate as possible but ensure that you probe sensitively to avoid causing suspicion and concern.
- Parents living separately may have joint custody of their children who divide time between two households. Subject to survey-specific instructions which may differ, the child's main residence is usually that where they have spent the most time in the last six months.

10.5 Modesty and respect

Difficulties may sometimes arise because your gender differs from that of a respondent. This can happen whether your cultural background is the same or different. **Do not assume there will be a problem**, individuals within any culture or of any faith may differ greatly in what they find comfortable and acceptable within the interview situation, for example, men may be reluctant to speak to a woman they do not know if this is not usual in their culture.

If you feel strongly that these issues will affect the success of the interview, or if the respondent (or someone speaking on their behalf) states this is the case then ask if they would prefer someone else to call. Respondents may feel it is discourteous to ask you if this is possible. Take care that you do this in terms that are inoffensive – "would you prefer a female interviewer" is acceptable; "would you prefer an ethnic interviewer" is not. Ask if the respondent would prefer "an interviewer from your community" or "an interviewer who speaks your first language".

Some questions or topics may be less acceptable (or even considered offensive) in some communities or cultures, or respondent age groups, you should avoid making assumptions about this.

- Questions about alcohol and smoking may be felt to be offensive by those whose beliefs prohibit use.
- Problems may also arise in some contexts in asking questions on other topics such as health, crime or relationships.

It is important that these questions are still asked but you must do so sensitively and be ready to explain that in a survey they need to be asked of everyone. You may also explain that every respondent has the right not to answer a question if they are unhappy to do so.

11 Briefing pack contents

Document	Format	Briefing
Advance cards A1-I1	Card	0
Generic advance card	Card	1
Advance letters A2-I2	A4 White	0
Generic advance letter	A4 letterhead	1
Envelope for advance card	C4	1
Envelope for advance letter	DL	1
Survey leaflet A (£5)	Card	0
Survey leaflet B (£10)	Card	0
Survey leaflet C (£5 rising to £10)	Card	0
Generic survey Information leaflet	Card	1
Consent form A (Adult health)	A4 Green	1
Consent form B (Child's health)	A4 Pink	1
Consent form C (Under 25 education)	A4 Blue	1
Consent form D (Child's education)	A4 Yellow	1
Health records information leaflet	A4 White	1
Education records information leaflet	A4 White	1
Consent flowchart	A4 White	1
Youth self-completion (briefing version)	A4 Black & White5	1
Youth self-completion	A5 Colour	0
Privacy envelope for self-completion – blank	A4	0
Poole pre-franked envelopes for self-completions	C4	1
CATI project instructions	A4	0
£5 Vouchers (per assignment)		
£3 vouchers (child self completion)		
Participants folder	A4 White folded card	1
Participants handbook	A4 White folded card	1
Pen		1
Change of address cards	White Card	1
Free post envelope for change of address cards	C4	1

12 Admin

12.1 Contact information if you have any further queries

Please speak with your supervisor if you have any questions about the study or the CATI program.

Appendix A Benefits Module Details

List of benefits that appear in Benefits Module with explanations:

BenPen **NI Retirement Pension**	For married couples, you should try to get the separate amount paid for the respondent rather than any joint amount. If the respondent is unable to separate it, show the whole amount received and record it as received jointly. If the wife is aged under 60 she will not be receiving a state pension in her own right. Therefore any NI pension income is solely the husband's. Retirement Pensions may have an earnings related supplement. This is normally paid on the same order book and should be included in the amount recorded.
BenPen **Occupational Pensions from previous employers**	Include all employer's pensions not just retirement pensions. Include pensions paid before retirement (i.e., a respondent may still be working for an employer but has become entitled to receive payments) and pensions paid for early retirement.
BenPen **Pension from a spouse's previous employer**	Women may also be receiving an occupational pension in respect of a deceased spouse: these should be recorded as 03. Check that any amount recorded is net of tax and other deductions. Do not include pensions from a Trade Union or Friendly Society unless the pension is received as a direct result of the respondent's employment by them.
BenPen **Widow's Pension/War Widow's Pension/ Widowed Mother's Allowance /Widowed Parent's Allowance / Bereavement Allowance**	Do not include Widow's Benefit, Widow's Payment, or Bereavement Payment as these are single lump sum payments.
Pension Credit	This is a means tested benefit paid to pensioners. They will not receive it unless they have applied for it and qualification is dependent on income and assets. Pension Credit has been paid since October 2004. There are two main elements. The **Guarantee Credit** is the minimum amount a pensioner can be expected to live on. There will be additional amounts for owner occupiers' housing costs, for disability and for caring responsibilities. The **Saving Credit** is available only to pensioners age 65 and over and aims to reward those who have made provision for their retirement over and above the state pension.
BenDis/BenAl **Severe Disablement Allowance**	Is for people of working age who have not been able to work for at least 28 weeks but who cannot get Incapacity Benefit. Married women unable to perform household work may also receive it.
BenDis/BenAl **Industrial Injury Disablement**	Is a variable amount paid to someone disabled through either a work accident or an industrial disease.

