



Understanding Society

IP13

IP13 Interviewer documents

- IM 1 - Change of address card
- IM 13 - Project instructions
- IM 14 - Laminated generic advance letter
- IM 17 - Case studies - 8 versions
- IM 18 - Thank you flyer
- IM 21 - MRS leaflet

IM 1 - Change of address card

Moving home?

Let us know
your new address



Use the online form on our website:

www.understandingsociety.ac.uk/participants/change-of-address

Email us: contact@understandingsociety.ac.uk

Call us: Freephone 0800 252 853

Or post this card in the Freepost envelope
(no stamp needed) to:

FREEPOST RRXX-KEKJ-JGKS
Understanding Society, University of Essex,
Wivenhoe Park, Colchester, CO4 3SQ

Please let us know if you move and we will send you a £5 voucher to say thank you.

PID: _____

Name: _____

MOVING FROM...

Address: _____

Postcode: _____

MOVING TO...

New address: _____

Postcode: _____

Phone: _____

Mobile: _____

E-mail address: _____

Who will be living with you at your new address? Please list their full names and mobile number if possible as we may like to ask them to take part in Understanding Society in the future.

Name: _____

Mobile: _____

Name: _____

Mobile: _____

Name: _____

Mobile: _____

Name: _____

Mobile: _____

Date of move: _____

IM 13 - Project instructions

Understanding Society

Interviewer Instructions Innovation Panel 13

Version 2 (24th July 2020)

Covering elements specific to IP13
TO BE USED IN CONJUNCTION WITH 2020 CORE
INSTRUCTIONS



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1. How to use these instructions

Understanding Society is now a well-established study with many of the fieldwork procedures common across several waves including a core panel of dedicated interviewers who have worked on multiple waves. To reflect this, the interviewer instructions will consist of a CORE set of generic instructions which are common to all current waves of fieldwork PLUS a separate set of instructions that are SPECIFIC to the wave you are working on. This document covers instructions specific to Innovation Panel Wave 13 (IP13).

At the time of writing (July 2020), due to the ongoing pandemic, all instructions have been written on the assumption that interviewers will conduct their interviews using the CATI mode, rather than the originally intended CAPI.

All respondents have been moved to CAWI-first as a consequence of this and a number of the traditional processes/ actions have been replaced/ suspended.

If the situation changes, further instructions will be re-issued well ahead of any planned changes.

Many of the fieldwork materials that have been utilised on previous waves will not be used while face-to-face interviewing is on hold. As such, it is important to read these instructions in full. If there is any discrepancy between the CORE instructions and the SPECIFIC instructions, then the SPECIFIC instructions should take precedence until further notice.

If you are working on the other waves of Understanding Society, please ensure you use the correct documents and instructions for this IP13 Project.

2. Queries

Please contact your Regional Management Team if you have any queries regarding your assignment and general fieldwork processes. **Your Regional Team should be your FIRST POINT OF CONTACT.**

If you have technical difficulties, please contact the CATI (more traditionally the CAPI) Helpline on

Kantar interviewers: 0800 015 2103

NatCen interviewers: 01277 690200

Sample members can call Freephone 0800 015 2908 (for Kantar assignments) or 0800 652 4570 (for NatCen assignments).

This number (printed on the Understanding Society interviewer card) is staffed 9:30am – 4:30pm Monday to Thursday or 9:30am-4pm on Friday. Outside these hours, an answer phone service operates.

Interviewers should NOT be calling this number *under ANY circumstances.*

3. Kantar and NatCen consortium

A consortium has been developed with NatCen Social Research to deliver Waves 9 – 12 including the Innovation Panels (IP10 – IP13).

Combining field forces allows the most experienced random probability interviewers in the country to work on Understanding Society as well as allowing a greater number of interviewers with Understanding Society experience to increase interviewer continuity.

Assignments have been allocated between the two field forces in a way that will best help us maximise the response rate. This ensures we make the best use of interviewers from across the consortium who have a strong track record of performance on Understanding Society and who perform best in relation to their allocation of work.

3.1 CATI interviewing will replace face-to-face fieldwork for the foreseeable future

As a result of the Covid-19 pandemic, all face-to-face fieldwork is on hold. All anticipated face-to-face interviews have now been switched to CATI until further notice.

All respondents have been moved to CAWI-first as a consequence of this. Despite the change of mode/ structure most of your original responsibilities will still apply.

3.2 Division of face-to-face fieldwork

IP13 (first-issue) interviewer fieldwork - originally planned as face-to-face - in England and Wales will be shared between Kantar and NatCen. Kantar is responsible for all interviewer fieldwork in Scotland.

4. Fieldwork design

The fieldwork for IP13 was intended to follow a **mixed-mode** design, similar to that used for the mainstage waves.

However, as mentioned above, following the Covid-19 outbreak all respondents will be WEB-first. Those that do not complete online will then be transferred to CATI after the first five weeks of web fieldwork.

All Respondents will initially be invited to take part online. Non-responding individuals are then transferred to field-based interviewers for a telephone interview. Unlike previous waves, all households in your assignment will therefore be WEB-first in IP13.

5. Fieldwork

IP13 fieldwork will run from mid-July to early November 2020. With all respondents now moving to CAWI-first, they will be contacted around 9th July via letter and/or email, with CATI fieldwork commencing 19th August.

5.1 The interview

The IP13 questionnaire is made up of three parts:

- Household grid;
- Household questionnaire;
- Individual questionnaire.

A full list of the modules and the criteria under which respondents will be eligible for them is outlined in Section 22. Please ensure you look through this section thoroughly as there are a number of module variations this year. This will include a fieldwork compression experiment (see section 7.2.1 for more details).

You will not be able to pass the laptop to the respondent given the current revisions. Most, but not all, of these CASI modules will still be asked of respondents where possible.

5.2 Interviewing adults who don't speak English

The IP13 script has been translated into **Welsh**. If you are working in Wales and a respondent requests to be interviewed in Welsh:

- If you have been accredited to conduct interviews in Welsh, you can go ahead and conduct the interview in Welsh, using the translated script.
- If you have not been accredited to conduct interviews in Welsh, please contact the office and we will arrange for the case to be transferred to a Welsh speaking interviewer.

There are **no other translated scripts for IP13**. There are also no formal processes for household translators but, for languages other than Welsh, you can use another household member to assist with translations where there are any difficulties in understanding some of the English wording (or code as unproductive due to language difficulties if this is not possible). Where you do look to use another household member, please be aware of any parts of the questionnaire that may be sensitive and use your judgment accordingly.

For further information about translations, please see the core instructions.

5.3 Youth self-completion booklet

At IP13 all children aged 10-15 are eligible for a **green** paper self-completion booklet. Given the switch to CATI, all booklets will be sent out centrally from the office (as they are for web respondents).

6. The IP13 sample

At IP13 you will be re-contacting households in the established Innovation Panel sample (longitudinal households). There is no refreshment sample.

The longitudinal sample includes both productive and unproductive households from previous waves of the Innovation Panel.

Households where no individual has taken part for more than two consecutive years are removed from the issued sample so you should not receive these in your assignment.

You will need to follow all respondents and all addresses in your assignment until a final outcome is coded.

6.1 All respondents are WEB-first households

As discussed, due to Covid-19, all respondents are now WEB-first households, with an initial five-week period of **web-only fieldwork**, during which respondents can complete the survey online. **This is before any IP13 CATI interviewing starts.**

Towards the end of the web-only period, respondents who have not completed the survey online are sent up to four reminder emails (where we have a valid email address) and two reminder letters.

The letters inform respondents that they can still complete online, but that an interviewer will be phoning them soon to offer them the chance to take part via telephone.

At the end of the web-only fieldwork period eligible adults who have not completed the survey online or households with no online grid completion are then allocated to CATI and form part of your interviewer assignment. You will need to attempt to contact and interview all eligible individuals in these households, as you would normally do when working the sample via CAPI.

Respondents issued to Interviewer assignments are still able to complete the survey online after CATI fieldwork starts. If they wish to do so, you can help them by making sure they have their login details and know how to access the survey. Once the household grid has been completed (either in CATI or CAWI) and the data synchronised, login details for all enumerated adults will be

available in the AddInfo tab (under the screen number of the relevant household member). Given the Covid-19 pandemic, our preference for IP13 is to encourage the respondent to complete online, but each case will be different and it may be clear from the outset that the respondent would prefer to take part over the phone.

6.2 Your assignment

You are responsible for managing and monitoring progress for **all individuals** in **all households** in your assignment through to allocation of a final outcome.

Please note that your WEB-first households in your assignment may be:

- Wholly un-started households – no online interviews completed
- Partial households – some adults have completed their interview (not all)
- Un-usable partial adult interviews – someone has started but not finished (or sufficiently finished) their interview online. For these the CATI interview will start at the section where they left the CAWI interview.
- Where an interview has mostly been completed (and therefore have a 'usable partial' outcome of 875 or 575), you will not be required to finish off the interview.

If a WEB-first household is fully complete before face-to-face fieldwork starts (i.e. if the HH grid/HH questionnaire are completed and all eligible adults have already completed their interview), this household will not appear in your eReps grid. There is no further work for you to do with this household.

6.3 Keeping track of (CAWI) completions

To identify the status of the households in your assignment you will need to access **the 'status summary' screen at Screen 0**. Screen 0 will show the status of all individuals in the household (e.g. whether not yet started, complete or partially complete). When you return to the eRep grid from the ECS, outcomes will be updated for any newly completed cases. Outcomes for both CAWI and CATI individuals will be shown.

This year it's vitally important that you double-check to ensure that you are selecting the correct individual before beginning an interview, as the survey will begin with questions about Covid-19 before you can confirm details with the respondent.

It is also vital that before phoning to arrange an interview, you check the 'summary status' screen in Screen 0 for any updates. Because the CAWI option remains available throughout the fieldwork period, participants may complete their survey online at any point during fieldwork. It is equally important that you send your contact information back to us electronically **at the end of each working day** to minimise the chance that respondents go online to complete or finish a web interview resulting in two sets of data for the same individual.

If you call a household where you believe there are interviews outstanding, yet the respondent(s) say they have completed in CAWI you should contact your Regional Team (after checking the status summary screen).

NatCen Interviewers: refer to your technical instructions for details on how to check for CAWI progress.

6.4 The CAWI survey

Occasionally, you may be required to assist respondents in accessing the CAWI survey. The web address to log in to the survey is:

www.understandingsociety.ac.uk/society

Each individual sample member has their own username and password. These are on the SIS and in AddInfo, but respondents will have also been sent these in their advance letter and email. Usernames and passwords are all lowercase. The login page is shown below. Respondents enter their username and password, then click the 'Next' button (>) to continue

If **you** are unsure how to guide the respondents on technical issues they may raise, please get in touch with your Regional Manager. The helpline number and email address **for respondents** are shown on every screen in the survey.

Please log in to begin

Thank you for taking part in the web survey for Understanding Society. Each member of your household will have received a username and password in the letter we sent. Please enter your username and password into the boxes below and click > to proceed.

Username	
Password	

Got a question?

Call: 0800 015 2908

understandingsociety@harrowpublic.com

FAQs >

Find out more >

Contact Understanding Society

>



6.5 Summary of your responsibilities

Throughout your fieldwork assignment you will be responsible for:

- Monitoring and following up respondents in your assignments by viewing the 'status summary' screen (via Screen 0) and encouraging an interview (either via CATI or CAWI). You will not need to conduct interviews with individuals or households that have completed their interviews online;
- Contacting households and eligible individuals and conducting CATI interviews with those who haven't completed their interviews online;
- Picking up and arranging appointments to finish any interviews that have been started in CAWI but are incomplete (and do not have a usable partial outcome of 875 or 575);
- Reminding sample members that they can complete their interview in CAWI (until the end of the fieldwork period);
- Enabling CAWI where this is a stated preference, by reminding individuals of their CAWI username and password and providing support.