Allowance	

BenDis/BenAl **Disability Living Allowance/ Care Component**	Since April 1992 this has replaced Attendance Allowance for people aged between 5 and 66 (although many people will continue to call the allowances by their old names). In addition some people not previously entitled to Attendance Allowance will receive this benefit. Those aged 66 or over will continue to receive Attendance Allowances. When the person is under 16 the Allowance will normally be paid to the person responsible for them. In such cases it should be recorded as income on the questionnaire for the responsible adult for the child. Where someone is 16 or over this should recorded on person's own questionnaire.
BenDis/BenAl **Disability Living Allowance Mobility Component**	Paid for those unable, or virtually unable, to walk as a component of Disability Living Allowance. This benefit replaced Mobility Allowance.
(BenDis/BenAl) **Attendance Allowance**	Paid to people who need high levels of care because of severe disability. Include Constant Attendance Allowance. If paid for a child under 16 include as mother's income, or if there is no mother then father/guardian.
BenDis/BenAl **Carer's Allowance**	Weekly paid benefit for people of working age who give up working to look after someone receiving Attendance Allowance. This was formerly known as the Invalid Care Allowance.
BenDis/BenAl **War Disability Pension**	Payable to members of the armed forces disabled in the 1914-18 war or after 2nd September 1939. Merchant seamen and civilians disabled in the Second World War are also eligible. The amount paid varies according to an individual's rank and the extent of the disability.
BenDis/BenAl **Incapacity Benefit**	This was introduced in April 1995. It replaced NI Sickness Benefit and Invalidity Benefit which officially do not exist any more. If a respondent reports receiving NI Sickness Benefit and/or Invalidity Benefit, code as Incapacity Benefit and record total amount received in grid.
BenSup/NFE/Btype **Income Support**	Income Support replaced Supplementary Benefit (sometimes called Social Security Benefit). The rate is assessed on the grounds of age and marital status with a flat-rate premium for children and special premiums for people such as lone parents, people with disabilities and pensioners. Income Support is often paid along with other benefits as a supplement. You should try, wherever possible, to record the amount of Income Support separately even in the case where it is paid with Job Seeker's Allowance or with a state pension. The specific amount paid as Income Support will usually be shown on the cover of the Benefit Order Book. Any maintenance payments from a former or separated spouse or for child support which are paid through the DWP or other government agencies, should not be included as Income Support or any other benefit.

BenSup **Employment and Support Allowance**	This is a new means tested benefit that will be replacing 'Incapacity Benefit' and 'Income Support (paid on incapacity grounds)' from the 27th October 2008. Anyone receiving Incapacity Benefit or Income Support (paid on incapacity grounds) at the change-over date will continue to receive those benefits, so long as they continue to satisfy the entitlement conditions. Customers may also receive income-related Employment and Support Allowance if they require additional financial support for specific reasons, for example, because of housing costs or as a result of disability or caring responsibilities.
BenSup/NFE/ BenUnemp **Jobseeker's Allowance**	This replaced Unemployment Benefit in October 1996. Those receiving JSA are capable of work and available for work and actively seeking work and have a current jobseeker's agreement with the Employment Service. Full-time students, those on temporary release from prison and those receiving maternity allowance or statutory maternity pay are not eligible for JSA.. There are two types of JSA - Contribution-based and Income-based. The Contribution-based component is paid in the first 26 weeks of unemployment if enough NI contributions have been paid. The Income-based component is a means-tested benefit (paid after 26 weeks for those who qualify for Contribution-based and pass the means-test).
BenSup **Return to Work Credit**	This is a payment for people starting work of at least 16 hours a week and earning no more than £15,000 per year. Recipients will have been receiving an incapacity benefit (including statutory sick pay) for 13 weeks immediately prior to starting work. It is payable for up to 52 weeks.
BenSup **In-Work Credit for Lone Parents**	This credit will be paid on top of all tax credits and other benefits, for a 12 month period, to lone parents who have been on Income Support or Job Seeker's Allowance for at least a year and who enter work of at least 16 hours a week.
BenSup/NFF/Btype **Child Benefit**	Is normally paid to the mother (unless there is none in the household) and should be shown as her income. Where it is paid into a joint bank account the names of both account holders will be on the benefit order book. This should still be recorded as the mother's income. **Child Benefit (Lone Parent)** was withdrawn in July 1998 however single parents responsible for children continuously since July 1998 may continue to receive this.
BenSup/BenTax/ BenCTC **Child Tax Credit**	Introduced in April 2003 this is paid to those with at least one dependent child. Child Tax Credit is paid to the person responsible for the care of the child(ren) so can be received by one person only in the household. If the respondent qualifies for the childcare element of Working Tax Credit, this will always be paid with the Child Tax Credit, even if the respondent is not themselves in receipt of Working Tax Credit.
BenSup/BenTax **Working Tax Credit**	This replaced Working Families Tax Credit and the Disabled Person's Tax Credit in April 2003. It is paid to families with at least one dependent child or those with a disability who are working. In some cases it can be paid alongside JSA or income support for those not working. It is paid either as a tax credit through the respondent's pay check or as a direct benefit. It can also be paid as a lump sum covering a period of 26 weeks in some cases. Please note: Where a married or cohabiting couple are receiving WTC, they apply for the tax credit jointly but cannot be receiving it jointly. They will have had to say which couple member was to receive the benefit or tax credit.
BenSup/BenTax **Disabled Person's Tax**	This was replaced by Working Tax Credit from April 2003. It is paid to people with disabilities either in work or seeking work who are aged under 66. Any respondent claiming this should be coded as receiving the Working