7. Experiments

A key feature of the Innovation Panel is experimentation. The study is designed to improve the way that social surveys are run and the quality of data collected. It does this by incorporating into its design some experimental variation between different groups of participants. Analysing the data from the interviews with these different groups will allow us to assess the effect and relative merits of the different approaches. Some experiments are continuing from previous waves to allow longitudinal assessment of effects.

The allocation into experimental groups is usually done at the household level. That is, all eligible adults in a household will receive the same treatment for any given experiment. This also includes any new entrants or re-joiners to issued households. Similarly, respondents in split households will be allocated to the same treatment groups as those in the originating household.

7.1 Procedural experiments

Procedural experiments help improve our understanding of how different survey processes and contact methods can improve our ways of getting – and keeping – in touch with participants, collecting self-completion data and securing participant co-operation.

7.1.1 Incentives' experiment

The incentives' experiment has been running since IP1. The experiment assesses the impact of differential incentives on response rates, efficiency of fieldwork and costs.

An advance letter is sent to every adult (and rising 16) in the household. Incentives in the form of a pre-activated Love2Shop High Street gift card are sent in the advance mailing to adults in last wave responding households. For last wave non-responding households, incentives are **conditional upon completion of the survey**; therefore, no incentives are sent in the advance letters. While you would usually issue an incentive to each individual interview upon completion of the interview, these will all have to be sent via the central office while face-to-face fieldwork is paused.

For new entrants in existing households, their incentive is also mailed to them while face-to-face is suspended. The incentive amount is the same as given to other members of the household.

For IP13, individuals are in the same incentive group that they had been at IP11 and IP12.

All respondents will be allocated to one of four incentive amounts:

- £10
- £20
- £30
- £10 plus another £20 if they participate by the early bird deadline

There are additional incentives for participation in the fieldwork compression experiment and participation in the Stress Tracker App experiment, which are detailed in the relevant sections.

The Stress Tracker App incentives would be paid outside the survey (and will vary by participation / engagement), but the fieldwork compression will have an impact on the incentives for those involved in the experiment. As a consequence, anyone who has been allocated to the continuous compression experiment (see 7.2.1) will automatically have a further £5 added to their incentive for this wave (i.e. £15, £25, £35, £15 + £20 if they complete by the early-bird deadline). By comparison, those in the 'break-off' experiment will be entitled to an additional (conditional) £5 upon completion.

7.1.2 Living Apart Together

The survey already asks participants about any partner who is not living with them.

For IP13, those identified as having a partner who lives apart, will be asked for their partner's contact details; the request is made of everyone identifying a non-resident partner.

The partner details are collected in a similar manner to the Stable Contact module and the participant is told that the information will potentially be used to invite partners to answer a survey. They will also be told that no further information about the respondent will be given to the partner, other than to confirm that they (the respondent) gave the partner's original contact details.

7.1.3 Event Triggered Data

This experiment will see data collected on a more continuous basis.

While the survey has collected mobile numbers in previous wave, it is not currently possible to ask survey questions via SMS without additional permissions being granted.

The initial groundwork for this experiment was laid down at the start of 2020, but all respondents saying they use a mobile phone during IP13 will be asked for their consent to be sent additional questions via SMS. There are two steps to this process. First, they will get an initial question asking about life events via SMS. Second, if they are eligible they will be invited to conduct a follow-up survey online.

While the main scope of the experiment is outside of the survey itself, half will be asked for consent in the Demographics module (early stages of the survey) and half will be asked for their consent in the Contact Details module (latter stages of the survey); more details on the modules can be found in Section 22.

7.2 Questionnaire experiments

Some of the IP13 questionnaire content is also experimental in design; essentially, we are trying out different ways of asking the questions. As an interviewer you should simply follow the CATI interview which automatically routes you to the correct questions, but it may be useful to be aware of the experiments and the rationale behind them.

Some experiments test how question wording affects measurement, to find out which approach yields the most accurate/ complete/ reliable answers. The different versions of wording are allocated across the sample and interviews and, to ensure the experimental design is followed as intended, it is very important to follow the best practice procedures on **standardised interviewing** covered in basic training. These are:

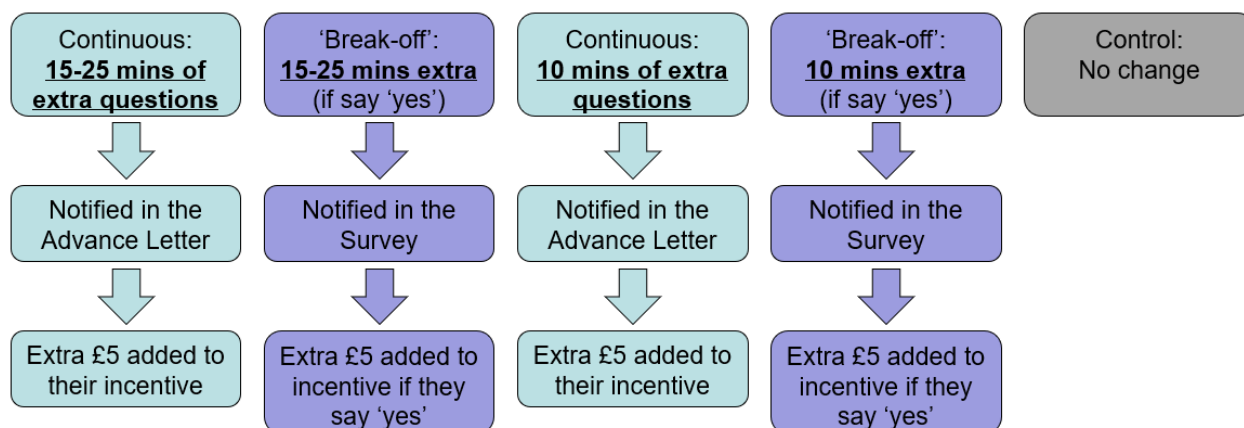
- you must read the questions from the screen carefully and **exactly as scripted**;
- use only **neutral probes** to identify the intended response option;
- say “whatever it means to you?” or repeat the question where the respondent is unsure about question meaning, words in the question etc.;
- retain a **professional rapport** at all times.

The following sections give a brief overview of each questionnaire experiment included in IP13.

7.2.1 Fieldwork Compression

A number of modules currently work on rotation (on/ off/ on, year-on-year-on-year), but this experiment looks at the potential to ask most rotating modules in a single interview.

Households have been allocated at random to one of five groups as shown below:



20% of the sample have been allocated to the Control group (top right, above). There are no changes to the standard IP13 script for this group.

40% have been notified of a potential change in their advance letter (the 'Continuous group'), with half of these being shown more questions taking around 15-25 minutes to complete (20% of the total) and half being shown a reduced set of questions taking around 10 minutes (20% of the total). As mentioned in Section 7.1.1, as part of the advance letter they have been told they have received an extra £5 to reflect the longer interview.

The remaining 40% are notified in the script and have the option to answer the extra questions at their own discretion (yes/ no). Anyone who says 'yes' and completes the longer interview will receive a further £5 which will be sent from the office

As with those notified in the advance letter, half of those giving the option to complete would be shown 15-25 minutes worth of questions (20% of the total) and half would be shown a reduced set of 10 minutes (20% of the total). The allocation that the household is assigned to will be listed on the Sample Information Sheet.

7.2.2 Stress Tracker App

Again, the data for this experiment will be collected outside of the survey, but respondents will be asked for their consent to take part during the IP13 survey.

Respondents will be asked to download the app called “Stress Tracker” and complete a task every evening for 14 days. There are 10+ variations on the app experiment within the design, although each interview will only present the relevant version for that household (the experiment is applied at the household level). However, new joiners will not be asked to take part in this experiment.

The experiment will vary by:

- **Placement in the survey:** half will be asked for their consent at the beginning, half will be asked for their consent at the end
- **Length of daily task:** half will be asked for 2 minutes involvement each day, half will be asked for 10 minutes involvement each day
- **Incentive offered:** This will have three different levels (a) one-third will be offered a flat £1 a day (up to £14 overall) (b) one-third will be offered the initial £14 and a *guaranteed* £10 if all 14 days are completed and (c) one-third will be offered the initial £14 and a *possible* £10 if all days completed. For the third group, four random days out of the 14 will be selected and they will get a bonus of £2.50 if they complete the survey on designated days.

The username and password for each respondent will appear in the script at the appropriate time. You will need to ask the respondent to get a pen and paper (if they have not already done so) as they will need to write down both of these to enable them to download the app. Once they have written down the app details, please ask them to relay the details back to you to ensure they have written these down correctly.

You should then ask them to download the app, either from the App Store (Apple) or from the Google Play Store (Android). If the respondent is not able to do this (e.g. the download fails), then reassure them that an email with their username and password, alongside more detailed download information will be sent to them a few days after the interview to enable them to download the app including a bespoke email address specifically for the app if they have any further queries.

If the respondent does not own a smartphone or tablet capable of downloading apps, please select *"I do not want to download the app"* at the question Appoutc1 and then *"No smartphone or tablet which can download apps"* at Welldebrief1 (if the module is placed early in the survey) or at questions Appoutc2 and Welldebrief2 (if the module is placed late in the survey).

NB: you will not be asked to guide them through the download process over the phone; if they are unable to download correctly, the email will contain all the information to help them do this. Emails will be sent to everyone where possible, although it is dependent on us having a valid email address to send to, i.e. they have refused to give an email in the past and continue to do so.

8. Advance mailings

Advance letters are sent to all known sample members eligible to take part in the survey this year, with everyone now allocated to CAWI-first.

For adults in last wave responding households, advance letters include the respondent's incentive (£10, £20 or £30) and the additional incentive for the compression experiment where relevant (i.e. those in the 'continuous' groups).

For adults in last wave non-responding households, advance letters will not contain incentives (incentives are conditional upon completion at IP13).

8.1 New entrants

Where a new entrant is identified by a household grid that is completed online, the office will send out an advance letter containing their login details.

If you identify a new entrant by completing a household grid over the phone, please go ahead and conduct the interview via CATI. If the new entrant insists they would prefer to complete the interview online you can provide them with a username and password from the AddInfo. You will need to have completed the Household Grid and synchronised first. In these cases there will be a delay of one working day before the new entrant is able to log in, so it may be advantageous to encourage a CATI interview.

An example of the advance letter is shown on the next page.

IP13 Advance letter example:

Understanding Society
Participant helpline: 0800 252 853
Web: www.understandingsociety.ac.uk/participants
Email: contact@understandingsociety.ac.uk
For details of the study's privacy policy, please see <https://www.understandingsociety.ac.uk/participants/gdpr>

RESP_Name
ff_Address1
ff_Address2
ff_Address3
ff_Address4
ff_Address5
ff_PostCode

Postal_Date

Understanding Society - every interview matters

Salutation

Thank you for being part of Understanding Society. Every time you're interviewed it helps us understand more about life in the UK today.

Your Understanding Society interview is going to be different this year.

This year, because of the health risks caused by the coronavirus Covid-19 we have decided to pause face-to-face interviews for the moment. Instead of an interviewer visiting your home, you can complete your Understanding Society survey online.

Thank you for your support

We're very grateful that you take part in Understanding Society. To say thank you we've enclosed a £10 gift card which is activated and ready for you to use.

Every time you complete your interview you are helping the government, policymakers and university researchers understand more about what real people think, feel and do. **This year it is particularly important that you complete your interview** as the government and researchers will be using Understanding Society to understand more about the Covid-19 outbreak and how it impacts the UK.

Have questions or want more information?

Call our participant helpline on 0800 252 853 or Email us at contact@understandingsociety.ac.uk. We'll be pleased to hear from you and answer any questions you have.

Thank you for your continuing support for the Study. With best wishes,
Professor Michaela Benzval – Director, Understanding Society.

Taking part

It's easy to complete your survey online – and you don't have to answer all the questions in one go.

1. Visit the website www.understanding-society.ac.uk/society
2. Enter your user name: username and password: password
3. Answer the questions in your own time.

If you are not able to complete your interview online, an interviewer will contact you by telephone in a few weeks and you can take part over the phone. Unfortunately interviewers cannot do any in-person interviewing until government advice around reducing contact is relaxed, so doing your interview online is the easiest way to take part this year.

Understanding Society is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.

Your continuing participation is very important to us. Please let us know if you move by using the form on the Understanding Society website at www.understandingsociety.ac.uk/participants. Freephone 0800 252 853 or return this card in the Freepost envelope (no stamp needed). To say thank-you we will send you a £5 voucher.

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: RESP_Name	MOVING TO	Name:
PID: ff_PID	New Address:	Mobile:
MOVING FROM		Name:
ff_Address1	Home Phone:	Mobile:
ff_Address2	(inc. STD code)	Name:
ff_Address3	Postcode:	Mobile:
ff_Address4	Mobile:	Name:
ff_Address5	E-mail address:	Mobile:
ff_PostCode	Date of move:	

4020154/01/rev 1

Counter

8.2 Advance emails

Where email addresses are available we also send **tailored emails**. These contain a unique link that takes respondents straight into the questionnaire. This is an important advantage over typing in the Web address and then the username and password. It is another reason why it is **very important to prompt for email addresses and ensure that they are recorded correctly during the interview**.

An example of the email text is below:



99999999/1
121600000000

We can't do without you

Can you spare some valuable time to help our world-leading study?

Understanding Society is a wonderful data resource. It is used by academics, students, policy makers and charities such as Age UK and The Children's Society. You are an important part of it. Your participation gives a voice to the experiences of thousands of people like you. We need to continue interviewing the same people in order to understand changes in our society.

As mentioned in my recent letter, you can complete this year's survey online. Just click [here](#).

Click to start
the survey >

To say thank you for your help, we have sent you a £10 gift card.

Your participation is entirely voluntary, but we do hope you'll be able to help us. This year it is particularly important that you complete your interview as the government and researchers will be using Understanding Society to understand more about the Covid-19 outbreak and how it impacts the UK.

Please let us know if you change any of your contact details by filling out our [online form](#).
If you have any questions, please [email](#) our Participant Helpline.

For details of the study's privacy policy, please see <https://www.understandingsociety.ac.uk/participants/gdpr>

Many thanks,

Michaela Benzeval

Professor Michaela Benzeval
Director, Understanding Society
Institute for Social and Economic Research
University of Essex

Got a question?
Call: 0800 015 2908
understandingsociety@kantar.com

Contact
us >

FAQs >

Find out
more >



8.3 Additional items in the mailing

In addition to a letter, the advance mailing will include the following items:

- Incentive (£10, £20 or £30 gift card) for those in the unconditional incentive groups;
- Personalised Change of Address (COA) card (see core instructions);
- Freepost return envelope.

8.4 Reminder letters and emails

Respondents in the WEB-first group will be sent up to two reminder letters and four emails periodically throughout the fieldwork period.

9. IP13 Incentives

The general information about administration of incentives contained in the core instructions is currently set aside until face-to-face interviewing can resume, as it is anticipated that any incentives that need to be sent to respondents will need to be sent via the central office.

9.1 Incentive amounts

As mentioned earlier, not all sample members at IP13 receive the same incentive amount.

All members of a household are allocated to the same incentive group. That means that all members of a household should receive the same incentive amount. This includes re-joiners, new entrants and split-off households.

9.2 When to issue incentives

As usual, unconditional adults will receive their 'standard' incentive as part of their advance mailing. However, conditional adults will receive their 'standard' incentive via the office, after completing their interview. As mentioned earlier, there are additional incentives for completing the compression experiment and/ or for participating in the app experiment, but the latter of these will be handled outside of the survey.

Note: You are not expected to provide any gift cards while the Covid-19 restrictions are in place.

There may be some respondents who should have received an incentive in their advance mailing who say they did not receive it. In these cases you will need to code at the end of the interview that they did not receive their letter and these cases will be collected and resolved via the office. Please let the participant know that it will take around 10 working days for the card to be activated.

No incentives are offered for proxy interviews.

10. Contacting the household

Traditionally this information is usually consistent with the CORE instructions.

However, in light of Covid-19, and the need to switch away from CAPI interviewing, the following may also be helpful.

10.1 General Tips for telephone interviewing

All the experience you bring to face-to-face interviewing is also relevant for telephone interviewing. It's still all about getting in touch with people, persuading them to take part, building a rapport, collecting response data and leaving respondents feeling positive about continuing to participate in the study.

Make sure you are somewhere quiet and have all you need for the call before you start (e.g. all necessary information, laptop charger, glass of water etc.) Always start a call with a positive attitude and make sure your voice is friendly and engaging. Listening and recording answers accurately is really important. Coding answers correctly, and particularly recording contact details, addresses, emails and spellings of names is vital. Always read back what you have written to the participants to ensure accuracy.

10.2 Contacting respondents

Work through the available phone numbers for the households and individuals, calling at different times of day and week as you would normally when initially making contact with respondents by phone.

- A single household may use multiple different phone numbers. Check the SIS to identify the best person/people in the household to ask for in the first instance.
- Many individuals will have multiple telephone numbers, e.g. a household landline and a mobile. You should try all of these in turn unless you make contact on a specific number or are given a preferred new number.
- The minimum call requirements are:
 - At least 6 calls to each available telephone number on different days
 - These must include at least 3 calls on a weekday evening (after 7pm) or at the weekend
 - Calls must be made over a period of at least 3 weeks.

- The exact number of calls you make to each number will depend on the outcome of the calls made. If you have a working telephone number but the number is not being answered, then you should try all times of the day and week before moving on to tracing activities.
- If you make contact, you should check if the number you are calling on is the best number for the person you are trying to reach. If you are given a new number, this should be the next number that the case is called on.

11. Introducing the study

Please refer to core instructions for more details.

For some frequently asked questions and answers, please consult the '*Understanding Society: Information for Participants*' leaflet and also refer to the 'Introduction' of these instructions for the background information on the study.

12. Who to interview

12.1 Eligible adults aged 16+

The CATI script determines the eligibility of individuals once you have completed the Household Grid. Generally, you will be interviewing **everyone aged 16+ who is part of the household**; regardless of whether or not they have been interviewed previously i.e., they could be a new entrant to the household or a re-joiner.

Please refer to core instructions for more details.

12.2 Children aged 10-15

Green self-completion booklets to young people (aged 10-15) will be sent out centrally; you will not need to hand out booklets while the restrictions caused by Covid-19 are in place.

Please refer to core instructions for more details.

13. Movers and split households

You may find that, since the previous wave, some households have moved, and some households have split, i.e., not everyone in the household from the last wave lives together any longer.

As a result of the Covid-19 restrictions, if you do identify a new address outside of your sample area, you can still attempt to interview the household yourself, rather than coding this on the ECS for reallocation by the Office to another interviewer.

For suspected split households, you **MUST** phone the original household first and confirm that the sample member is no longer resident at the address.

If this is the case, complete the household grid with the household member at the original address in the original serial number. You should then continue to interview all eligible household members at the original address.

Once you have confirmed that they have left the household, a new split-off household will be created in the Office and allocated either to you or to another interviewer.

Possible scenarios, and how to deal with them are in core instructions.

14. The Electronic Contact Sheet (ECS)

14.1 Introduction to the Electronic Contact Sheet

Please refer to core instructions for more details.

It is important that you record **every** contact made with an address on the ECS.

The information you record on the ECS needs to be sent back to us electronically **at the end of each working day**.

The addresses in your assignment are listed on the eReps grid.

To enter call details for an address you should click on the address line and press the 'Start Screener/Int' button. **You should always start the interview via screen 0 to complete the household grid before doing anything else.** If you receive a new telephone number in screen 0 (q14 as part of ECS), this will now be displayed in eReps. It can be found in additional info> newaddress2_Telephone for the individual concerned.

The household grid, household questionnaire and status summary screen are on screen 0.

Individual interviews are completed on screen 1 onwards (one screen per individual) with potential re-joiners appearing on screens 17 onwards.

This year it's vitally important that you double-check to ensure that you are selecting the correct individual before beginning an interview, as the survey will begin with questions about Covid-19 before you can confirm details with the respondent.

14.2 Final outcome codes – main adult interview

A full list of IP13 outcome codes is in Section 21 - these are consistent with W12 and have not changed.

You must report a Final Outcome Code for each of the household serials that have been issued to you – whether or not you have actually achieved an interview. A Final Outcome Code should only be completed after you have made ALL your phone calls to an address.

If you obtain an interview at the sample address the ECS should automatically populate a full/partial interview outcome in the eReps grid.

14.3 Interim codes

Please refer to core instructions for more details.

Every call at an address must be recorded with either an interim or a final outcome code depending on which is appropriate. **If an individual/ household intends to complete online, this is an interim outcome.**

A full list of outcome codes is given in Section 21 below. Again, this is consistent with W12 and has not changed.

14.4 Observations at issued address

Observations will not take place during the current restrictions/ until face-to-face interviewing has recommenced.

15. Sample Information Sheet

For each household, a Sample Information Sheet has been provided to you which contains extra information that may prove helpful when contacting the household and planning the interview. You have been given one SIS for each address in your issued sample.

The SIS is based on the information from the sample member's last interview. However, as circumstances change, this information may be out of date by the time the case is issued to you.

You will receive one SIS for all households in your assignment. If these households subsequently complete the survey online before CATI fieldwork starts you will not need to contact them and they will not appear in your ereps grid.

The SIS is for your own use only; it should not be shown to the respondents or anyone else. If you choose to write any additional confidential information about respondents on to the SIS, please ensure you take great care with it.

Once you have fully completed your assignment, all materials with sample information should be **confidentially** destroyed.

16. Tracing sample members

It's vital that we re-contact and interview as many sample members as possible. We will follow and attempt to interview any sample member who has moved except those who:

- Have left the UK (they may be eligible at a later date if they return);
- Are in prison;
- TSM only households.

We will also attempt to locate untraced movers from IP12.

You are still expected to make reasonable attempts to contact and/or trace the sample members, although this will be more limited than in earlier IP studies. This may require multiple phone calls and attempts; the tracing activities we would expect you to carry out are as follows:

- Try all telephone numbers provided in the ECS and any new numbers established via tracing
- If you have a working number but the number no longer belongs to the participant, ask if there is an alternative number you can use
- Attempt to contact the stable contact(s) by telephone
- Since the interviews are being done by phone, you can attempt to contact the respondent on any new telephone numbers you identify, even if you find they are no longer living in the area that you normally cover.

17. The interview process

17.1 Overview of data collection instruments

Please refer to core instructions for more details, but please bear in mind the CASI section will now be incorporated into the CATI script (with some modules dropped completely). The CATI script length is likely to be longer (at least initially) due to the need to read out answer codes (rather than rely solely on showcards).

Those taking part in the longer fieldwork compression experiment are likely to take an extra 20-25 minutes overall, whereas those taking part in the shorter fieldwork compression experiment are likely to take an extra 10 minutes.

17.2 Planning your work/tracking progress

If you have a large household you will realistically have to make multiple phone calls to complete all interviews.

17.3 Proxy interviews

Please refer to core instructions for more details.

17.4 Recording contact details

It is hugely important that we obtain and maintain as much contact information as possible about the respondents. One of the biggest challenges for longitudinal studies is finding people who have moved since their last interview. The more information we can collect about how to contact them at this interview, the better chance we have of finding them in the future. We also know that people change their phone numbers and email addresses, so it is important to get as many contacts as possible for sample members.