Credit	Tax Credit.
BenSup/BenFam **Maternity Allowance**	A benefit which applies only to women not eligible for Statutory Maternity Pay. Usually women receiving Maternity Allowance will be either self-employed or will have recently changed jobs.
BenSup/NFG/BenHou **Council Tax Housing Benefit /Rent Rebate**	Is benefit paid to help with housing costs, either by the DWP or the Local Authority. Include here only if it is paid direct to the ..... respondent. Where Housing Benefit is either deducted from the rent (council tenants) or paid direct to the landlord, details should be recorded in the Household Questionnaire.
BenSup/BenTax/ BenHou **Council Tax Benefit**	As with Housing Benefit, Council Tax Benefit is usually credited to the council directly, so the benefit would show on a reduced tax ...bill. People on income support, however, will claim council tax benefit .....along with their housing benefit claim form. Obtain amount deducted and period covered. Do not include students who pay a reduced charge. If respondent is unable to give details of benefit received write details of amount he or she actually pays in a note, the amount deducted from the full charge (and the amount of that benefit) can then be calculated.
BenSup **Other State Benefits, Allowance or Credit**	List each separately and record full details. Include such things as Back to Work Bonus, Job Release Allowance Lone Parent Work .....Search Premium, Lone Parent in Work Credit, Child Maintenance Bonus, Child Maintenance Premium and Transitional Payments. Include also Enterprise Allowance and YTS, ET and New Deal Allowances. If any Transitional Payments are received it is important to record which benefit it replaces or tops up. Do not include: Payments from the Social Fund (these are loans) or other one-off payments from either DWP or local authority social services.
BenPay/BenSta **Educational Grants**	Include all grants or scholarships paid in respect of education or training (but not YTS or ET Allowances which should be recorded as Other). Grants and scholarships may be provided by Local Authorities, the DfES, Research Councils, charities, prospective employers (e.g., companies or the Armed Forces), educational institutions, family trusts and a number of other bodies such as Trade Unions. Do not include Student Loans taken out by the respondent to cover their living expenses or fees. Do not include Top-Up Fee Bursaries as these are a type of interest free loan to be paid-back upon completion of a degree. Include here as an Educational Grant any payment from any source (other than from family members) which is intended to cover the living expenses or fees over a period of time of someone in full or part-time education specifically so they may undertake that education. Grants are often paid in a lump sum at the beginning of a term or quarter to cover that term or a quarter. If a grant was paid for a term record that at (d) as Other. Do not include one-off payments for specific items such as extra travelling expenses, visits or equipment or individual prizes.
BenPay/BenSta **Trade Unions/ Friendly Societies**	Include all payments from such bodies here with the exception of Educational Grants and Sickness or Accident Insurance. Include Strike Pay.

BenPay/BenFam/BenSta **Maintenance/Alimony**	Note that men and non-married women can receive such payments. In most cases such payments come direct but they may also come via a solicitor, a court or the DWP. If it is paid by the DWP, check it has not been included in any Income Support already mentioned. Code only if the respondent is actually receiving or has received the payment. Do not code if payments should have been made, e.g., through a court order, but have not actually been made. Record actual amounts received rather than what is supposed to be paid. Payments received for a child should only be recorded if that child is present in the household. If a respondent receives payment for the suppo
BenPay/BenFam/BenSta **Regular payment from family members not living here**	E.g., payment from a spouse working and living away from home,regular whether or not a payment is to be classed as 'regular'.
BenPay/Ben/Sta **Rent from boarders or lodgers**	Rent from accommodation let at respondent's address. However, do not include payments from boarders or lodgers who are part of the immediate family of the respondent. Do not include payments for keep from family members or rent from property outside the respondent's accommodation.
BenPay/BenFam **Foster Allowance / Guardian Allowance**	Any foster carer who is looking after a child may receive a "Foster Allowance" or "Fostering Allowance" from the local Authority. It is designed to cover the costs of caring for a foster child. Local authorities are allowed flexibility to decide their own systems of payment. A "Guardian Allowance" is a tax fee payment to individuals bringing up a child whose biological or adoptive parents have died or is otherwise unavailable for their rule (e.g., in prison, or detained in hospital). Recipients of Guardian Allowance must also receive Child Benefit.
BenPay/BenSta/BenDis **Sickness Accident Insurance**	Include any payments to compensate for lost wages during time off work through sickness (but not one-off payments to meet specific expenses such as medical fees or the cost of glasses or false teeth etc).
BenPay/BenSta **Other Regular Payment**	Specify type of income and source. Exclude any payments from investments, stocks and shares, bonds and other interest payments (e.g., building society and bank savings accounts).

Appendix B Practice Serial Numbers

We have created 5 practice cases for you to practice on prior to your first interview. Each practice case has a different scenario so that you can get experience of interviewing households with different structures and of the various routes through the questionnaire.

Serial number	Scenario
9101011	3 persons, 2 of which are cohabiting.
9101021	Single elderly lady.
9101031	Married couple with 6 children.
9101211	Elderly lady with 2 children, 1 of which is unrelated.
9109161	Single mum with 5 children.