Please refer to core instructions for more details.

17.5 Collecting details about respondents' occupations

The job description the sample member gave at the previous interview will be fed forward. Please confirm whether it is still correct and amend if it has changed. **This will be particularly important in IP13, as a number of**

participants are likely to have been affected by the lockdown. You should make clear to participants we want to record their details as they stand now; e.g. if they have been temporarily furloughed, we want to record this even though the change is only temporary.

For new entrants to the household and all respondents in the longitudinal sample you will be required to record their job description as described below.

For *Understanding Society* there is a requirement to code the Standard Industrial Classification (SIC) and Standard Occupation Classification (SOC) to 4 digits rather than to the standard 2.

To code to 4 digits, the Operations team needs more detailed information.

Please refer to core instructions for more details.

17.6 Adult CASI

Adults will NOT be asked to complete a CASI interview during their CATI interview. Some modules have moved to the CATI script as a consequence of this.

17.7 Youth self-completions

As discussed, all youth self-completions and the incentives associated with this will be sent via the office this year.

17.8 Consent for linking to administrative records

Consent to link will not be in operation during IP13.

17.8.1 The CATI questionnaire

There are several components to the CATI questionnaire, which are covered in detail in core instructions. NB: a detailed breakdown of the modules in IP13 is included in Section 22.

17.9 Household Grid and questionnaire

Please refer to core instructions for more details.

17.10 Feed forward information

Please refer to core instructions for more details.

17.11 Individual CATI interviews

Some of the topic areas will only be asked of certain people such as those new to the household, re-joiners or those who have never been interviewed before. As above, section 22 lists all the questionnaire modules and the conditions under which they are asked.

It is important to note that some of the topic areas covered in CATI are sensitive and should be treated accordingly. The areas that some sample members might find particularly sensitive are fertility (including pregnancy and child birth history questions), previous relationships, financial questions (such as savings and investments) and benefits. For these reasons, check that they are in a quiet area so that members can feel comfortable providing you with this information. It also helps to reassure them that the information they give you is confidential and no-one else will be seeing their answers.

Please familiarise yourself with the different types of **benefits** listed in the core instructions to be able to answer queries from respondents in the module 'Unearned income and state benefits'.

Please note that '**winter fuel allowance / payment**' does not count as a type of benefit for *Understanding Society*, and does not have to be recorded here.

17.12 Unproductive and proxy interviews

Please refer to core instructions for details on proxy interviews.

The individual-level IP13 outcome codes can be found in Section 22.

18. IP13 workpack

Your workpack will be sent in the post. It will include a kit list of how many copies of each document you should receive for working your assignment; your kit list will be significantly reduced as a result of the postponement of face-to-face interviewing. If anything is missing from your kit list or you need extra copies, contact your Field Co-ordinator / Manager.

19. Admin and return of work

19.1 Before you start work

You should read these instructions carefully and go through the practice questionnaire a few times to make sure that you are used to the interview process, particularly in light of the switch away from face-to-face and the variations in the interview due to the experiments (fieldwork compression being the most obvious of these – see section 7.2.1).

Also ensure you are comfortable with the ECS and have made a number of 'practice calls' before you begin. Refer to the ECS Guidelines and contact the CAPI/ CATI Helpline if you have any questions.

In addition, you should ensure that your computer batteries are fully charged. If you have a spare battery, then you should charge it up and have this with you when interviewing in case you need to switch at any point.

The **CATI (CAPI) name** used for all functions (logging your ECS calls, completing the HH Grid and the HH Interview) is **UIP13**.

19.2 Connecting

You **MUST** get into a regular habit of connecting each day before you work on *Understanding Society* to receive any case detail updates. The office will telephone with any opt-outs or cancelled appointments.

You will also need to connect in order to pick up any split households or movers. The Status Summary Screen will also be updated overnight for any WEB completions.

19.3 Return of work

After each day's interviewing, you should complete your DAYREC and synchronise both your DAYREC and all your interviews overnight. It is essential that you send back your DAYREC along with your completed interviews in a timely fashion. **This applies to Kantar interviewers only.**

All NatCen interviewers should also synchronise your cases back to Kantar after each day's interviewing. You should also complete your TRIPs in the usual way.

While fewer materials will be sent out while the restrictions are in place, any unused branded materials that have been sent out should be returned to the office at the end of fieldwork.

19.4 Payment

Please refer to the Paychart in your workpack for details on pay.

If you have any queries about anything covered by these instructions please contact your Regional Team / Field Performance Manager - they should **always** be your first point of contact if you have any field issues and you should contact the CATI (traditionally the CAPI) Helpline if you have any technical issues.

20. Practice cases and Practice CATI

You must complete several Practice Interviews before you start work.

The IP13 Practice Cati script is UIP13PR. ALL PRACTICE INTERVIEWS MUST BE CONDUCTED UNDER THIS CATI NAME.

To conduct a Practice Interview,

- In your eRep Grid go to UIP13PR
- Select one of the test serials you have been assigned
- Click on START SCREENER INT (do not click on PRACTICE)

Complete AT LEAST 2 practice HHs with 2 16+ Individual interviews before beginning your assignment.

THIS MUST INCLUDE A NEW ENTRANT. The schools' lookup database will be read in the first time you complete an interview with a new entrant. This can take several minutes to load so we would like interviewers to do this as part of their practice interview.

Familiarise yourself with:

- ECS script for various scenarios and interview lengths
- Movers, refusals
- Individual interview
- Individual Interview for Rising 16 (16 year old Individual)

The practice serials cover a range of household sizes, ages etc.

21. IP13 Outcome codes

IP13 outcome codes are the same as the Wave 12 codes

Outcome code	APPLICABLE	DESCRIPTION	Final or Interim (interviewer level)
1	FRESH	Not yet built / under construction	FINAL
2	FRESH	Derelict/demolished	FINAL
3	FRESH	Vacant / empty housing unit	FINAL
4	FRESH	Non-residential address	FINAL
5	FRESH	Communal establishment / institution	FINAL
6	FRESH	Not main residence	FINAL
18	HOUSEHOLD	FOR OFFICE USE ONLY: Issued but not attempted	FINAL
19	HOUSEHOLD	Other ineligible	FINAL
20	HOUSEHOLD	HH Address inaccessible	FINAL
21	HOUSEHOLD	HH Unable to locate address	FINAL
24	HOUSEHOLD	HH Unknown whether any named HH members at address - Information refused	FINAL
25	HOUSEHOLD	HH Unknown whether any named HH members at address - No Contact	FINAL
26	HOUSEHOLD	HH Unknown whether any named HH members at address - Other REASON (give details)	FINAL
27	HOUSEHOLD	HH Unknown whether any named HH members at address - Language barrier	FINAL
40	HOUSEHOLD	HH No contact with anyone at address (HH members known to be at address)	FINAL
41	HOUSEHOLD	HH Contact made but not with a responsible resident	FINAL
50	HOUSEHOLD	FOR OFFICE USE ONLY: HH Office Refusal	FINAL
51	HOUSEHOLD	HH Contact made. All info refused (1+ HH members at address)	FINAL
52	HOUSEHOLD	HH Refusal before Grid interview (HH members known to be at address)	FINAL
60	HOUSEHOLD	HH Contact at HH but no appointment made	FINAL
63	HOUSEHOLD	HH Broken appointment – no recontact	FINAL
64	HOUSEHOLD	HH Whole household - Ill at home during survey period	FINAL

65	HOUSEHOLD	HH Whole household - Away or in hospital during survey period	FINAL
66	HOUSEHOLD	HH Whole household - Physically or mentally unable/incompetent	FINAL
67	HOUSEHOLD	HH Language difficulties with HH as a whole	FINAL
69	HOUSEHOLD	HH Other Unproductive	FINAL
70	HOUSEHOLD	HH Completed HH Interview & all eligible HH members	FINAL
71	HOUSEHOLD	HH Completed HH Interview & at least 1 individual interview	FINAL
72	HOUSEHOLD	HH Completed HH Interview but no individual interviews	FINAL
73	HOUSEHOLD	HH Completed enumeration and at least 1 individual interview but no HH Interview	FINAL
74	HOUSEHOLD	HH Completed enumeration grid only	FINAL
78	HOUSEHOLD	HH Interview - Data lost/corrupted. Interview could not be redone	FINAL
79	HOUSEHOLD	HH Interview - Household requested data to be deleted	FINAL
81	HOUSEHOLD	HH Untraced - address unknown, no more tracing possible by TNS or client	FINAL
82	HOUSEHOLD	HH Follow up address is in Eng&Wales but is outside area	FINAL
85	HOUSEHOLD	HH All sample members no longer eligible - died. No TSMs	FINAL
86	HOUSEHOLD	HH All sample members no longer eligible - live outside UK. No TSMs	FINAL
89	HOUSEHOLD	HH Untraced - address unknown, no more tracing possible by interviewer (office check complete)	FINAL
90	HOUSEHOLD	HH Follow up address is in NI or Scotland	FINAL
96	HOUSEHOLD	FOR OFFICE USE ONLY: HH Did not complete online	FINAL
188	HOUSEHOLD	HH Translator request (Polish)	FINAL
189	HOUSEHOLD	HH Translator request (Portuguese)	FINAL
190	HOUSEHOLD	HH Translator request (Turkish)	FINAL
192	HOUSEHOLD	HH Translator Request (Bengali)	FINAL
194	HOUSEHOLD	HH Translator Request (Gujarati)	FINAL
195	HOUSEHOLD	HH Translator Request (Gurmukhi Punjabi)	FINAL
197	HOUSEHOLD	HH Translator Request (Urdu)	FINAL
198	HOUSEHOLD	HH Translator Request (Welsh)	FINAL

199	HOUSEHOLD	HH Translator Request (Urdu Punjabi)	FINAL
201	HOUSEHOLD	HH Household no longer eligible - TSM's only	FINAL
202	HOUSEHOLD	HH OFFICE USE ONLY: HH Household no longer eligible - merged with another Household	FINAL
203	HOUSEHOLD	HH Household has already completed the survey via CAWI (web)	FINAL
204	HOUSEHOLD	HH OFFICE USE ONLY: Split created in error - office deletion	FINAL
205	HOUSEHOLD	HH OFFICE USE ONLY: Not issued to interviewer	FINAL
206	HOUSEHOLD	HH Household no longer eligible - IVs died/abroad. No TSMs	FINAL
210	HOUSEHOLD	HH Unproductive - final IV outcomes reported but no enumeration grid, HH interview or IV interviews completed.	FINAL
300	HOUSEHOLD	HH No phone number provided for respondent	FINAL
301	HOUSEHOLD	HH Always ringing, not answered (no answering machine/voicemail) or no response on pick up	FINAL
302	HOUSEHOLD	HH Always busy/engaged line	FINAL
303	HOUSEHOLD	HH Always fax/modem/data line/pager	FINAL
304	HOUSEHOLD	HH Technical phone problems	FINAL
305	HOUSEHOLD	HH Out of service or disconnected	FINAL
306	HOUSEHOLD	HH Always answerphone/voicemail	FINAL
542	INDIVIDUAL	IV No contact with adult sample member	FINAL
543	INDIVIDUAL	IV Parental consent required for 16/17 year old - no contact with parent/guardian	FINAL
550	INDIVIDUAL	FOR OFFICE USE ONLY: IV Office refusal	FINAL
552	INDIVIDUAL	IV Refusal before interview	FINAL
553	INDIVIDUAL	IV Proxy refusal	FINAL
554	INDIVIDUAL	IV Parental consent required for 16/17 year old - parental/guardian consent refused	FINAL
555	INDIVIDUAL	IV Refusal during interview	FINAL
557	INDIVIDUAL	IV Issued adamant refuser - Interview not required	FINAL
560	INDIVIDUAL	IV Contact made but no appointment made	FINAL
563	INDIVIDUAL	IV Broken appointment - No recontact	FINAL
564	INDIVIDUAL	IV Ill at home during survey period	FINAL

565	INDIVIDUAL	IV Away or in hospital all survey period	FINAL
566	INDIVIDUAL	IV Physically or mentally unable/incompetent	FINAL
567	INDIVIDUAL	IV Language difficulties	FINAL
569	INDIVIDUAL	IV Other Unproductive	FINAL
570	INDIVIDUAL	IV Full adult interview	FINAL
571	INDIVIDUAL	IV Full proxy interview	FINAL
575	INDIVIDUAL	IV Partial adult interview	FINAL
576	INDIVIDUAL	IV Partial proxy interview	FINAL
578	INDIVIDUAL	IV Interview - Data lost/corrupted. Interview could not be redone	FINAL
579	INDIVIDUAL	IV Interview - Respondent requested data to be deleted	FINAL
581	INDIVIDUAL	IV Untraced - address unknown, no more tracing possible by TNS or client	FINAL
582	INDIVIDUAL	IV Follow up address is in Eng & Wales but is outside area	FINAL
585	INDIVIDUAL	IV Individual has died	FINAL
586	INDIVIDUAL	IV Moved outside of UK	FINAL
587	INDIVIDUAL	IV In prison	FINAL
588	INDIVIDUAL	IV In armed forces accommodation or institution	FINAL
589	INDIVIDUAL	IV Untraced - address unknown, no more tracing possible by interviewer (office check complete)	FINAL
590	INDIVIDUAL	IV Moved to NI or Scotland	FINAL
597	INDIVIDUAL	IV TSM - all OSM/PSM moved out from HH (TSM not eligible for interview)	FINAL
598	INDIVIDUAL	IV TSM - Moved out separately from any OSM/PSM (not eligible for tracing)	FINAL
599	INDIVIDUAL	IV MOVER - SPLIT OFF CREATED	FINAL
601	INDIVIDUAL	IV Adult in non-contacted household	FINAL
602	INDIVIDUAL	IV Adult in refusal household	FINAL
603	INDIVIDUAL	IV Adult in other non-responding household	FINAL
604	INDIVIDUAL	IV Unknown if Adult in household - no contact	FINAL
605	INDIVIDUAL	IV Unknown if Adult in household – refusal	FINAL

606	INDIVIDUAL	IV Unknown if Adult in household - other reason	FINAL
611	INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to no contact with Youth	FINAL
612	INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to no contact with Parent (consent not collected)	FINAL
613	INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Youth Refusal	FINAL
614	INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Parental Refusal	FINAL
615	INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Proxy Refusal	FINAL
616	INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Other reason	FINAL
617	INDIVIDUAL	IV Youth identified - Paper questionnaire to be returned directly by Youth/HH	FINAL
621	INDIVIDUAL	IV Child under 10 in non-contacted household	FINAL
622	INDIVIDUAL	IV Child under 10 in refusal household	FINAL
623	INDIVIDUAL	IV Child under 10 in other non-responding household	FINAL
624	INDIVIDUAL	IV Unknown if Child under 10 in household - no contact	FINAL
625	INDIVIDUAL	IV Unknown if Child under 10 in household - refusal	FINAL
626	INDIVIDUAL	IV Unknown if Child under 10 in household - other reason	FINAL
688	INDIVIDUAL	IV Translator request (Polish)	FINAL
689	INDIVIDUAL	IV Translator request (Portuguese)	FINAL
690	INDIVIDUAL	IV Translator request (Turkish)	FINAL
692	INDIVIDUAL	IV Translator Request (Bengali)	FINAL
694	INDIVIDUAL	IV Translator Request (Gujarati)	FINAL
695	INDIVIDUAL	IV Translator Request (Gurmukhi Punjabi)	FINAL
697	INDIVIDUAL	IV Translator Request (Urdu)	FINAL
698	INDIVIDUAL	IV Translator Request (Welsh)	FINAL
699	INDIVIDUAL	IV Translator Request (Urdu Punjabi)	FINAL
701	INDIVIDUAL	IV Youth in non-contacted household	FINAL
702	INDIVIDUAL	IV Youth in refusal household	FINAL
703	INDIVIDUAL	IV Youth in other non-responding household	FINAL

704	INDIVIDUAL	IV Unknown if Youth in household - no contact	FINAL
705	INDIVIDUAL	IV Unknown if Youth in household – refusal	FINAL
706	INDIVIDUAL	IV Unknown if Youth in household - other reason	FINAL
710	INDIVIDUAL	IV Full youth interview	FINAL
720	INDIVIDUAL	IV Partial youth interview	FINAL
750	INDIVIDUAL	IV Ineligible for interview - aged under 10	FINAL
751	INDIVIDUAL	IV Ineligible for adult interview - aged under 16	FINAL
800	HOUSEHOLD	HH Untraced household - interviewer completed tracing (office check pending)	INTERIM
801	HOUSEHOLD	HH INTERIM HH not at address, Interviewer still trying to trace contact details	INTERIM
802	HOUSEHOLD	HH INTERIM HH not at address, Interviewer collected new address in area	INTERIM
803	HOUSEHOLD	Household intends to complete on the web (CAPI/ CATI code)	INTERIM
804	HOUSEHOLD	HH INTERIM Household Grid started, not yet complete	INTERIM
805	HOUSEHOLD	HH INTERIM Household Grid COMPLETE	INTERIM
806	HOUSEHOLD	HH START INTERVIEW NOW / HH INTERIM Household Interview started, not yet complete (GRID Complete)	INTERIM
807	HOUSEHOLD	HH Household Interview COMPLETE - Individual outcomes outstanding	INTERIM
808	HOUSEHOLD	HH INTERIM Lost interview. TO BE REDONE	INTERIM
809	HOUSEHOLD	HH INTERIM - Contact made - interviewer conducting Individual Interview	INTERIM
810	HOUSEHOLD	HH INTERIM No contact made with anyone (HH FTF) (HH GRID/INTERVIEW NOT YET COMPLETED)	INTERIM
811	HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (FTF) (HH GRID/INTERVIEW NOT YET COMPLETED)	INTERIM
812	HOUSEHOLD	HH INTERIM No contact made this call (HH FTF) (HH GRID/INTERVIEW COMPLETED)	INTERIM
813	HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (FTF) (HH GRID/INTERVIEW COMPLETED)	INTERIM
814	HOUSEHOLD	HH INTERIM No contact with anyone - valid dial tone (HH tel) (HH GRID/INTERVIEW NOT YET COMPLETED)	INTERIM
815	HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (TEL) (HH GRID/INTERVIEW NOT YET COMPLETED)	INTERIM
816	HOUSEHOLD	HH INTERIM No contact with anyone - valid dial tone (HH tel) (HH GRID/INTERVIEW COMPLETED)	INTERIM
817	HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (TEL) (HH GRID/INTERVIEW COMPLETED)	INTERIM
818	HOUSEHOLD	HH INTERIM No contact made - disconnected or no dial tone (HH tel)	INTERIM

819	HOUSEHOLD	HH INTERIM No contact with Stable Contact (SC FTF)	INTERIM
820	HOUSEHOLD	HH INTERIM No contact with Stable Contact (SC Tel)	INTERIM
821	HOUSEHOLD	HH INTERIM No contact with neighbour	INTERIM
822	HOUSEHOLD	HH INTERIM No contact with other (O tel)	INTERIM
823	HOUSEHOLD	HH INTERIM Contact with Stable Contact (SC FTF)	INTERIM
824	HOUSEHOLD	HH INTERIM Contact with Stable Contact (SC Tel)	INTERIM
825	HOUSEHOLD	HH INTERIM Contact with neighbour (Nbr FTF)	INTERIM
826	HOUSEHOLD	HH INTERIM Contact with other contact (O Tel)	INTERIM
827	HOUSEHOLD	HH INTERIM Letter posted for Stable Contact	INTERIM
828	HOUSEHOLD	HH INTERIM Letter posted for Other	INTERIM
829	HOUSEHOLD	HH INTERIM Stable Contact NOT available on this number/address	INTERIM
830	HOUSEHOLD	HH INTERIM - Obs data to be recorded (Office refusal for Household)	INTERIM
831	HOUSEHOLD	HH INTERIM - Office Refusal for Individual recorded	INTERIM
832	HOUSEHOLD	HH INTERIM - Obs data to be recorded (Final Outcome for Household and ALL Individuals recorded)	INTERIM
833	HOUSEHOLD	HH Interim Translation (assigned to interviewer to complete (Polish)	INTERIM
834	HOUSEHOLD	HH Interim Translation (assigned to interviewer to complete (Portuguese)	INTERIM
835	HOUSEHOLD	HH INTERIM Appointment arranged	INTERIM
839	HOUSEHOLD	INTERIM - Able to code final outcome but still pursuing	INTERIM
840	HOUSEHOLD	INTERIM - Minimum Calls Made	INTERIM
842	HOUSEHOLD	HH INTERIM Translation (assigned int to complete) (Bengali)	INTERIM
844	HOUSEHOLD	HH INTERIM Translation (assigned int to complete) (Gujarati)	INTERIM
845	HOUSEHOLD	HH INTERIM Translation (assigned int to complete) (Gurm Punj)	INTERIM
847	HOUSEHOLD	HH INTERIM Translation (assigned int to complete) (Urdu)	INTERIM
848	HOUSEHOLD	HH INTERIM Translation (assigned int to complete) (Welsh)	INTERIM
849	HOUSEHOLD	HH INTERIM Translation (assigned int complete) (Urdu Punjabi)	INTERIM
850	INDIVIDUAL	IV Untraced - interviewer completed tracing (office check pending)	INTERIM

851	INDIVIDUAL	IV INTERIM Does not live at address, Interviewer still trying to trace contact details	INTERIM
852	INDIVIDUAL	IV INTERIM Individual not at address, Interviewer collected new address in area	INTERIM
858	INDIVIDUAL	IV INTERIM Lost interview. TO BE REDONE	INTERIM
860	INDIVIDUAL	IV INTERIM Parental consent required for 16/17 year old - consent yet to be collected	INTERIM
861	INDIVIDUAL	IV INTERIM Parental consent collected for 16/17 year old - interview yet to be done	INTERIM
862	INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire NOT yet given (Parental consent not collected yet)	INTERIM
863	INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire NOT yet given (Parental consent collected)	INTERIM
864	INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire given but not yet collected	INTERIM
873	HOUSEHOLD	HH Interim Translation (assigned to interviewer to complete (Turkish)	INTERIM
875	INDIVIDUAL	INTERIM Usable Partial Individual Interview IN PROGRESS (to encourage resp to complete online?)	INTERIM
877	INDIVIDUAL	IV START INTERVIEW NOW / IV INTERIM Interview started, not yet complete	INTERIM
880	INDIVIDUAL	IV INTERIM Appointment arranged	INTERIM
883	HOUSEHOLD	Individual intends to complete on the web (CAPI/ CATI code)	INTERIM
888	INDIVIDUAL	IV Interim Translation (assigned to interviewer to complete (Polish)	INTERIM
889	INDIVIDUAL	IV Interim Translation (assigned to interviewer to complete (Portuguese)	INTERIM
890	INDIVIDUAL	IV Interim Translation (assigned to interviewer to complete (Turkish)	INTERIM
892	INDIVIDUAL	IV INTERIM Translation (assigned int to complete) (Bengali)	INTERIM
893	INDIVIDUAL	IV INTERIM Translation (assigned int to complete) (Cantonese)	INTERIM
894	INDIVIDUAL	IV INTERIM Translation (assigned int to complete) (Gujarati)	INTERIM
895	INDIVIDUAL	IV INTERIM Translation (assigned int to complete) (Gurm Punj)	INTERIM
896	INDIVIDUAL	IV INTERIM Translation (assigned int to complete) (Somali)	INTERIM
897	INDIVIDUAL	IV INTERIM Translation (assigned int to complete) (Urdu)	INTERIM
898	INDIVIDUAL	IV INTERIM Translation (assigned int to complete) (Welsh)	INTERIM
899	INDIVIDUAL	IV INTERIM Translation (assigned int to complete) (Urdu Punj)	INTERIM
900	HOUSEHOLD	Address/Individual within area but I am unable to attempt/complete (CONTACT OFFICE)	INTERIM
901	INDIVIDUAL	IV NOT APPLICABLE - NO INDIVIDUAL ASSOCIATED WITH THIS SCREEN (HH GRID DONE)	FINAL