Appendix C Guidance for gaining consent for data linkage

IF THE RESPONDENT ASKS WHY WE WOULD WANT TO OBTAIN DATA FROM GOVERNMENT AND OTHER ADMINISTRATIVE AGENCIES

EXAMPLE FOR HEALTH RESEARCH

"By adding health information to the answers you have given in the survey, researchers can, for instance, examine how people's lifestyle, or their children's lifestyle, can have a positive effect on their health. To do this it is very important that they have an accurate and timely account of people's health alongside information on the kind of things they do and experience."

EXAMPLE FOR FLAGGING/TRACING

"The overall aim of our study is to survey people through as much of their lives as possible. Sometimes we lose touch with survey participants, for example because people move and forget to notify us. The National Health Service Central Registers could help us keep in touch. While your Health Authority is not legally allowed to provide us with your address, we would be able to send a letter to your Health Authority who would forward it to you."

IF THE RESPONDENT ASKS FOR "MORE EXAMPLES OF DATA HELD BY THE GOVERNMENT DEPARTMENTS"

HEALTH DATA

IF IN ENGLAND

"Most of the data we want to obtain will be derived from a database called Hospital Episode Statistics and is held by the Department of Health. It stores information about all admissions to NHS hospitals in England. This includes, for instance, dates of admission, discharge or attendance, diagnoses received, treatments given, and surgical procedures."

IF IN SCOTLAND

"Most of the data we want to obtain will be derived from a database called Scottish Morbidity Records and is held by the General Records Office. It stores information about all admissions to NHS hospitals in Scotland. This includes, for instance, dates of admission, discharge or attendance, diagnoses received, treatments given, and surgical procedures."

IF IN WALES

"Most of the data we want to obtain will be derived from a database called Patient Episode Database and is held by Health Solutions Wales, an agency of the Welsh NHS. It stores information about all admissions to NHS hospitals in Wales. This includes, for instance, dates of admission, discharge or attendance, diagnoses received, treatments given, and surgical procedures."

IF IN NORTHERN IRELAND

"Most of the data we want to obtain will be derived from a database called Hospital Statistics Northern Ireland and is held by the Department of Health, Social Services and Public Safety, Northern Ireland. It stores information about all admissions to NHS hospitals. This includes, for instance, dates of admission, discharge or attendance, diagnoses received, treatments given, and surgical procedures."

FLAGGING/TRACING DATA

"The National Health Service Central Registers hold the address information for GP registrations. While we are not allowed legally to obtain your address through this register, we could arrange that a letter be send to you on our behalf.

The register also records if NHS patients have been diagnosed with cancer or have passed away. By using the NHS Central Registers we can obtain this information without bothering you or your nearest kin. The information is extremely valuable for medical studies examining causes of death."

IF THE RESPONDENT ASKS ABOUT THE CONSEQUENCES OF SAYING "YES"

"Like everything else you have told us, this information will be treated in strict confidence and will be used solely for statistical research purposes. Taking part in this study will not affect your or your child's future dealings with the parties holding the information. If you decided at a later date to withdraw your permission to obtain this information from these sources, no further information will be obtained"

IF THE RESPONDENT ASKS HOW THE LINK WILL BE DONE

FOR RESPONDENT'S RECORD LINKAGE

"To add administrative information to your survey answers, we will pass a limited amount of information about you including your name, address, sex and date of birth to the government departments and agencies holding the information. They will not receive any of the information you have provided in the survey other than what is absolutely necessary to identify your information. The departments will be legally bound to delete all information we give them to identify your record. They will return to us the information they hold in their

records about you. We will add this information to the survey answers you have already given us. The information will be in numeric form and used for statistical analysis only."

FOR CHILD RECORD LINKAGE

"To add administrative information to the information you have provided on your child, we will pass a limited amount of information about your child including his/her name, address, sex and date of birth to the government departments and agencies holding the information. They will not receive any of the information provided in the survey other than what is absolutely necessary to identify your child's record. The departments will be legally bound to delete all information we provide to them to identify your child's record."

IF THE RESPONDENT ASKS ABOUT RECENT "ACCIDENTAL LOSS OF DATA" OR "THE CHILD BENEFIT SCANDAL"

"We are very security conscious and only a small number of authorised staff have password protected access to your personal details. The information we need to exchange with the government departments and agencies will be sent using the most up-to-date secure data transfer protocols. We will not send any personal details that are not absolutely necessary to identify your or your child's administrative records. Your survey membership number will not be included in the information that we send so there is no possibility your survey answers could be linked to anything held by a government department. Your personal details will be removed from the combined information before it is returned to us."

IF THE RESPONDENT THINKS THIS IS ALL TOO MUCH LIKE "BIG BROTHER"

"Combining administrative information with survey data makes possible a great deal of research that otherwise would not be possible and means we do not have to ask many more detailed questions in the interview.

The information we add from other sources will never be used to identify any individual or family. Data will only be used for statistical analysis and names and addresses will not be included."