902	INDIVIDUAL	IV NOT APPLICABLE - NO HH GRID	FINAL
907	HOUSEHOLD	HH FULLY completed via CAWI	FINAL
910	INDIVIDUAL	IV INTERIM Web - Login Incorrect	
911	INDIVIDUAL	IV INTERIM Web - Login Incorrect max attempts exceeded	
912	INDIVIDUAL	IV INTERIM Web - Feed forward DOB/Gender Incorrect	
913	INDIVIDUAL	IV INTERIM Web - Grid locked by another HH member	
914	INDIVIDUAL	IV INTERIM Web - split required	
915	INDIVIDUAL	IV INTERIM Web - Demographics valid	
950	INDIVIDUAL	IV INTERIM Web - Untraced mover, no address given	
960	INDIVIDUAL	FOR OFFICE USE ONLY: IV Did not complete online	FINAL
970	INDIVIDUAL	IV FULLY completed via CAWI	FINAL

22. IP13 questionnaire modules

NB: although a number of modules are labelled as CASI (self-completion) they will be interviewer administered while the restrictions remain in place. Some modules, e.g. CASI Start will not be shown at all while CAPI is on hold.

No.	Module description	Who gets asked the questions
1	Web login	ALL – CAWI only
2	Household enumeration	ALL - one person per HH
3	Deriving grid variables	ALL
4	Household questionnaire	ALL - one person per HH
5	Individual intro module	ALL
5b	Covid-19	ALL
6	Demographics	ALL
7	Mobile Use	ALL
8	Well-being App: EARLY	50% of respondents (assigned at random)
9	Initial conditions	New entrant/never interviewed
10	Own first job	new entrant never interviewed (excluding rising 16 year olds) and current economic activity is not employed or self-employed
11	Educational aspirations	Full time student
12	Young adults	Young adults (aged 16-21)
13	Family background	proxy last wave, non-interviewed adult or new entrant never interviewed, excluding rising 16 year olds
14	Ethnicity and national identity	New entrant never interviewed
15	Religion	New entrant never interviewed or religion brought up in is missing or religion NI brought up in is missing
16	Annual event history	Interviewed at prior wave or has been interviewed previously
17	Disability	ALL
18	General Health	ALL
19	Health conditions	new entrant never interviewed
20	Health service use	ALL
21	Smoking	ALL
22	Caring	ALL
23	Partnership history	new entrant never interviewed, excluding rising 16 year olds

24	Fertility history	new entrant never interviewed, excluding rising 16 year olds, and new entrants (incl refreshment sample) at IP11
25	Current employment	ALL
26	Employees	Employees
27	Self-employment	Self-employed
28	Job satisfaction	Employed
29	Non employment	Did no paid work in the last week and does not have a job
30	Mothers return to work	Female respondents
31	Second jobs	ALL
32	Childcare	All with children under 15
33	Unearned Income & State Benefits	ALL
34	Household finances	ALL
35	CASI start	ALL where mode is face-to-face: NB: this will not be seen by anyone while the restrictions remain in place
36	CASI: Satisfaction	Mode is face-to-face and has agreed to self-completion OR mode is telephone OR web
37	CASI: Young Adults	Mode is face-to-face and has agreed to self-completion OR mode is telephone OR web AND aged 16-21
38	CASI: GHQ	Mode is face-to-face and has agreed to self-completion OR mode is telephone OR web
39	CASI: Child Development	Mode is face-to-face and has agreed to self-completion OR mode is web AND has at least one child aged 3, 5 or 8 NB: this will not be seen by anyone while the restrictions remain in place
40	CASI: Non resident relationships	Mode is face-to-face and has agreed to self-completion OR mode is telephone OR web AND does not have a spouse/ partner residing in the household and is not living with someone in the household as a couple
41	CASI: Sexual Orientation	Mode is face-to-face and has agreed to self-completion OR mode is web NB: this will not be seen by anyone while the restrictions remain in place
42	CASI: End	ALL where mode is face-to-face: NB: this will not be seen by anyone while the restrictions remain in place
43	Respondent Contact Details	ALL
44	Stable Contact Details	ALL
45	Fieldwork Compression: Intro	ALL in experimental groups 2 OR 4 (40% of sample selected at random)
46	Work Conditions	ALL in experimental group 1 AND are employees ALL in experimental group 2 AND agreed to continue AND are employees

47	Environmental behaviour	ALL in experimental groups 1 OR 3 ALL in experimental groups 2 OR 4 AND agreed to continue
48	Sleep	ALL in experimental groups 1 OR 3 ALL in experimental groups 2 OR 4 AND agreed to continue
49	Transport behaviour	ALL in experimental groups 1 OR 3 ALL in experimental groups 2 OR 4 AND agreed to continue
50	Domestic labour	ALL in experimental group 1 AND either married, in a civil partnership or co-habiting and partner/ spouse is co-resident ALL in experimental group 2 AND agreed to continue AND either married, in a civil partnership or co-habiting and partner/ spouse is co-resident
51	Charitable giving	ALL in experimental group1 ALL in experimental group 2 AND agreed to continue
52	Savings	ALL in experimental group1 ALL in experimental group 2 AND agreed to continue
53	Commuting behaviour	ALL in experimental group1 AND is an employee AND works somewhere other than home OR is self employed AND is not working at or from home ALL in experimental group 2 AND agreed to continue AND is an employee AND works somewhere other than home OR is self employed AND is not working at or from home
54	Personal pensions	ALL in experimental group1 ALL in experimental group 2 AND agreed to continue
55	Voluntary work	ALL in experimental group1 ALL in experimental group 2 AND agreed to continue
56	CASI: Fieldwork compression - Start	ALL in experimental groups 1 OR 3 AND mode is face-to-face ALL in experimental groups 2 OR 4 AND agreed to continue AND mode is face-to-face NB: this will not be seen by anyone while the restrictions remain in place
57	CASI: Environment	ALL in experimental groups 1 OR 3 ALL in experimental groups 2 OR 4 AND agreed to continue
58	CASI: Mental well-being	ALL in experimental group1 ALL in experimental group 2 AND agreed to continue
59	CASI: Gender attitudes	ALL in experimental group1 ALL in experimental group 2 AND agreed to continue
60	CASI: Panel conditioning	ALL in experimental groups 1 OR 3 AND mode is face-to-face or web (NOT telephone) ALL in experimental groups 2 OR 4 AND agreed to continue AND mode is face-to-face or web (NOT telephone)

		ALL in experimental groups 1 OR 3 AND mode is face-to-face ALL in experimental groups 2 OR 4 AND agreed to continue AND mode is face-to-face NB: this will not be seen by anyone while the restrictions remain in place
61	CASI: Fieldwork compression – end	
62	Well-being App: LATE	50% of respondents (assigned at random)
63	Event triggered debrief	ALL previously invited to take part in the event triggered data collection
64	End of interview	ALL
65	Interviewer observations	Mode is face-to-face OR telephone
66	Proxy	Proxy interviews only

23. AddInfo in the ECS

23.1 What is AddInfo

AddInfo is a table of data items that are used at various points within the questionnaire or for producing the SIS, advance letters or emails. Items with the prefix “ff_” are feed forward variables i.e. data items collected from the last wave of interviewing or updated between waves. These items form part of the sample information provided by the University of Essex. Other items are created by Kantar and are used by the Sampling and Field departments to allocate and manage fieldwork.

23.2 How to access the AddInfo?

- Open EReps and click on the Screen number you want to view the AddInfo for. In the row for “Selected Respondent” there is a button for “Open all Call History”
- Click on “Open all Call History”. This brings up the Call History for that serial number. The AddInfo button is in the centre bottom.
- Click on “Additional info”. Use the vertical scroll bar to see all variables.

To close the AddInfo screen: click the red button “x” in the top right.

23.3 Where can I find full names, DoB, telephone numbers and login details?

Many data items are used to populate fields within questions during the interview e.g. relationships and job description. Other useful items are those that show the full details for the items on the anonymised SIS e.g.:

Full name: *ff_forname, ff_surname*

DoB: *ff_birthd, ff_birthm, ff_birthy*

Telephone numbers (respondent): *ff_rhland, ff_rphmob, ff_rphwrk, ff_homephon*

Telephone numbers (contact person): *cttel, ff_ctte2*

Telephone numbers (movers): *NewAddress2_Telephone,
NewAddress3_Telephone,
NewAddress4_Telephone,*

Useful information for re-contact: *ff_saadinf*

Date of individual interview at previous wave: *ff_intdate*

Username and password for WEB interviews: *UserName, Password*

For a complete list of all AddInfo variables please refer to the Understanding Society Core Instructions for 2020.

IM 14 - Laminated generic advance letter



Contact us:

Participant helpline: **0800 252 853**
 Web: **www.understandingsociety.ac.uk/participants**
 Email: **contact@understandingsociety.ac.uk**
 For details of the study's privacy policy, please see
<https://www.understandingsociety.ac.uk/participants/gdpr>

RESP_Name
 ff_Address1
 ff_Address2
 ff_Address3
 ff_Address4
 ff_Address5
 ff_PostCode

Postal_Date

Be part of something big...

Salutation

I am writing to ask for your help with a world-leading study about life in the UK.

Understanding Society is the largest survey of its kind in the world, and follows the lives of tens of thousands of people who live in the UK. We've been interviewing people across the UK for over 25 years and the information our participants give us helps university researchers, government departments and charities to understand what real people think, feel and do.

Your Understanding Society interview is going to be slightly different this year.

This year, because of the health risks caused by the coronavirus Covid-19 we have decided to pause face-to-face interviews for the moment. Instead of an interviewer visiting your home, you can complete your Understanding Society survey online.

You can find out more about Understanding Society on our website – www.understandingsociety.ac.uk

Have questions or want more information?

Call our participant helpline on 0800 252 853 or email us contact@understandingsociety.ac.uk. We'll be pleased to hear from you and answer any questions you have.

With many thanks,

Professor Michaela Benzeval – Director, Understanding Society.

Understanding Society is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.

Taking part

It's easy to complete your survey online – and you don't have to answer all the questions in one go.

1. Visit the website
www.understandingsociety.ac.uk/society
2. Enter your user name: username and password: password
3. Answer the questions in your own time.

If you are not able to complete your interview online, an interviewer will contact you by telephone in a few weeks and you can take part over the phone. Unfortunately interviewers cannot do any in-person interviewing until government advice around reducing contact is relaxed, so doing your interview online is the easiest way to take part this year.

Your continuing participation is very important to us. Please let us know if you move by using the form on the Understanding Society website at www.understandingsociety.ac.uk/participants, Freephone 0800 252 853 or return this card in the Freepost envelope (no stamp needed). To say thank-you we will send you a £5 voucher.

Name: RESP_Name
 PID: ff_PID

MOVING FROM

ff_Address1
 ff_Address2
 ff_Address3
 ff_Address4
 ff_Address5
 ff_PostCode

MOVING TO

New Address: _____

 Home Phone: _____
 (inc STD code) _____
 Postcode: _____
 Mobile: _____
 E-mail address: _____
 Date of move: _____

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: _____

IM 17 - Case studies - 8 versions



We asked

You have recently had a new baby, do you plan to return to work at any time in the future? If not, why not?

The research

Researchers from the University of Kent used Understanding Society data to show how flexible working hours and being able to work remotely can help women maintain their careers after having children. Despite the increased number of women in work in the UK, many reduce their working hours or stop working altogether after childbirth.

What the research found

- Women who are able to use flexible working are less likely to reduce their working hours after the birth of their child.
- This is especially true for women who used flexitime both before and after the birth of their child.
- First-time mothers with access to flexible working are more likely to return to work.

In the news

- **Flexible workers aren't shirkers even when doing it from home** (The Times, 16th January 2019) <https://www.thetimes.co.uk/article/flexible-workers-aren-t-shirkers-even-when-doing-it-from-home-z7xkcxsxz>
- **Want more women in top positions? Provide them with more flexibility at work** (The Conversation, 18th August 2017) <https://theconversation.com/want-more-women-in-top-positions-provide-them-with-more-flexibility-at-work-82188>
- **Mums forced out due to lack of flexible jobs** (Working Mums, 18th October 2016) <https://www.workingmums.co.uk/mums-forced-due-lack-flexible-jobs/>

Does being busy stop people being 'green'?



We asked

We asked about people's¹ environmental behaviours such as whether they might put on more clothes instead of turning the heating up or decide not to buy a product because it had too much packaging. We also asked how satisfied people were with certain aspects of their lives including income and amount of leisure time.

The research

A group of ecological economics researchers from Portugal, Scotland and Germany used the data to try to find out whether modern day 'busyness' prevents people from behaving in a more environmentally-friendly way.

What the research found

- People act less 'green' when they feel that they don't have a good work-life balance.
- The actual availability of leisure time does not affect pro-environmental behaviour.
- People who see themselves as environmentally-friendly are more likely to behave pro-environmentally.
- People become 'greener' as they get older.
- More educated people (those with a university degree) are more likely to behave pro-environmentally.
- People with small children have fewer environmentally-friendly behaviours because of time constraints.

In the news

- Are you as environmentally friendly as you think? (The Observer, 14th May 2017)
<https://www.theguardian.com/lifeandstyle/2017/may/14/are-you-as-environmentally-friendly-as-you-think-personality-quiz>

Policy implications

Policies aiming to encourage pro-environmental behaviours should focus on helping people to cope psychologically and emotionally with feelings of time pressure and overworking, rather than just adapting work legislation to offer better work-life balance.

¹ Only responses from employed participants were used to better estimate work-life balance

How does commuting affect our wellbeing?



We asked

About how much time does it usually take for you to get to work each day, door to door (in minutes)? And how do you usually get to your place of work?

The research

Researchers from the universities of Leeds and Bristol used Understanding Society data to examine the impacts of commuting to work on the wellbeing of more than 26,000 employees in England over a five-year period.

What the research found

- 20 minutes extra commuting time each day reduces job satisfaction as much as taking a 19% pay cut.
- People who walk or cycle to work are less affected than other commuters, even with the same duration of commute.
- Bus commuters are worse affected by longer commute times.
- Longer commutes by train are less stressful than shorter ones.
- Longer commutes reduce women's job satisfaction more than men's.

In the news

- Long slog to office 'as bad as a pay cut' (The Times, 23rd October 2017) <https://www.thetimes.co.uk/article/long-slog-to-office-as-bad-as-a-pay-cut-rg0p83jcv>
- A 20 minute increase in commute time is as bad as taking a pay cut, study finds (The Telegraph, 23rd October 2017) <http://www.telegraph.co.uk/news/2017/10/23/20-minute-increase-commute-time-bad-taking-pay-cut-study-finds/>
- Why you should live closer to work: 20 minutes extra commuting per day is equivalent to a 19% pay cut when it comes to job satisfaction (The Daily Mail, 23rd October 2017) <http://www.dailymail.co.uk/sciencetech/article-5008921/Dissatisfied-job-Maybe-closer.html>
- Extra 20 minutes commuting per day 'equivalent to 19% pay cut' for job satisfaction (The Evening Standard, 23rd October 2017) <https://www.standard.co.uk/news/transport/extra-20-minutes-commuting-per-day-equivalent-to-19-pay-cut-for-job-satisfaction-a3664951.html>

Some pensioners' income overtakes working-age households'



We asked

How well are you managing financially these days?

We also asked questions about job income and other earnings or sources of income.

The research

A report for the Resolution Foundation looked at how income has grown across different generations over the last 50 years by using various datasets including Understanding Society.

What the research found

- The over 65s are much more likely to feel they are living comfortably and less likely to be having difficulty managing financially.
- Typical pensioner households are now £20 a week better off than typical working age households.
- The proportion of pensioner households in which at least one person works has increased by 7.5% since 2001 despite increases in the state pension age.
- A typical pensioner's benefit income has increased by 8% since 2001.
- The number of pensioners who own their own home has increased by 9% since 2001, reducing their housing costs.

In the news

- Pensioner household incomes higher than those of working age, study finds (The Independent, 13th February 2017) <https://www.independent.co.uk/news/uk/politics/pensioner-household-income-higher-than-working-age-as-time-goes-by-study-a7576736.html>
 - Pensioner incomes 'outstrip those of working families' (BBC News, 13th February 2017) <https://www.bbc.co.uk/news/business-38948369>
-



We asked

Are you currently employed? Are you still working in the same employment as you were before? When did you start this job?

The research

Researchers from the University of Manchester and King's College London using Understanding Society data found that around one in four retirees in the UK return to work or 'unretire', mostly within five years of retiring.

What the research found

- Unretirement is not linked to financial issues.
- After ten years, a retiree's chances of returning to paid work are low.
- Men are 26% more likely to return to paid work following retirement than women.
- People in good health are around 25% more likely to return to paid work .
- People whose partner works are 31% more likely to unretire.
- Mortgage payers are 50% more likely to return to work than those who own their homes outright.
- People with post-secondary qualifications are almost twice as likely to return to work as those without.

In the news

- **One in four people return to work after retirement to top-up their pension** (The Sun, 2nd November 2017) <https://www.thesun.co.uk/news/4823758/returning-to-work-after-retiring/>
- **More Britons un-retiring, but it's not for the money** (The Times, 2nd November 2017) <https://www.thetimes.co.uk/article/more-britons-un-retiring-but-it-s-not-for-the-money-b3hn56s5g>

Older people are happier if they take part in 'creative activities'



We asked

In the last 12 months, have you taken part in any of the following activities? Dancing, singing, playing a musical instrument, participating in a theatre production, painting, photography, graphic design, writing, craftwork etc.

The research

Age UK published a report using Understanding Society data from 13,000 over-60s which found that taking part in 'creative activities' such as the arts is closely linked to a strong sense of wellbeing in later life.

What the research found

- Older people who are in good health, have access to transport and friends to do things with are more likely to take part in these activities.
- Having heavy caring duties, living in a rural area and being unwell make it a lot harder to take part in these activities.

Policy implications

Caroline Abrahams, Charity Director at Age UK, said: "Age UK's research highlights the importance of staying in touch with the world around you in later life— whether this is through social, creative or physical activities, paid work, or by belonging to some form of club or community group. There are multiple benefits, including to our physical and mental health, and it really can make a big difference to how older people feel about themselves and their capacity to enjoy their later lives.

"This is why we are encouraging older people to see what activities are on offer locally and try out something new and hopefully fun. This can be a great opportunity to discover a fresh interest or hobby, meet likeminded people and make new friends."

"The message to policymakers is that there are very tangible gains to older people's health and wellbeing from taking part in local cultural and other activities, so rather than being seen as 'nice to have' they deserve both recognition and support in local and national public health strategies."

What affects young people's chances of finding work after leaving school?



We asked

We asked young adults to rate their level of satisfaction with several aspects of their lives including their health, income, amount of leisure time and life overall. We also asked them about their friendships, relationships with their families and their social lives as well as their current employment situation.

The research

In a study carried out for the What Works Wellbeing Centre, researchers from the universities of Essex, East Anglia, Reading, Hertfordshire and Sheffield used five years of longitudinal data from Understanding Society to explore what affects 16-25 year olds' chances of finding employment after leaving education. They found that young people with lower levels of life satisfaction are less likely to go on to find a job.

What the research found

- Young people with lower levels of self-reported life satisfaction are significantly less likely to go on to find a job.
- Personality matters: introverted students who are 'completely' satisfied with their life are much more likely to end up with a job than if they are 'completely dissatisfied'.
- In contrast, students with high levels of extraversion have a higher probability of being employed (more than 70%) whatever their level of life satisfaction.
- Young women are much more likely to find employment than young men.
- Young Pakistanis are far less likely to find employment than White British students.
- Students whose parents have lower skilled occupations (when the students were aged 14) are less likely to find a job.

Policy implications

Policies aiming to support student wellbeing would help increase their chances of finding employment after education. Actions targeting introverts in particular would be useful, such as mentoring through recruitment and interview processes.

What is making the UK's teenagers unhappy?



We asked

On a scale of 1 to 7, how happy do you feel with:
Your school work? Your appearance? Your family?
Your friends? Your school? Your life overall?

The research

In 2017, the Children's Society annual Good Childhood Report, based on data on 3,000 10-17 year olds, found that more than half (53%) have experienced at least three hardships in the last five years, making them far more unhappy. Teenagers who have experienced seven or more serious issues in their lives are ten times more likely to be unhappy than those who have experienced none.

Understanding Society and BHPS data was used in the report to show that children's wellbeing is as low as it was 20 years ago: from 1995 to 2010, children's happiness with their lives rose steadily, but then this progress started to reverse.

What the research found

- One in three teenage girls is fearful of being followed by a stranger and one in four boys is worried they'll be assaulted.
- Pressure to fit in with society's expectations is making children unhappy.
- Alarming numbers of children are self-harming.
- Non-stop comments about appearance are harmful to girls' wellbeing.
- Outdated gender stereotypes are damaging to boys' and girls' happiness.
- Family relationships are particularly important for girls.

In the news

- **Study shows millions of children in the UK are worried about crime** (The Guardian, 30th August 2017) <https://www.theguardian.com/society/2017/aug/30/study-shows-millions-children-uk-worried-crime>
- **One in three teenage girls lives in fear of being stalked by a stranger, shock research reveals** (The Mirror, 30th August 2017) <https://www.mirror.co.uk/news/uk-news/one-three-teenage-girls-lives-11078120>

What background factors influence young people's educational aspirations?



We asked

What are the highest level exams you would like to gain? How likely are you to go to university?

We also asked about a variety of topics such as visiting art galleries, discussing books at home, the number of evenings spent doing homework, relationship with siblings and quarrelling with parents.

The research

Researchers from the University of Warwick used Understanding Society data on over 10,000 young people to look at how aspects of their home environment affect young people's behaviour, their wellbeing and their educational aspirations.

What the research found

- Teenagers who spend quality time with their parents are more likely to want to further their studies.
- Adolescents who take part in cultural activities with their mother and father are more likely to want to continue their studies post-16 than those who don't (even those who attend homework clubs or participated in extra-curricular activities).
- Younger boys are less aspirational than slightly older adolescents and girls in general.
- Teenagers who are confident at solving problems are more likely to want to gain GCSEs.
- Teenagers who are close to their parents are twice as likely to want to gain GCSEs.