IF THE RESPONDENT ASKS ABOUT THE DURATION OF CONSENT

"We would like to add information relating to your present, past and future circumstances. We are not putting an expiry date to this consent as we do not know exactly when we will obtain and add the information. We will remind you regularly of the permissions you have given, and you are free to withdraw your consent at any time. "

IF THE RESPONDENT IS CONCERNED ABOUT "GIVING CONSENT FOR CHILD" AND ITS DURATION

"We would like to add information on your child(ren) from birth up to age 16. We need to seek parental consent to collect information on your children aged below 16. We understand that some children would be able to make this decision on their own behalf. You should make the decision that represents your child's wishes and best interests. You could discuss this with your child, and you can withdraw your consent at any time. Once your child reaches the age of 16 we will ask your child directly."

P2823 Understanding Society

Innovation Panel 2 (IP2)

SHOWCARDS

Version 1

SHOWCARD 1A

England

1. **Band A up to £40,000**

2. **Band B £40,001 - £52,000**

3. **Band C £52,001 - £68,000**

4. **Band D £68,001 - £88,000**

5. **Band E £88,001 - £120,000**

6. **Band F £120,001 - £160,000**

7. **Band G £160,001 - £320,000**

8. **Band H £320,001 +**

9. **Household accommodation not valued separately / included in rent**

SHOWCARD 1B

Wales

1. **Band A up to £30,000**

2. **Band B £30,001 - £39,000**

3. **Band C £39,001 - £51,000**

4. **Band D £51,001 - £66,000**

5. **Band E £66,001 - £90,000**

6. **Band F £90,001 - £120,000**

7. **Band G £120,001- £240,000**

8. **Band H £240,001+**

9. **Household accommodation not valued separately / included in rent**

SHOWCARD 1C

Scotland

1. **Band A up to £27,000**

2. **Band B £27,001 - £35,000**

3. **Band C £35,001 - £45,000**

4. **Band D £45,001 - £58,000**

5. **Band E £58,001 - £80,000**

6. **Band F £80,001 - £106,000**

7. **Band G £106,001 - £212,000**

8. **Band H £212,001+**

9. **Household accommodation not valued separately / included in rent**

SHOWCARD 1D

1. Colour television
2. Video recorder/DVD player
3. Satellite dish / Sky TV
4. Cable TV
5. Deep freeze or fridge freezer (EXCLUDE fridge only)
6. Washing machine
7. Tumble drier
8. Dishwasher
9. Microwave oven
10. Home computer/PC (NOT games console)
11. Compact disc player (INCLUDE if part of sound system)
12. Landline telephone
13. Mobile telephone (Anyone in household)

96. None of above

SHOWCARD 1E

1. **I/We have this**

2. **I/We would like to have this but cannot afford this at the moment**

3. **I/We do not want/need this at the moment**

4. **Does not apply**

SHOWCARD 1F

1. **Child(ren) has/have this**

2. **Child(ren) would like to have this but we cannot afford this at the moment**

3. **Child(ren) do not want/need this at the moment**

4. **Does not apply**

SHOWCARD 1G

1. **Child(ren) do this**

2. **Child(ren) would like to do this but we cannot afford this at the moment**

3. **Child(ren) do not want/need this at the moment**

4. **Does not apply**

SHOWCARD 1H

1. **Child(ren) do this**

2. **Child(ren) would like to do this but we cannot afford this at the moment**

3. **Child(ren) do not want/need this at the moment**

4. **Does not apply/Child(ren) at primary school**

SHOWCARD 1I

1. **Child(ren) do this**

2. **Child(ren) would like to do this but we cannot afford this at the moment**

3. **Child(ren) do not want/need this at the moment**

4. **Does not apply/Child(ren) not at school**

SHOWCARD 2A

1. Self-employed
2. In paid employment (full or part-time)
3. Unemployed
4. Retired from paid work altogether
5. On maternity leave
6. Looking after family or home
7. Full-time student
8. Long term sick or disabled
9. On a government training scheme
10. Unpaid worker in family business

97. Something else

SHOWCARD 2B

1 University Higher Degree (e.g. MSc, PhD)

2 First degree level qualification including foundation degrees, graduate membership of a professional Institute, PGCE

3 Diploma in higher education

4 Teaching qualification (excluding PGCE)

5 Nursing or other medical qualification not yet mentioned

6 A level

7 Welsh Baccalaureate

8 International Baccalaureate

9 AS level

10 Higher Grade/Advanced Higher (Scotland)

11 Certificate of sixth year studies

12 GCSE/O level

13 CSE

14 Standard/Ordinary (O) Grade / Lower (Scotland)

15 Other school (inc. school leaving exam certificate or matriculation)

96 None of the above

SHOWCARD 2C

1. Youth training certificate
2. Key Skills
3. Basic Skills
4. Entry level qualifications (Wales)
5. Modern apprenticeship/trade apprenticeship
6. RSA / OCR / Clerical and commercial qualifications (e.g. typing/shorthand/book-keeping/commerce)
7. City & Guilds Certificate
8. GNVQ/GSVQ
9. NVQ/SVQ – Level 1 -2
10. NVQ/SVQ – Level 3 -5
11. HNC/HND
12. ONC/OND
13. BTEC/BEC/TEC/EdExcel/LQL
14. SCOTVEC, SCOTEC, SCOTBEC
15. Other vocational, technical or professional qualification

96 None of the above

SHOWCARD 2D

Weekly Amount	Annual Amount
0. NO INCOME AT ALL	0. NO INCOME AT ALL
1. LESS THAN £25	1. LESS THAN £1,299
2. £25-£39	2. £1,300-£2,099
3. £40-£59	3. £2,100-£3,099
4. £60-£79	4. £3,100-£4,199
5. £80-£99	5. £4,200-£5,199
6. £100-£124	6. £5,200-£6,499
7. £125-£149	7. £6,500-£7,799
8. £150-£179	8. £7,800-£9,299
9. £180-£209	9. £9,300-£10,999
10. £210-£259	10. £11,000-£13,499
11. £260-£299	11. £13,500-£15,999
12. £300-£379	12. £16,000-£19,999
13. £380-£479	13. £20,000-£24,999
14. £480 OR MORE	14. £25,000 OR MORE

SHOWCARD 2E

1. NI Retirement/State Retirement (old age) Pension
2. Pension from previous employer(s)
3. Disability Living Allowance
4. Job Seekers Allowance (Unemployment) and/or Income Support
5. Employment and Support Allowance
6. Child Benefit
7. Working Tax Credit (Formerly Working Family Tax Credit and Disabled Person's Tax Credit)
8. Housing Benefit/Rent Rebate
9. Incapacity Benefit (Replaces Invalidity and NI Sickness Benefit)
10. Any Other State Benefit
11. Child Tax Credit
12. Pension Credit

96. None of these

SHOWCARD 2F

Weekly Amount	Annual Amount
0. NO INCOME AT ALL	0. NO INCOME AT ALL
1. LESS THAN £25	1. LESS THAN £1,299
2. £25-£39	2. £1,300-£2,099
3. £40-£59	3. £2,100-£3,099
4. £60-£79	4. £3,100-£4,199
5. £80-£99	5. £4,200-£5,199
6. £100-£124	6. £5,200-£6,499
7. £125-£149	7. £6,500-£7,799
8. £150-£179	8. £7,800-£9,299
9. £180-£209	9. £9,300-£10,999
10. £210-£259	10. £11,000-£13,499
11. £260-£299	11. £13,500-£15,999
12. £300-£379	12. £16,000-£19,999
13. £380-£479	13. £20,000-£24,999
14. £480 OR MORE	14. £25,000 OR MORE

SHOWCARD 3A

1. **Self-employed**
2. **In paid employment (full or part-time)**
3. **Unemployed**
4. **Retired**
5. **On maternity leave**
6. **Looking after family or home**
7. **Full-time student**
8. **Long-term sick or disabled**
9. **On a government training scheme**
10. **Unpaid worker in family business**

97. **Doing something else**

SHOWCARD 3B

1. **No access at home, at work or elsewhere**
2. **Never use**
3. **Less than once a month**
4. **Once a month**
5. **Several times a month**
6. **Several times a week**
7. **Every day**

SHOWCARD 4A

1 University Higher Degree (e.g. MSc, PhD)

2 First degree level qualification including foundation degrees, graduate membership of a professional Institute, PGCE

3 Diploma in higher education

4 Teaching qualification (excluding PGCE)

5 Nursing or other medical qualification not yet mentioned

6 A level

7 Welsh Baccalaureate

8 International Baccalaureate

9 AS level

10 Higher Grade/Advanced Higher (Scotland)

11 Certificate of sixth year studies

12 GCSE/O level

13 CSE

14 Standard/Ordinary (O) Grade / Lower (Scotland)

15 Other school (inc. school leaving exam certificate or matriculation)

96 None of the above

SHOWCARD 4B

1. Youth training certificate
2. Key Skills
3. Basic Skills
4. Entry level qualifications (Wales)
5. Modern apprenticeship/trade apprenticeship
6. RSA / OCR / Clerical and commercial qualifications (e.g. typing/shorthand/book-keeping/commerce)
7. City & Guilds Certificate
8. GNVQ/GSVQ
9. NVQ/SVQ – Level 1 -2
10. NVQ/SVQ – Level 3 -5
11. HNC/HND
12. ONC/OND
13. BTEC/BEC/TEC/EdExcel/LQL
14. SCOTVEC, SCOTEC, SCOTBEC
15. Other vocational, technical or professional qualification

96. None of the above

SHOWCARD 4C

1. **Only Welsh**

2. **Mainly Welsh**

3. **Equal use of Welsh and English**

4. **Mainly English**

5. **Only English**

6. **Other / not applicable**

SHOWCARD 5A

1. **He did not go to school at all**

2. **He left school with no qualifications or certificates**

3. **He left school with some qualifications or certificates**

4. **He gained further qualifications or certificates after leaving school (e.g. an apprenticeship, nursing or teaching qualification, City and Guilds certificate)**

5. **He gained a university degree or higher degree**

97. **Other**

SHOWCARD 5B

1. She did not go to school at all

2. She left school with no qualifications or certificates

3. She left school with some qualifications or certificates

4. She gained further qualifications or certificates after leaving school (e.g. an apprenticeship, nursing or teaching qualification, City and Guilds certificate)