In the news

- **Trips to the museum can spark teen ambition** (Futurity, 6th April 2016) <https://www.futurity.org/teenagers-education-aspiration-1133252-2/>
- **This Is the Top Predictor of Whether You'll Want to Go to College** (Teen Vogue, 6th April 2016) <https://www.teenvogue.com/story/teens-spending-time-parents-influences-college-attendance>
- **Quality time rather than study time improves teens' educational aspirations** (EurekAlert!, 6th April 2016) https://www.eurekalert.org/pub_releases/2016-04/uow-qtr040616.php

How do parents' influence their children's opinions on gender roles in later life?



We asked

To what extent do you agree with these statements?:

“A husband's job is to earn money: a wife's job is to look after the home and family”.

“All in all, family life suffers when the woman has a full-time job”.

The research

Researchers from the London School of Economics used data from the BHPS and Understanding Society on nearly 4,000 children aged 10-15 to see to what extent what parents say and do influences how children form their opinions about gender roles later on in life.

What the research found

- Seeing what parents do has a much bigger influence than what parents say when children are developing their own attitudes towards gender equality.
- Whatever parents said, seeing their mother as a housewife influenced children into believing in gender inequality later in life.
- Children whose mother works full time develop less traditional attitudes.
- Boys are more affected by their father's attitudes than their mother's.

Policy implications

The results may be helpful for targeting public policies towards greater gender equality. Policies aimed at increasing the participation of fathers in housework may foster more balanced gender equality attitudes in young people in the future.

Which issues in 10-year-olds are linked to mental illness later on in their lives?



We asked

In the youth self-completion questionnaire, we asked about a range of emotional symptoms, peer relationship problems, conduct disorders, hyperactivity/inattention disorders and pro-social behaviour.

We also asked about screen time, diet/exercise, feelings about appearance, feelings about school, bullying, and family relationships as well as household and personal characteristics.

The research

One in ten children (or three children in every classroom) has a diagnosable mental health disorder and half of all lifetime cases of mental illness begin by age 14, with three quarters developing by age 24. Using data on 10- to 15-year-olds from Understanding Society, researchers from the Children's Society and Barnardo's explored which issues affecting children about to move up to secondary school were most strongly linked to mental ill health later on.

What the research found

- Children who argue frequently with their mother or who don't feel supported by their family are four times more likely to have mental health problems, such as depression or anxiety, by the time they are 14-15 years old.
- Around 1 in 10 (11%) UK children aged 10-11 regularly argue with their mother.
- 1 in 6 (17%) don't feel supported by their family in most aspects of their life.
- Children (1 in 20) who are bullied a few times each week are 19 times more likely to have mental health problems by the time they are 14.
- Children unhappy with their appearance as 10-year-olds (around 1 in 10) are three times more likely to develop mental ill health at 14 compared with those who are happy with their appearance.

Policy implications

Policies should aim to support schools in identifying these emerging issues at age 10-11 and help manage the transition to secondary school for children with poor mental health in order to help prevent mental illness in later childhood and adult life.



We asked

About how many hours do you spend on housework in an average week, such as time spent cooking, cleaning and doing the laundry?

The research

An international research team from the University of Zaragoza and the University of Dundee used data including Understanding Society's on how much time parents spend on housework to see what influence this has on their children.

What the research found

- Children do more housework when fathers help with the chores.
- The amount of housework children do is less affected by how much the mother does.
- Fathers do more housework when their wife has non-traditional gender role attitudes towards who should do the chores.
- If the mother has a job, this has a large and significant effect on children's housework time.
- Mothers in work and/or mothers without educational qualifications have a bigger effect on children's housework time.
- The more time parents devote to housework, the more time their children do the same.
- Father and children's time spent doing housework depends on the mother's job and educational status.
- In households where the mother does not work, the more likely children are to follow their father's housework behaviour.

Policy implications

Policies aimed at increasing the participation of fathers in housework may foster greater gender equality in housework time in the future.

How much do young people feel like they 'belong' in their communities?



We asked

How many close friends do you have? Do you go out socially or visit friends when you feel like it? Do you like living in this neighbourhood? Is this a close-knit neighbourhood? Are people around here willing to help their neighbours? Can people in this neighbourhood be trusted?

The research

The Office for National Statistics used data from Understanding Society to look at how well different age groups are integrated into their local communities and feel a sense of belonging.

What the research found

- Young people (18- to 24- year-olds) are much less likely to trust others in their local area (47%)
- Around 80% of over-75s say they do trust people in their local area.
- Young people are also less likely to stop and talk to their neighbours, or borrow things and exchange favours with them.
- Less than half (47%) of young people feel that they belong to their local area, compared with around 8 in 10 people (81%) of over 75s.
- However, a high number of people of all ages felt that their local area was a place where people from different backgrounds got on well together.

Other findings

Using data from other sources, the ONS report also found that:

- The over 75s are the least likely to have at least one close friend.
- Around 1 in 4 women (24%) and in 1 in 5 men (19%) aged over 75 care for someone sick, disabled or elderly within their household.
- Middle-aged people (aged 45 to 54) are the most likely to feel lonely and the least likely to socialise.

Youth unemployment leaves long-term scars for those in their late 20s



We asked

Are you currently employed? Are you on a full-time, part-time, permanent or temporary contract? Are you currently unemployed or in a government training scheme? Are you currently in full-time education?

We also track changes in employment status every year.

The research

Working on a project called Negotiate, centred on young people in Europe, researchers at the Oslo and Akershus University College of Applied Sciences used Understanding Society data to look at 'scarring' effects of early unemployment on long-term job security and salary prospects.

What the research found

- Young people trying to move from education to employment during the height of the financial crisis in 2007-2008 will feel the negative consequences on income, job opportunities and wellbeing later on in their lives.
- Gender, levels of education, parental education and psychological wellbeing can slightly reduce the negative effects of early unemployment on long-term job prospects.
- Women in particular are more at risk of long-term unemployment and lower salaries.

Policy implications

Employment policies and programmes need to take into account how the experience of early unemployment, and individual and family characteristics during adolescence can cause long-term employment issues in order to adequately address unemployment and improve the ability for young people to cope with and find employment.



We asked

In the BHPS, we asked how satisfied people were with certain aspects of their lives including their health, income, home, job, social life, amount of leisure time, their life overall and whether they felt more satisfied with life, less satisfied or about the same as they did a year before.

The research

Researchers from the Max Planck Institute for Demographic Research in Rostock and the University of Western Ontario used Understanding Society data to see to analyse parents' satisfaction levels before the birth of their first child, and for a long period afterwards.

What the research found

- Among parents over 34 satisfaction rises before and during the year of the birth, and then falls slightly.
- The level of satisfaction among parents aged 34+ is consistently higher than younger parents'.
- Parents' overall satisfaction level is higher if they are in good health, have a job, a high income and are well-educated.
- Women's satisfaction levels tend to rise more than those of men before and just after having a child.
- Having a second child also increases parents' life satisfaction.
- Having a third child has no positive influence on parents' satisfaction and may even have slight negative effects.

In the news

- **Thinking about having baby number THREE? One and two might have made you happy, but new research suggests a third child doesn't bring any extra joy** (Daily Mail, 28th October 2014) <https://www.dailymail.co.uk/femail/article-2810942/Thinking-having-baby-number-THREE-One-two-happy-new-research-suggests-child-doesn-t-bring-extra-joy.html>
- **A third baby is not a bundle of joy for parents** (The Telegraph, 30th October 2014) <https://www.telegraph.co.uk/news/science/science-news/11194267/A-third-baby-is-not-a-bundle-of-joy-for-parents.html>
- **People who have their kids after 35 are happiest** (Quartz, 30th October 2014) <https://qz.com/289415/people-who-have-their-kids-after-35-are-happiest/>
- **Having kids later makes for a happy family** (The Local, 6th July 2015) <https://www.thelocal.de/20150706/older-parents-are-happier-parents-claims-study>

Being repeatedly subjected to racial discrimination causes mental health problems over time



We asked

We asked questions about people's experiences of harassment, such as being shouted at, being physically attacked, avoiding a place, or feeling unsafe and if they felt that these attacks were motivated by their ethnicity.

The research

Researchers from the Centre on the Dynamics of Ethnicity used Understanding Society data to explore how repeated experiences of racial discrimination can affect mental and physical health over time. They looked at the accumulation of experiences of racial incidents across five years to find out whether these were linked to changes in mental health.

What the research found

- Mental health problems are significantly higher among ethnic minorities who have experienced repeated incidents of racial discrimination.
- The fear of avoiding spaces and feeling unsafe due to racial discrimination has the biggest cumulative effect on the mental health of ethnic minorities.

In the news

- **Racism Is Bad For Your Health: Minorities Have Poor Mental Health Because Of Racial Discrimination** (International Business Times, 27th July 2016)
<http://www.ibtimes.com/racism-bad-your-health-minorities-have-poor-mental-health-because-racial-2395432>
 - **How Racism Affects Your Mental Health** (Shape, 2nd August 2016)
<https://www.shape.com/lifestyle/mind-and-body/how-racism-affects-your-mental-health>
 - **Experiencing Racism Makes You High Risk for Mental Health Issues** (Teen Vogue, 2nd August 2016) <http://www.teenvogue.com/story/racism-mental-health-distress-study>
-



We asked

What is your ethnic group?

We also asked questions about job income and other earnings or sources of income.

The research

In 2016, the Joseph Rowntree Foundation commissioned a report to look at understanding ethnicity in the context of addressing poverty effectively to raise living standards. The researchers used Understanding Society to build a comprehensive picture of the economic situation of people from all ethnicities in the UK.

What the research found

- Over 40% of Bangladeshi and Pakistani children are growing up in poverty, compared with 31% of Chinese, 22% of Black Caribbean and 15% of children in the white majority population
- Over a third of Pakistani men and over half of Bangladeshi men are paid below the living wage
- Nearly a quarter of all graduates are now over-qualified for their jobs, but for Black African graduates this figure rises to 40%

Policy implications

These findings demonstrate the need for specific actions to improve the quality of jobs and improve access to them among ethnic minority groups. To drive down overall poverty, there is a need to particularly focus on persistent poverty amongst Black African and Pakistani groups.

IM 18 - Thank you flyer



Understanding
Society

Thank
you!

Thank you for
taking part in
Understanding
Society.

We really appreciate the time you gave to complete your survey. It's so important that we know what real people think, feel and do. Every time you complete your survey you're helping us understand more about life in the UK.

We look forward to speaking to you again next year.

With many thanks,

A handwritten signature in grey ink that reads "Michaela Benzeval". The signature is written in a cursive style with a large, looping 'M' and 'B'.

Professor Michaela Benzeval –
Director, Understanding Society.

Keep in touch with Understanding Society.

Go to our website:

www.understandingsociety.ac.uk/participants

Email: contact@understandingsociety.ac.uk

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Understanding Society – the UK Household Longitudinal Study



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IM 21 - MRS leaflet

This Understanding Society interview was conducted by:

Interviewer Name: _____

Interviewer No: _____

Date: _____

Kantar are conducting this project as an 'MRS Company Partner', which can be verified by calling the MRS Freephone on 0800 975 9596.

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The Market Research Society (MRS) is the professional body for market researchers. The MRS Code of Conduct regulates all market research activity in the UK, in compliance with Data Protection and Human Rights legislation.

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- To know the purpose of the interview
- To know who is interviewing you: Interviewers always carry the MRS personal identification card to identify themselves, this gives the interviewer's name, photograph and organisation
- To end the interview at any point
- To know that any personal information provided will only be used for the purposes about which you have been told

The information that is collected is strictly controlled and used only for research purposes, so you can be assured that taking part in our interview will not result in any subsequent sales or promotional activities by third parties.

For more information on the Market Research Society, contact:

The Standards Manager, Market Research Society, 15 Northburgh Street, London EC1V 0JR Telephone: 020 7490 4911 email: codeline@mrs.org.uk or visit website www.mrs.org.uk

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