5. She gained a university degree or higher degree

97. Other

SHOWCARD 5C

1. **Biological mother and father**

2. **Adoptive mother and father**

3. **Mother and stepfather**

4. **Father and stepmother**

5. **Mother/no father figure**

6. **Father/no mother figure**

7. **In Local Authority care/foster home**

97. **Other**

SHOWCARD 6A

1. English
2. Welsh
3. Scottish
4. Northern Irish
5. British
6. Irish
7. Or something else

SHOWCARD 6B

White

1. **British/English/Scottish/Welsh/Northern Irish**
2. **Irish**
3. **Gypsy or Irish Traveller**
4. **Any other white background**

Mixed

5. **White and Black Caribbean**
6. **White and Black African**
7. **White and Asian**
8. **Any other mixed background**

Asian or Asian British

9. **Indian**
10. **Pakistani**
11. **Bangladeshi**
12. **Chinese**
13. **Any other Asian background**

Black / African / Caribbean / Black British

14. **Caribbean**
15. **African**
16. **Any other Black background**

Other ethnic group

17. **Arab**
97. **Any other ethnic group**

SHOWCARD 6C

1. **White – British / English / Scottish / Welsh / Northern Irish**
2. **Irish**
3. **Gypsy or Irish Traveller**
4. **European, other than British**
5. **Other White group**
6. **Indian**
7. **Pakistani**
8. **Bangladeshi**
9. **Sri Lankan**
10. **Chinese**
11. **Turkish**
12. **Middle Eastern or Iranian**
13. **Caribbean**
14. **North African**
15. **Black African**
16. **African Asian**
97. **Other ethnic group**

SHOWCARD 8A

1. **Dance or theatre/acting**
2. **Played or rehearsed music or singing**
3. **Taken part in a carnival, circus or street art**
4. **Art of any kind**
5. **Crafts or bought art for yourself**
6. **Read or written something for pleasure**

96. **Nothing like this**

SHOWCARD 8B

1. **At least once a week**

2. **Less often than once a week but at least once a month**

3. **Less often than once a month but at least 3 or 4 times a year**

4. **Twice in the last 12 months**

5. **Once in the last 12 months**

SHOWCARD 8C

1. **The cinema**
2. **An art exhibition of some sort**
3. **A public art event, circus or festival**
4. **The theatre or dance**
5. **A music event**
6. **A sport event**
7. **Some other leisure event**

96. **None**

SHOWCARD 8D

1. **At least once a week**
2. **Less often than once a week but at least once a month**
3. **Less often than once a month but at least 3 or 4 times a year**
4. **Twice in the last 12 months**
5. **Once in the last 12 months**

SHOWCARD 8E

1. **At least once a week**
2. **Less often than once a week but at least once a month**
3. **Less often than once a month but at least 3 or 4 times a year**
4. **Twice in the last 12 months**
5. **Once in the last 12 months**
6. **Never**

SHOWCARD 9A

1. **Always**
2. **Very often**
3. **Quite often**
4. **Not very often**
5. **Never**
6. **Not applicable, cannot do this**

SHOWCARD 10A

1 Too far away

2 Public transport difficulties

3 Traffic congestion

4 Parking problem

5 Too expensive to get there

6 Personal disability

7 Some other difficulty

8 Don't have any difficulties

SHOWCARD 11A

7. **Completely satisfied**

6. **Mostly satisfied**

5. **Somewhat satisfied**

4. **Neither satisfied nor dissatisfied**

3. **Somewhat dissatisfied**

2. **Mostly dissatisfied**

1. **Completely dissatisfied**

SHOWCARD 11B

7. Completely satisfied

6.

5.

4.

3.

2.

1. Completely dissatisfied

SHOWCARD 12A

1. **All of the time**

2. **Most of the time**

3. **Some of the time**

4. **A little of the time**

5. **None of the time**

SHOWCARD 12B

1. **Mobility such as moving about at home and walking**
2. **Lifting, carrying or moving objects**
3. **Manual dexterity or using your hands to carry out everyday tasks**
4. **Continence, bladder & bowel control**
5. **Hearing, apart from using a standard hearing aid**
6. **Sight, apart from wearing standard glasses**
7. **Communication or speech problems**
8. **Memory or ability to concentrate, learn or understand**
9. **Recognising when you are in physical danger**
10. **Your physical co-ordination, (e.g. balance)**
11. **Difficulties with own personal care (e.g getting dressed, taking a bath or shower)**

97. **Other health problem or disability**

96. **None of these**

SHOWCARD 12C

1. **Asthma**
2. **Arthritis**
3. **Congestive heart failure**
4. **Coronary heart disease**
5. **Angina**
6. **Heart attack or myocardial infarction**
7. **Stroke**
8. **Emphysema**
9. **Hyperthyroidism or an over-active thyroid**
10. **Hypothyroidism or an under-active thyroid**
11. **Chronic bronchitis**
12. **Any kind of liver condition**
13. **Cancer or malignancy**
14. **Diabetes**
15. **Epilepsy**
16. **High blood pressure**
17. **Clinical depression**

96. **None of these**
97. **Other**

SHOWCARD 16A

0. **Current status reached, no further changes**

1. **Self-employed**

2. **Full-time employed**

3. **Part-time employed**

4. **Unemployed**

5. **Retired from paid working altogether**

6. **Maternity leave**

7. **Looking after family or home**

8. **Full-time student/At school**

9. **Long-term sick or disabled**

10. **On a government training scheme**

11. **National Service/War Service**

12. **Something else**

SHOWCARD 19A

1. A public limited company

2. A nationalised industry/state corporation

3. Central government or civil service

4. Local government or council (including police, fire services and Local Authority controlled schools/colleges)

5. A university or other grant-funded education establishment (include opted-out schools)

6. A Health Authority or NHS Trust,

7. A charity, or voluntary organisation or trust

8. The armed forces

9. Some other kind of organisation

SHOWCARD 19B

1. **Drive myself by car or van**
2. **Get a lift with someone from household**
3. **Get a lift from someone outside the household**
4. **Motorcycle/moped/scooter**
5. **Taxi/minicab**
6. **Bus/coach**
7. **Train**
8. **Underground/Metro/Tram/Light railway**
9. **Cycle**
10. **Walk**

97. **Other**

SHOWCARD 20A

1. **Drive myself by car or van**
2. **Get a lift with someone from household**
3. **Get a lift from someone outside the household**
4. **Motorcycle/moped/scooter**
5. **Taxi/minicab**
6. **Bus/coach**
7. **Train**
8. **Underground/Metro/Tram/Light railway**
9. **Cycle**
10. **Walk**

97. **Other**

SHOWCARD 21A

7. **Completely satisfied**

6. **Mostly satisfied**

5. **Somewhat satisfied**

4. **Neither satisfied nor dissatisfied**

3. **Somewhat dissatisfied**

2. **Mostly dissatisfied**

1. **Completely dissatisfied**

SHOWCARD 21B

7. Completely satisfied

6.

5.

4.

3.

2.

1. Completely dissatisfied

SHOWCARD 24A

1. **Schools, colleges, universities or other education**
2. **Children or young people**
3. **Sports/exercise**
4. **Religion**
5. **Politics**
6. **The elderly**
7. **Overseas Aid / Disaster relief**
8. **Health and disability**
9. **Safety, First Aid**
10. **Social Welfare**
11. **Conservation, the environment and heritage**
12. **Animal welfare**
13. **The arts and museums**
14. **Justice and Human Rights**
15. **Local community, neighbourhood or Citizen's groups**
16. **Hobbies / Recreation / Social Clubs**
17. **Trade Union activity**

97. **Other**

SHOWCARD 24B

1. On 3 or more days a week
2. Twice a week
3. Once a week
4. Once a fortnight
5. At least once a month
6. Quite often but not regularly
7. Just a few times
8. One-off activity
9. You helped or worked on a seasonal basis

SHOWCARD 25A

0. **No types of childcare or nursery education used**
1. **Nursery school or nursery class**
2. **Special day school or nursery or unit for children with special educational needs**
3. **Day nursery or crèche**
4. **Playgroup or pre-school [including welsh medium]**
5. **Childminder**
6. **Nanny or au pair or childcarer in the home**
7. **Baby-sitter who comes to your home**
8. **Breakfast club or After school club, on school/nursery school site**
9. **Breakfast club or After school club, not on school/nursery school site**
10. **Holiday club/scheme**
11. **My ex-husband/wife/partner / the child's non resident parent**
12. **The child's grandparent(s)**
13. **The child's older brother/sister**
14. **Another relative**
15. **A friend or neighbour**
16. **Other nursery education provider**
17. **Other childcare provider**

SHOWCARD 28A

1. **Waiting for CSA to enforce a maintenance payment**
2. **Other parent is not in work**
3. **Other parent cannot afford to pay**
4. **Other parent has refused to pay**
5. **Don't know where other parent is living**

97. **Other reason**

SHOWCARD 28B

1. **Waiting for an agreement to be made from court/CSA/other organisation**
2. **Other parent helps in an informal way e.g. buys clothes, toys etc.**
3. **Other parent is equally involved with the child care**
4. **I prefer not to receive child maintenance**
5. **Other parent cannot afford to pay any maintenance**
6. **Other parent said they would not pay/refused to pay maintenance**
7. **Don't know where other parent is**

97. **Other**

SHOWCARD 28C

1. **At least once a day**
2. **At least once per week**
3. **At least once per fortnight**
4. **At least once per month**
5. **At least once per year**
6. **Less often**
7. **Never**
8. **50/50 shared care**

SHOWCARD 28D

1. **At least once a day**
2. **At least once per week**
3. **At least once per fortnight**
4. **At least once per month**
5. **At least once per year**
6. **Less often**
7. **Never**

SHOWCARD 32A

England

1. **Conservative**
2. **Labour**
3. **Liberal Democrat**
6. **Green Party**

SHOWCARD 32B

Scotland

1. Conservative
2. Labour Party
3. Liberal Democrat
4. Scottish National Party (SNP)
6. Green Party

SHOWCARD 32C

Wales

1. Conservative
2. Labour
3. Liberal Democrat
5. Plaid Cymru
6. Green Party

SHOWCARD 33A

7. Completely satisfied

6. Mostly satisfied

5. Somewhat satisfied

4. Neither satisfied nor dissatisfied

3. Somewhat dissatisfied

2. Mostly dissatisfied

1. Completely dissatisfied

SHOWCARD 33B

7. Completely satisfied

6.

5.

4.

3.

2.

1. Completely dissatisfied